Company Number 4544532 (England and Wales)
Charity number 1095308 (England and Wales)

VA transforms lives every day

Veterans Aid

Annual Report and Financial Statements For the year ended 30 September 2019

VETERANS AID

ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2019

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VETERANS AID

LEGAL AND ADMINISTRATIVE INFORMATION

Patron	The Dowager Viscountess Rothermere
Honorary Life President	Brigadier J F Rickett CBE FinstD

The Trustees who served during the financial year and to the date that the Report of the Trustees was signed were as follows:

Trustees	A G Wallis MBE OL DL (Chairman) Dr P Dyer BA (Hons) MA DUniv (Kent) FBIPP FIOD ACII (Deputy Chairman, Chairman of the Business Strategy Committee) R P Clinton BEM FCSI FCT (Honorary Treasurer, Member of the Business Strategy Committee passed away on 6th May 2020) Colonel Christopher MacKenzie-Beevor CBE LVO (Interim Honorary Treasurer, appointed on 7th May 2020) R Evans DipArch RIBA (Honorary Surveyor retired on 18th April 2019) Field Marshal The Lord Walker of Aldringham GCB, CMG, CBE, DL G J Holbourn FCA FCCA DChA (Member of the Business Strategy Committee) Air Chief Marshal Sir Stephen John Hillier KCB CBE DFC MA (appointed on 31st October 2019)
Management	Wg Cdr Dr Hugh Milroy OBE BTh MA PhD DCL (h.c.) (Chief Executive, Member of the Business Strategy Committee) Natalia Dabrowska BA (Company Secretary and Head of Administration) Richard Greenhough BCom ACMA (Head of Financial Services) Pat O'Connor MBE (NBH Manager) Dorothy Jones MInstF (Head of Fundraising)
Advisors	Lt Col Ian Palmer, Professor of Military Psychiatry (Honorary Psychiatric Advisor) Robert Emmet FCA (Honorary Compliance Advisor)
Legal Advisers	Dentons 1 Fleet Place London EC4M 7WS
Auditors	Saffery Champness LLP Chartered Accountants 71 Queen Victoria Street London EC4V 4BE

Investment Managers & Stockbrokers	S & T Asset Management LLP 42-45 Market Street, Stockport, Cheshire SK6 7AA
Bankers	HSBC Bank 60 Queen Victoria Street London EC4N 4TR Lloyds TSB 1 Butler Place London SW1H 0PR Clydesdale Bank PLC 35 Regent Street London SW1Y 4ND
Registered Office	27 Victoria Square London SW1W 0RB
Company No	4544532
Charity No	1095308
Constitution	Veterans Aid is a registered charity and a company limited by guarantee, registered in England. It is governed by its Memorandum and Articles of Association which were revised and adopted by Special Resolution on 3rd April 2014.
Subsidiaries	Veterans Aid (Services) Ltd, company registration number 06096959, is a wholly-owned subsidiary, currently dormant. It has not traded during the year. Hollenden House, charity number 1095308-1, and New Belvedere House, charity number 1095308-2, are wholly owned subsidiary charities, currently dormant. Neither has traded during the year nor holds any assets at the year-end. Under a uniting direction issued by the Charity Commission dated 3rd June 2003, these subsidiary charities are not required to prepare a separate Annual Report and Financial Statements.
Registered Social Landlord	Veterans Aid is registered as a Social Landlord under the reference LH0674.

Although this report covers last year it would be strange not to address what is going on at the moment. The scourge of the COVID-19 pandemic has swept the globe and wreaked havoc in its path, nowhere more so than in the charitable sector. Institutions that appeared healthy and viable have been found to be operating without meaningful reserves, and entities that purport to be providing much needed services to vulnerable people have simply stopped operating.

Veterans Aid has certainly passed the charitable test for providing 'public benefit' and proven itself to be entirely viable, but the Charity has also demonstrated what preparations and practice can deliver in moments of crisis. Not only did we have a plan for this type of emergency but our Chief Executive and the staff team mobilised the move to remote working in a seamless and efficient manner; so much so, that the Charity did not lose so much as a single day of operations. Our help desk was manned throughout this crisis and continues to provide immediate care, both in the UK and internationally. At the same time, New Belvedere House moved into a position that kept one of Britain's largest groups of vulnerable veterans safe and COVID-19 free.

2019 was a year of planned consolidation following the rigours of the New Belvedere House redevelopment and I find it astonishing that, thanks to brilliant strategic planning, fiscal prudence and sheer hard work, the Charity not only delivered the redevelopment but emerged debt-free and strong enough to withstand a crisis that saw much larger organisations begging to be bailed out. This happy situation is due not only to our wonderful in-house team but also to our band of incredible supporters, two of whom we have lost in recent months. Someone who has been a stalwart supporter through his significant donations was Sir Michael Uren who died in August. He was not only a generous donor but also a source of sound advice about the charitable sector in the current economic climate.

We also lost a faithful servant of the Charity in the shape of Robert Clinton, our Honorary Treasurer. Over his 15-year tenure, Robert developed a love for Veterans Aid that drove him to develop the sound financial platform upon which it operates today, despite failing health and physical challenges that would have brought down lesser men. His foresight and his unwillingness to take 'the easy path' ensured that our finances and governance are now in excellent order. They were very different people, but both were very much part of the VA 'family' and both will be greatly missed.

What of the future? Although this is no time for us to be complacent, I am confident that we are as well prepared as we can be for the chill wind that will inevitably blow through the charitable sector following the pandemic. The world of homelessness will see poverty being the single biggest factor that brings people to our door. Funding will be needed. Potential donors will increasingly look for hard evidence of 'need' as well as hard evidence that their money will be faithfully applied to the cause for which it was intended. Veterans Aid is well-placed to withstand whatever scrutiny is brought to bear so we can look forward with confidence knowing we are 'punching above our weight' and delivering a world-class service in the most efficient and effective way.

As always, I offer my thanks to our staff and also to my fellow members of the Board of Trustees who so willingly contribute their time and knowledge to ensure that the strategic path is optimised for the continued success of the Charity.

Andrew Wallis MBE OL DL
Chairman

15th June 2020

The 2019 CEO and Annual Impact Reports were nearing completion when the fury of the COVID-19 crisis engulfed the world. So significantly did it change the socio-economic landscape that a review that failed to take into account the pandemic would have been unthinkable. Accordingly, I am offering an account of how the Charity reacted - and responded - to the biggest challenge of modern times.

In a sense, VA's performance immediately prior to and during lockdown is also a demonstrable outcome of all it has been working and growing towards - not just in 2019 but for many years. However, this crisis has ably demonstrated the complete viability of the charity.

I write this with great pride because, despite these turbulent times, Veterans Aid has remained fully operational; not just in terms of effective outreach but also in terms of caring for our residents at New Belvedere House.

I think it is worth explaining what the charity did, and what it has achieved thus far, to enable readers to understand that while the crisis presented problems it also offered an opportunity for us to demonstrate our viability in the most extreme of circumstances. We are working with ex-serviceman and women in crisis, quite literally from Colchester to Cambodia, because we were prepared.

As the crisis unfolded, we moved speedily and decisively to establish care protocols for our clients and staff. We stopped admissions to New Belvedere House in early March 2020 so that six rooms could be freed up against any future need for isolation. Strict hygiene measures were introduced to stop any illness developing. Dealing with infections is not new to us so these procedures were well rehearsed.

We had 60 of the most vulnerable veterans in the country in our care at the outset of lockdown and, at the time of writing, none have contracted COVID-19.

Initially there were plenty of alternative sources of accommodation for new clients. Because homelessness prevention across the country has been a major effort for us over the last few years we were well connected and still able to ensure that individuals seeking our help didn't gravitate towards London. That effort paid off and in fact there were very few potential clients in need.

Early on we switched operations from our Victoria HQ, from where the Charity's main prevention work is usually done, to remote working. Again, we were prepared; functioning from a 'virtual ops room' is something we do regularly and are trained/equipped to operate in this way.

Our numbers are published on the website and we are taking a steady stream of calls from agencies and individuals seeking help. In this manner we are still providing support and prevention services across the UK and beyond. The difference is that it is taking more time to provide support and there are limitations. That said, we were very busy in mid-May as increasing numbers of people found themselves in truly challenging and unexpected situations. For the most part we were able to do something to help. Homelessness was, and is, but one small part of our work - crises that could result in veterans falling onto the streets is much more relevant at the moment.

For example, one of our clients was told that his detox facility was closing; when he asked what alternatives were being put in place, he was told to sort it out himself. We have just put him into temporary accommodation. Because the daily nature of our work has provided us with so many connections, we have become adept at innovation. This connectivity is worth its weight in gold. The other bonus is that there were very few genuine veterans on the streets of the UK and most projects had vacancies – perhaps a testament to the success of our prevention work.

We have always made good use of technology and are still delivering therapeutic input via Skype to clients across the country. Staffing is tight but we are coping. We are working with a myriad of agencies (many of them outside the military charity sector) to support clients. As it stands, we can operate like this for some time.

This is a real success story. The GLA input to New Belvedere has really paid dividends. We have a state-of-the-art facility which is working well and are still operational across the country. When London Mayor Sadiq Khan formally opened the refurbished facility he described it as an 'inspirational' model – an accolade repeated in a recent GLA News Release.

Part of our effort has always been focused on prevention and the current crisis hasn't stopped us doing more on this front. As far away as Cambodia we were able to prevent a suddenly unemployed veteran from losing his accommodation and nearer home, we have forged a unique partnership with TFL aimed at early identification of potential rough sleepers. Such a relationship, using the workforce of this huge organisation as a force multiplier, is the result of two years' work to find an appropriate partner. It features a poster of our own design that has gone viral within the transport sector.

Our internationally recognised model of operation, Welfare to Wellbeing©, really has stood the test of fire. In normal times it averages a 90% success rate and even during the current crisis nearly all clients are safe and coping well. Our year up to declaration of the pandemic had been as good as we could have hoped for and I would have reported accordingly – but the world changed in March. Thankfully all parts of our model were able to adapt successfully to the challenges.

Two things stand out as critical. The first is that, as planned, our income stream was not reliant on fundraising but on the benefit system, with fundraising providing top-up. Because these income streams remained steady our operational viability was not threatened. Second, I believe that if we had not been strong and independent, we would not have survived this test i.e. if we had been reliant upon large benevolent organisations for key funding. This 'stand apart' position was the result of a deliberate decision taken some years ago. It was made with a view to the Charity's survivability and I believe that recent events have more than vindicated this.

Finally, while there may seem to be light at the end of this tunnel, it is worth taking a moment to mention two losses to the charity that have been keenly felt.

In August 2019, we lost one of most important benefactors, Sir Michael Uren. To say that Sir Michael was a unique individual would be doing him an injustice. Without his support we would have struggled to complete our wonderful New Belvedere House. But his contribution was much wider than that as he had the ability to ask astute and challenging questions that cut to the very heart of issues. His first act with Veterans Aid was to carry out his own due-diligence by anonymously ringing-up our office to get a feel for things. When he explained who he was and what he wanted, our Head of Operations asked if he wished to be put through to the CEO. The offer was rejected but Sir Michael spent a further 20 minutes asking questions. He was clearly satisfied and very quickly grasped the critical importance of our work, but more significantly of the vital role of New Belvedere House which he decided was well worth the investment. Once committed to help an organisation he never failed to push its case and Veterans Aid was no exception.

The other loss was the recent passing of our Honorary Treasurer, Robert Paulin Clinton BEM FCSI FCT, whose support for our work remained undiminished for 15 years. Without his personal contribution it would be fair to say that Veterans Aid would not be the internationally acclaimed organisation it has become. In later years he was dogged by ill-health, but Robert continued to give his time and wisdom generously and was determined to ensure that the charity was fully viable. In particular, he was dedicated to the completion of New Belvedere House and it was wonderful that he was able to be at the opening by the Mayor of London.

Most people leave little legacy on passing but in this case, both have left a gift that will continue to help many thousands of veterans for years to come. By any measure that is a remarkable achievement.

Wing Commander Dr Hugh Milroy OBE, BTh, MA, PhD DCL (h.c.)
Chief Executive

15th June 2020

The Trustees present their Annual Report on the affairs of Veterans Aid, together with the Financial Statements and Auditor's Report for the year ended 30 September 2019. The Trustees have adopted the provisions of the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic Ireland (FRS 102).

Principal objects and activities
The objects of Veterans Aid, as stated in its Memorandum of Association, continue to be to offer support to vulnerable Veterans (ex-British Armed Forces or Merchant Service) who, through homelessness or other adverse circumstances, are in need and who require supported accommodation and skilled help in order to be able to achieve a settled way of life and their future well-being in society.

Aim of Veterans Aid
To help its clients achieve their own maximum potential to live and develop in the community by swift intervention and addressing their needs holistically.

Mission of Veterans Aid
The Charity's mission is to:

- respond effectively to vulnerable Veterans by using best practice and providing quality care;
- make innovative approaches to the problem of homelessness among Veterans;
- recognise the dignity of each person whom we seek to help; and
- develop our staff team to their utmost potential.

Overall statement of public benefit
In setting the objects and activities of the charity, the Trustees have given careful consideration to the Charity Commission's general guidelines concerning public benefit. In particular the Charity has focused on ensuring that levels of recidivism are reduced among those who graduate from its facilities and that the numbers who require longer-term assistance are reduced by a policy of swift intervention to stop clients becoming hardened street-dwellers. The Charity continues to place great emphasis on preventative work. The public benefits of VA's work are multiple and demonstrable. They can be classed as direct (i.e. where the charity prevents or addresses homelessness, social isolation and its consequences for clients) and indirect (i.e. where interventions to restore an individual to health and independence result in a family being reunited and domestic support networks being restored).

'Savings to society' as one below-the-line metric can be calculated through referencing the lifetime distribution of care and support costs – to the NHS, the Criminal Justice System, and the Department for Work and Pensions, as well as other charities and social enterprises – associated with social isolation.

Overall statement of public benefit (continued)
For example, one of the key findings in the independent Pro Bono Economics Report (2018) on Veterans Aid is that the potential economic value of the successful outcomes in the client sample of 166 veterans rises to £965k per annum. This figure is derived by multiplying the number of successful outcomes in each of the intervention areas by the relevant value estimate in the Unit Cost Database.

- **Substance misuse.**
  During the reporting year 66 clients were placed in substance misuse programmes across the country, compared to 51 the previous year. This was frequently done at short notice in marked contrast to the norm within the current care system. The policy of swift intervention recognises that with substance misuse, there is often a window of opportunity for those with addictions and that failure to seize this opportunity and robustly address the addictions will ultimately lead to failure and further financial burdens society wide.

- **Holistic approach**.
  Most clients who approach the Charity have dual or triple-diagnosis problems that overlap and add complexity to the intervention strategies. Few charities or Government agencies are structured to deal with such problems in a holistic manner. The Charity, by contrast, offers a powerhouse of diverse in-house expertise (social workers, substance misuse counsellor, military psychiatrist) that is augmented by access to an even wider network of external specialists (barristers, solicitors, academics etc.) who can be called upon to work in concert and minimise the prospect of VA "graduates" failing. This external network operates on a national basis and embraces all manner of agencies and support services. In 2019 the Charity placed 177 clients into some form of sustainable accommodation (2018: 154), very few of whom returned to their previous existence.

- **Raising awareness and appreciation of the Charity's capability**
  Following the official 're-opening' of New Belvedere House the previous year, much of the media and PR activity refocused on our operations and prevention work. A high-profile recognition of our preventative delivery services arrived from the National Lottery Community Fund who awarded us £250,000. This grant is a powerful bench-marker of quality within the third sector, shifting public focus once again onto VA.

  As a charity, we operate in an increasingly competitive environment, where it is, as ever, paramount to maintain public trust. Research shows that public expectations exceed mere compliance with charity law. Subsequently, the Pro Bono Economics study (The Costs and Benefit) remains a particularly valuable third-party endorsement which validated our W2W© model and certified our 90% success rate. Our tailored (and ever developing) database continues to support our transparent, competence-based and cost-effective methodology.

- **Raising awareness and appreciation of the Charity's capability** (continued)
  In terms of external media exposure, we continue to be proactive and sensitive to the market, responding to newsworthy events as and when they arise. Editorial content generated in-house for external, as well as, internal publications, remains well received and has the advantage of leaving us in control of our brand. As the only veteran charity belonging to Politics Home, we hold unparalleled access to those in Parliament. Remarkably, whilst on average, PH member articles receive just 500 views per piece, ours gain 2,278 (according to an analytics report). Our pieces regularly appear on the website's homepage and in the Breakfast Briefing which has 6,000 subscribers in The Westminster Bubble, including MPs, lobbyists and researchers.

  Our methodology and work are gaining widespread recognition; this year, we held a series of weekly briefings for philanthropists at Hoare's Bank, the United Kingdom's oldest privately-owned bank. Contrastingly, National Prison Radio performed a feature on Veterans Aid, which included our insight into substance misuse and employment. This was part of the Radio's work in broadcasting information and educational materials that support the National Offender Management Service and its agenda on reducing reoffending.

  In local news, our partnership with Westminster and their major part played in keeping ex-service personnel off the street, was highlighted in the official flyer on rough sleeping. Veterans Aid has maintained a close partnership with Westminster City Council since 2016.

  Further afield, Veterans Aid has been admitted to membership of The World Veterans Federation, an association of 172 veterans' organisations from 121 countries that represents around 45 million veterans worldwide. Our HQ and operations Centre were also once again visited by students and academic staff from Belgium's Thomas More University, to learn about the Welfare to Wellbeing© model's wider application among the socially excluded. Developing national and international links helps promote shared learning, reinforcing our place at the forefront of care for the homeless ex-military community.

  Day-to-day, we continue to run a responsive social media presence and versatile website. Our in-house Media and Communications team is cost-effective and flexible, providing media coverage for a range of initiatives and events. Recently this included the Camino de Santiago pilgrimage undertaken by two female veterans based in Afghanistan - Karrina and Stephanie. Client vignettes provide crucial insight to supporters and help to promote transparency. These relatable stories directly show how our supporter's donations are spent and call attention to our needs-led approach, with Facebook Analytics confirming that they perform consistently well.

VETERANS AID

Our year in numbers

2,456
client interactions

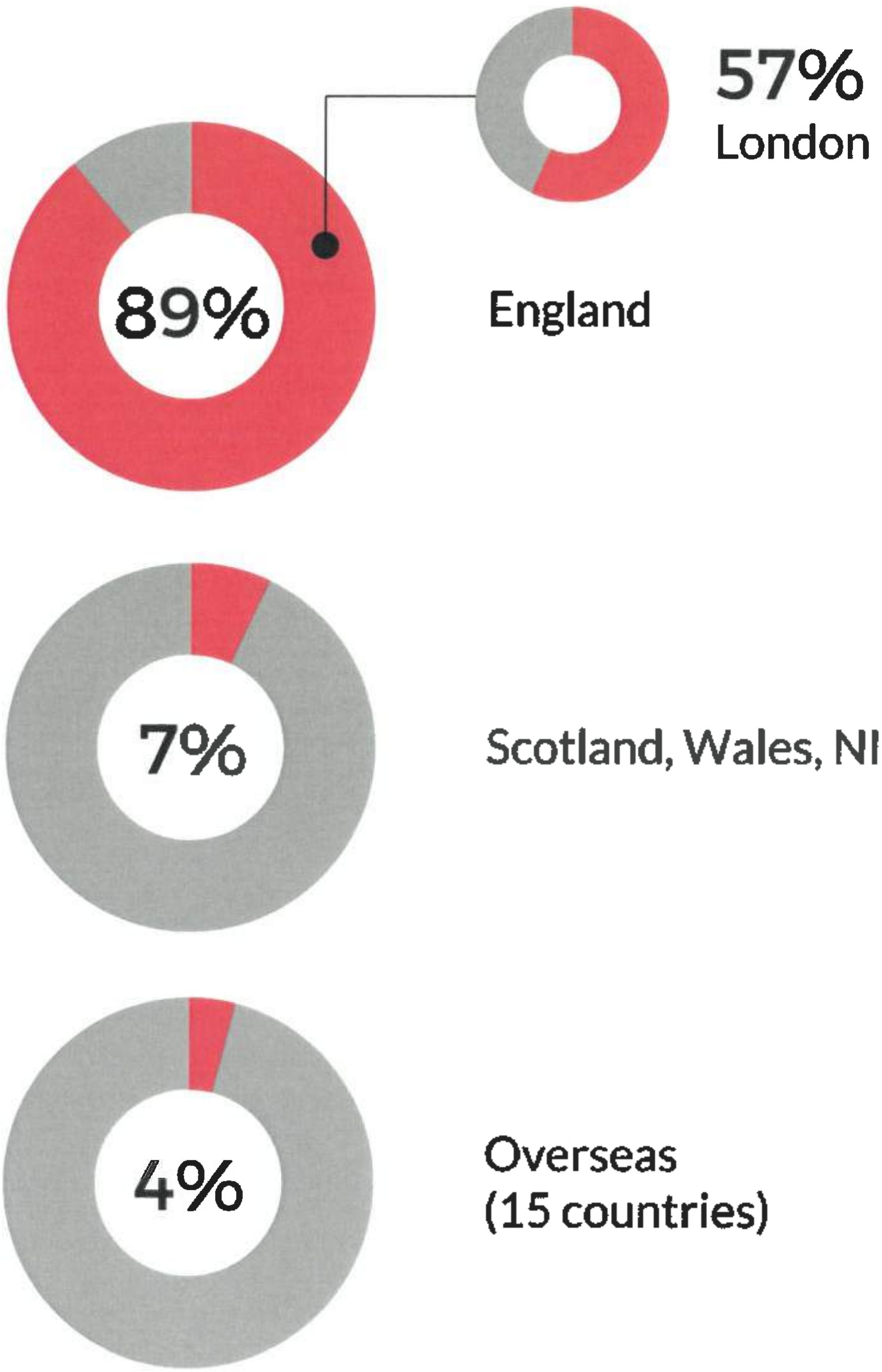
177
veterans appropriately homed

122
veterans prevented from homelessness

95
veterans into work & on training courses

66
veterans through detox | rehab

VETERANS AID
Where we operate



Governance

The Trustees are committed to strong governance and the Chairman has emphasised the importance of a good governance regime. The Charity is fortunate that various of its Trustees are engaged almost on a day to day basis with the Chief Executive, providing both oversight and expertise. The Trustees are able to offer a wealth of experience from the military, business and third sector and constitute a well-balanced board. The focus is on doing rather than knowing as this is an action orientated charity. The CEO is able to seek advice and decision-making contributions daily should it be required. In particular, the CEO has a very strong working relationship with the Board Member responsible for governance, Dr Paul Dyer, as had been the case with his predecessor, Robert Clinton.

Organisational structure

The Charity is exclusively UK based with its head office in Victoria, and its New Belvedere House in Stepney, both in London. It supports Veterans in London and across the Country and it provides advice to Veterans living abroad. Trustees determine the general policy of the Charity. The day-to-day management is delegated to the Chief Executive, to whom report the Company Secretary & Head of Administration, Head of Financial Services, NBH Manager and Head of Fundraising.

Strategic plan

The Board has agreed that during the next 5 years the Charity should marshal its resources, focus on ability to provide tangibles that benefit clients and cultivate VA's successful Welfare to Wellbeing© philosophy. Our model is exportable and we should seize this historic opportunity to allow others to follow our example and to make lives better and fulfilled in similar situations across the globe. The pandemic has brought a plethora of challenges to the sector, but the successful and well-timed modernisation of the New Belvedere House is proving to be our key asset in dealing with the Covid-19 crisis. To remain relevant, we will continue delivering our operations that are strictly based on need.

Recruitment, induction and training of trustees

Veterans Aid seeks to have a Board of Trustees that reflects the community it works in and whose members have the necessary skill and commitment to provide the good governance to achieve its objectives.

Trustees are provided with a handbook which outlines objectives, structure, responsibilities and governance, and which they are required to sign as having understood. Trustees are circulated with, and abide by, articles on good governance and updates on activities as appropriate. Appropriate training is provided where necessary to ensure that trustees are suitably skilled to support the Charity's objectives. Equally, trustees are actively encouraged to engage with the CEO on a very regular basis to provide support when necessary and to increase understanding of the Charity's daily business.

Review of activities
This year Veterans Aid welcomed several new partnerships and built on longstanding relations – local, national and international. Comparably, our online presence is ever-growing with the promise of new, potential revenues.

Veterans Aid remains active in exporting our working knowledge to veterans' organisations world-wide. In particular, our unique trip to Moscow, where we worked with British Embassy staff, allowed us to share and promote our Welfare to Wellbeing© model to Russian Veteran organisations. Additionally, this February, our CEO received a Republic of China (Taiwan) Ministry of National Defence Service Medal, in recognition of our commitment to improving mutual understanding of veterans' affairs. This medal was further to a Certificate from the Veterans Affairs Council received the previous year.

The partnership with the Police Now National Programme proceeds, with an additional two Police Officers secured to volunteer at our HQ & Ops Centre. However, like everything else, Covid-19 has put this on hold for the foreseeable future. Further due to these unprecedented circumstances, we were unable to hold our planned lectures in person at The University of East Anglia or King's College London. Therefore, learning material packs were created for the students, enabling them to proceed with coursework whilst lectures have been rescheduled for a future date.

Launched in July, our partnership with Amazon focuses on many aspects, such as awareness initiatives, recruitment, fundraising, food redistribution and donations. As part of the Amazon Smile programme, in December we became their charity of the month and saw the number of our supporters grow from 117 to 2,955. Accessing this revenue required relatively little energy and helped to diversify our broad base of funding sources.

With a relatively small footprint, Veterans Aid has been prescient in the utilisation of digital social media platforms to both promote our work and simultaneously to reach out and interact with veterans in need. Therefore, we were able to quickly adapt to home working under the restrictions caused by Covid-19. Furthermore, our advert campaigns that ran during April 2020 proved popular, reaching more than 194,000 people. The money spent on these adverts was part of a budget given to us by Facebook and so incurred no extra costs.

The follower base of our social media accounts has been growing year on year. Of particular note, we recently received the endorsement of long-standing supporter and volunteer, Commander Bob Bond. When he handed over command of his 845 Naval Air Squadron, he asked his colleagues, as a last request, to donate to Veterans Aid via TEXT DONATE, which went viral via Twitter, LinkedIn and Facebook. Almost 200,000 people saw the request, helping to build brand awareness.

Performance
The range of services, which are provided by social workers, a substance misuse worker, military psychiatrist, outreach specialists and highly trained key-working staff, is enhanced by a mix of skilled volunteers and full-time professionals.
New Belvedere House accommodates up to 66 residents, with rooms prepared for re-occupancy as soon as they become vacant.

Performance (continued)
Accommodation provision is augmented by the temporary use of hotels and military clubs, where appropriate. Based on an average aggregate the Charity looks after 60-70 clients and their families each night. (NB - not all clients require accommodation).

Whenever necessary and required, we work with appropriate bodies. For example, we are strategic partners with the Greater London Authority (who invested £1.8m in our facilities). Additionally, since 2016, we have been working closely with Westminster Council, who have a larger budget allocated to the issue of rough sleeping than any other council in the UK. New this year, we launched a joint venture with Transport for London, aimed at preventing homelessness and providing immediate help to potentially rough sleeping veterans.

The same as for any organisation providing frontline services, Covid-19 posed additional difficulties. However, we swiftly adapted to a home-working model, consistently reaching out to provide remote support. New Belvedere House, our flagship residential accommodation, dealt outstandingly well under crisis conditions, with the quality of care provided remaining extremely high. Its refurbishment and modernisation, completed successfully over a year ago, enabled us to face the challenges brought by the pandemic.

Income and investment
The Board has considered its policy on income, investments, reserves and risk management.

As in most organisations, with Veterans Aid's operations, these subjects are interdependent and so are addressed within this one report, which seeks to fulfil the requirements and deals with:

- analysis of the subjects in question and formulation of related policy;
- management and control systems; and
- reviews.

Analysis
Income
Veterans Aid realises its income from rents and housing benefits, grants, donations, events, legacies and investment income. Sufficient income needs to be generated to cover the operating costs of the Charity which are: staff costs, property maintenance, utility charges, insurance, depreciation and other sundry costs.

Investments
Veterans Aid investments stand at £849k (2018: £788k), with a further £90k (2018: £14k) in accrued income and uncommitted cash deposits held in the portfolio. With an agreed investment policy and a continual dialogue with the Honorary Treasurer and Chief Executive, the Charity portfolio is managed on a discretionary management basis by S&T Asset Management LLP.

Analysis (continued)
Liquid assets
The liquid assets of Veterans Aid are divided into:

- Unrestricted Funds. The bulk of the charity's net current assets are unrestricted, as detailed in notes 15 and 16 to the Accounts.

- Restricted Funds. A proportion of the Charity's tangible fixed assets are apportioned to the restricted funds, as detailed in notes 14 and 16 to the accounts.

- Permanent Endowment. The proceeds of the sale of the Hollenden House site are held under permanent endowment and are represented by the value of the freehold land on which New Belvedere House stands, as detailed in notes 13 and 16 to the accounts.

Income and expenditure balance.
The annual income of the charity is £1,890k (2018: £2,277k), excluding unrealised gains on investments. The intent is that expenditure should match this figure, with an aim to break even in its annual operation. In the year to September 2019, the unrestricted funds showed a surplus of £116k (2018 : deficit of £288k) and the restricted funds showed a deficit of £114k (2018 : surplus £777k), the latter arising principally due to depreciation charged on the freehold buildings at New Belvedere House in Stepney. Combined, the funds showed a surplus for the year of £2k (2018: £496k), which included movement on the permanent endowment and funds raised for the refurbishment of New Belvedere House.

Income Policy
General
The overall policy regarding the income of the Charity is the generation - through the income it obtains via rent and housing benefit payments, and the grants, donations and legacies it receives - of enough revenue to enable it, in conjunction with its income from investments, to maintain its charitable work without interruption.

Investment income
The aim of the investments of the Charity is to produce the income necessary to narrow any gap between annual income and expenditure that may arise.

Investment Policy
Discretionary management - overall guidelines:

S&T Asset Management LLP has been given discretionary powers of management, with the following overall guidelines, over the portfolios of the Charity:

- 20% of the portfolio shall be invested in bank deposits, short-term money market instruments or investment grade fixed interest securities to enable the Trustees to have access to capital at short notice.

Investment Policy (continued)

- 80% of the fund shall be invested in high quality international equities of the first rank to produce a growing income to protect the Trust against the long-term effects of inflation.

- The guideline is to achieve a balanced return to preserve and possibly enhance the capital value whilst ensuring a reasonable level of income, as amended by the Trustees from time to time.

- The equity content of the portfolio shall be in S & T's classification of medium to low risk.

- There shall be no investments in any company the aims of which are contrary to the objectives of the Charity and the Trustees shall notify the managers of any specific exclusions which they might wish to apply from time to time.

S&T is required to submit an investment report for each meeting of the Board of Trustees, usually held in April and October of every year. Reports are made regularly to the Honorary Treasurer, who presents each report to the Board of Trustees, together with any recommendations for review that may be considered prudent.

Reserves Policy
The Charity needs to have in reserve sufficient capital to guard against an unforeseen reduction in income, taking account of its need to meet the continuing costs of operating the Charity's main roles in providing accommodation, rehabilitation and emergency care for homeless veterans. The historic consistency in both income streams and expenditure relating to that role, reflects the low risk which attaches to the Charity's income, much of it coming from rent and housing benefits and from its investments. The Trustees regularly review the Charity's reserves policy in relation to the current financial position and degree of risk.

The actual value of unrestricted reserves of the Charity at 30 September 2019 is £1,041k (2018: £916k) which represents an estimated six months operating costs. For this purpose operating costs represent expenditure on both unrestricted and restricted funds.

Remuneration Policy
The remuneration of key management personnel is reviewed by the Remuneration Committee comprising the Honorary Treasurer and the Chairman. Their remuneration is set during the annual salary review for the whole team and it takes into account the following:

- Benchmarking with similar roles in the sector;
- The Charity's financial position;
- Changes to cost of living and inflation; and
- Changes in roles and responsibilities.

Fundraising

To help guarantee the availability of ongoing funds to solely pay for its work, Veterans Aid seeks to maintain a broad base of different sources of funding. We aim to raise cash income, both restricted and general, source support-in-kind and build strong local, national and international partnerships.

Our fundraising practices follow the provisions of the Charities Act 2016 (Protection and Social Investment), other relevant legislation, and local government by-laws.

Veterans Aid is a member of the Fundraising Regulator, which is an independent self-regulatory organization. As a member, Veterans Aid is committed to the highest standards in fundraising. We strictly adhere to the Fundraising Regulator's Code of Fundraising Practice. The code is underpinned by the fundraising promise which stipulates that all fundraising must be legal, open, honest and respectful to the public. We use the Fundraising Regulator badge to publicly show that we are following these standards.

We operate the Charity Commission's 'Know your Donor' principle and will make reasonable and appropriate attempts to identify any individual or organisation that gives us financial support, especially where significant sums are being donated or the circumstances of the donation give cause for concern. Veterans Aid will not accept anonymous corporate donations. However, we may accept anonymous individual or trust donations where there has been a rigorous third-party due diligence process, to confirm that Veterans Aid's reputation is not potentially compromised. Should a supporter make themselves known to Veterans Aid but wishes to remain anonymous, we will honour these wishes, on the basis that the donation carries no reputational risk to the charity.

Veterans Aid respects the privacy and contact preferences of all supporters and responds promptly to requests to cease interaction or complaints, in line with the GDPR. If any individual or organisation asks to be excluded from fundraising approaches, this is recorded on the database and acted upon immediately so that they are excluded from all forms of solicitation, or those forms from which they have asked to be excluded.

Our inhouse fundraising team do not engage in cold-calling, wealth-screening or buying/selling sensitive data. As things stand, the Charity does not use other agencies in our fundraising activities.

Veterans Aid believes and maintains the principle that, wherever possible, all gifts should be made:

- Without coercion and as an informed decision
- With full transparency and agreement regarding the use of the gift
- Should a donation be made at a time when the donor was not able to make an informed decision, but was not clear to the fundraiser, such a donation would be returned
- That the donor will be acknowledged and recognized as he/she wishes, as defined under the GDPR.

Fundraising (continued)

All the relevant donors' data is stored securely on our centralised fundraising database which is a web-integrated CRM system (Customer Relationship Management). This helps us to reduce duplication, alongside the risk of errors, and provides an essential and accurate information hub for analysis and reporting.

We are committed to safe data handling practices and have robust security measures employed to protect this highly sensitive information, namely:

- The data is encrypted and stored on VA cloud,
- Daily online and offline back-ups are arranged,
- Access to the database is severely restricted (only fundraising members of staff are granted admission and the system cannot be accessed remotely).
- The VA's network and PCs have firewalls, anti-virus and anti-malware software installed that monitors and immediately flags up potential and harmful activities 24/7.

Risk management

Risk
The diverse nature of our work naturally exposes us to many risks; some obvious and some not so obvious. Our approach to risk over the last 10 years has been to go beyond a superficial reporting process and to concentrate on building strength and depth into our protective risk minimisation. In particular, the Board member for Governance is actively involved in this process. All standard workplace legislation is adhered to but we are always seeking to go above and beyond statutory requirements. To take this onto the next level of risk management, this year we have employed an online-based, flexible and available 24/7 agency that mitigates the working risks in a very intelligent way. It provides tailored and needs-centred advice to the Administration team, who can rely on the expert consultants. This practical and customised support guides us through the ad-hoc / minor issues as well as helps us to maintain best practice policies. In addition, we have deliberately focused on Governance to ensure a progressive reduction of risk.

In essence, we have concentrated on 7 main areas:

Damage to reputation
Any PR crisis within a charity can seriously tarnish a reputation. To mitigate this, we have created a sophisticated and effective communications team. We use social media to best effect and have excellent working relationships with key media outlets, to get our message across to ensure that we are seen as a transparent, credible and trustworthy organisation. Our reputation-enhancing efforts are allied with major and relevant working agencies, whose operations directly affect the lives of our clients, such as the GLA, Westminster Council and most recently – Transport for London. Of particular relevance here has been the runaway success of our work with Politics Home which provides access to key influencers.

Damage to reputation (continued)

Our Board Member for governance was very keen for us to enhance our reputation as a strong delivery-agency with organisations which were distinctively relevant to our future as opposed to courting popularity. We have chosen to work with agencies which have a common goal for the benefit of the Charity.

Robust insurance cover
Accidents can happen, and our charitable status is not enough to stop someone from making a claim against the charity.

An accident involving a member of the public at a fundraising event, or an employee injuring themselves at the charity's premises, could result in legal action taken against the organisation. We have therefore ensured that our annual insurance review is thorough, far-reaching, comprehensive and reflective of all our activity.

Customised Health & Safety and HR & Employment Law support services
We have contracted a market-leading consulting platform that offers comprehensive advice services covering the areas of facilities management, health and safety, human resources and employment legislation. The support package includes interactive eLearning courses that are CPD and RoSPA certified, ranging from communication skills, fire safety, hand-hygiene, infection control, use of PPE or safeguarding accredited training. This move has proved to be of invaluable help since the outbreak of the pandemic, shaping our pre-lockdown, COVID-19 specific policies and post-lockdown work plans. Additionally, we were able to remotely upskill our staff at no additional cost during the lockdown.

Cyber security & Data Protection
Data security is now a significant risk for all organisations. We understand the importance of taking appropriate steps to safeguard information assets and are committed to protecting sensitive and personal information of all the data subjects. While we do not hold huge volumes of sensitive information, we have adopted sophisticated controls. Human error can of course be a great danger in respect of data loss but very few members of staff use portable data. It is self-evident that cyber security is directly linked to this issue and as a direct result we have placed great emphasis on cyber security to minimise our risks using external experts as required. Our approach to information security does not rely merely upon written policies. We maintain the confidentiality, integrity and availability of information through the protection of our technology resources and assets. Encryption, keeping back-ups and installing all the latest protective measures helps us manage these risks.

Cyber security and data protection are being closely monitored by the internal working group that consists of the CEO, Honorary Compliance Advisor and Company Secretary who report to the Board in detail on the current position and future plans.

In a world of competing demands, cultural emphasis on costs and savings, Veterans Aid sees data protection and cyber security expenditure as both justifiable and essential. We will continue investing and reviewing our activities to make sure we have adequate layers of protection and safeguarding procedures.

Funding and donations

The COVID-19 pandemic has abruptly hampered the sector's ability to raise funds through voluntary income. Veterans Aid has always insisted on diversified income streams; our viable business model is largely supported by the housing benefit system and topped-up by our sound reputation, that recently helped us win the £250,000 grant from the National Lottery Community Fund.

Our fundraising efforts have always centred around effectiveness and sustainability rather than populism and we will continue to work independently with key partners. We are particularly proud of our successful applications to access COVID-19 related funding, that was specifically set out for frontline and operations-centred charities like us. A recent, typical endorsement for our work:
'The City of Westminster Charitable Trust received a considerable number of high-quality applications, but felt your project stood out as one that will provide genuine benefits to some of the people in Westminster who need it most.
We are pleased to say that you have been awarded the total amount you applied for'.

Fraud

The significant financial outlay of the New Belvedere House project has increased our awareness of fraud both internally and externally, due to the high levels of cash/payments handled. Increasing financial scrutiny up to and including oversight by the Honorary Treasurer has been instigated with no one individual being able to divert large sums via false invoicing or invoicing for works not undertaken. Transparency is the key to our approach. In addition, our auditors, Saffery Champness, come with a substantial reputation. We have chosen them to enhance our credibility when prospective funders carry out due diligence.

The value-added aspect of this relationship is that we are allowed significant interactivity with them throughout the year thereby minimising risk. We have taken a deliberately controlled approach as we understand the impact not only of financial loss but also possible damage to reputation and a lack of public confidence if fraud were to take place.

Governance

Interaction between the Chief Executive and Specialist board is dynamic, responsive, and constant. It has proved to be a highly effective working model referencing internal and external issues. The former includes HR, organisational structure, charity culture, management issues, oversight of assets and financial strength. The latter references economic conditions, market competition, legislative changes, media, politics, reputation and demographics.

Finance and accounting review

The Charity has of net assets of £8,855,462 (2018: £8,844,348), of which £7,897,703 (2018: £8,028,876) are tangible fixed assets. The charity has £57,603 of cash balances available at one month's notice or less (2018: £36,912). The majority of the cash balances are held in deposit accounts.

Funds
As detailed in notes 13 to 15 of the financial statements, the charity has reserves classified as follows:

- Permanent endowment (note 13)
  This represents the endowment of the former Hollenden House property in East Sussex. Hollenden House itself was sold in 2005, and the remaining proportion of the freehold land, on which Whitworth House stands, was sold in September 2009. Under the terms of the endowment, its primary purpose is for investment in real estate to be held and used by the charity, and it is now represented by the freehold land at New Belvedere House.

- Restricted funds (note 14)
  Total restricted funds are £5,302,491 (2018: £5,416,527).

- Unrestricted Funds (note 15)
  Unrestricted funds are as follows:
  - General Fund – represents an estimated six months operating costs of the charity.

Statement of Trustees' responsibilities
The Trustees (who are also the Directors of Veterans Aid for the purposes of company law) are responsible for preparing the Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the company for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and accounting estimates that are reasonable and prudent;

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

Statement of Trustees' responsibilities (continued)
The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report was prepared under the special provisions of Part 15 of the Companies Act 2006 relating to small companies. The trustees are closely involved and meet formally twice a year to review management accounts, fundraising forecasts and cashflow analyses. The trustees believe that the charity is a going concern and for this reason, the going concern basis of the preparation of the financial statements is considered valid.

Auditors
A resolution proposing the re-appointment of Saffery Champness LLP will be put to the Annual General Meeting in June 2020.

Approved by the Trustees on 15th June 2020 and signed on their behalf by

A G Wallis MBE OL DL
Chair of Trustees

15th June 2020

G J Holbourn
Trustee

15th June 2020

Opinion

We have audited the financial statements of Veterans Aid for the year ended 30 September 2019 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet, the Statement of Cash Flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the charitable company's state of affairs as at 30 September 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Annual Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and to take advantage of the small companies exemption in preparing the Trustees' Annual Report and the Strategic Report.

Responsibilities of trustees
As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative to do so.

Auditor's responsibilities for the audit of the financial statements
We have been appointed as auditors under the Companies Act 2006 and report in accordance with that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

C Turtington

Cara Turtington (Senior Statutory Auditor)
For and on behalf of
Saffery Champness LLP
Chartered Accountants
Statutory Auditors

71 Queen Victoria Street
London
EC4V 4BE

25 June 2020

Saffery Champness LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 30 SEPTEMBER 2019

	Note	Unrestricted Funds £	Restricted Funds - Revenue £	Restricted Funds - Property £	Permanent Endowment £	Total 2019 £	Total 2018 £
Income and Endowments from:							
Donations & Legacies (including Gift Aid)		637,193	-	-	-	637,193	451,374
Charitable activities							
Rents		842,976	-	-	-	842,976	587,610
Grants		167,476	176,618	-	-	344,094	263,297
Grants		-	-	-	-	-	905,813
Other trading activities		41,233	-	-	-	41,233	9,539
Investments	9	24,561	-	-	-	24,561	59,618
Total income		1,713,439	176,618	-	-	1,890,057	2,277,251
Expenditure on:							
Raising Funds		143,702	-	-	-	143,702	132,022
Charitable activities		1,495,782	182,495	108,159	-	1,786,436	1,663,736
Total expenditure	2	1,639,484	182,495	108,159	-	1,930,138	1,795,758
Net gains on investments		41,965	-	-	-	41,965	14,968
Net (expenditure)/ income carried to page 28		115,920	(5,877)	(108,159)	-	1,884	496,461

STATEMENT OF FINANCIAL ACTIVITIES (continued)
FOR THE YEAR ENDED 30 SEPTEMBER 2019

		Unrestricted Funds £	Restricted Funds - Revenue £	Restricted Funds - Property £	Permanent Endowment £	Total 2019 £	Total 2018 £
Net (expenditure)/ income from page 27		115,920	(5,877)	(108,159)	-	1,884	496,461
Loss on revaluation of assets		-	-	-	-	-	(3,106,127)
Actuarial gains on defined benefit pension scheme	5	9,230	-	-	-	9,230	497
Net movement in funds		125,150	(5,877)	(108,159)	-	11,114	(2,609,169)
Total funds brought forward		915,768	8,580	5,407,947	2,512,053	8,844,348	11,453,517
Total funds carried forward		1,040,918	2,703	5,299,788	2,512,053	8,855,462	8,844,348

The statement of financial activities contains all gains and losses for the year. All activities relate to continuing operations.

The notes on pages 32 to 50 form part of these financial statements.

SUMMARY INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 30 SEPTEMBER 2019

	2019 £	2018 £
Gross income	1,890,057	2,277,251
Realised gains/(losses) on disposal of fixed assets	-	-
Total income	1,890,057	2,277,251
Total expenditure	(1,930,138)	(1,795,758)
Net gains on investments	41,965	7,342
Net income	1,884	488,835

Total income comprises £1,713,439 (2018: £1,178,370) for unrestricted funds and £176,618 (2018: £1,098,881) for restricted funds. The restricted fund figure for 2018 included sums raised to complete the refurbishment of New Belvedere House. A detailed analysis of income and expenditure by source is provided in the Statement of Financial Activities.

Expenditure before asset disposals comprises £1,639,484 (2018: £1,466,284) for unrestricted funds and £290,654 (2018: £329,474) for restricted funds.

This income and expenditure account excludes all movement on the Charity's permanent endowment fund so as to comply with the requirements of Companies Act 2006.

The summary Income and Expenditure Account is derived from the Statement of Financial Activities on pages 27 and 28 which together with the notes to the financial statements on pages 32 to 50 provide full information on the movements during the year on all the funds of the charity.

VETERANS AID

BALANCE SHEET
AS AT 30 SEPTEMBER 2019

	Notes	£	2019 £	£	2018 £
Fixed assets					
Tangible fixed assets	8		7,897,703		8,028,876
Investments	9		939,079		802,132
			8,836,782		8,831,008
Current assets					
Stock	10	6,851		3,556	
Debtors	11	90,758		402,423	
Cash at bank and in hand		57,603		36,912	
		155,212		442,891	
Current liabilities					
Creditors: Amounts falling due in less than one year	12	(93,979)		(369,907)	
Net current assets			61,233		72,984
Less: Pension deficit provision	5		(42,553)		(59,644)
Net assets			8,855,462		8,844,348
Funds					
Property Funds:					
Permanent Endowment	13		2,512,053		2,512,053
Restricted funds	14		5,299,788		5,407,947
Revenue Funds:					
Restricted funds	14		2,703		8,580
General funds	15		1,040,918		915,768
Total funds	16		8,855,462		8,844,348

Approved by the Trustees on 15th June 2020 and signed on their behalf by

G Holbourn

G J Holbourn
Trustee
Company Number 4544532

The notes on pages 32 to 50 form part of these financial statements.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2019

	Note	2019 £	2018 £
Net cash provided by operating activities (A)	**(i)**	126,946	251,740
Cash flows from investing activities			
Dividends, interest and rents from investments		25,691	56,916
Proceeds from the sale of property, plant and equipment		-	-
Purchase of property, plant and equipment		(35,835)	(3,014,679)
Proceeds from sale of investments		231,208	2,637,855
Movement in cash held as an investment		(77,111)	59,082
Purchase of investments		(250,208)	(177,027)
Net cash used in investing activities (B)		(106,255)	(437,853)
Net (decrease)/increase in cash & cash equivalents (A+B)		20,691	(186,113)
Cash and cash equivalents at the beginning of the year		36,912	223,025
Cash and cash equivalents at end of the year		57,603	36,912

Notes to the cash flow statement

(i)	**Reconciliation of net movement in funds to net cash flow from operating activities**	2019 £	2018 £
	Net income	1,884	496,461
	Add back depreciation charge	167,008	139,389
	Deduct investment income	(24,561)	(56,916)
	Deduct gain on investments	(41,965)	(14,968)
	(Increase)/decrease in stocks	(3,295)	(189)
	Decrease/(Increase) in debtors	311,665	(333,486)
	(Decrease)/increase in creditors	(275,928)	28,996
	Movement in pension scheme provision	(7,862)	(7,547)
	Net cash provided by operating activities	126,946	251,740

The notes on pages 32 to 50 form part of these financial statements.

1 Accounting policies

1.1 Accounting convention

The accounts have been prepared under the historical cost convention, as modified for the inclusion of freehold land and buildings and investments at market value, with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The accounts have been prepared in accordance with the Companies Act 2006 and the 'Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)' and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

The accounts are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The Charity constitutes a public benefit entity as defined by FRS 102.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Income

All income is accounted for as soon as the charity has entitlement to the income and there is probability of receipt and the amount is quantifiable.

All incoming resources are recognised on a receivable basis and included in the financial statements gross, i.e. before taking account of any associated expenditure.

1.4 Allocation of costs

Premises and associated costs relating to the running of Head Office (which includes the London Relief Centre) are allocated between the various expenditure headings in the SOFA on the basis of the salaries of staff at head office and the estimated time spent by each member of head office staff under each heading.

1.5 Costs of raising funds

Expenses are included as costs of raising funds if they can be directly related to a source of the charity's income or are for publicity intended to raise the profile of the charity.

1.6 Charitable activities

The charity has identified two charitable activities through which it achieves its charitable objectives–

1.6.1 Accommodation and support for Veterans in crisis
The charity runs New Belvedere House for homeless Veterans in the East End of London and provides funding to assist the residents in turning their lives around.

1.6.2 Detox rehabilitation and emergency care for Veterans in crisis
The charity's London Relief Centre in Victoria, Central London, provides a drop-in centre where Veterans in Crisis are given counselling and provided with short-term overnight accommodation while their needs are assessed.

1.7 Governance costs

Governance costs include all costs of maintaining the charity as a legal entity including audit fees, costs of trustees meetings, costs of complying with statutory requirements, and staff costs incurred in connection with meeting these requirements.

1.8 Tangible fixed assets and depreciation (see note 8)

Tangible fixed assets, except freehold land, are stated at cost or valuation less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost or valuation less estimated residual value of each asset over its expected useful life, as follows:

Freehold buildings	over fifty years straight-line
Office equipment	over three years straight-line
Housing equipment	over three years straight-line

No depreciation is charged on land.

Items purchased are capitalised where their cost is above £100 and they are expected to have an ongoing use in the charity's operations. Purchases costing less than this are charged to expenditure in the Statement of Financial Activities in the year of purchase.

A professional valuation of the freehold land and buildings was undertaken at 30th September 2018 and the accounts reflect this figure. It is intended that a valuation will take place every five years, the next being due in September 2023.

1.9 Investments (see note 9)

Fixed asset investments are valued at the current market value at the balance sheet date. Any unrealised gains or losses are credited/charged to the Statement of Financial Activities. Realised gains or losses on disposal of investments are included in the Statement of Financial Activities as they arise.

1.10 Stock (see note 10)

Stock comprises goods for resale and is valued at the lower of cost or net realisable value.

1.11 Pension costs (see note 5)

The Charity contributes to a defined contribution scheme and The Pensions Trust Growth Plan, a defined benefit multi-employer scheme. The pension costs charged in the SOFA are determined as follows:

(i) The costs relating to the defined contribution scheme are charged to the SOFA when they are incurred.

(ii) The Pensions Trust Growth Plan is an occupational defined benefit scheme. The current service costs are charged to the SOFA within staff costs. The expected return on the scheme assets less the scheme interest costs are credited within other interest. The scheme actuarial gains and losses are recognised immediately as other recognised gains and losses. The defined benefit scheme assets are measured at fair value at the balance sheet date. The scheme liabilities are measured on an actual basis at the balance sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond equivalent term to the scheme liabilities. The resulting defined benefit asset or liability is presented separately after other net assets on the face of the balance sheet.

1.12 Permanent Endowment (see note 13)

The Permanent Endowment originated from a property in East Sussex that was given to the charity and has since been sold. The fund is now represented by the freehold land at New Belvedere House.

1.13 **Restricted funds (see note 14)**
Restricted funds are those received which are earmarked for a specific purpose by the donors. Expenditure which meets the criteria specified is allocated directly to the fund.

1.14 **Unrestricted funds (see note 15)**
Funds received or generated for the objects of the charity without a further specified purpose are treated as unrestricted funds.

Trustees can designate a portion of the unrestricted funds to reflect their intention to invest strategically in future plans.

The balance in the General Fund at 30 September 2019 represents an estimated six months operating costs.

1.15 **Revaluations**
Investments are revalued to market value as at 30 September 2019 and the gain or loss is shown on the SOFA as a separate item not forming part of the incoming/(outgoing) resources as the trustees feel that including unrealised gains or losses would not show a true and fair view of the charity's activities during the year.

1.16 **Financial instruments**
The charity has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are recognised initially in the accounts at transaction price, including any transaction costs. At the end of each accounting period, basic financial instruments are recognised at amortised cost. For debt instruments this is calculated using the effective interest rate method.

1.17 **Critical estimate and judgements and key sources of estimation uncertainty**
In the application of the Charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Critical judgements in applying the Charity's accounting policies
There are no critical accounting judgements in 2019 or 2018.

Critical accounting estimates and assumptions
(i) Defined benefit pension schemes

The Charity has an obligation to pay pension benefits to certain employees and former employees. The cost of these benefits and the present value of the obligation depend on a number of factors, including life expectancy, asset valuations and discount rate on corporate bonds. Management estimates these factors in determining the net pension liability in the Balance Sheet. The assumptions reflect the historical experience and current trends. The valuation is particularly sensitive to the impact of the discount rate on the schemes' liabilities. See note 5 for the disclosures relating to the defined benefit scheme.

2 Resources expended

	Direct expenses		Support costs		
	Staff	Other	Staff	Other	Total 2019
	£	£	£	£	£
Raising funds					
Fundraising costs	-	10,802	94,456	32,155	137,413
Investment management costs	-	4,718	-	-	4,718
Cost of goods sold	-	-	-	1,571	1,571
Charitable activities					
Accommodation and support for homeless veterans	294,256	260,210	109,382	203,229	867,077
Rehabilitation and emergency care for homeless veterans	-	326,256	439,686	153,417	919,359
	294,256	601,986	643,524	390,372	1,930,138

Comparative statement for 2018 :

	Direct expenses		Support costs		
	Staff	Other	Staff	Other	Total 2018
	£	£	£	£	£
Raising funds					
Fundraising costs	-	11,936	76,380	29,086	117,402
Investment management costs	-	12,772	-	-	12,772
Cost of goods sold	-	-	-	1,848	1,848
Charitable activities					
Accommodation and support for homeless veterans	291,228	207,853	116,175	149,070	764,326
Rehabilitation and emergency care for homeless veterans	-	262,565	454,992	181,853	899,410
	291,228	495,126	647,547	361,857	1,795,758

2 Resources expended (continued)

	2019 £	2018 £
Total resources expended are stated after charging:		
Depreciation (see note 1.8 and 8)	167,008	139,389
Auditors remuneration:		
For audit	16,860	15,610
For other services	-	1,500
Amounts payable under operating leases	104,316	101,394

Governance (included in Support Costs above)

	2019 £	2018 £
Audit fees	16,860	17,110
Trustee expenses	298	288
Staff Costs allocation	22,524	23,062
Office Costs allocation	6,522	7,254
Other	875	1,098
	47,079	48,812

3 Staff costs

	2019 £	2018 £
Wages and salaries	809,654	811,459
Social security	66,638	78,515
Pension costs	36,370	32,250
	912,662	922,224
Other staff costs	25,118	16,551
	937,780	938,775

One member of staff (2018: 2) was provided on full-time secondment. These donations in kind have been valued based on the costs of a staff member undertaking the same role. Salaries of £30,800 (2018: £45,675) and social security costs of £3,200 (2018: £4,628) for these secondees are included in the above figures.

Average number of staff:	2019	2018
The average number of staff, based on average head count, working during the year was	**Number**	Number
NBH staff and care workers	11	12
Administration	13	10

The number of employees whose emoluments (salaries, wages and benefits in kind) fell within the following bands:

£60,000 to £69,999	1	1
£90,000 to £99,999	1	1

During the year the pension contributions on behalf of these members of staff amounted to £12,196 (2018: £12,157).

	2019 £	2018 £
The total remuneration of key management personnel, who comprise the CEO and the NBH Manager, was	167,573	166,408

4 Donations in Kind

	Notes	2019 £	2018 £
SSAFA provided seconded staff at an estimated value of	3	34,000	50,303
The Not Forgotten Association provided a television licence for New Belvedere House at a value of		155	147
BAE Systems provided clothing at a value of		200	-
Connoisseur Estates, Castelnau Wine Agencies and Ellis Wines provided champagne for a fundraising event at an estimated value of		639	-
Total		34,994	50,450

5 Pension plan

5.1 *The Pensions Trust*

Veterans Aid participates in The Pension Trust (TPT)'s Growth Plan, a multi-employer scheme which provides benefits to some 1,300 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, TPT has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions		
From 1 April 2019 to 30 September 2025:	£11,243,000 per annum	(payable monthly and increasing by 3% each on 1st April)

Unless a concession has been agreed with TPT the term to 30 September 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, TPT has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions		
From 1 April 2016 to 30 September 2025:	£12,945,440 per annum	(payable monthly and increasing by 3% each on 1st April)
From 1 April 2016 to 30 September 2028:	£54,560 per annum	(payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures.

5.1.1 Present value of provision for Veterans Aid

	30 September 2019	30 September 2018
	£	£
Present value of provision	42,553	59,644

5 **Pension plan** (continued)

5.1.2 Reconciliation of opening and closing provisions for Veterans Aid

	2019 £	2018 £
Provision at start of period	59,644	67,224
Unwinding of the discount factor (interest expense)	981	956
Deficit contribution paid by Veterans Aid during the year	(7,861)	(,8039)
Remeasurements - impact of any change in assumptions	863	(497)
Remeasurements - amendments to the contribution schedule	(11,074)	-
Provision at end of period	42,553	59,644

5.1.3 Income and expenditure impact

	2019 £	2018 £
Interest expense	981	956
Remeasurements - impact of any change in assumptions	863	(497)
Remeasurements – amendments to the contribution schedule	(11,074)	-
Income/(costs) recognised in Statement of Financial Activities	(9,230)	459

5.1.4 Assumptions

	30 September 2019 % per annum	30 September 2018 % per annum
Rate of discount	0.98	1.76

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

5.1.5 Members paid contributions at rates between 5% and 10% of gross salary during the accounting period. Veterans Aid matched the members contributions.

As at the balance sheet date there were 3 (2018: 3) active members of the Plan employed by Veterans Aid. Veterans Aid has closed the Plan to new entrants.

5.2 ***Royal London***

5.2.1 Veterans Aid now offers a plan with Royal London to its employees; at the balance sheet date there were 10 (2018: 9) active members of this plan employed by Veterans Aid.

5.2.2 Members paid contributions at the rate of between 3% and 10% of gross salary during the accounting period. Veterans Aid matched the members contributions.

6 Trustees

No trustees received any remuneration in the current or preceding year.

Expenses totalling £298 (2018: £288) were reimbursed to 4 (2018: 2) trustees in respect of travel and accommodation expenses when attending meetings and fundraising events.

7 Corporation tax

As a registered charity Veterans Aid is not subject to corporation tax on its wholly charitable activities.

8 Tangible fixed assets

	Freehold land and buildings £	Fittings and Equipment £	Total £
Cost			
At 1 October 2018	7,920,000	631,818	8,551,818
Additions	-	35,835	35,835
At 30 September 2019	7,920,000	667,653	8,587,653
Depreciation			
At 1 October 2018	-	522,942	522,942
Charge for the year	108,159	58,849	167,008
At 30 September 2019	108,159	581,791	689,950
Net Book value			
At 30 September 2019	7,811,841	85,862	7,897,703
At 30 September 2018	7,920,000	108,876	8,028,876

All fixed assets are used for charitable purposes.

In the year ended 30 September 2018 a professional valuation of the New Belvedere House/Old Rectory freehold premises in Stepney was carried out by Michael Rogers LLP, Chartered Surveyors. This placed an open market value on the land and buildings of £7,920,000 which is reflected in these accounts. The historical cost of the building is £9,273,653. See Note 1.8.

Capital commitments

The charity had the following capital commitments at 30 September 2018:

	2019 £	2018 £
Authorised, contracted but not provided for	Nil	Nil

9 Investments

	2019 £	2018 £
Quoted securities – UK	500,050	487,450
Quoted securities – Overseas	349,324	300,958
	849,374	788,408
Investment in subsidiary	2	2
Accrued investment income	-	1,130
Cash balances	89,703	12,592
	939,079	802,132

	Subsidiary undertakings £	Quoted securities £	Total 2019 £	Total 2018 £
Quoted/unquoted securities:				
Market value at 1 October 2018	2	788,408	788,410	3,231,804
Additions at cost	-	250,208	250,208	177,027
Disposals at market value brought forward	-	(221,462)	(221,462)	(2,664,126)
Unrealised gains	-	32,220	32,220	43,705
Market value at 30 September 2019	2	849,374	849,376	788,410
Historic cost of securities			618,673	528,384

	2019 £	2018 £
Investment income is made up of-		
Bank interest	395	229
Dividends	24,166	58,259
Accrued interest on fixed-interest investments	-	1,130
	24,561	59,618

The investment in subsidiary represents the charitable company's holding in its wholly-owned subsidiary, Veterans Aid (Services) Ltd, company registration number 06096959. The subsidiary company has not commenced trading and remained dormant throughout the year; it's aggregate capital and reserves at 30 September 2019 were £2.

Veterans Aid also has two subsidiary charities, Hollenden House (charity number 1095308-1) and New Belvedere House (1095308-2) which have remained dormant throughout the year and have no assets. Under a uniting direction issued by the Charity Commission dated 3 June 2003, these subsidiary charities are not required to prepare separate accounts.

10 Stock

	2019 £	2018 £
Clothing stock	6,444	2,535
Christmas cards stock	407	1,021
	6,851	3,556

11 Debtors

	2019 £	2018 £
Rent and housing benefits	16,149	16,624
Tax refundable	-	327,027
Prepayments	16,534	41,858
Other debtors	58,075	16,914
	90,758	402,423

12 Creditors falling due in less than one year

	2019 £	2018 £
Trade creditors	52,045	140,750
Accruals	27,106	201,525
Other creditors	14,828	27,632
	93,979	369,907

13 Permanent Endowment

	At 1 October 2018 £	Incoming resources £	Outgoing resources £	At 30 September 2019 £
Hollenden Endowment Reserve	2,512,053	-	-	2,512,053

This fund is represented by the value of the freehold land in Stepney occupied by New Belvedere House.

14 Restricted funds

		At 1 October 2018 £	Incoming resources £	Outgoing resources £	At 30 September 2019 £
a	New Belvedere House Development fund	5,407,947	-	(108,159)	5,299,788
	Property Funds	5,407,947	-	(108,159)	5,299,788
b	Outreach workers	-	40,228	(40,228)	
c	Not Forgotten Association (donation in kind)	-	155	(155)	
d	Fundraising event (donation in kind)	-	639	(639)	
e	Grants for individuals	-	68,396	(65,693)	2,703
f	Clothing & footwear	8,580	3,200	(11,780)	
g	Tax advice	-	14,000	(14,000)	
h	Substance Misuse	-	50,000	(50,000)	
	Revenue Funds	8,580	176,618	(182,495)	2,703
		5,416,527	176,618	(290,654)	5,302,491

Funds for the purchase and development of New Belvedere House (Property Funds):

a. The New Belvedere House Development Fund represents monies raised for the purchase and refurbishment of New Belvedere House (NBH) between 1973 and 2018. NBH is an integral part of the charity's operations and long-term plans and it is therefore felt that it is appropriate to show its value as a single consolidated fund including the various phases of its purchase and development. In the event of NBH being sold, grants from the GLA (£155,865) and Housing Association (£400,000) may become repayable. See Note 21.

Funds for operational expenses (Revenue Funds):

b. Support for the Outreach Worker posts has come from SSAFA (donations in kind £34,000 and travel costs £6,228) (see note 4).

c. A donation in kind from the Not Forgotten Association (see note 4).

d. Champagne provided as a donation in kind for a fundraising event (see note 4).

e. Grants for individuals represents monies provided for assistance to individual clients and spent by Veterans Aid on their needs during the year.

f. A grant from the Hedley Foundation to provide clothing and footwear, plus a donation in kind from BAE Systems (see note 4).

g. A grant from Trinity House in support of a claim for refund of tax.

h. A grant from the Sackler Trust for the Substance Misuse programme.

15 Unrestricted funds

	At 1 October 2018 £	Incoming resources £	Outgoing resources £	Realised and unrealised gains £	Transfers between funds £	At 30 September 2019 £
General Fund	915,768	1,755,404	(1,639,484)	9,230	-	1,040,918
	915,768	1,755,404	(1,639,484)	9,230	-	1,040,918

The balance in the General Fund at 30 September 2019 represents an estimated six months operating costs.

16 Analysis of net assets between funds

	Tangible fixed assets £	Investments £	Pension Deficit Provision £	Net current assets £	Total £
Hollenden Endowment Reserve	2,512,053	-	-	-	2,512,053
New Belvedere House Development Fund	5,299,788	-	-	-	5,299,788
Grants for individuals	-	-	-	2,703	2,703
General funds	85,862	939,079	(42,553)	58,530	1,040,918
	7,897,703	939,079	(42,553)	61,233	8,855,462

17 Revaluation reserves

	Unrestricted funds £	2019 Total £	2018 Total £
Included within the funds explained in notes 13 to 15 are revaluation reserves with the following values:			
Quoted securities	230,701	230,701	260,024
	230,701	230,701	260,024

18 Commitments under operating leases

	Land and buildings	Other	Total 2018	Total 2018
	£	£	£	£
Due within one year	98,794	5,580	104,374	104,476
Between 2 and 5 years	15,428	7,772	23,200	128,154
	114,222	13,352	127,574	232,630

The premises at 27 Victoria Square are leased at a cost of £20,582 plus irrecoverable VAT per quarter. The lease is due to end on 26 November 2020.

Photocopiers are leased from BNP Paribas (ending 15 March 2022) and CF Corporate Finance (ending 14 March 2023).

CCTV equipment is leased from Tower Leasing (ending 24 December 2020).

19 Related party transactions

There were no related party transactions in either 2019 or 2018.

20 Legal status

The charity is a company limited by guarantee. In the event of a winding up each member has guaranteed to give a guarantee of not more than £10. At 30 September 2019 the total of these guarantees was £60 (2018: £70).

21 Contingent liabilities

Several grants have been received in prior years to be used on the construction and maintenance of the charity's New Belvedere House freehold premises, including one from the former Greater London Council (GLC). Full historical documentation of the terms of these grants does not exist. If the charity was to cease using these premises for charitable purposes there is a possibility these grants may become repayable.

The effects of such a repayment cannot be quantified and the Trustees have no plans to change the use of these premises, and therefore they believe no further disclosure is needed in these financial statements.

22 Housing Corporation disclosure

The Charity is a Registered Provider of Social Housing, registered with the Homes and Communities Agency in England (registration number LH0674). In preparing these accounts the Trustees have considered whether the charity ought to prepare its financial statements in accordance with Housing SORP 2014: Statement of Recommended Practice for registered social housing providers (RSL SORP). They consider the activities of the charity to be much wider than the provision of social housing and have considered the status of the occupants of New Belvedere House, who are beneficiaries of the charity rather than tenants with rights under the Landlord and Tenant Act. They have therefore concluded that it is most appropriate for the charity to prepare its financial statements under the Charities SORP. Further details of the changes that would be required were the RSL SORP to be used are not included on the basis that they provide no additional useful information to the users of the financial statements. However, reference is made to the RSL SORP where the charity SORP is silent on any particular issue.

23 Income from government grants

The charity was in receipt of amounts from national and local government sources as follows:

	2019 £	2018 £
Capital grants (credited to restricted funds)	-	385,413
Revenue grants (credited to unrestricted funds)	167,476	45,229
	167,476	430,642

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 30 SEPTEMBER 2019

24 Comparative statement of financial activities

	Unrestricted funds £	Restricted funds - revenue £	Restricted funds - property £	Permanent Endowment £	Total 2018 £
Income and Endowments from:					
Donations & Legacies (including Gift Aid)	451,374	-	-	-	451,374
Charitable Activities	587,610	-	-	-	587,610
Grants	70,229	183,068	915,813	-	1,169,110
Other trading Activities	9,539	-	-	-	9,539
Investments	59,618	-	-	-	59,618
Total income	1,178,370	183,068	915,813	-	2,277,251
Expenditure on:					
Raising Funds	132,022	-	-	-	132,022
Charitable Activities	1,334,262	185,653	143,821	-	1,663,736
Total expenditure	1,466,284	185,653	143,821	-	1,795,758
Net gains/(losses) on investments	-	-	7,342	7,626	14,968
Net income/ (expenditure) carried forward	(287,914)	(2,585)	779,334	7,626	496,461

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 30 SEPTEMBER 2019

24. Comparative statement of financial activities (continued)

	Unrestricted funds £	Restricted funds - revenue £	Restricted funds - property	Permanent endowment £	Total 2018 £
Net income/ (expenditure) brought forward	(287,914)	(2,585)	779,334	7,626	496,461
Transfers between funds	881,040	-	(881,040)	-	-
Loss on revaluation of assets	-	-	(3,106,127)	-	(3,106,127)
Actuarial losses on defined benefit pension schemes	497	-	-	-	497
Net movement in funds	593,623	(2,585)	(3,207,833)	7,626	(2,609,169)
Total funds brought forward	322,145	11,165	8,615,780	2,504,427	11,453,517
Total funds carried forward	915,768	8,580	5,407,947	2,512,053	8,844,348