

# Launchpad Impact Report

For the Year Ending 30 June 2023



Supporting our Veterans

Company Registration Number: 08633047 | Charity Registration Number: 1153185



# Contents

Foreword	p3
Achievements and Performance in YE June 2023	p4
Jonathan – Avondale House	p5
Strategy Service Delivery Post-Pandemic Activity	p6
House Management Fundraising Public benefit	p7
Tom - Hollyacre House	p8
Our fundraising activities 2022-2023	p10
Working in Partnership	p12
Ellis – Speke House	p14
Launchpad awarded silver under Defence Employer Recognition	p15
Partner Profile: VIVO Defence Systems	p16
Financial Review Reserves Policy	p17
Statement of Financial Activities	p18
Statement of Financial Position	p19



## Reference and Administrative Details

<b>Registered charity name</b>	AF&V Launchpad Limited
<b>Charity registration number</b>	1153185
<b>Company registration number</b>	08633047
<b>Registered office</b>	Enterprise House, Harmire Enterprise Park, Barnard Castle, County Durham, DL12 8XT

<b>Our Trustees</b>	Nicolas Tubbs (resigned 30 October 2023) Major Kenneth McMillan MBE (Co-Founder) Lucinda Perriam (Chair) Lieutenant Colonel Richard Dixon-Warren Dr Philip Mixer QVRM DL Sharon Sainsby-Thompson (resigned 14 November 2022) Colonel Mark Underhill OBE DL Sarah-Louise McCartney (appointed 19 December 2022)
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<b>CEO and Co-Founder</b>	Major General David Shaw CBE
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<b>Manager of Avondale House &amp; Hollyacre House</b>	Phil Thompson
<b>Manager of Speke House</b>	Samantha Jackson
<b>Charity Secretary</b>	Amanda Crompton
<b>Auditors</b>	Streets Audit LLP

# Foreword

I am pleased to report that Launchpad has housed and provided essential support to aid their transition to 137 veterans this year and 633 since inception in 2013.

Over the past five years, on average 47% of our residents gained employment and 60% moved on successfully; these are impressive figures as around 88% of our residents came from a homeless background over the same period and many endure complex challenges. This is what Launchpad is all about, giving a helping hand to veterans who need a bit of support at this stage of their lives, so they can live successful and independent lives thereafter.

The incorporation into Launchpad of Hollyacre House in Sacriston, just outside Durham, has progressed well and has enabled Launchpad to provide 100 flats for veterans and their partners. The four members of staff have adopted Launchpad processes very well and the residents have benefited from the ensuing stability. Occupancy of Launchpad's houses continues to be high and so the plan to take on Hollyacre House has evidently been a sensible move to help reduce homelessness among veterans in the north of England.

The coming year July 2023 - June 2024, Launchpad's 10th anniversary, is already looking challenging in a good way, with the 10th Anniversary celebrations and a potential increase in funding through Op FORTITUDE, a government-funded project to reduce homelessness among veterans. We intend to play a significant part in that drive.



I would like to thank the many funding organisations (listed later in the report) and volunteers that have supported Launchpad; we really couldn't do what we do without your funds and support. Furthermore, corporate organisations have become very involved with each of the houses, providing volunteers to carry out tasks in the houses, providing gifts in kind and donations. I am grateful to our Corporate Fundraising Team for their energetic and dedicated support to Launchpad.

I would like to extend heartfelt thanks from the trustees and the staff of Launchpad to the staff in the many partner organisations with whom Launchpad works and depends upon to provide sustained and beneficial support for the resident veterans. It really is a joint effort.

Finally, I must point out how wonderfully dedicated Launchpad's staff are to both Launchpad and the veterans who reside in our three houses. Their job is frequently challenging, difficult and emotionally draining, however, they also enjoy seeing really positive developments in most of their resident veterans and it is this that drives us all to do as well as we can.

**Lucy Perriam**  
Chair, Trustee and Director



Supporting our veterans

Please consider making a donation by supporting our veterans

<https://veteranslaunchpad.org.uk/campaigns/support-our-veterans/>

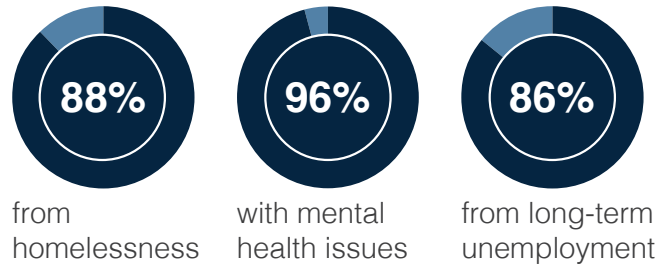
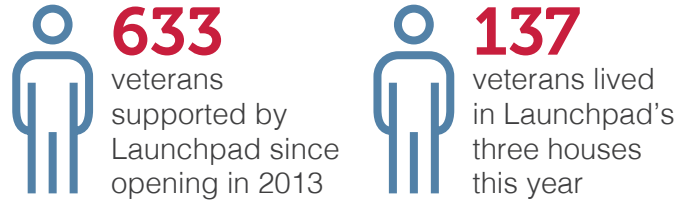
# Achievements and Performance in YE June 2023

Launchpad has looked after over 633 veterans since opening in 2013.

137 veterans lived in Launchpad's three houses this year, 88% from homelessness (72% previously slept rough and/or sofa-surfed), 96% with mental health issues and 86% from long-term unemployment.

The statistics that most indicate positive outcomes, 'Employment on Move-on' and 'Successful Move-on' were 32% and 60% respectively.

Key outcome statistics for the year are as follows:



Category	Avondale House	Hollyacre House	Speke House	Total No. (% of whole)
Residents during year	37+5	20	80	137
Residents at year-end	24+4	14	38	76
Residents from a homeless background	31	12	69	112 (82%)
Residents gaining employment in the year	15	2	32	49 (36%)
Residents from HMP	3	0	7	10 (7%)
Successful moved on from Launchpad (5-year average)	70/108 (65%)	5/5 (100%)	103/184 (56%)	178/297 (60%)
Employment on move-on (5-year average)	41/108 (38%)	2/5 (40%)	52/184 (28%)	95/297 (32%)

# Resident case study

## Jonathan – Avondale House

47 Regiment Royal Artillery –  
British Army

Served 5.5 years



“To this day, I dread to think where I would be if Launchpad hadn't saved me.”

Jonathan toured many countries and went on active service in Afghanistan. During his time in Afghanistan, he was subjected to seeing things and being part of things that he thought he was able to cope with but, the realisation of this was that his mind was not as strong as he thought it was.

Upon his return from Afghanistan, his mental health took a turn for the worse and he found himself drinking to cope with his demons. It was at this point, he decided he could no longer be a soldier and face what he had been through so he signed off from the Army.

Drinking led to drugs and his relationship with his family was broken. His mum encouraged him to seek medical help and he was diagnosed with military PTSD, anxiety and depression.

He ended up homeless and moved into a hostel until Launchpad's Avondale House could accommodate him.

After moving in, he was referred to VTILS to support him with his mental health and he was referred to the ADHD team. After several assessments and meetings, he was diagnosed with autism.

He said:

“I know Launchpad will always be there for me if I need them and I am incredibly grateful for all they have done. I now feel that I am ready to take that final step and to move forwards with the next phase of my life. I am currently searching for a place of my own.”

## Strategy

Launchpad employs four stages of support to its residents, on top of housing and financial advice:

1. **Psychotherapy sessions, where necessary, to counter mental health challenges from anxiety to PTSD;**
2. **Activities to encourage sociability, to boost confidence and encourage engagement;**
3. **Training, if necessary, and help to gain employment, and**
4. **Longer-term remote support for alumni.**

All this is to enable veterans to move on from Launchpad after a couple of years or so and thereafter to live independent and contented lives in whichever community they choose.



## Service Delivery

Launchpad provides veterans with accommodation (their own refurbished, one-bedroom flat) and communal facilities, for which they pay rent, either using housing benefit, income or savings, in the majority of cases for up to two years. Each veteran is assessed on arrival and a specific developmental plan is put in place. It will take into account the individual's health, wellbeing and ambitions.

Working with other organisations, Launchpad provides welfare and mental health support, as well as signposting to experts, as necessary; then Launchpad helps the veterans acquire jobs, via training if necessary, and permanent housing.



One of the major benefits of living in one of the Launchpad houses is the ability for veterans

to mix with individuals who have been through similar experiences while in the military; they usually feel part of a team again and can help and support one another. Through a mix of voluntary social events and physical activities, many referred to as diversionary activities, the veterans gain confidence and social skills.

We work with many other agencies and charities to provide support to our residents including, at the appropriate time, training and employment, followed by housing advice. When the veteran is ready, or when he or she decides, we help them move on to independent living. The charity uses the Outcomes Star, Support Plans and Risk Assessment tools to monitor veterans' development.

## Post-Pandemic Activity

Although support has returned to pre-Pandemic levels in most areas, one of the effects of the pandemic included a reduction in accommodation into which Launchpad's residents could move into. This has continued and thus the level of over-2 year residents is higher than in previous years.



## House Management

Each House is run by a manager and three to four deputy/assistant managers, covering Operations, Facilities, Welfare, Mental Health and Projects. The manager of Avondale House co-manages Hollyacre House. Number of staff for the three houses comprises 18 full-time and 3 part-time employees.

## Fundraising

Amber Consulting has continued to develop Launchpad's corporate fundraising capabilities. This has had a major impact, particularly through gifts-in-kind and volunteering from some well-established names such as VIVO Defence Systems, KIER Construction, Esh Construction, BAE Systems, EQUANS, Fareshare, AstraZeneca, ASDA, Morrisons, Tesco, Bell Group, BITA, B&Q, John Turner Construction and others. See more on pages 10 & 11 of this report.



## Public benefit

Having regard to the Charity Commission's public benefit guidance, the Trustees of Launchpad confirm that we are aware of the guidance, we have taken it into account when making a decision to which the guidance is relevant, and we believe the charity is doing a huge amount for public benefit.



# Resident case study

## Tom - Hollyacre House

Household Cavalry - British Army  
Served 3 years



“It really is a great place to live and it’s so quiet away from the city. It has helped me to stay clean and I can take Mabel (my Beagle) out for walks which helps me with my mental health. I feel settled and want to stay here until I feel ready to move on.”

Tom passed out first time and joined the Household Cavalry and said his proudest moments were participating in Trooping of the Colour (twice) and the Musical Ride.

He served for three years and secured various jobs after leaving the Army but found the transition to civilian life difficult. He turned to drugs to cope with certain events that happened in his life, especially his childhood. He struggled to make and keep friends and felt he couldn’t trust people.

After 10 years of substance abuse, he was referred to Tom Harrison House, which runs a specialist addiction recovery programme, to deal with his addiction. After graduating, he became homeless for a while before Project Nova referred him to Hollyacre House.

He is now clean and proud and said:

“Life is a lot brighter for me, the staff at Launchpad are hands off but I know they are always here if I need them and are very approachable. They have helped me with things like benefits and have referred me to external services to support my mental health.”



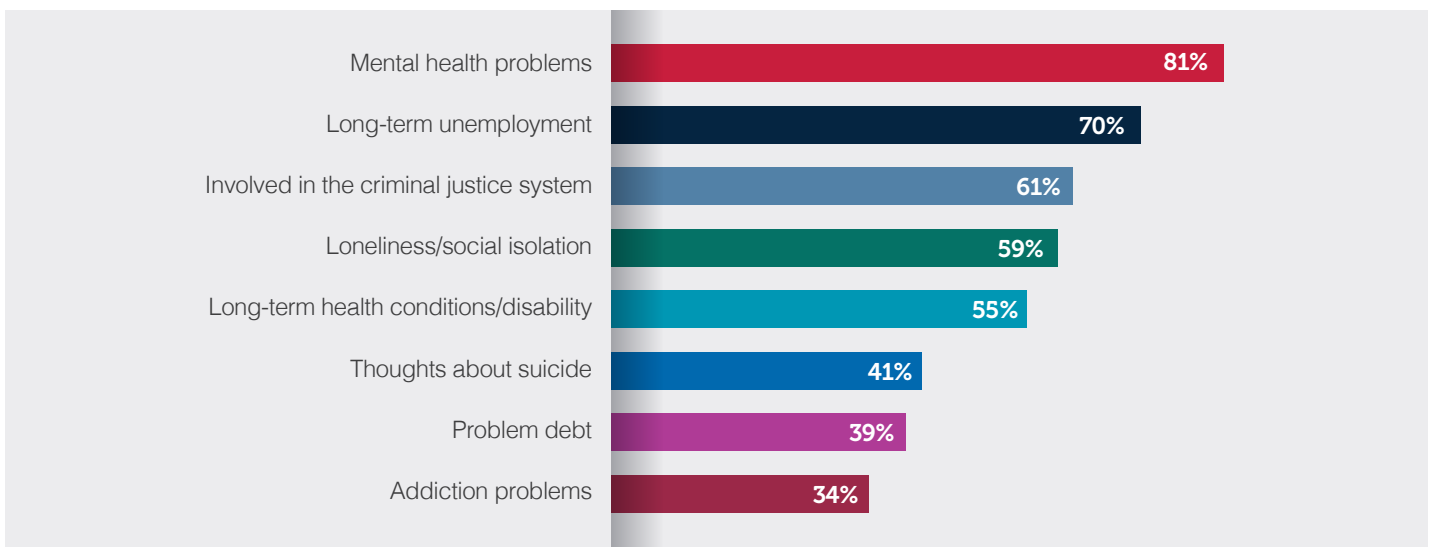
We use in-depth, annual resident surveys to track progress across a wide range of measures including skills, employability, self-confidence and optimism. In our 2023 evaluation of veterans supported by Launchpad, veterans reported the following outcomes:

### Outcomes reported by veterans at Launchpad in 2023



We also ask veterans to tell us about their experiences before coming to Launchpad. The veterans responding to our annual survey in 2023 reported the following experiences:

### Challenges reported by veterans at Launchpad in 2023





# Our fundraising activities 2022-2023

The following fundraising activities cover the period to October 2023

Our two Business Development Managers have been working hard to form unique partnerships with various corporate partners, who have supported Launchpad by offering training, jobs, activities, and skills development for residents in all three houses.

The main focus for this year was to organise a series of fundraising events to mark the charity's tenth anniversary.

An inaugural Launchpad corporate golf day was held in September at Llangollen Golf Club in Wales, with 14 teams competing for the coveted prize of becoming 2023 champions.

This was followed by a 12-day cycling challenge where a group of friends and work colleagues including serving military, veterans and civilians, cycled 800-miles from Rock in Cornwall to the rock of Gibraltar.

In October, we held a celebratory black-tie dinner at the Discovery Museum in Newcastle upon Tyne. The dinner, which was attended by 130 people including Launchpad staff, residents and corporate partners, was very well received and guests enjoyed an evening of entertainment, a three-course meal, an auction and raffle.



In addition to the three fundraising events highlighted, the following are some other highlights throughout the year:



**Royal British Legion Battle Back Centre** – 7 residents attended and it was the first time RBL has offered an exclusive residential to any charity.



**Clothier Lacey & Co PR agency** based in Newcastle selected Launchpad as their nominated charity for their 25th anniversary.



**VIVO Defence Services** donated £10,000 to improve and tarmac the car parking facilities at Hollyacre House.



Launchpad was selected as the charity to benefit from all monies raised at the **Constructing Excellence in the North East awards 2023** in Newcastle.



**AstraZeneca** continues to offer volunteer days spent working on the garden and allotment at Speke House.



800-miles from Rock in Cornwall to the rock of Gibraltar.

# Working in Partnership

Launchpad depends on partner organisations to effect the holistic support we bring to the residents. Key partners, whom we would like to thank for their excellent work are as follows:

Avondale House	
Welfare	We Are with You, Unique Fitness, SSAFA, ABF, RBL, CRISIS Skylight, Plumber Court, WWTW, OT Placements Northumbria University, Northern Learning Trust, Newcastle Veterans Cycle Hub, Gateshead Walking Club, Widows Sons, Fareshare, Neighbourly, Northumberland Free Masons, Someone Cares.
Mental Health	Op Courage, MIND, Combat Stress, Veterans at Ease, TILS, Anxious Minds, Talking Therapies, Mental Health Concern, Samaritans, NHS Community Mental Health Team, Plummer Court, Humankind, GP Secondary Mental Health, Gateshead FC Foundation.
Diversions Activities	Crisis Skylight, RBL, St Michaels Community Centre, St Michaels Church, Byker Community Trust, Byker Primary School, Northern Weightlifting.
Training/Employment	Esh Construction, BAE Systems, EQUANS, RE:GEON Construction, Learning Curve, CRISIS Skylight, Newcastle Rail Network, Newcastle University, People Plus, DWP.
Education and Training	Northumbria University, HIVE, RBL Lifeworks, Bell Group (P&D), Learning Curve, CRISIS Skylight, Newcastle University.
Housing	AFOS (Northumberland, Newcastle, North Tyneside, Durham, Gateshead), HAC, Private Landlords, My Space, Changing Lives, Riverside, Veterans Gateway, Shelter, Byker Community Trust/Karbon Homes.
Others	Money Matters, Veterans UK, CAB, National Energy, Neighbourhood Police.





Speke House	
Welfare	Sanctuary, We are with You, Veterans' Welfare, Veterans Aid, RBL, SSAFA, Op Courage, Combat Stress, Life Rooms, Tom Harrison House, Carpenters Arms, Rise, Brink, Everton in the Community, Project Nova, CFO (Probation Community Group).
Mental Health	Sanctuary, NHS Talk Liverpool, Moss House, Local GP/CPN support, Op Courage, Combat Stress, ALCAS, Life Rooms, Brink, Warrior programme.
Diversions Activities	Everton in the Community, Battle Back Centre, LFC Foundation, Bearded Men, Plant a Tree Foundation.
Training/Employment	STEC/ Speke Training and Education Centre, DWP, Equans, Liverpool in Work, Inside Connections, Veterans into Logistics, Forces Employment Charity, REFA, Poppy Factory.
Housing	Property Pool Plus, South Liverpool Homes, CC Housing, Riverside.
Others	Sefton Veterans, Liverpool Veterans, LMF( Local Mayoral Fund), Speke Community Fund/ group, Morrisons, ASDA, Neighbourly, AstraZeneca.

Hollyacre House	
Welfare	WWTW, Live Well NE, RBL, ABF, Sporting Forces, East Durham Veterans.
Mental Health	Sunderland University OT Placements, Chester-Le-Street Mental Health Clinic, Anxious Minds, Veterans at Ease, Op Courage, NHS Veterans Mental Health Complex Treatment Services, GP Secondary Mental Health, Tees, Esk and Wear Valley Foundation NHS Trust.
Diversions Activities	Durham LA, Arts and Crafts, Breathing Spaces, Battle-back Centre.
Training/Employment	Esh Construction, RFEA, BAE, DWP.
Education and Training	Learning Curve, Veterans Woodcraft, Newton Aycliffe Veterans Hub, Woodshed Sacristan, Durham Local Authority, Durham New College, Sunderland University.
Housing	AFOS, Durham Key Options.

# Resident case study

## Ellis – Speke House

29 Commando Regiment,  
Royal Artillery - British Army

Served 7.5 years



Budding artist Ellis, was medically discharged from the Army after developing arthritis in his feet.

He was referred to Speke House in Liverpool and from the moment he moved in, he joined in with all the activities and attended all of his appointments. He even had the motivation to decorate his own flat thanks to accessing art resources provided by Launchpad and proudly displayed his own artwork on the walls in his flat which he called his 'happy place'.

Commenting on his move, he said:

“Moving into Speke House was a godsend – if I had not been referred, my progress would have been stifled. It has a good feeling about it and all the staff are very approachable and extremely helpful. It gave me a roof over my head and helped me to concentrate on maintaining a relationship with my daughter.”

Ellis left Speke House in 2023 and is doing a degree in fine art at Plymouth University. We wish him well.

# Launchpad awarded silver under Defence Employer Recognition Scheme



Launchpad was awarded silver in the Defence Employer Recognition Scheme (DERS) for demonstrating its commitment and support to Defence and the wider Armed Forces community.

The scheme encompasses bronze, silver, and gold awards for employer organisations that pledge, demonstrate or advocate support to Defence and the armed forces community, and align their values with the Armed Forces Covenant.

David Shaw commented:

“ This is fantastic news and we are delighted to receive this silver award in recognition for our commitment and support to the Armed Forces and the veterans we have supported since we were founded in 2013. Veterans and reservists are a fundamental part of our expanding workforce and I'm proud this has been recognised. ”

Colonel Mark Underhill OBE DL, Chief Executive at the North West of England and the Isle of Man Reserve Forces' and Cadets' Association (NW RFCA) and a Trustee of Launchpad, said:

“ On behalf of the Ministry of Defence, we are honoured and delighted to be able to recognise the outstanding support and commitment given to the Armed Forces Covenant by businesses and organisations in the region, through the Employer Recognition Scheme awards. Each recipient has demonstrated their support to the Covenant and the wider Armed Forces community, but also that they are prepared to support their Reservists, Service Leavers, Spouses, Veterans, Cadet Force Adult Volunteers and Cadets in the workplace. ”



## Partner Profile: VIVO Defence Systems



# VIVO

VIVO Defence Services provides facilities management and accommodation maintenance for the UK military and its partners.

The company donated £10,000 to Launchpad as part of a two-year corporate partnership. The funding contributed towards the costs to tarmac the car parking facilities at Hollyacre House in Durham, which also accommodates disabled residents and improves visitor experience.

When Launchpad took over the management and operation of Hollyacre House in 2022, the grounds around the house were extremely overgrown and unkempt. The driveway leading to the house and the dedicated car parking area for residents became heavily deteriorated and was in major disrepair.

Thanks to this funding from VIVO, the new car parking facility is not only more functional - it has aesthetically improved the external appearance of the house.

Jerry Moloney, VIVO Defence Services Managing Director, said: "As an organisation that works solely for the UK military and its partners, giving back to charities that do such great work - as Launchpad does for former armed services personnel - is really important to us.

“ I am proud we have been able to help in this way, the new driveway looks fantastic. I look forward to seeing what more work we can do together throughout our partnership for Launchpad and, of course, the veterans it does so much for. ”

In addition to the funding, VIVO Defence has also committed to arrange for its employees to visit Launchpad's locations to provide workshops, job training and advice to residents seeking employment.



# Financial Review

Income for the year totalled **£1,272,873** (2022 - £1,053,263) which included restricted grant income of £276,084 (2022 - £249,527) less restricted deduction to rents of £7408 (2022 £Nil) for heating grants and unrestricted income of £1,004,197 (2022 - £803,736) arising from rents, service charges, bank interest and donations.

Expenditure for the year totalled **£1,287,843** (2022 - £990,183) of which £229,039 (2022 - £200,082) was restricted expenditure leaving unrestricted expenditure of £1,058,804 (2022 - £790,101).

There was an overall **deficit of £14,970** for the year (2022 surplus £63,080).

Net assets at 30th June 2023 totalled **£1,416,955** (2022 - £1,431,925). This included fixed assets of £1,078,599, debtors of £59,144, cash at bank of £607,168, short term liabilities of £97,025 and long term liabilities of £230,931. Reserves held at 30 June 2023 totalled £1,416,955 (2022: £1,431,925) made up of Unrestricted Funds £1,273,726 (2022 £1,285,601) and Restricted Funds £143,229 (2022 £146,324).

Launchpad's principal sources of income (over £10,000) in the last year have been:

- Rental income £434,671
- Service charge income £327,082
- Grant income £417,784 most of which was from the following:
  - ABF The Soldiers' Charity
  - Bernard Sunley Foundation
  - Forces Support
  - Leathersellers' Company Charitable Fund
  - Queen Mary's Roehampton Trust
  - The Albert Gubay Charitable Foundation
  - The Armed Forces Covenant Fund Trust
  - The Mercers' Company
  - The Veterans' Foundation

We express our thanks to those funding organisations who have supported Launchpad. All expenditure has been used to sustain the activities of the charity, according to its objects. Funding goes to pay rent on Avondale House to Karbon Homes, salaries, running costs, capital expenditure and veterans' activities. We have yet to build up sufficient reserves to require investment objectives, other than to maximise bank interest.

## Reserves Policy

Our aim is to build up sufficient reserves to cover the following:

- |  |       |
|--|-------|
| • Unforeseen emergency (e.g. repairs)                | £50K  |
| • Temporary staff costs                              | £10K  |
| • Income ceased, or halted unexpectedly              | £50K  |
| • Large future plans (Major repairs, setting up hub) | £80K  |
| • Short-term cover between grants                    | £50K  |
| • Closure - Redundancy £18K, 3 months running costs  | £258K |

This currently amounts to **£498,000**. Actual reserves excluding fixed assets were £338,356 at 30 June 2023. The Reserves Policy is reviewed from time to time.

### Future Plans

Plans for the next two years include delivering the Launchpad Op FORTITUDE plans, enhancing the service provided to veterans and playing a part in reducing homelessness among veterans across UK.

# Statement of Financial Activities

(including income and expenditure account)

Year Ended 30 June 2023

	2023			2022
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
<b>Income and endowments</b>				
Donations and legacies	196,914	276,084	<b>472,998</b>	442,605
<b>Charitable activities</b>				
Avondale House	270,359	(7,408)	<b>262,951</b>	259,625
Speke House	352,488		<b>352,488</b>	305,640
Hollyacre House	158,214	–	<b>158,214</b>	32,144
Investment income	10,357	–	<b>10,357</b>	3,698
Other income	15,865	–	<b>15,865</b>	9,551
<b>Total income</b>	<b>1,004,197</b>	<b>268,676</b>	<b>1,272,873</b>	<b>1,053,263</b>
<b>Expenditure on</b>				
<b>Charitable activities</b>				
Avondale House	402,141	97,383	<b>499,524</b>	461,255
Speke House	454,552	76,141	<b>530,693</b>	481,900
Hollyacre House	202,111	55,515	<b>257,626</b>	47,028
<b>Total expenditure</b>	<b>1,058,804</b>	<b>229,039</b>	<b>1,287,843</b>	<b>990,183</b>
<b>Net income/expenditure</b>	<b>54,607)</b>	<b>39,637</b>	<b>(14,970)</b>	<b>63,080</b>
Transfers between funds	42,732	(42,732)	–	–
<b>Net movement in funds</b>	<b>(11,875)</b>	<b>(3,095)</b>	<b>(14,970)</b>	<b>63,080</b>
<b>Reconciliation of funds</b>				
Total funds brought forward	1,285,601	146,324	<b>1,431,925</b>	1,368,845
<b>Total funds carried forward</b>	<b>1,273,726</b>	<b>143,229</b>	<b>1,416,955</b>	<b>1,431,925</b>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

# Statement of Financial Position

Year Ended 30 June 2023

	Unrestricted funds £	Restricted funds £	<b>2023 Total funds £</b>	2022 Total funds £
<b>Fixed Assets</b>				
Tangible assets	1,078,599	–	<b>1,078,599</b>	1,113,679
<b>Current Assets</b>				
Debtors	59,144	–	<b>59,144</b>	64,962
Cash at bank and in hand	426,939	143,229	<b>607,168</b>	588,450
	523,083	143,229	<b>666,312</b>	653,412
<b>Creditors: amounts falling due within one year</b>	(97,025)	–	<b>(97,025)</b>	(103,437)
<b>Net Current Assets</b>	426,058	143,229	<b>569,287</b>	549,975
<b>Total Assets Less Current Liabilities</b>	1,504,657	143,229	<b>1,647,886</b>	1,663,654
<b>Creditors: amounts falling due after more than one year</b>	(203,931)	–	<b>(230,931)</b>	(231,729)
<b>Net Assets</b>	1,273,726	143,229	<b>1,416,955</b>	1,431,925
<b>Funds of the Charity</b>				
Unrestricted funds			<b>1,273,726</b>	1,285,601
Restricted funds			<b>143,229</b>	146,324
<b>Total funds</b>			<b>1,416,955</b>	1,431,925

# Supporting our Veterans

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