

**REGISTERED COMPANY NUMBER: 08230197 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1151194**

Report of the Trustees and  
Financial Statements for the Year Ended 31 March 2020  
for  
Veterans in Communities  
(A Company Limited by Guarantee)

N J Grindrod & Co Limited  
The Old Post Office  
128 Ramsden Road  
Wardle  
Rochdale  
Lancashire  
OL12 9NT

## Veterans in Communities

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Veterans in Communities

Reference and Administrative Details  
for the Year Ended 31 March 2020

**TRUSTEES**

R Barker MBE Chairman  
C E Crawforth  
B G Hyde  
J B Payton MBE  
D A Peat OBE  
Major C R Smethurst  
C Gill (appointed 16.5.19)

**COMPANY SECRETARY**

J B Payton MBE

**REGISTERED OFFICE**

VIC Centre  
12 Bury Road  
Haslingden  
Rossendale  
BB4 5PL

**REGISTERED COMPANY  
NUMBER**

08230197 (England and Wales)

**REGISTERED CHARITY  
NUMBER**

1151194

**INDEPENDENT EXAMINER**

N J Grindrod & Co Limited  
The Old Post Office  
128 Ramsden Road  
Wardle  
Rochdale  
Lancashire  
OL12 9NT

**SOLICITORS**

Woodcock & Sons  
Princess Street  
Haslingden  
Rossendale  
Lancashire  
BB4 5NH

## Veterans in Communities

### Report of the Trustees for the Year Ended 31 March 2020

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

## **OBJECTIVES AND ACTIVITIES**

### **Charitable Objects**

The charitable objects of VIC as registered with the Charity Commission are:

To relieve need, suffering and distress amongst veterans of all branches of the Armed Forces and their partners, spouses and dependents in such ways as the Trustees shall think fit, particularly but not exclusively, by providing a comprehensive and diverse outreach programme developed, designed and delivered by veterans for veterans in the North West which supports veterans suffering the effects of war and have found the transition from military to civilian life difficult as a means to preserve and protect their physical and mental health; support their resettlement, rehabilitation, if needed, and their retraining to help them obtain employment.

### **VIC Mission Statement**

To ensure that ex-service personnel and their families can return to, belong and prosper in their communities.

### **Objectives**

- To provide open access to a trusted single point of contact ensuring all who may experience immediate and future difficulty in transitioning from military to civilian life in any way know where to go, who to see and what to do
- To provide a range of interventions to meet the individual need of the AFC member to accomplish transition
- To provide access to every opportunity available to maintain health and wellbeing and achieve a return to economic activity
- To provide ongoing support to veterans and their families that promotes continuing recovery for as long as is required and recognition that family and dependants as integral to recovery
- To deliver back to the community the benefit of their service skills and knowledge
- To provide subject matter expertise and support to Local Authorities and their Armed Forces Community Covenant partners in gaining a 'veterans eye-view' and assistance in engaging with the community
- To highlight and promote awareness of veterans needs
- To establish pathways and partnerships for joint working to achieve mutual outcomes and resource efficiencies

Veterans in Communities is founded on peer support and committed to partnership and collaborative working to achieve positive outcomes that result in returning, belonging and prospering.



## **OBJECTIVES AND ACTIVITIES**

### **VIC Aims**

- To provide support for ex-military personnel, ex-emergency services and prison service personnel and their families
- To encourage others to bring their knowledge, experience and expertise to provide help, support and advice to members of the Armed Forces and uniformed civilian communities and build on existing services and develop others
- To encourage the integration of former service personnel into civilian life by encouraging them to contribute their service experience and skills to help the local community
- To work together in partnership with others to support the Armed Forces Community Covenant in recognising in-service and ex-service personnel and their families.
- To establish partnerships through pledges which while not replacing statutory services, work towards addressing issues which affect former armed forces personnel and their families.

### **Volunteers**

VIC could not function without its volunteers. They are found in every area of VIC, contributing their time, skills, knowledge and effort. They plan and deliver so many activities; art group; Choir; craft group; walks; outreach; woodwork courses; one to one IT support; skills training; stalls and information stands; fundraising assistance.

Over the year we asked some of our regular volunteers to complete timesheets so that we could demonstrate to them and to others just how valuable they are. The volunteers accumulated over 4,600 voluntary hours and if those hours had been paid at national minimum wage VIC would have needed an additional £38,341 funding.

In addition, we calculated the number of hours accumulated by our volunteers during the Choir's fundraising performances, including those of the collectors. Their hours totalled over 400 hours which equates to an additional £3,325 if paid at national minimum wage.

We are indebted to their commitment, generosity and support and grateful for each and every one of our volunteers.

VIC were devastated by the sudden death of one of our long standing core volunteers, Carole Mills, who passed away last November. Carole gave so much of her time to VIC supporting us with outreach posts, fundraising and befriending members who were socially isolated. She is much missed.

## **STRATEGIC REPORT**

### **Achievement and performance**

#### **Fundraising activities**

VIC has worked hard during the year to increase the financial contribution of fundraising and events. Much of this is thanks to the sterling efforts of the VIC Choir from collections during their performances in local supermarkets.

Members of the public continued to be very generous, particularly at Christmas. Thanks to the donations of food and toiletries we were able to distribute over 50 hampers to those living alone or with limited income. In partnership with Tesco, Haslingden, we were fortunate to receive large donations of books to be sold at the Tesco annual book sale.

VIC held Curry and Quiz nights during the course of the year. These evenings have proved to be very successful and it is hoped to expand these to other areas next year.

## Veterans in Communities

### Report of the Trustees for the Year Ended 31 March 2020

#### **STRATEGIC REPORT**

##### **Achievement and performance**

Highlights of the achievements of Veterans in Communities during the year can be found from page 28 of this document.

We would like to place on record our thanks to our former Chief Executive Officer, Liz Hamilton, who has followed her 'calling into the Ministry'; for not only building on the 'Firm Foundations' and reputation of Veterans In Communities, but also in developing her successor, Amanda Walton.

VIC were represented at Remembrance Day services across East Lancashire and Heywood, Middleton and Rochdale, with wreaths laid in many places.

In June 2019, VIC opened a second drop-in centre and sales outlet in Accrington, Hyndburn.

VIC received the 'Bronze' award from the Defence Employer Recognition Scheme during the year.

Veterans in Communities were awarded the Tom Davies Trophy by Lancashire County Council in recognition of our outstanding contribution to the Armed Forces Community in Lancashire.

##### **Financial review**

##### **Financial position**

The Statement of Financial Activities set out on page 10 shows how our funds were raised and applied during the year. This statement separates funds, which the charity itself controls - unrestricted funds, from funds which have to be spent in a manner determined by the donor - restricted funds.

The trustees are guarantors of the company. Their liabilities as set out in the memorandum are limited to £10 per guarantor.



## Veterans in Communities

### Report of the Trustees

for the Year Ended 31 March 2020

## **STRATEGIC REPORT**

### **Financial review**

#### **Principal funders**

Veterans in Communities is grateful to all the funders who have made the delivery of services possible during the year:

- East Lancashire Clinical Commissioning Group
- Armed Forces Covenant Trust
- Awards for All
- Changing Futures project, part of the Building Better Opportunities Fund jointly funded by the Big Lottery Fund and the European Social Fund
- Santander Foundation
- Community Foundations for Lancashire and Merseyside
- Action Together

VIC is also part of the partnership delivering the Integrated Neighbourhood Teams contract across Heywood, Middleton and Rochdale.

VIC are delighted to have new and continued relationships and support with Stitches R Us, Catherine Smythe Media, In4Sight, Filter Fabrications, JJ Ormerod, Greggs and Marl Pits Garden Centre. The appeal for items for our Christmas hampers was generously supported by the local community, members of the public and the children of Greenhouse Farm Nursery.

Partnership working has proved how vital collaboration and joint working is in meeting the needs of our members. We are fortunate and pleased to have worked with all of our partners; Lancashire Armed Forces Covenant Hub, Citizen's Advice Rossendale and Hyndburn, Military Veterans Service, Royal British Legion, Rochdale Metropolitan Council, MIND (Rochdale), Inspire, Armed Forces Covenant Groups in Burnley, Pendle and Rochdale, to name just a few. The support of local businesses and organisations has also been gratefully received and is essential to our development.

#### **Investment policy**

The Trustees of Veterans in Communities review the Investment Policy on an annual basis, considering cash flow needs of the organisation and the level of reserves available for investment.

At this time the Trustees feel there are not sufficient assets available for investment without creating a high risk level for cashflow.

The Trustees do take into consideration the limits of the Financial Services Compensation Scheme (FSCS). Consequently Veterans in Communities holds bank accounts at two separate institutions; National Westminster and CAF Bank. This enables the distribution of funds to mitigate the risks in accordance with FSCS limits.

The Financial Policy and Procedures outlines the checks and balances in place to regulate financial transactions and handling of money within VIC.

## Veterans in Communities

### Report of the Trustees for the Year Ended 31 March 2020

#### **STRATEGIC REPORT**

##### **Financial review**

##### **Reserves policy**

The Trustees of Veterans in Communities review the Reserves Policy on an annual basis, considering the reserves available, the need to designate funds against potential redundancy costs, future commitments and the level of risk acceptable to the Trustees.

The Trustees have determined that Veterans in Communities will maintain free reserves equivalent to a minimum of 25% of the projected expenditure for the following year. In the event that all or any funding is lost, the reserves will enable VIC to maintain a service whilst researching and sourcing other funding to enable continuity and long term viability of the organisation.

At 31st March 2020 VIC has £44,170 as free reserves after designated funds are accounted for. This represents 19% of budgeted expenditure for the financial year 2020/21

However, the Trustees are aware of the changing environment in which our principal funders operate. In particular there are far reaching and substantial changes occurring in the wider health economy leading to reduced budgets, shifting priorities and a reduction in organisational knowledge and experience. The local Clinical Commissioning Groups have been our most constant supporters, but are unable to give guarantees or projections regarding funding post March 2021. Consequently the Trustees will not seek to unduly reduce the free reserves.

VIC is fortunate to hold the asset of the VIC building within its accounts. However, this building is held in trust for the community and its value cannot be realised to the benefit of VIC.

##### **Designated Funds**

The Trustees of Veterans in Communities have considered the development of the organisation and the length of employment of a number of staff. In order to mitigate against any funding risks in the coming year, the Trustees have deemed it prudent to designate funds to cover any required redundancies. As at 31st March 2020 the designated fund will remain at £13,000

Veterans in Communities owns a vehicle purchased through grant funding, which has been depreciated over a number of years. Due to the age of the vehicle, the Trustees recognise that there will be additional expenditure to maintain it to an acceptable standard. As in the previous two years, the Trustees have designated a further £10,000 for the year to the 31st March 2020 to increase the designated funds reserve for vehicle replacement to a total £30,000.

Veterans in Communities had designated a sum of £5,000 to ensure equipment and materials could be purchased for VIC Hyndburn. £4,210 of this has been utilised. As at 31st March 2020 the designated fund is now £790.



## Veterans in Communities

### Report of the Trustees for the Year Ended 31 March 2020

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

Veterans In Communities (VIC) is a registered charity operating within a company limited by guarantee. VIC Incorporated as a Company Limited by Guarantee in September 2012 and achieved charitable status in March 2013.

VIC currently has a Board of 7 Trustees responsible for governance and developing and driving strategy. A sub group of senior staff and Trustees form the Executive Group that has a day- by-day management role. The Trustees are voluntary social entrepreneurs who are passionate about the area and have worked for years to make it a better place to live and work. They are all local people chosen for their skills and experience. They give generously of their private time, at their own expense, with a shared commitment to building a better future for ex-services personnel, their families and the wider community.

The Trustees are bound by a Code of Conduct and receive induction upon appointment. Their term of office lasts for 3 years, at the end of which they are able to be re-elected by the members, if the individual is willing.

The Trustees have not claimed any expenses or received any remuneration during the year.

#### **RISK MANAGEMENT**

The Trustees of Veterans in Communities recognise their responsibility to identify, assess and manage all areas of risk in relation to the organisation. The Risk Management Policy outlines the principles of our risk management approach, the processes for identifying risk, and the methods used to assess those risks and mitigate against them.

It covers all matters where risk can arise, compromising staff and visitor safety. Risk management is undertaken in all areas of the organisation. Overall responsibility for risk management lies with the Board of Trustees. However, it is expected that all staff, volunteers and members will play their part in ensuring risk is minimised on a day to day basis.

The main areas of risk are considered to be:

- Governance
- Operational
- Financial
- Environmental or external
- Compliance (law and regulation)

The aim of the Risk Management Policy is to create robust structures, systems and processes that will minimise or eliminate, so far as is reasonably practicable, risks to staff, members, volunteers, the general public and the organisation by promoting consistency in practice. This policy is aimed at creating a strong understanding of the responsibility for the assessment and management of risk at all levels whether through individual practice or in management arrangements.

#### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees (who are also the directors of Veterans in Communities for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

Veterans in Communities

Report of the Trustees  
for the Year Ended 31 March 2020

**STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued**

Company law requires the trustees to prepare financial statements for each financial year which 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 charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

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 has been prepared in accordance with the special provisions of Part 15 of Companies Act 2006 relating to small companies.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 17 September 2020 and signed on the board's behalf by:



.....  
R Barker MBE - Trustee



Independent Examiner's Report to the Trustees of  
Veterans in Communities

**Independent examiner's report to the trustees of Veterans in Communities ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2020.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



N Grindrod  
MAAT  
N J Grindrod & Co Limited  
The Old Post Office  
128 Ramsden Road  
Wardle  
Rochdale  
Lancashire  
OL12 9NT

Date: 17 September 2020

Veterans in Communities

Statement of Financial Activities  
for the Year Ended 31 March 2020

	Notes	Unrestricted funds £	Restricted funds £	31.3.20 Total funds £	31.3.19 Total funds as restated £
<b>INCOME AND ENDOWMENTS FROM</b>					
Voluntary income		130,596	-	130,596	134,781
<b>Charitable activities</b>					
Charitable Activities		-	69,432	69,432	41,195
Activities for generating funds	2	11,099	-	11,099	15,519
Investment income	3	<u>244</u>	<u>-</u>	<u>244</u>	<u>118</u>
<b>Total</b>		141,939	69,432	211,371	191,613
<b>EXPENDITURE ON</b>					
Raising funds		7,519	2,138	9,657	5,006
<b>Charitable activities</b>					
Charitable Activities	4	147,548	26,621	174,169	168,613
Governance costs		<u>-</u>	<u>-</u>	<u>-</u>	<u>1,590</u>
<b>Total</b>		<u>155,067</u>	<u>28,759</u>	<u>183,826</u>	<u>175,209</u>
<b>NET INCOME/(EXPENDITURE)</b>		(13,128)	40,673	27,545	16,404
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>101,088</u>	<u>27,564</u>	<u>128,652</u>	<u>112,248</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>87,960</u>	<u>68,237</u>	<u>156,197</u>	<u>128,652</u>

The notes form part of these financial statements



Veterans in Communities

Statement of Financial Position  
31 March 2020

	Notes	Unrestricted funds £	Restricted funds £	31.3.20 Total funds £	31.3.19 Total funds as restated £
<b>FIXED ASSETS</b>					
Tangible assets	10	413	270,000	270,413	270,769
<b>CURRENT ASSETS</b>					
Debtors	11	(2,524)	12,625	10,101	13,224
Cash at bank and in hand		<u>101,484</u>	<u>55,613</u>	<u>157,097</u>	<u>125,539</u>
		98,960	68,238	167,198	138,763
<b>CREDITORS</b>					
Amounts falling due within one year	12	(11,414)	-	(11,414)	(10,880)
<b>NET CURRENT ASSETS</b>		<u>87,546</u>	<u>68,238</u>	<u>155,784</u>	<u>127,883</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		87,959	338,238	426,197	398,652
<b>CREDITORS</b>					
Amounts falling due after more than one year	13	-	(270,000)	(270,000)	(270,000)
<b>NET ASSETS</b>		<u>87,959</u>	<u>68,238</u>	<u>156,197</u>	<u>128,652</u>

The notes form part of these financial statements

## Veterans in Communities

### Statement of Financial Position - continued 31 March 2020

	Notes	Unrestricted funds	Restricted funds	31.3.20 Total funds	31.3.19 Total funds as restated
	14	£	£	£	£
<b>FUNDS</b>					
Unrestricted funds:					
General fund				33,152	63,603
HMR-INT				9,100	-
Vehicle Replacement Fund				30,000	20,000
Redundancy Contingency Fund				13,000	13,000
VIP				809	29
The Community Creative Hub				166	(544)
VIC Hyndburn				790	5,000
VIC Heywood Sandbag				<u>942</u>	<u>-</u>
				87,959	101,088
Restricted funds:					
DCEPT				7,736	7,736
Building Better Opportunities				-	(265)
Hardship Fund				1,408	1,530
Armed Forces Covenant Trust				31,820	14,213
Santander Discovery Grant				1,618	4,350
VIC Sublimination				1,185	-
Armed Forces Covenant H&RV				17,422	-
Awards For All - VIP				<u>7,049</u>	<u>-</u>
				<u>68,238</u>	<u>27,564</u>
<b>TOTAL FUNDS</b>				<u>156,197</u>	<u>128,652</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

Veterans in Communities

Statement of Financial Position - continued  
31 March 2020

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 17 September 2020 and were signed on its behalf by:



.....  
R Barker MBE - Trustee

The notes form part of these financial statements



## **1. ACCOUNTING POLICIES**

### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- not provided
Plant and machinery	- 25% on cost
Fixtures, fittings and office equipment	- 33% on cost and 25% on cost
Motor vehicles	- 25% on cost

The property is shown at the value when gifted and is not to be depreciated as it has no specific useful life. Its full value is shown within 'Tangible Fixed Assets' (note 10) and 'Contingent liability' (note 13) and will remain there indefinitely. Correspondingly, the 'Contingent liability' (note 13) will remain there indefinitely until VIC no longer has use for the property and it is gifted back to the Haslingden Community.

### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.



**Veterans in Communities**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**2. ACTIVITIES FOR GENERATING FUNDS**

	31.3.20	31.3.19 as restated
	£	£
Fundraising events	1,109	2,011
Rental income	2,677	7,045
Art sales	831	1,076
Craft sales	1,038	379
Other sales	2,788	2,810
Cafe income	2,280	1,425
Mini bus hire	376	773
	<u>11,099</u>	<u>15,519</u>

**3. INVESTMENT INCOME**

	31.3.20	31.3.19 as restated
	£	£
Bank interest	<u>244</u>	<u>118</u>

**4. CHARITABLE ACTIVITIES COSTS**

	Direct Costs £	Support costs £	Totals £
Charitable Activities	<u>171,769</u>	<u>2,400</u>	<u>174,169</u>

**5. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	31.3.20	31.3.19 as restated
	£	£
Accountancy fees	2,400	1,590
Depreciation - owned assets	356	725
Surplus on disposal of fixed assets	<u>-</u>	<u>(79)</u>

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020

**6. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

**7. STAFF COSTS**

The average monthly number of employees during the year was as follows:

	31.3.20	31.3.19 as restated
Support staff	<u>8</u>	<u>8</u>

No employees received emoluments in excess of £60,000.

**8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds	Restricted funds	Total funds as restated
	£	£	£
<b>INCOME AND ENDOWMENTS FROM</b>			
Voluntary income	131,616	3,165	134,781
<b>Charitable activities</b>			
Charitable Activities	458	40,737	41,195
Activities for generating funds	15,519	-	15,519
Investment income	<u>118</u>	<u>-</u>	<u>118</u>
<b>Total</b>	147,711	43,902	191,613
<b>EXPENDITURE ON</b>			
Raising funds	5,007	(1)	5,006
<b>Charitable activities</b>			
Charitable Activities	141,933	26,680	168,613
Governance costs	<u>1,590</u>	<u>-</u>	<u>1,590</u>
<b>Total</b>	148,530	26,679	175,209
<b>NET INCOME/(EXPENDITURE)</b>	(819)	17,223	16,404

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020

**8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds as restated £
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	101,906	10,342	112,248
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>101,087</u>	<u>27,565</u>	<u>128,652</u>

**9. PRIOR YEAR ADJUSTMENT**

The Trustees had agreed to an increase of £10,000.00 to the "Vehicle Replacement Fund" but the transfer was not included in the year ended 31 March 2019 accounts. The Trustees had also agreed to the transfer of some of the Unrestricted Funds to the General Fund and this also had not been included in the year ended 31 March 2019 accounts.

**10. TANGIBLE FIXED ASSETS**

	Freehold property £	Plant and machinery £	Fixtures, fittings and office equipment £	Motor vehicles £	Totals £
<b>COST</b>					
At 1 April 2019 and 31 March 2020	<u>270,000</u>	<u>14,632</u>	<u>29,920</u>	<u>17,994</u>	<u>332,546</u>
<b>DEPRECIATION</b>					
At 1 April 2019	-	14,632	29,151	17,994	61,777
Charge for year	<u>-</u>	<u>-</u>	<u>356</u>	<u>-</u>	<u>356</u>
At 31 March 2020	<u>-</u>	<u>14,632</u>	<u>29,507</u>	<u>17,994</u>	<u>62,133</u>
<b>NET BOOK VALUE</b>					
At 31 March 2020	<u>270,000</u>	<u>-</u>	<u>413</u>	<u>-</u>	<u>270,413</u>
At 31 March 2019	<u>270,000</u>	<u>-</u>	<u>769</u>	<u>-</u>	<u>270,769</u>

Depreciation on the property is no longer required and has therefore been written back to its original gifted value on the basis that VIC will enjoy use during its lifetime and will not benefit from any appreciation in value after any transfer of ownership.

Veterans in Communities

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020

**11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31.3.20	31.3.19 as restated
	£	£
Trade debtors	3,759	6,901
Prepayments and accrued income	<u>6,342</u>	<u>6,323</u>
	<u>10,101</u>	<u>13,224</u>

**12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31.3.20	31.3.19 as restated
	£	£
Trade creditors	2,848	8,182
Social security and other taxes	1,679	-
Accruals	<u>6,887</u>	<u>2,698</u>
	<u>11,414</u>	<u>10,880</u>

**13. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	31.3.20	31.3.19 as restated
	£	£
Contingent liability in respect of Gifted Property	<u>270,000</u>	<u>270,000</u>



## Veterans in Communities

### Notes to the Financial Statements - continued for the Year Ended 31 March 2020

#### **14. MOVEMENT IN FUNDS**

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
<b>Unrestricted funds</b>				
General fund	63,603	(31,395)	944	33,152
Donations	-	3,633	(3,633)	-
Fundraising - Singing	-	3,964	(3,964)	-
Fundraising-Other	-	3,630	(3,630)	-
East Lanes CCG	-	(2,989)	2,989	-
HMR-INT	-	9,100	-	9,100
Vehicle Replacement Fund	20,000	-	10,000	30,000
Redundancy Contingency Fund	13,000	-	-	13,000
VIP	29	780	-	809
The Community Creative Hub	(544)	710	-	166
Income Generation	-	2,173	(2,173)	-
Trading	-	533	(533)	-
VIC Hyndburn	5,000	(4,210)	-	790
VIC Heywood Sandbag	-	942	-	942
	<u>101,088</u>	<u>(13,129)</u>	<u>-</u>	<u>87,959</u>
<b>Restricted funds</b>				
DCEPT	7,736	-	-	7,736
Building Better Opportunities	(265)	265	-	-
Hardship Fund	1,530	(122)	-	1,408
Armed Forces Covenant Trust	14,213	17,607	-	31,820
Santander Discovery Grant	4,350	(2,732)	-	1,618
VIC Sublimination	-	1,185	-	1,185
Armed Forces Covenant H&RV	-	17,422	-	17,422
Awards For All - VIP	-	7,049	-	7,049
	<u>27,564</u>	<u>40,674</u>	<u>-</u>	<u>68,238</u>
<b>TOTAL FUNDS</b>	<u>128,652</u>	<u>27,545</u>	<u>-</u>	<u>156,197</u>

## Veterans in Communities

### Notes to the Financial Statements - continued for the Year Ended 31 March 2020

#### **14. MOVEMENT IN FUNDS - continued**

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	331	(31,726)	(31,395)
Donations	3,633	-	3,633
Fundraising - Singing	3,964	-	3,964
Fundraising-Other	3,649	(19)	3,630
East Lancs CCG	80,000	(82,989)	(2,989)
HMR-INT	38,230	(29,130)	9,100
VIP	780	-	780
The Community Creative Hub	4,860	(4,150)	710
Income Generation	3,777	(1,604)	2,173
Trading	533	-	533
VIC Hyndburn	-	(4,210)	(4,210)
VIC Heywood Sandbag	<u>2,182</u>	<u>(1,240)</u>	<u>942</u>
	141,939	(155,068)	(13,129)
<b>Restricted funds</b>			
Building Better Opportunities	8,354	(8,089)	265
Hardship Fund	-	(122)	(122)
Armed Forces Covenant Trust	27,909	(10,302)	17,607
Santander Discovery Grant	-	(2,732)	(2,732)
VIC Sublimination	2,912	(1,727)	1,185
Armed Forces Covenant H&RV	19,914	(2,492)	17,422
Awards For All - VIP	9,998	(2,949)	7,049
Action Together	<u>345</u>	<u>(345)</u>	<u>-</u>
	<u>69,432</u>	<u>(28,758)</u>	<u>40,674</u>
<b>TOTAL FUNDS</b>	<u>211,371</u>	<u>(183,826)</u>	<u>27,545</u>

## Veterans in Communities

### Notes to the Financial Statements - continued for the Year Ended 31 March 2020

#### 14. MOVEMENT IN FUNDS - continued

##### Comparatives for movement in funds

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
<b>Unrestricted funds</b>				
General fund	36,225	11,685	15,693	63,603
Donations	8,599	7,729	(16,328)	-
Fundraising - Singing	4,418	4,095	(8,513)	-
Fundraising-Other	-	4,360	(4,360)	-
East Lancs CCG	7,584	(4,595)	(2,989)	-
Voices Concert	1,503	-	(1,503)	-
HMR-INT	23,577	(23,577)	-	-
Vehicle Replacement Fund	10,000	-	10,000	20,000
Redundancy Contingency Fund	10,000	-	3,000	13,000
VIP	-	29	-	29
The Community Creative Hub	-	(544)	-	(544)
VIC Hyndburn	-	-	5,000	5,000
	101,906	(818)	-	101,088
<b>Restricted funds</b>				
DCEPT	1,926	5,810	-	7,736
LCC Building Resilience Fund	2,881	(2,881)	-	-
Building Better Opportunities	(688)	423	-	(265)
ABF The Soldiers	4,618	(4,618)	-	-
Hardship Fund	1,605	(75)	-	1,530
Armed Forces Covenant Trust	-	14,213	-	14,213
Santander Discovery Grant	-	4,350	-	4,350
	10,342	17,222	-	27,564
<b>TOTAL FUNDS</b>	<b>112,248</b>	<b>16,404</b>	<b>-</b>	<b>128,652</b>



Notes to the Financial Statements - continued  
for the Year Ended 31 March 2020

**14. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	2,309	9,376	11,685
Donations	7,729	-	7,729
Fundraising - Singing	4,567	(472)	4,095
Fundraising-Other	4,800	(440)	4,360
East Lancs CCG	80,085	(84,680)	(4,595)
HMR-INT	35,044	(58,621)	(23,577)
VIP	844	(815)	29
The Community Creative Hub	4,420	(4,964)	(544)
Income Generation	6,361	(6,361)	-
Trading	<u>1,552</u>	<u>(1,552)</u>	<u>-</u>
	147,711	(148,529)	(818)
<b>Restricted funds</b>			
DCEPT	7,310	(1,500)	5,810
LCC Building Resilience Fund	-	(2,881)	(2,881)
Building Better Opportunities	12,565	(12,142)	423
ABF The Soldiers	-	(4,618)	(4,618)
Hardship Fund	-	(75)	(75)
Armed Forces Covenant Trust	19,677	(5,464)	14,213
Santander Discovery Grant	<u>4,350</u>	<u>-</u>	<u>4,350</u>
	<u>43,902</u>	<u>(26,680)</u>	<u>17,222</u>
<b>TOTAL FUNDS</b>	<u>191,613</u>	<u>(175,209)</u>	<u>16,404</u>

## Veterans in Communities

### Notes to the Financial Statements - continued for the Year Ended 31 March 2020

#### **14. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
<b>Unrestricted funds</b>				
General fund	36,225	(19,710)	16,637	33,152
Donations	8,599	11,362	(19,961)	-
Fundraising - Singing	4,418	8,059	(12,477)	-
Fundraising-Other	-	7,990	(7,990)	-
East Lancs CCG	7,584	(7,584)	-	-
Voices Concert	1,503	-	(1,503)	-
HMR-INT	23,577	(14,477)	-	9,100
Vehicle Replacement Fund	10,000	-	20,000	30,000
Redundancy Contingency Fund	10,000	-	3,000	13,000
VIP	-	809	-	809
The Community Creative Hub	-	166	-	166
Income Generation	-	2,173	(2,173)	-
Trading	-	533	(533)	-
VIC Hyndburn	-	(4,210)	5,000	790
VIC Heywood Sandbag	-	942	-	942
	<u>101,906</u>	<u>(13,947)</u>	<u>-</u>	<u>87,959</u>
<b>Restricted funds</b>				
DCEPT	1,926	5,810	-	7,736
LCC Building Resilience Fund	2,881	(2,881)	-	-
Building Better Opportunities	(688)	688	-	-
ABF The Soldiers	4,618	(4,618)	-	-
Hardship Fund	1,605	(197)	-	1,408
Armed Forces Covenant Trust	-	31,820	-	31,820
Santander Discovery Grant	-	1,618	-	1,618
VIC Sublimation	-	1,185	-	1,185
Armed Forces Covenant H&RV	-	17,422	-	17,422
Awards For All - VIP	-	7,049	-	7,049
	<u>10,342</u>	<u>57,896</u>	<u>-</u>	<u>68,238</u>
<b>TOTAL FUNDS</b>	<u>112,248</u>	<u>43,949</u>	<u>-</u>	<u>156,197</u>

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**14. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	2,640	(22,350)	(19,710)
Donations	11,362	-	11,362
Fundraising - Singing	8,531	(472)	8,059
Fundraising-Other	8,449	(459)	7,990
East Lancs CCG	160,085	(167,669)	(7,584)
HMR-INT	73,274	(87,751)	(14,477)
VIP	1,624	(815)	809
The Community Creative Hub	9,280	(9,114)	166
Income Generation	10,138	(7,965)	2,173
Trading	2,085	(1,552)	533
VIC Hyndburn	-	(4,210)	(4,210)
VIC Heywood Sandbag	<u>2,182</u>	<u>(1,240)</u>	<u>942</u>
	289,650	(303,597)	(13,947)
<b>Restricted funds</b>			
DCEPT	7,310	(1,500)	5,810
LCC Building Resilience Fund	-	(2,881)	(2,881)
Building Better Opportunities	20,919	(20,231)	688
ABF The Soldiers	-	(4,618)	(4,618)
Hardship Fund	-	(197)	(197)
Armed Forces Covenant Trust	47,586	(15,766)	31,820
Santander Discovery Grant	4,350	(2,732)	1,618
VIC Sublimination	2,912	(1,727)	1,185
Armed Forces Covenant H&RV	19,914	(2,492)	17,422
Awards For All - VIP	9,998	(2,949)	7,049
Action Together	<u>345</u>	<u>(345)</u>	<u>-</u>
	<u>113,334</u>	<u>(55,438)</u>	<u>57,896</u>
<b>TOTAL FUNDS</b>	<u>402,984</u>	<u>(359,035)</u>	<u>43,949</u>



**15. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2020.

## Veterans in Communities

### Detailed Statement of Financial Activities for the Year Ended 31 March 2020

	Unrestricted funds	Restricted funds	31.3.20 Total funds	31.3.19 Total funds as restated
	£	£	£	£
<b>INCOME AND ENDOWMENTS</b>				
<b>Voluntary income</b>				
Donations	6,183	-	6,183	8,981
Fundraising-Singing	3,898	-	3,898	4,567
East Lancs CCG	80,000	-	80,000	80,000
HMR-INT	38,230	-	38,230	35,044
Building Better Opportunities	-	-	-	3,101
The Community Creative Hub	1,386	-	1,386	83
No description	-	-	-	25
VIP income	780	-	780	844
Voluntary income - General	<u>119</u>	<u>-</u>	<u>119</u>	<u>2,136</u>
	130,596	-	130,596	134,781
<b>Activities for generating funds</b>				
Fundraising events	1,109	-	1,109	2,011
Rental income	2,677	-	2,677	7,045
Art sales	831	-	831	1,076
Craft sales	1,038	-	1,038	379
Other sales	2,788	-	2,788	2,810
Cafe income	2,280	-	2,280	1,425
Mini bus hire	<u>376</u>	<u>-</u>	<u>376</u>	<u>773</u>
	11,099	-	11,099	15,519
<b>Investment income</b>				
Bank interest	244	-	244	118
<b>Charitable activities</b>				
Grants	<u>-</u>	<u>69,432</u>	<u>69,432</u>	<u>41,195</u>
<b>Total incoming resources</b>	141,939	69,432	211,371	191,613
<b>EXPENDITURE</b>				
<b>Other trading activities</b>				
Purchases	5,383	1,728	7,111	5,006
Projects costs	<u>2,136</u>	<u>410</u>	<u>2,546</u>	<u>-</u>
	7,519	2,138	9,657	5,006

This page does not form part of the statutory financial statements

## Veterans in Communities

### Detailed Statement of Financial Activities for the Year Ended 31 March 2020

	Unrestricted funds	Restricted funds	31.3.20 Total funds	31.3.19 Total funds as restated
	£	£	£	£
<b>Other trading activities</b>				
<b>Charitable activities</b>				
Wage costs	110,055	23,788	133,843	126,957
Gas, electricity and water	5,467	285	5,752	3,338
Telephone and computer costs	2,271	172	2,443	2,220
Post, stationery and adverts	6,587	18	6,605	6,529
Sundries	-	-	-	1,397
Direct costs	-	-	-	5,343
Motor expenses	2,949	-	2,949	3,843
Travel and refreshments	5,290	2,357	7,647	3,560
Insurance	3,591	-	3,591	3,378
Professional fees	3,013	-	3,013	4,885
Repairs	2,400	-	2,400	2,329
Cleaning and hygiene	1,073	-	1,073	1,068
Depreciation	356	-	356	1,365
Staff training	546	-	546	1,032
Bank charges	60	-	60	60
Event costs	20	-	20	1,175
Subscriptions	740	-	740	213
Sundries	731	-	731	-
Loss on sale of intangible fixed assets	-	-	-	(79)
	145,149	26,620	171,769	168,613
<b>Support costs</b>				
<b>Governance costs</b>				
Auditors' remuneration	2,400	-	2,400	1,590
Total resources expended	155,068	28,758	183,826	175,209
<b>Net income/(expenditure)</b>	<u>(13,129)</u>	<u>40,674</u>	<u>27,545</u>	<u>16,404</u>

This page does not form part of the statutory financial statements



## Veterans in Communities

Summary of achievements and performance 2019/20

Providing support  
for ex-military and  
ex-emergency  
services personnel



Over 170 new members identified,  
registered and supported



Over 200 outreach sessions  
delivered across Pendle, Burnley,  
Hyndburn, Rossendale, Rochdale,  
Heywood and Middleton



Over 25 home visits provided for  
those who can't get to the Centre  
or outreach points

Encouraging members to use their skills and experience to benefit

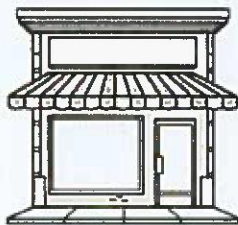
Engagement in various community projects



Volunteer leading accredited First Aid courses for external organisations raising funds for VIC



Involvement in Welcoming three Duke of Edinburgh volunteers to help within VIC



- Members decorated and re-modelled the new retail outlet and veterans' drop in centre prior to opening
- Volunteers leading new activities to be offered in Accrington
- Members regularly volunteer to welcome shoppers and veterans to the outlet



- Members volunteered within many of our peer support activities and projects simultaneously raising funds for VIC
- Activities include:
  - ⇒ Veterans in Production
  - ⇒ Art and crafts groups
  - ⇒ Coffee groups
  - ⇒ Outreach and fundraising events



## Working in partnership to support the Armed Forces Covenant -

supporting those who serve or  
who have served in the armed  
forces, and their families

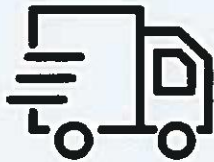


### EMPLOYER RECOGNITION SCHEME

#### BRONZE AWARD

Proudly supporting those who serve.

- Signed the Armed Forces Covenant
- Received the Bronze Award of Defence Employers Recognition Scheme



- Full partner in the delivery of the Integrated Neighbourhood Team contract in HMR
- Partnership work and delivery with Lancashire Armed Forces Covenant Hub and the Royal British Legion
- Representation and active participation on Armed Forces Covenant Groups



- VIC members, staff and volunteers attended summer BBQ in recognition of Armed Forces Day
- Attended several Remembrance Day parades around the areas of benefit



Establishing  
partnerships to work  
towards addressing  
issues affecting former  
armed forces personnel  
and their families



50+ partnership meetings with  
other organisations to develop  
joint working



Engagement with GPs and  
medical centres in promoting  
the 'Veteran Friendly Practice'  
accreditation across East  
Lancashire, Heywood,  
Middleton, and Rochdale.

Partners with the Lancashire  
Armed Forces Covenant Hub and  
the Royal British Legion to  
deliver workshops promoting  
veterans' health and 'Veteran  
Friendly' practices in Lancashire



30+ information stands and  
presentations held across East  
Lancashire, Heywood, Middleton  
and Rochdale to raise awareness  
of VIC and the issues faced by  
ex-services personnel

## Supporting health and wellbeing of our members



Peer support

Veterans in Production

Art Group

VIC Choir

Craft Group

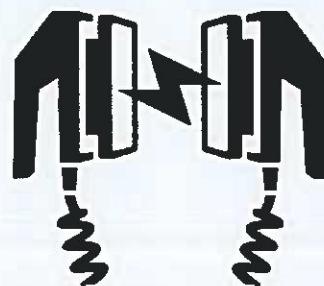
Allotment project in Rossendale

Pyrography



44 people have participated in our annual programme of countryside walks

Over 60 people attended social inclusion trips to Queen St Mill, Bridgewater Canal and the VIC Christmas meal



Members were instrumental in fitting a defibrillator to the outside wall of the VIC Centre

Training for members and the wider community provided by Community Defibs for Rossendale



## Supporting health and wellbeing continued



VIC delivered courses to members relating to:

- Digital scam awareness
- Prevent awareness
- Alcohol and drugs awareness
- First Aid
- Lancashire Lifesavers
- IT
- Volunteers



Over 50 Christmas hampers delivered to those alone on Christmas Day



The VIC Centre was open on Bank Holidays. The centre only closing for Christmas Day



Use of VIC Centre for appointments with specialist psychological services such as Military Veterans' Service and Combat Stress. Our centre is also used by partners such as Citizens Advice and Inspire



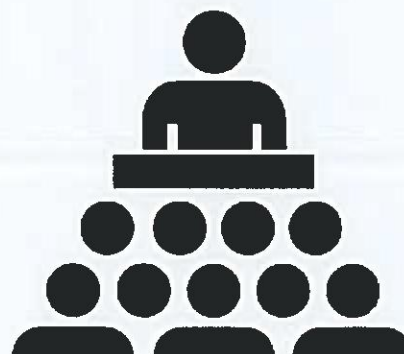
## Return to economic activity



Building Better Opportunities, Changing Futures project, funded by The Community Fund and the European Social Fund, provided intensive one to one support enabling veterans to move closer to employment



One to one support tailored to meet the needs of the individual and an action plan developed to help them achieve skills, confidence and move towards finding employment



Delivery of courses to improve skills and increase confidence

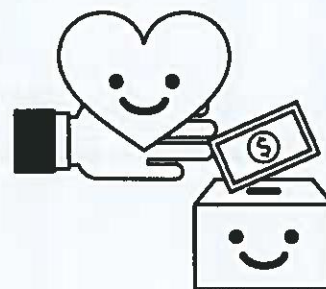
## Fundraising



Over £3,800 raised by the VIC Choir from collections during performances



Over £60,000 in grants were secured

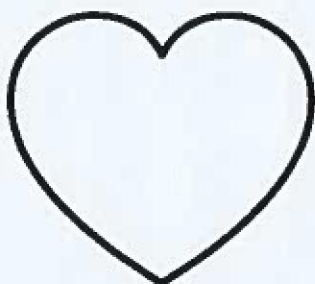


Over £7,000 of fundraising events and donations raised

Over £12,000 in trading income



## Volunteers



VIC is extremely grateful to each and every one of our volunteers who give so generously of their time and skills



5000+ volunteer hours gifted to VIC



Equated to £44,210 if paid at minimum wage

Volunteers are involved in:

- organising and leading groups and activities
- administration,
- organising walks and social inclusion activities,
- fundraising,
- VIC Choir members,
- allotment,
- manning outreach posts,
- VIC Hyndburn
- VIC Heywood (Sandbag café)
- VIC Middleton (Middleton Mess Tin)
- Trustees





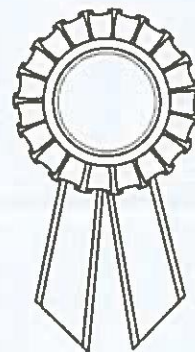
## Awards and Recognition



VIC were presented with the Tom Davies Trophy; the award was given to VIC for 'Outstanding Contribution to the Armed Forces Community in Lancashire'.



One of our core volunteers became a mentor for members of The Royal Artillery Association



3 VIC volunteers were finalists in the English Veterans Awards

1 VIC volunteer was a finalist in Rossendale BC Community Awards

# Thank you to our funders:



## East Lancashire Clinical Commissioning Group



The Pennine Acute Hospitals  
NHS Trust

 THE ARMED FORCES  
COVENANT FUND TRUST



FOUNDATION

  
AWARDS  
FOR ALL

BIG  
LOTTERY  
FUND

  
COMMUNITY  
FOUNDATIONS  
For Lancashire and Merseyside





# Impact

Matthew left the Army in 1993 and struggling to readjust he spent a number of years working and travelling around the world. Eventually he returned to the UK, became homeless and was sectioned due to his mental health.

After being referred from SSAFA, Matthew contacted VIC feeling in desperate need of therapy but not able to get help due to drug use.

Initially Matthew would come to the Centre and work on his computer, feeling that he could concentrate more on this work than he could at home. VIC offered activities as a way to socialise with peers and also provided intensive one to one support. Matthew continued to improve mentally, socially and said his drugs use had dropped substantially. As a direct result, he didn't feel the need to self-harm as much.

Matthew helped to prepare the retail unit in Accrington for its opening. Later, volunteering to welcome people into drop-in centre and shop. He learned a new craft at VIC through a peer, eventually making complex pieces that were sold in our shop. Matthew started to run his own classes sharing his skills with others'.

Matthew has made new friends and social networks at VIC that will help with his recovery.

John served in the RAF. Living alone, John was socially isolated, had some physical health problems which restricted his mobility and also suffered from Diabetes.

A keen artist to aid his mental health, John joined the VIC art group. Expressing an interest in helping others he became a key member of the outreach team in the shop helping and supporting veterans through shared experiences.

John enjoyed the social side of meeting people and through VIC has made a new social network of friends, improving his mental health and feelings of social isolation.