



## Trustees Annual Report & Financial Statements

For the Year Ended  
31st July 2018



*“After the guns have fallen silent, and the din  
of the battle quietened, the real fight begins.”*

HRH The Duke of Sussex







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## A message from our Patron

Our wounded need our attention and our care, and they need a sense of direction and focus. Supporting Wounded Veterans helps them achieve this, and importantly it also helps them to be defined not by their injuries, but by their fighting spirit. It is easy to imagine as the recent campaigns fade from the public imagination that the requirement has faded too, but for many of our wounded this is the moment when help is really needed. So thank you for continuing to support this special charity and the special work it does.

*Nick Carter*

General Sir Nicholas Carter KCB CBE DSO ADC  
Patron, Supporting Wounded Veterans



# Reference and Administrative Details of the Charity, its Trustees and Advisers

<b>Charity registration number</b>	1149727
<b>Company registration number</b>	08258649
<b>Patron</b>	General Sir Nick Carter KCB CBE DSO ADC
<b>Trustees &amp; Directors</b>	Frank Akers-Douglas James Charrington The Right Hon Lord Hamilton of Epsom Colonel John A Kirkwood OBE
<b>Chief Executive Officer</b>	Gilly Norton
<b>Chief Operating Officer</b>	George Brooksbank
<b>Registered office</b>	38 Connaught Square London W2 2HL
<b>Auditor</b>	MHA MacIntyre Hudson Chartered Accountants New Bridge Street House 30-34 New Bridge Street London EC4V 6BJ
<b>Solicitors</b>	Humphries Kirk Acorn Business Park 3 Ling Road Poole BH12 4NZ
<b>Bankers</b>	C Hoare & Co 37 Fleet Street London EC4P 4DQ  Union Bank of Switzerland UBS Switzerland AG Postfach 8098 Zurich





# Chief Executive's Report

I am delighted to present the 2018 report for Supporting Wounded Veterans, our sixth year of operating to provide support to veterans that have been wounded in action. Over the year the Charity has seen a large expansion in our five programme pathway to achieve our objectives.

We are very pleased that General Sir Nick Carter KCB CBE DSO ADC, Chief of the Defence Staff, has become our patron and we look forward to having him onboard. He succeeds The Lord Robin Glentoran who has retired due to ill health, having most generously supported us since 2012.

SWV is unique in its approach as we recognise that the end goal of meaningful occupation/employment is often not possible without addressing numerous other issues; such as over-reliance on pain medication. Accordingly, the programmes have been designed to dovetail into each other so that a Veteran's pathway to rehabilitation is continuous and uninterrupted.

I founded Supporting Wounded Veterans in 2012 as Skiing with Heroes, to provide a skiing trip for wounded Veterans who were caught in a downward spiral of despair, and who had been medically discharged

from active service. Carefully designed to be a blend of respite and rehabilitation, the first trip proved incredibly popular and demand from those in need began to grow. From there, we started a mentoring programme, an employment, training and occupation programme, and pain management programmes and clinics. We now also run the Ocean Challenge in addition to the Ski Challenge as part of our Sports rehabilitation and fundraising projects.

This year, we have seen an increase in the number of Veterans going through our programmes, successfully entering either Occupation, Training or Employment.

The Mentoring Programme goes from strength to strength with 85% of Veterans continuing to receive mentoring support for 12 months or more. At present, we have more than 75 voluntary mentors working with the charity. The Pain Management Programmes and Clinics continue to be in very high demand. The programme is open to all Veterans who suffer from chronic pain, and is also open to any other military charity who wishes to put forward Veterans for the programme. Every time we offer 10 places on a Pain Management Programme, we receive, on average, 130 applications, showing that demand is very strong.



*The 2018 Ski Challenge*



*Sean Rose collecting the MS Amlin Outstanding Seamanship Award which recognises great courage and particularly brave or selfless seamanship, on behalf of his crew.*

The programmes aim to help those veterans living with chronic pain to better manage both their symptoms and their medication. We continue to see an ever-increasing demand for medication reviews and assistance on becoming less reliant on various medications which have an impact both on clarity of thought and quality of life.

The last financial year continued to be busy both in terms of operations and raising finance – total revenue was £1,106,929 and we expensed £1,033,923. We are delighted to have received a further grant of £1,054,800 from the LIBOR fund which allows us to continue our pain management and research until at least 2020.

2018 saw SWV make a conditional grant of £30,000 towards a bMTBI (blast mild traumatic brain injury) clinical study which is looking to distinguish between veterans who have either PTSD or MTBI, and thus enable them to have appropriate treatment. The grant is conditional on full funding being achieved.

Set up in 2017, The Veterans' Ambassadors Board continues to be very engaged

with the charity and to give good feedback and direction on the areas where veterans still require help.

In July the Charity launched its inaugural Ocean Challenge and were awarded the MS Amlin Outstanding Seamanship Award. The Charity crewed four boats of British and Canadian veterans, all suffering with either physical or mental wounds, coming together to spend a week living onboard the boats and taking part in the Round the Island Race. The race consisted of over 1,500 boats and one of our crewed boats came second in its class, and another fifth. The event was a great success and hugely appreciated by the veterans who immensely enjoyed being part of a team again and finding out about the different treatment options available on opposite sides of the world.

An exciting new programme is being set up with **Great Ormond Street Hospital** by SWV, which will see Veterans who have themselves gone through long and often difficult recovery, helping to support children who find themselves in similar situations. The Charity aims to have this programme up and running by early 2019.

We are delighted and proud to see SWV Canada going from strength to strength and we had Canadian Veterans joining this year's Ski Week and the Ocean Challenge. Both British and Canadian veterans benefit enormously from the 'fight together, heal together idea', sharing information on what works for them and their road to recovery and supporting each other.

None of the results that we have achieved could ever have happened without the tremendous support from those companies, institutions and individuals who together have contributed £1.1m to the charity this year. Supporting Wounded Veterans is also very grateful for the tremendous support of our volunteers. Over 200 of you give over 1,700 days a year to support our Veterans. Our executive and non-executive committee members have worked selflessly to keep the whole charity operating and I cannot thank them enough for their generosity and support. In addition, there are all the other volunteers, buddies and ski personnel that have given significant amounts of their time in support of the charity.

I would also like to express my gratitude to the Trustees



*Gilly Norton  
Chief Executive Officer*

of the charity for their unfailing work and support, and both the Executive Group and Full Committee members, all of whom have guided us on such a well-defined path over the last six years and have given the charity a clear direction for the future.

Without the kind support of our sponsors and donors none of this could have happened. My sincere thanks to you all.

*Gilly Norton*

Gilly Norton  
Supporting Wounded Veterans  
Chief Executive Officer

# Trustees' Annual Report

The Trustees (who are also Directors of the Charity for the purpose of the Companies Act) present their report and the audited financial statements of the charity for the year ended 31st July 2018. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

## Executive Summary

Since 2012, Supporting Wounded Veterans (SWV) has helped more than 270 (Ski Week and Pain Management Programme (PMP)) Veterans and our plan from 2018/2019 to 2022/2023 forecasts a rise to 810 (Ski Weeks and PMPs) Veterans who can be assisted. Across all our programmes we forecast assisting in the region of 400 veterans per year.

Over the last 35 years, UK forces have continuously been deployed on operations in conflicts ranging from Northern Ireland, the Falkland Islands, the Balkans, Sierra Leone, Iraq, Afghanistan and more recently in Libya and Syria. Since 2001, over 22,000 military personnel have been medically discharged. However there is little formal support provided to address the multiple complications these individuals now face in their daily lives.

In addition to those medically discharged, of the 220,000 who served in Iraq and Afghanistan, it is estimated that 27% could still develop mental health issues, a fact that goes some way to

explain why so many Veterans "fall through the gap" and find themselves unsupported and alone.

Many Veterans need to embark on a journey to regain confidence and self-esteem in order to find meaningful employment. SWV serves as a partner on this journey, developing and delivering a unique pathway from transition from military discharge to meaningful civilian life on an enduring basis. The programmes we offer have been established to address the physical and mental needs of the Veterans for the duration of their rehabilitation - and long after. 91% of our Veterans are in Occupation, Training & Employment (OTE) after

completing our programmes.

SWV's programmes are needs-driven, and we work closely with Veterans, the NHS and other service providers to deliver the necessary pain management and care. The programmes have been developed with leading experts in their fields.

The charity also recognises the importance of collaborating with existing military charities (Walking with the Wounded, The Royal Foundation, BLESMA, Veterans Aid and Combat Stress). The total cost for one Veteran to go through all five of our programmes is around £14,000 which can take between one and three years.



Since 2001, over 22,000 military personnel have been medically discharged. However there is little formal support provided to address the multiple complications these individuals now face in their daily lives.

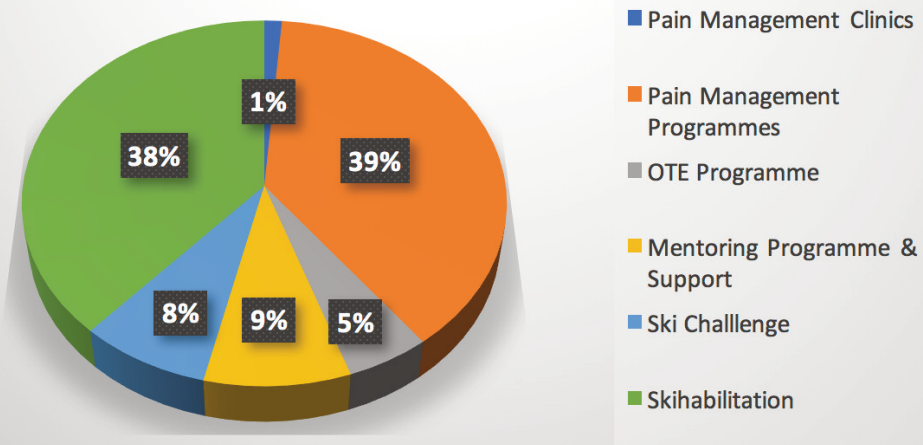






# The Year at a Glance

Programme % cost per veteran

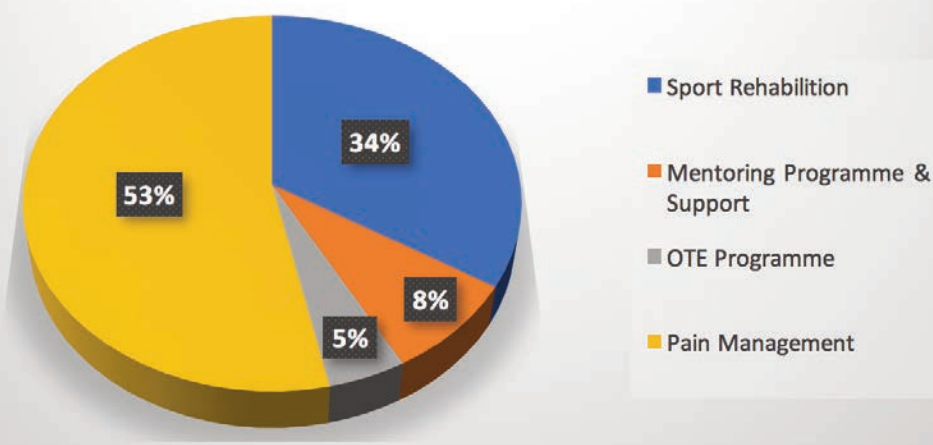


400: the total number of veterans assisted in 2017/18

80% of veterans who chose to have a mentor during their time on the PMP found that their mentor positively impacted on them.

	Total £	Spend %
<b>Resources Expensed</b>		
Charitable Activities	931,990	94%
Fundraising Costs	56,533	6%
<b>Total Operational Costs</b>	<b>988,533</b>	100%
Event Costs (Fundraising Events)	45,400	
<b>Total Operational Costs</b>	<b>1,033,923</b>	

Expenditure on charitable activities



96% reported better pain management following the PMP

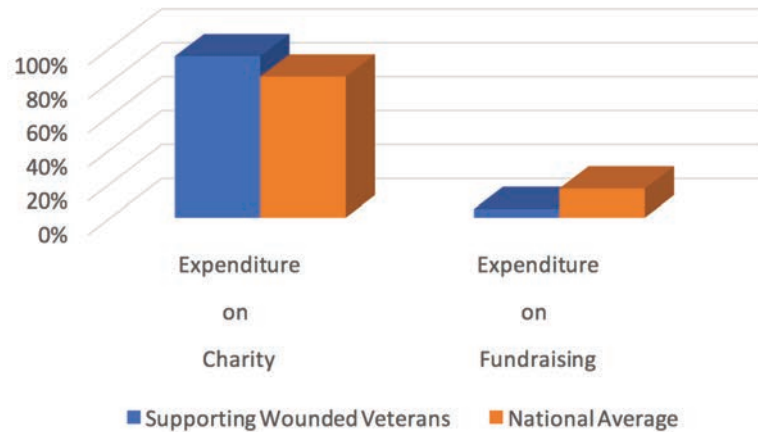


The cost per Veteran for the OTE service is £800

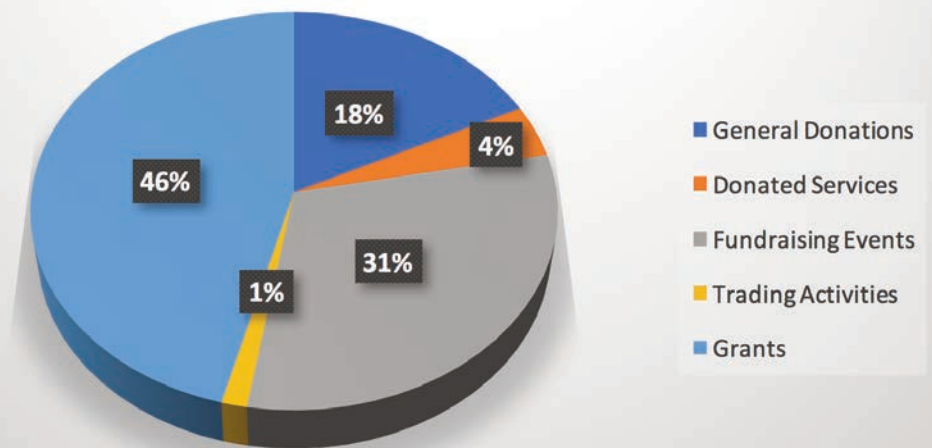
The total PMP cost per Veteran is £6,200

The total cost of the Veteran Support Network is £10,000 per annum

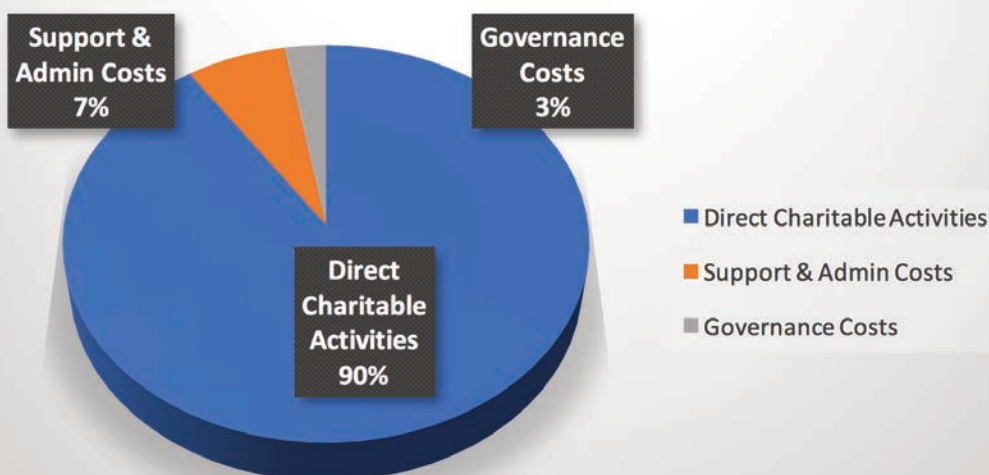
## How we performed



## Revenue analysis



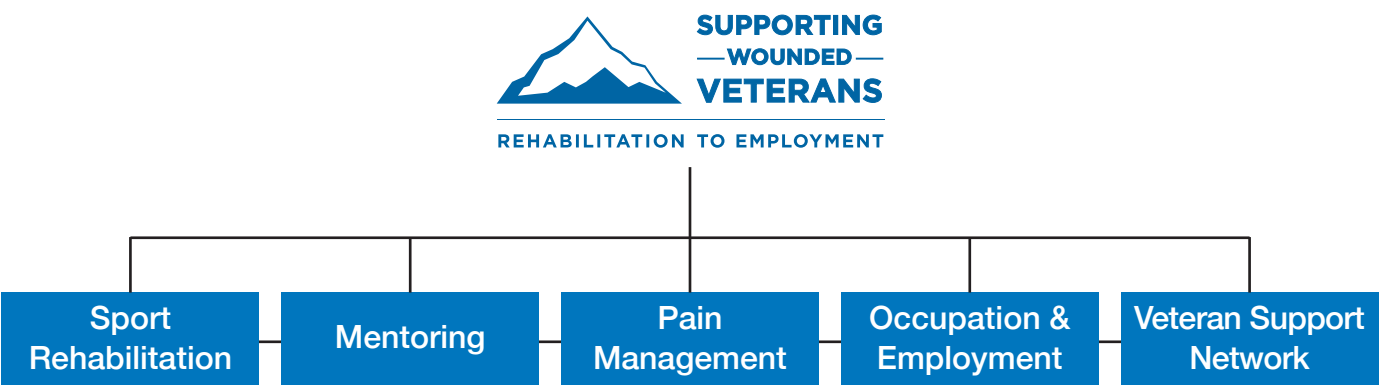
## Expenditure on charitable activities



We found a 74% reduction in medication following the PMP

# Objectives and Activities

The Charity has developed a five-stage pathway to achieve our targets:



Our pathway currently consists of five elements of rehabilitation, each critical in a Veteran's transition from military discharge to enduring meaningful civilian life. SWV is committed to aiding the mental and physical health journeys for our Veterans and those closest to them.

Veterans' acceptance on the Ski Week is largely dependent on their willingness to use the week as a springboard to them joining the mentoring and employment services offered by SWV. They also get priority to apply to the Pain Management Programme and the Pain Clinic. Veterans may also apply independently to the Pain Clinic (followed by the mentoring programme).

SWV offers a unique mentoring programme and is the only charity to offer a Pain Management service to help overcome over-dependence on pain medication. No-one else makes a similar offering.

In summary, the charity's objectives in the current financial year were;

- 1. Sport rehabilitation:** to take around 32 wounded Veterans for a Ski Week in Klosters (together with the necessary medical teams and buddies – see below).
- 2. Mentoring:** to increase the number of mentors, not only to provide the service to those attending the sport rehabilitation events, but also to provide the service to those Veterans who attended the PMP, but who would not be on the rehabilitation weeks.
- 3. Pain Management:** to continue to run pain management programmes each year and to trial with other hospitals such as Chelsea and Westminster Hospital. We are also looking at running additional PMPs and clinics for Veterans suffering with brain injuries and pain.

- 4. Occupation, Training and Employment:** to provide the highest possible quality service to ensure that an optimum number of wounded Veterans became engaged in meaningful occupation, training, or full or part-time employment.

- 5. Veteran Support Network:** to organise a family support weekend to provide spouses, partners, and children the chance to meet their Veteran's mentor and receive more information on pain management, the effects of over-reliance on pain medication and where other help may be available to them and their families.

## SWV's Impact for Wounded Veterans and their Families

Gathering feedback from the veterans has informed us that an important focus for them is to continue receiving support, to feel listened to and to stay hopeful for the future. SWV

ensure that once the ski week is over all our veterans are given the opportunity for further long-term support in their lives, such as through the pain management programme, the mentor scheme and/or the employment scheme.

## What we do

- Provide a supportive team who are on hand to help.
- Work with experts in the field of pain to deliver a one-of-a-kind pain management programme.
- Provide employment advice and support for those who would like to be in meaningful employment.
- Offer a mentor scheme to encourage communication and provide one-on-one support.
- Make sport rehabilitation possible, with a well-resourced ski week and sailing week that aim to use the therapeutic



aspects of skiing to rebuild confidence and overcome barriers from both mental and physical illness.

- Help to better manage PTSD.
- Provide accommodation, food and transport so that there are no obstacles when striving to reach goals.

- Help family members access appropriate help to support their veteran.

### Our Impact

- Increase knowledge and awareness.
- Support the most vulnerable veterans.
- Improve quality of life.

- Improve outlook on employment.
- Better pain management.
- Overcome disability with an exciting challenge.
- Mood elevation and lessen the impact of PTSD on veterans' lives.
- Create a supportive

network that can ease transition and scaffold development.



# Achievements and Performance

## 1. Sport Rehabilitation

### 1.1 Sport rehabilitation Ski Week

SWV annually takes around 32 wounded Veterans for a week of skiing and learning to re-socialise in Klosters, Switzerland. The total number of Veterans taken skiing between 2013 and 2018 was 143. (In 2018, approximately 57% of the number of Veterans were physically disabled, and 43% were suffering from mental health problems.) Skiing uniquely rebuilds atrophied core muscles. Also, as a gravity-driven adventurous sport, it helps rebuild confidence and self-respect. This renewed physical and emotional strength leads to

independence, and with independence, comes increased likelihood of employment. Since its inception there has been an increase of 370% in the number of Veterans applying.

The Veterans are supported by up to twelve experienced guides who are highly qualified to teach adaptive skiers, and a team of around 20 'Buddies', as well as doctors, psychiatrists, physiotherapists and an osteopath. The 'Buddies' are young volunteers, proficient in skiing, who volunteer to fundraise for the Ski Week, and accompany the Veterans on the mountain. This also gives predominantly younger people a greater exposure to disabled people. Approximately 20 Buddies are taken on each Ski week, from

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"...this little village has given me more in 1 week than the whole of the UK in all my life. I have slept through the night for the first time in 3 years, and so much of my confidence has come back."

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diverse backgrounds and age groups. They are managed by a committee member and, on average, four each year are returning Buddies. Each Buddy is charged with raising a minimum of £1,500 gross, which, after the charity has paid for certain expenses, contributes a net amount of at least £750 per Buddy.

Typically, the Buddies raise a

gross amount of £30,000-£40,000 in total, though in 2018 the Buddies raised a gross amount of around £95,000. The Buddy network forms an important part of helping wounded Veterans to begin to re-socialise, which is in turn a vital part of the recovery process.

**The total cost of the week per Veteran is £6,000.**



Feedback from the 'skihabilitation' week has been fantastic. Skiing enables the veterans to regain their confidence and take part in aerobic exercise regardless of disability. For those veterans who experience chronic pain,





“Since I got injured and was told I had to leave the Army my whole world collapsed and as the time passed I thought I wasn't good enough to do anything again in the world, but my time in Klosters and all the people I had the pleasure of meeting really gave me my buzz back.”

encouragement to feel safe partaking in sporting activities is a fundamental aim and can lead to a reduction in pain. Team building exercises are also in place to further help veterans feel comfortable amongst each other and to begin to open up about their struggles. One of the most emotional moments of the week is during the 'how I got to be here talk' where veterans can volunteer to speak about

the challenges they face each day and the events leading up to these difficulties. This year we had a few veterans approach the committee members following the talk to say how they wished they had been able to stand up and speak in front of everyone but that they had been unable to in the moment. At their request we held a second event to enable those veterans to have another chance to speak. For

some, this was the first time opening up which is generally of great therapeutic benefit.

## 1.2 The Ocean Challenge

Supporting Wounded Veterans delivered its first Ocean Challenge in 2018 with enormous success, involving four international teams of British and Canadian veterans, who trained and competed in the famous

'Round the Island Race'. The Ocean Challenge brings together medically discharged international veterans to live together on board, train together and race together in a manner that most will not have experienced since being discharged from the armed forces. The 'Round the Island Race' consisted of over 1,500 boats and one of the boats crewed by Supporting Wounded Veterans came second in its class and another of the Charity's boats came fifth. Supporting Wounded Veterans are extremely proud of its achievements during its first-year sailing and look forward to expanding the programme in 2019. The event was sponsored by Sunsail and the Charity would like to express its sincere thanks for their support.

“With my walking stick, I'm an invalid, but on skis, I'm just another person.”

“I cannot believe how much the charity has done for us this week and will be offering me in the future, it is so much more than I ever could have expected. Injured soldiers don't want sympathy; they just want opportunity. The new chances we are being given here in Klosters have to be seen to be believed.”

“Sunsail were extremely proud to support the first Ocean Challenge event, both with the provision of the Sunsail Match 40s, the skippers and first mates for training but, most importantly as a team sponsor. Meeting and sailing with the veterans was inspiring and rewarding for all and this is definitely an event we would like to continue to support.”

*Simon Boulding – Events Director, Sunsail*

The second Supporting Wounded Veterans Ocean Challenge will be another demanding, adrenaline fuelled and competitive sailing event which will be made up of 5 days – 3 initial days of training, then 2 combined days of training and racing. Corporate teams will join veteran teams for the last 2 days of training and racing, and the week will culminate in a final showdown race for victory. The Ocean Challenge ensures that after the initial intensive training, the able

bodied and disabled sailors will compete on equal terms.

## 2. Mentoring

On completion of the Ski Week, our Veterans enter into the Mentoring Programme, established in June 2014. This is a structured programme whereby each Veteran is allocated a dedicated mentor to support their return to meaningful civilian life and employment. At present, the majority of Veterans on the Mentoring

and Employment Programmes have participated in the Skihabilitation Week. In future years, we will be growing the scheme to respond to requests to provide mentors for people who, for a multitude of reasons, are unable to come on the Ski Week.

We believe SWV make a difference by supporting our wounded veterans for as long as they need. To do this we offer individual mentoring support for each beneficiary. These mentors can be for business and/or personal reasons with an aim to help identify goals and support mentees in their professional or personal lives. Transitioning from military to civilian life can be a complex time for some of the veterans. Often mentors can just be someone that they can confide in and with whom they can work through their problems. All mentors are volunteers and provide their services for free. Each mentor, after a selection process, attends four training sessions each year, meets their Veteran quarterly and speaks to him or her once a week. The process may continue long after the Veteran gains employment, which helps Veterans stay in employment.

We are delighted that the Pain Management Programme has been of assistance to so many veterans and that we are putting in more programmes to other hospitals. We hope to start with the Chelsea and Westminster Hospital in 2019.

Since 2013, we have had a total of 135 mentors. In 2018 95% of our ski week veterans chose to have a mentor once the week was over, in order to receive on-going support in their lives.

“My mentor has helped me sew the weeks together”

**80% of veterans who chose to have a mentor during their time on the PMP found that their mentor positively impacted on them.**

It is also our intention that the charity will work more closely with other charities to provide collaborative mentoring facilities, given the proven success of SWV's existing scheme.

This represents the cost of the mentors' training days, the Veterans' and mentors' quarterly travel costs, the costs of an administrator and a part-time secretary, and printing. 85% of the Veterans we help remain engaged with a mentor for over a year.

**The cost of mentoring each Veteran is £800 per annum.**





“Thank you  
for believing  
in me.”



### 3. Pain Management Programme (PMP)

In 2014, and in consultation with our beneficiaries, we identified that chronic pain was a key barrier to Veterans integrating into their community. Pain and pain medication often affects relationships, work, hobbies, interests and can have a negative effect upon mood and wellbeing. It is thought that approximately 2 out of 3 veterans experience chronic pain which can be a considerable burden that not only causes physical discomfort but also impacts on mood, which can reduce quality of life.

Incorrect or misguided use of pain medication, and pain itself, is a major barrier for

many wounded Veterans to becoming employed or even being able to partake in everyday life. It also has a significant impact on family life. Many of our Veterans are prescribed significant medication that renders their entry into employment a challenge. The intention is to help wounded Veterans to better manage their pain, and to help reduce their reliance on, and in some cases addiction to, pain medication; in order to assist them into occupation, training and employment.

The aims of the PMP are:

- ☒ To build confidence in activity partaking.
- ☒ To learn more about pain and medication.

- ☒ To learn pain management techniques, such as relaxation and mindfulness.

- ☒ To reduce the 'bothersomeness' of pain.

96% reported better pain management following the PMP, with better control of potential pain triggers and flare-ups. Although medication reduction is not always appropriate, it is a preferred outcome, due to the impact medication can have on everyday life and, particularly for opioids, the possibility of addiction. We found a 74% reduction in medication following the PMP.

Medication reviews and education led veterans to feel:

“I have had 5 years of nothing but hospital visits and being told negative, and scary, things about what was going to happen to my life. This is the first time for a long time that I have been treated as a human being with the chance for a positive future. The boost to my confidence and self-belief has been massive.”

“Since being injured in 2007 and medically discharged the majority of my medical treatment has been reactive; The PMP is the first time it has been proactive. It has given me some of the best medical care in the country along with some of the most genuine and caring people from SWV...”

“The PMP has given me a clear understanding of chronic pain and how to manage it. I felt the residential week was most useful and that the follow up days kept the ideas and techniques taught by the PMP fresh and relevant”

- An increase in quality of life and improved work life as a direct result of being medication free.
- More in control of their pain management after learning about medications.

The educational side of the programme was extremely

well received, and the veterans felt this was valuable in **better understanding their psychological symptoms, medication and the biological mechanisms of pain**. The veterans felt that there were in a **safe environment** with other likeminded people, which made it easier to discuss issues. They were better able

96% reported better pain management following the PMP

We found a 74% reduction in medication following the PMP



to **gain medical appointments** previously unattainable and felt they were being referred to other services appropriately. They learnt **relaxation techniques** as part of their pain management. The **clinicians understood the culture** of the veterans and **considered co-occurring symptoms**.

In 2016, in partnership with King Edward VII's Hospital (KEVII) in London we started a Veteran specific PMP. SWV employs a researcher who is working with the team at KEVII. SWV also employs a wounded Veteran (2013 ski week) who is Veteran co-ordinator and manages the SWV PMP administration. This is the first programme of its type in the UK. The Pain Management Programme is delivered in tandem with our mentoring and training programmes, to ensure that we address all of the often complex needs facing wounded Veterans. SWV and King Edward VII's Hospital are striving to achieve a "gold standard" of care for Veterans in their endeavour to optimize pain management. Although, only recently initiated, we are delighted that the Pain Management Programme is being used by the whole Veteran community with Band of Brothers, Help for Heroes, BLESMA and other charities referring their Veterans to the programme.

Currently we run six pain management programmes a year with groups of 8-10 Veterans. Following an assessment day, there is an intensive 5-day residential programme, with five follow-up days of regular consultations and advice over nine months, all of which lasts no more than one year. This is a unique programme which also receives referrals from the NHS. It is intended

“My life is snowballing into a dream and its largely down to the doors the charity has given me the chance to walk through and the support of you all individually”

that this programme can be rolled out within NHS centres. With the success of the PMP at King Edward VII's hospital, we hope to establish more PMPs at Chelsea and Westminster Hospital to expand upon the provision of military specific pain services to meet the demand. Additionally, the setup of a programme at an alternative site with different clinicians will help towards the development of the most successful model of pain management through careful research and collaboration.

It is worth noting that the NHS does not run a focus on chronic pain, but on acute pain. Chronic pain is defined as pain lasting more

The total PMP cost per Veteran is £6,200



"I'd like to thank each and every one of you"

"I have lived with chronic pain for several years and the stress and direct effect that pain has on an individual/ family is crippling both physically and mentally. It drains you like pulling the plug on a swimming pool. Eventually that pool will empty and you can see no way of refilling it..."



than three months. The NHS refers Veterans to the Pain Management Programmes and the Pain Clinic via the Veterans Trauma Network.

The estimated clinical costs of the programme are around £460,000 per annum, which covers all clinical appointments, the services of a psychiatrist, treatments, therapy and ongoing clinical

support during the course of the PMP as well as ongoing research and evaluation of the programme. SWV and King Edward VII's have also initiated a drop-in clinic where Veterans with less severe chronic pain can seek advice on pain management and medication. In addition, we propose to expense £180,000 on additional

medical research, mostly on Blast Traumatic Brain Injury.

The total PMP cost per Veteran is £6,200, including travel costs to assessment, residential programme and follow up days, accommodation costs for the 5-day residential programme and meals (breakfast and dinner) as well as ongoing research and evaluation of the programme. These costs are covered by SWV and King Edward VII's hospital. SWV also covers the cost of a researcher, working at the hospital one day a week.

In November 2016, SWV was informed that the LIBOR fund would donate £588,000 to fund the PMP over the next 18 months. In November 2017 the LIBOR fund agreed to donate a further £1,054,800 to fund the PMP programme for the next two and a half years. Our own

research into the first 18 months of the PMP shows a significant level of physical and mental improvement, with nearly all Veterans significantly reducing their pain medication. 98% of those who have attended the PMP would recommend the programme to other Veterans.

#### 4. The Process to meaningful Occupation/ Training/ Employment (OTE)

Often pain is required to be addressed before employment can be considered but many of our veterans who have completed the Pain Management Programme feel confident to return to work or studying. Our mentors can support this transition and the employment scheme is key when ensuring veterans are retrained and guided in the right direction.

"Since being injured in 2007 and medically discharged the majority of my medical treatment has been reactive; The PMP is the first time it has been proactive. It has given me some of the best medical care in the country along with some of the most genuine and caring people from SWV..."

'Meaningful Employment' is the key term here because depending on the individual this can mean returning to a previous job, looking for alternative jobs, trying to adjust current work to meet specific needs, studying or volunteering.

The charity currently has a team of two professional contractors directly working



on the OTE programme. They both have experience in recruitment, and one has worked in the prison service for the resettlement of prisoners, many of whom have substance abuse issues. Over the last five years, the SWV OTE and mentoring support teams have guided a substantial proportion of our Veterans into occupation. In 2013, seven Veterans have been supported into occupation, in 2014 – nine, 2015 – fourteen, 2016 – fifteen, 2017 – sixteen.

The Veterans work with OTE on “tailor-made job matching” and are assisted with writing their CVs, interview techniques, arranging their contracts, and assessing their readiness for employment. There often needs to be a time gap between a Veteran stating that he/she wishes to be re-employed and actually coming to terms with the consequences of such a decision.

The cost per Veteran for this service is £800, which is an allocation of the costs of those involved in the process to help Veterans into OTE (and to source employment opportunities), travel and incidental expenses. As of 31st August 2018, 107 (91%) of the Veterans we helped are in meaningful occupations. Of the 118 Veterans on the OTE books, all 118 attended the Ski

**The cost per Veteran for the OTE service is £800**

Week. 51 Veterans from the PMP have engaged in OTE in the last year.

### 5. Veteran Support Network

We also offer support to our Veterans’ loved ones, who are so often overlooked. Our annual weekend, ‘Spring into Action’ was launched in 2016. It gives spouses, partners and children the chance to meet their Veteran’s mentor, while building their own support networks. The timing of the

**The ‘Spring into Action’ Weekend costs £6,000 in total**

weekend, 6 weeks after the Ski Week, gives the Veterans a date to look forward to, and the opportunity to make new friends and find out about our additional services.

The ‘Spring into Action’ Weekend costs £6,000 in total, which includes hotel rooms and travel expenses. In 2018 27 people attended the weekend of which 18 were Veterans with 9 partners.

The total cost of the Veteran Support Network is £10,000 per annum.

“I’d like to thank each and every one of you.”

**The total cost of the Veteran Support Network is £10,000 per annum**







# Risk Management

The Trustees continue to regularly consider the primary risks to which the Charity is exposed and the necessary action required to limit exposure to, and the impact of, significant risks and take out appropriate insurance. The Charity has formulated a risk management plan that is regularly reviewed and updated.

**T**he purpose of the risk assessment process is to allow the Trustees and Executive Committee to:

- Identify the major risks facing the charity as a whole.
- Mitigate the risks where possible.
- Manage the risks on an ongoing basis.
- When appropriate, make a risk statement in the annual report.

The risk management plan together with the individual risk assessments is reviewed annually by the Executive Committee and approved by the Board of Trustees.

Any high risk activity can only take place once mitigating procedures have been put in place and have then been approved as adequate by the Committee.

A summary of all significant risk activities is being maintained. Any mitigating procedures which downgrade the activity to moderate risk or low risk are reviewed by the Executive Committee to ensure that they are implemented.

Moderate Risk activities will be summarised on the individual risk assessments.

Any mitigating procedures which downgrade the activity to Low Risk must be implemented in a timely fashion by the Committee member responsible for that particular area. This is monitored internally and only reported to the Committee when deadlines have been passed.

Any major incident (such as a fatality) will automatically lead to Supporting Wounded Veterans conducting a formal review of procedures and the incident.

An independent internal audit conducted in July 2018 has established that our risk assessments were compliant.

## Principal Risks and Uncertainties

The Charity takes preventive actions to identify risks and safeguard veterans and vulnerable people. The Board of Trustees considers the following the main risks for Supporting Wounded Veterans:

### 1. Vulnerable Veterans

The Department of Health defines a vulnerable adult as a person aged 18 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or

herself, or unable to protect him or herself against significant harm or exploitation. We have a safeguarding policy that has been drawn up to enable SWV to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- to stop that abuse occurring.

### 2. Serious injury or death of a Veteran

Sport of any kind can have an inherent physical risk to those taking part. All activities the Charity runs have individual risk assessments under the control of a risk manager. We also have crisis management insurance for all events.

### 3. Funding

Supporting Wounded Veterans carries adequate reserves to ensure its pathway programme can operate for nine months, allowing Veterans that have already enrolled on a programme to, where prudent, finish their course.

The Charity is focused on funding requirements in the long term and is investing to ensure it can continue its objectives.

### 4. Applying the right Programmes

We will only allow veterans to participate in one of our programmes when they are fully aware of what is involved and that it is ultimately their own choice based on professional advice that they receive. Veterans are only enrolled in a programme when it is in their best interest. All veterans are monitored, and research conducted that ensures all treatment is effective.

### 5. Strategic Relationships

Supporting Wounded Veterans has formed strategic partnerships with relevant health trusts and professionals. The Charity actively monitors those relationships to ensure that Veterans are receiving the best form of treatment and that the relationships continue to operate in all parties best interest.



# Our Future Objectives and Future Growth in Existing Programmes

The table below outlines our plans for the treatment and support of Veterans each year.

## SWV: Number of Veterans in each Programme

Programme	No. Veterans	Cost per Veteran
Skihabilitation Ski Week	33	£6,000
Ski Challenge Veteran participation	24	£1,250
Mentoring Programme	100	£800
OTE Programme	55	£800
Veteran Support Network	17	£600
Pain Management Programme	75	£6,000
Pain Management Clinic	96	£200
<b>Total Veterans Assisted</b>	<b>400</b>	

### Pain Management

It is planned, over the next three years, to increase the number of Veterans passing through the clinic, which (it is envisaged) will include Veterans introduced and funded by other charities.

### Veteran Support Network

A plan is being developed for the Veteran Support Network Programme. The options are:  
a) to continue as is, to

arrange the Spring Into Action Weekend for the Veterans who have most recently returned from the Ski Week and invite family members to events, such as the Cricket Match in June, as and when we arrange them.

- b) to create and put on events more regularly with emphasis on family members.
- c) to work on creating a more formal structured Family

Support Network with an administrator to set up regular meetings in locations around the country to offer more frequent and focused support.

### Research

2018 saw SWV make a conditional grant of £30,000 towards a bMTBI (blast traumatic brain injury) clinical study which is looking to confirm whether veterans have either PTSD or a blast

traumatic brain injury, and thus enable them to have appropriate treatment. By the very nature of war and terrorist acts, mild traumatic brain injury (bTBI) has become a common occurrence associated with such events. In recent wars in Iraq and Afghanistan, Blast Traumatic Brain Injury (bTBI) has been labelled the 'Signature Injury of War' (Haywood 2008). Modern conflict not only involves the typical mechanism for head injury e.g. direct assault or



blunt force trauma, MVA's, falls, projectile strike, but also blast injuries (Moore & Jaffee, 2010). In the ex-armed forces personnel population, such injury may co-existence with PTSD, C-PTSD, Chronic Quinoline Encephalopathy (CQE) and Chronic Pain Syndrome.

Currently there is no accurate objective assessments for diagnosis of bTBI for ex-armed forces personnel in the UK. MRI scans are typically normal. Consequently, tools are lacking to understand whether a clinically significant bTBI is actually present, and if it is, how it contributes to the patient's symptoms. Hence, attempts to diagnose such patients correctly and then monitor effectiveness of treatment of bTBI have not been developed in the UK, no referral pathway to assess, diagnose and treat exists at present.

In 2018 we continue to see more veterans presenting with severe and complex PTSD and whose families struggle to gain adequate funding for in hospital, long-

term treatment. Helping them to both access funding and receive a correct diagnosis takes up many of the Charity's resources. This trial will be ongoing for at least a year, and we are seeking to raise more money to put towards it. We are looking to set up Pain Management Programmes specifically for those who are both in pain and diagnosed with a brain injury. The charity aims to treat 20 veterans per year with MTBI at a cost of £125,000.

Other planned research involves the following;

1. **Opioid medication brochure** for GP surgeries to create awareness of possible pain medication risks and of available alternative treatments.
2. A **social impact report** that highlights the effect SWV is having on veterans and their families and how donations are being used.

- What we invest
- Who we reach
- What we do



*Annual SWV Carol Concert*

- Short term and ultimate goals
- 3. Continued work on **phantom limb pain** and better ways of improving management and treatment.
- 4. A study on **pain medication** looking at how reviews and reductions in medication on the PMP have led to gains in meaningful employment and quality of life.
- 5. A survey of **international veteran services**, as reported by clinicians from participating nations.

### Public Benefit Statement

In planning our activities for the year we kept in mind the Charity Commission guidelines on public benefit at our Trustees' meetings and the Trustees can confirm that:

All activities undertaken by the Charity were within its core objectives as defined in its articles and;

The Charity's financial statements are prepared in accordance with the Charity Commission Guidelines, and details of how we provided public benefit are set out throughout this report.

### Going Concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.



# Financial Review

The Trustees are pleased to report that during the financial year to 31 July 2018, total income amounted to £1,106,929 (2017: £1,276,518). Of this, £463,710 related to funding from the LIBOR Grant, £99,237 was donated from Syncona (formally the BACIT Foundation), and £40,030 was from the Royal Foundation. We have also raised a further £339,869

from fundraising activities (including the Ski Challenge and ski week which raised a combined £209,813), plus general donations of £164,083.

Total resources expended during the financial period amounted to £1,033,923 (2017: £855,958) of which £931,990 (2017: £664,015) was expensed on our five programmes. Net income

for the period was £73,006 (2016: £420,560).

At the end of the financial year ending 31st July 2018, the Charity has reserves of £814,526 (2016 £741,520) of which £219,710 is restricted for use on the Pain Management Programme as part of the LIBOR grant. The Trustees review the level of reserves frequently and have

concluded that the level is sufficient to continue operations and to guard against uncertainty; the Trustees have stated that they want to maintain a reserve of nine months' operational costs.

In summary, expenditure was defined as follows:

	Total £	Spend %
<b>Resources Expended</b>		
Charitable Activities	931,990	94%
Fundraising Costs	56,533	6%
<b>Total Operational Costs</b>	<b>988,533</b>	100%
Event Costs (Fundraising Events)	45,400	
<b>Total Operational Costs</b>	<b>1,033,923</b>	

*Charitable activities include the cost of the five pathway programmes and the Veteran element of the Ski Challenge.*



# Fundraising Activities

## Fundraising Activities

In the course of the year, the Charity raised funds by holding the following events:

- **The Ski Challenge** – a Ski race between teams of able-bodied skiers competing against disabled Veterans - which takes place in Klosters over a long weekend in January.
- **A Carol Concert** that took place at St Peters Church Chelsea
- **A Tug of War** that was hosted at Canary Wharf and highlighted the activities of our veterans.
- **The Ski Week** – monies raised by the Buddies and the proceeds of a gala dinner.
- **Mountains to Monaco** – a cycling event held by Monaco Rugby Club
- **The Ocean Challenge**

The total gross revenues from events amounted to £339,869. In addition, one of the events raised £15,210 from ticket sales which have been classified and included as income from other activities in line with SORP, making overall gross revenues from Events £355,079 (2017: £399,800). The total cost of running these events was £45,400. (2017 £138,141).

## Fundraising Standards

Supporting Wounded Veterans always seeks to

ensure that everyone supporting the charity understands how their money will be used to improve the life of our veterans. We raise a significant amount of money from the public and our aim is to ensure that we do this in both a respectful and compelling way. In all our fundraising, we work diligently to comply with the Fundraising Code of Practice and to champion the standards it promotes.

All fundraising is carried out with the full oversight of the Board of Trustees and the Executive Committee. Quarterly forecasts of income and expenditure are carried out and reported to the Trustees. To date we have not received any complaints about any of our fundraising. We do not contact people from cold lists, nor do we give or sell supporters details to anyone else. Details of our fundraising campaigns are on our website and we actively encourage supporters to contact us with any feedback. It is vital the we communicate with our supporters in the manner they prefer, and we are very keen to respect their privacy and preferences. To aid that we maintain a detailed CRM system. We support measures that will improve public trust and support for the sector.

Where we avail of the services of professional fundraisers we maintain written agreements for clarity of our operations. We used the services of professional

fundraisers for the LIBOR bid and to approach charitable trusts and foundations. We only engage with professional fundraisers that subscribe to the Institute of Fundraising.

## Reserves Policy

The Trustees have set a reserves policy of nine months of future expenditure of their five pathways programme to ensure that, so long as prudently possible, the veterans can complete their programme. The reserve policy was amended to include the Pain Management Programme.

The nine months cost of completion is estimated at £792,780. At the end of the financial period the Charity's total reserves of £814,526 (2017: £741,520) comprised unrestricted reserves of £594,816 (2017: £437,000) and restricted reserves of £219,710 (2017: £305,000). The Trustees review the level of reserves frequently and have concluded that the level is sufficient to continue operations and to guard against uncertainty. The Trustees have also accepted that the surplus reserve of £21,746 held at the year-end to be a small percentage of overall reserves and is at an appropriate level.

Pain Management Clinic (restricted)	£219,710
Charitable activities (unrestricted)	£573,070
Surplus reserve	£21,746
<b>Total Reserves</b>	<b>£814,526</b>





# Structure, Governance and Management

There are currently four Trustees (who are also the Directors) who have been selected due to their ability to bring a range of complementary skills and corporate experiences to the charity. They have appointed an Executive Committee with twelve members who are responsible for the day to day running of the charity under authority delegated to it by the Board of Trustees. The Executive Committee proposes to the Board of Trustees where the charity should invest its time, money and expertise, including an annual discussion of strategy supported by financial forecasts. It also proposes an annual operating budget to the board of Trustees for approval, which monitors performance accordingly. The CVs of the Directors/Trustees, and the CEO and COO of the Executive Group members are set out below, together with the names of the 6 individuals who are heads of the various programmes. An additional 4 operational Executives form the full Executive Group.

A further ten volunteers together with the Executive Committee, form the Full Committee. The Executive Committee meets 11 times a year and is joined by members of the Full Committee 4 times a year. We also have specific sub-committees for the Ski Challenge and Ocean Challenge which are our

key annual Fundraisers.

Key management personnel of the Charity are defined as the Trustees, the Chief Executive Officer, the Chief Operating Officer and the Executive Committee programme and department heads.

The Charity employs only the required resources to carry out its objectives. There is one full time salaried employee who acts as secretary to the Charity and one part time salaried employee that looks after the administration of all the Veterans on the PMP. There are eight others, mainly part time contractors who assist in the finance, mentoring, PMP and employment functions.

The Charity is committed to advancing the knowledge base and understanding of its Trustees and Committee Members across all aspects of the Charity's activities, including finance. It has appointed an audit committee whom have been advised of their responsibilities within that framework. The Charity has also adopted the Internal Financial Controls for Charities (CC8) as recommended by the Charity Commission. Regular reviews are carried out of the controls and where deemed necessary corrective procedures implemented.

Trustees follow the guidelines as laid down by the Charity

Commission under CC3 that outlines the responsibilities of Trustees. A quarterly financial management report is presented by the Executive Group that further outlines ongoing responsibilities of Trustees with detailed briefing notes where required.

The Charity is committed to strengthening its Board of Trustees with additional skills that extends its level of corporate governance and control. Any Trustee may recommend the appointment of a new Trustee. New Trustees are only appointed on the approval of the Board of Trustees. Once appointed Trustees will undergo induction covering the activities of the Charity and the responsibilities pertaining to the Trustee.

The Charity has also produced a handbook for the benefit of all members and Veterans. That handbook forms the basis of the Charity's procedures, activities and objectives.

## Directors/Trustees

### Frank Akers-Douglas

Frank qualified as a Chartered Accountant with Singleton Fabian and has practiced as such all his working life. He was a partner at Smith & Williamson LLP from 1997 until his retirement in 2016.

### James Charrington

James is the Non-Executive



*Frank Akers-Douglas*

Chairman of BlackRock Europe having previously held the positions of Chief Executive and Executive Chairman and served as a Member of the Global Executive Committee. He is a Governor of St. Andrews Healthcare in Northampton and a Trustee of London's Air Ambulance.



*James Charrington*

### The Right Hon Lord Hamilton of Epsom

Archie was MP for Epsom

and Ewell (1978–2001), Government Whip (1982–86) and Parliamentary Under Secretary of State, Ministry of Defence (1986–97). He was also Parliamentary Private Secretary to the Prime Minister (1987–88), and Minister of State for the Armed Forces (1988–93).



*The Right Hon Lord Hamilton of Epsom*

### Colonel John A Kirkwood OBE

John was awarded an OBE for commanding The King's Own Scottish Borders on operations in Northern Ireland. His service included The Falklands, Beirut, the Far East and numerous operational tours in Northern Ireland. He ran the Army's Operations Room during the 1st Gulf War and was a Director of the Defence Crisis Management Centre in Whitehall. On retiring from the Army he became a management consultant and is now a Director of a remuneration consultancy.



*Colonel John A Kirkwood OBE*

## Executive Group

The Executive Group meets monthly and is responsible for the day to day management of the charity. The Group produces financial and operational reports for the Board of Trustees together with recommendations for the continued operation of the charity.

The Executive Group are retained by the charity and do not hold any voting powers.

### Gilly Norton

Founder and CEO. Gilly worked as an art restorer for 20 years, specialising in Islamic ceramics and sculpture. She was part of a fundraising committee for the Almeida theatre, and also runs a bi-annual social impact Forum in Switzerland.



*Gilly Norton*

### George Brooksbank

George is a Chartered Accountant and spent seven years with the Debenhams group in a variety of roles, including financial controller for the group. He joined BZW and subsequently became CEO of a family-owned venture capital organisation. Subsequent to that he has been a Director of four public companies and now spends some time assisting SMEs raise finance.



*George Brooksbank*

### Rikki Jakout

Head of Mentoring

### Zizi Mason

Head of OTE and Pain Management Programme

### George Littler

Head of Compliance

### James Palmer-Tompkinson

Strategy and Risk Assessment

### Ed Hynes

Financial Controller

### Peter Flynn

Military, Business and City Network

## Political Donations and Expenditure

The Charity did not make any political donations during the financial period.

## Audit Committee

On 10th July 2017, the Trustees established its first Audit Committee to oversee the financial transactions of the company. The Audit Committee's role is to help the Board of Trustees meet their responsibilities by providing independent oversight of the Charity's systems of internal control, risk management and financial reporting, and through supervision of the

quality, independence and effectiveness of auditors. Members of the audit committee are James Charrington and Lord Hamilton.

## Remuneration Committee

The Remuneration Committee has responsibility for all elements of the remuneration of the Executive Committee. The Remuneration Committee also recommends and monitors the level and structure of the remuneration for the key management personnel of the Charity. The Committee are experienced in researching comparative market pay for each position and have adopted a policy that use benchmarks on a case by case basis as part of their recommendations. The sub-committee have a policy of having all remuneration ratified by the Board of Trustees on an annual basis. Members of the remuneration committee are Frank Akers-Douglas and Colonel John A Kirkwood.

## Trustees' Responsibilities

The charity Trustees (who are also Directors for the purpose of company law) are responsible for preparing the Trustees' annual report and financial statements in accordance with applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)

Company law requires the charity Trustees to prepare financial statements for each 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 charity for



that period. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principals of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK 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.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence 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.

### Disclosure of Information to the Auditors

We, the Directors of the company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the company's auditors are

unaware; and

- we have taken all the steps that we ought to have taken as Directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Trustees' Annual Report was authorised and approved for issue on 05/11/18.

On behalf of the board



Trustee



Executive Committee Meeting

# Independent Auditor's Report to the members of Supporting Wounded Veterans Ltd

## Opinion

We have audited the financial statements of Supporting Wounded Veterans Ltd (the 'charitable company') for the year ended 31 July 2018 which comprise Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 state of the charitable company's affairs as at 31 July 2018, 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 requirements of 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 Auditors' 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.

## Opinion 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 our 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; and
- the Trustees were not entitled to take exemption from the requirement to prepare a Strategic report in preparing the Trustees report.

### Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out on page 18, the trustees (who are also the 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 relating 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 but to do so.

### Auditor's responsibilities for the audit of the financial statements

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 aggregate, they could reasonably be expected to influence the economic decisions to 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](http://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.



**Sudhir Singh FCA**  
Senior Statutory Auditor

For and behalf of MHA MacIntyre Hudson  
Chartered Accountants and Statutory Auditors  
New Bridge Street House  
30-34 New Bridge Street  
EC4V 6BJ

Date: 18 April 2019

# Statement of Financial Activities (including income & expenditure) for the year ended 31st July 2018

	Note	Unrestricted Funds £	Restricted Funds £	Total 2018 £	Total 2017 £
<b>Income from:</b>					
Donations	2	582,346	-	582,346	785,050
Charitable activities	3	-	508,740	508,740	423,000
Income from other trading activities	4	15,843	-	15,843	68,468
<b>Total Income</b>		<b>598,189</b>	<b>508,740</b>	<b>1,106,929</b>	<b>1,276,518</b>
<b>Expenditure on:</b>					
<b>Charitable Activities</b>	5	337,960	594,030	931,990	664,015
<b>Raising Funds</b>					
Event Costs (Fundraising Events)		45,400	-	45,400	138,141
<b>Fundraising Costs</b>	9	56,533	-	56,533	53,802
<b>Total Expenditure</b>		<b>439,893</b>	<b>594,030</b>	<b>1,033,923</b>	<b>855,958</b>
<b>Net Income</b>		<b>158,296</b>	<b>(85,290)</b>	<b>73,006</b>	<b>420,560</b>
<b>Net movement in funds</b>		158,296	(85,290)	73,006	420,560
<b>Reconciliation of funds</b>					
Total funds brought forward		436,520	305,000	741,520	320,960
<b>Total funds carried forward</b>		<b>594,816</b>	<b>219,710</b>	<b>814,526</b>	<b>741,520</b>

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes on pages 35 to 43 form part of these financial statements.



# Balance Sheet as at 31st July 2018

	Note	2018	2017
		£	£
<b>Current assets</b>			
Stocks		-	1,751
Debtors	12	42,432	18,029
Cash at bank and in hand		785,010	827,947
		<b>827,442</b>	<b>847,727</b>
<b>Creditors: amounts falling due within one year</b>	13	(12,917)	(106,207)
<b>Net current assets / (liabilities)</b>		<b>814,526</b>	<b>741,520</b>
<b>Creditors: amounts falling due after more than one year</b>		-	-
<b>Net assets</b>		<b>814,526</b>	<b>741,520</b>
<b>Charity Funds</b>			
Restricted funds	14	219,710	305,000
Unrestricted funds	14	594,816	436,520
<b>Total charity funds</b>		<b>814,526</b>	<b>741,520</b>

The financial statements were approved and authorised for issue by the Board on 05/11/2018.

Signed on behalf of the board of Trustees



## Trustee

The notes on pages 35 to 43 form part of these financial statements.

Company registration number: 8258649

# Statement of Cash Flows for the year ended 31st July 2018

	Note	2018	2017
		£	£
Cash flow from operating activities	16	-42,937	504,898
Net increase in cash and cash equivalents		-42,937	504,898
Cash and cash equivalents at 1st August		827,947	323,049
Cash and cash equivalents at 31st July		785,010	827,947
Cash and cash equivalents consist of:			
Cash at bank and in hand		184,198	127,947
Short term deposits		600,812	700,000
Cash and cash equivalents at 31st July		785,010	827,947

The notes on pages 35 to 43 form part of these financial statements.



# Notes to the Financial Statements

## 1 Summary of significant accounting policies

### (a) General information and basis of preparation

Supporting Wounded Veterans is a Company limited by guarantee in England. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is given in the charity information on page 4 of these financial statements.

The nature of the charity's operations and principal activities are;

To promote and protect the physical and mental health of ex-servicemen and women wounded or injured or rendered sick whilst serving in the Armed Forces by assisting in their rehabilitation, in particular but not exclusively, through (1) the provision of skiing opportunities and skiing instruction and (2) cooperating with and making grants to other charities with similar charitable objects.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS ), the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity, and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

### (b) Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

### (c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such equivalent facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity.

Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

The charity receives government grants in the form of The LIBOR Grant. Income from government and other grants are recognised at fair value within income for charitable activities, when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred. Further details on The LIBOR Grant are given under note 3.

### **(d) Expenditure recognition**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Expenditure on charitable activities includes the costs directly attributable to running the five main programmes that the Charity operates;
  1. Sport Habilitation
  2. Mentoring
  3. Occupation / Training / Employment – OTE
  4. Pain Management
  5. Veteran Support Network
- Events costs includes the cost of putting on fundraising events like the Ski Challenge or the Carol Concert.
- Fundraising Costs represents the direct and support expenses the Charity incurs in general fundraising.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

### **(e) Support costs allocation**

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, administrative payroll costs and bank charges. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of expenditure on raising funds and charitable activities on a basis consistent with direct costs. Premises overheads have been allocated on a similar basis.

The analysis of these costs is included in note 6.

### **(f) Investments**

The charity has not undertaken any investment activities.

### **(g) Stocks**

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing stock to its present location and condition.

### **(h) Debtors and creditors receivable / payable within one year**

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

### **(i) Provisions**

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

### **(j) Foreign currency**

Foreign currency transactions are initially recognised by applying to the foreign currency amount the spot exchange rate between the functional currency and the foreign currency at the date of the transaction.



Monetary assets and liabilities denominated in a foreign currency at the balance sheet date are translated using the closing rate.

#### (k) Tax

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. It therefore does not suffer tax on income and gains applied for charitable purposes.

#### (l) Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

#### (m) Fixed assets

The Charity does not currently hold any fixed assets. Where fixed assets are to be recognised the Charity has a policy of recognising fixed assets that are in excess of £1,000 in value.

#### (n) Financial instruments

The Charity does not have a material holding in complex financial instruments. The Charity only holds basic financial instruments. The financial assets and financial liabilities of the Charity are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in note 12. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors will be classified as financial instruments, and are measured at amortised cost as detailed in note 13. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

## 2 Income from donations

	Unrestricted Funds	Restricted Funds	Total 2018	Total 2017
General Donations	196,017	-	196,017	201,350
Donated Services	46,460	-	46,460	152,900
Other Donations	-	-	-	31,000
Fundraising Events	339,869	-	339,869	399,800
<b>Total Donations</b>	<b>582,346</b>	<b>-</b>	<b>582,346</b>	<b>785,050</b>
<b>2017</b>	<b>664,550</b>	<b>130,500</b>	<b>785,050</b>	

Donated services / goods include an amount for the cost of accommodation for the pain management programme that we receive from Howard De Walden and the donated cost of a boat and branded clothing for the sailing challenge. Other donated services include a valuation for the office facilities we receive for free.

### 3 Income from Charitable Activities

	Unrestricted Funds	Restricted Funds	Total 2018	Total 2017
LIBOR Funding	-	463,710	463,710	392,000
Duchess of Westminster	-	5,000	5,000	-
Royal Foundation	-	40,030	40,030	31,000
<b>Total Donations</b>	<b>-</b>	<b>508,740</b>	<b>508,740</b>	<b>423,000</b>
<b>2017</b>	<b>26,000</b>	<b>397,000</b>	<b>423,000</b>	

£463,710 (2017 - £392,000) of government grants were received from LIBOR funds. £196,000 was the balance from the first LIBOR grant of £588,000. We also received £267,710 for the first instalment of the second LIBOR grant. The total second grant is for £1,054,800 of which £408,545 will be received in 2019 and the remaining £378,545 will be received in 2020. All of the LIBOR Grant is restricted funding to be used on the Pain Management Programme.

### 4 Income from other trading activities

	Unrestricted Funds	Restricted Funds	Total 2018	Total 2017
Fundraising Ticket Sales	15,210	-	15,210	62,299
Other	633	-	633	6,169
<b>Total</b>	<b>15,843</b>	<b>-</b>	<b>15,843</b>	<b>68,468</b>
<b>2017</b>	<b>68,468</b>	<b>-</b>	<b>68,468</b>	

### 5 Analysis of expenditure on charitable activities

	Activities undertaken directly	Support Costs	Total 2018	Total 2017
Skiing	195,189	20,592	215,781	209,369
Ocean Challenge	98,426	-	98,426	-
Mentoring	57,773	7,202	64,975	78,022
OTE	38,276	4,771	43,047	42,059
Pain Management	442,359	55,144	497,502	324,967
Family Support Network	11,563	696	12,259	9,597
<b>Total</b>	<b>843,585</b>	<b>88,405</b>	<b>931,990</b>	<b>664,014</b>

£594,030 (2017 - £222,500) of the above costs were attributable to restricted funds. £337,960 (2017: £441,515) of the above costs were attributable to unrestricted funds.

Included in the Pain Management direct costs are £30,000 in respect of a grant the Charity made to NCT Associates Limited towards a clinical study which is looking to confirm whether veterans have either PTSD or a mild traumatic brain injury (MTBI). The charity aims to treat 20 veterans per year with MTBI at a cost of £125,000. The grant is conditional on NCT Associates receiving full funding for the project.



## 6 Allocation of support costs

Support costs are those that assist the work of the charity but do not directly represent charitable activities. The basis of allocation of support costs to each activity is based upon the percentage of direct costs.

An analysis of support costs are as follows:

	2018	2017
Rent, light & heat	17,400	17,400
Repairs, renewals & IT	2,366	9,273
Staff & contractors' costs	19,499	4,126
Governance	23,160	22,966
Other and Professional	25,980	4,781
<b>Total Support Costs</b>	<b>88,405</b>	<b>58,546</b>

Rent costs of £17,400 represent donated services calculated as the amount the charity would reasonably expect to have paid for office facilities. The charity would like to express its thanks to Pulbrook & Gould, Harwood Capital, Gilly Norton and The Royal Hospital Chelsea for the generous office facilities they have provided throughout the year.

## 7 Governance cost

	2018	2017
Auditor's remuneration	10,200	8,400
Staffing costs	8,897	6,716
Consultancy & professional	4,064	6,050
Insurance	-	1,800
	<b>23,160</b>	<b>22,966</b>

## 8 Auditor's remuneration

The auditor's remuneration amounts to an audit fee including VAT of £10,200 (2017: £8,400).

## 9 Fundraising Costs

The charity contracted one fundraiser that dedicated 95% of their time to organising fundraising events plus general fund raising. We additionally contract the services of a professional fundraiser that operates for us four days per month. In addition, the COO, George Brooksbank, spends 30% of his time on fundraising operational matters. Fundraising costs incurred during the financial period were as follows;

	2018	2017
Fund Raising Expenses	1,265	2,316
3rd Party Funding Fees	-	1,004
Travel	2,793	575
Contractors Fees	52,476	47,207
Professional Fees	-	2,700
<b>Total Fundraising Costs</b>	<b>56,533</b>	<b>53,802</b>

## 10 Trustees' remuneration and expenses

The Trustees neither received nor waived any remuneration for their services as Trustees during the year (2017: £0). No expenses were paid to the Trustees during the year (2017: £2,330)

## 11 Staff costs and employee benefits

The Charity employs one full time secretarial and administrative assistant and contracts the services of nine other professional contractors who supply support services to our Veterans through mentoring, the pain management clinic, fundraising and financial services. The full time equivalent (FTE) staff numbers amount to 6.7. Total staffing costs including PAYE and contractors for the year amounted to £281,359 (2017 £243,204). Of this amount, £219,986 was incurred in direct support to the Veterans, £8,897 was expensed on governance and £52,476 was expensed on fundraising.

Staff numbers by activity	2018 Average	2018 FTE	2017 Average	2017 FTE
Raising funds	2	1.2	2	1.2
Charitable activities	7	5.4	7	4.8
Governance	1	0.5	1	0.5
<b>Total</b>	<b>10</b>	<b>6.7</b>	<b>10</b>	<b>6.5</b>

The total staff and contractors costs were as follows:

	2018	2017
Staff Salaries (PAYE)	42,061	29,180
Pension contributions	588	-
Contractors	238,710	211,741
Termination Payments	-	2,283
<b>Total Costs</b>	<b>281,359</b>	<b>243,204</b>

Allocation of staff & contractor expenditure	2018	2017
Skiing	52,430	36,547
Mentoring	46,592	58,452
OTE	38,166	34,286
PMP	77,190	49,652
Veteran Network	5,609	6,665
Admin & Governance	8,897	10,395
Fundraising	52,476	47,207
<b>Total Staffing Costs</b>	<b>281,359</b>	<b>243,204</b>

The emoluments range paid to staff and contractors (excluding vat) was as follows:

	2018	2017
£0 to £10,000	2	2
£10,001 to £20,000	3	2
£20,001 to £30,000	1	3
£30,001 to £40,000	2	3
£40,001 to £50,000	1	0
£50,001 to £60,000	1	0
	<b>10</b>	<b>10</b>

No employees or contractor received total benefits (excluding employer pension costs) of more than £60,000.

The key management personnel of the charity comprise the Trustees, Gilly Norton as Chief Executive Officer and George Brooksbank as Chief Operating Office. During the period Gilly Norton received emoluments of £55,833 (2017 £26,667) in relation to work carried out on the Sport Habilitation, Mentoring and Pain Management programmes. George Brooksbank received emoluments excluding VAT of £45,833 (2017 £28,749). These payments were for re-imbursement for time spent on Veterans support in relation to fundraising events, finance and governance, Veteran employment services and the pain management programme during the year.

The remaining eight staff and contractors are also considered vital to the charity. The total remuneration paid to the remaining eight amounted to £170,526 (2017 £182,038)

Remuneration is set by the Remuneration Committee and confirmed by the Trustees.

The Trustees are supported by the structure, governance and management of the charity, as set out on page 27. The Charity would not be able to operate without the selfless work undertaken by our committee members plus endless other volunteers (including current and past buddies who assist in the Veterans ski week).

## 12 Debtors

	2018	2017
Trade debtors	42,432	18,029

Included within trade debtors are balances totalling £26,763 (2016: £14,022) that relates to amounts due from a donor in Monaco. The remainder relates to other trade debtors and gift aid.

## 13 Creditors: amounts falling due within one year

	2018	2017
Accruals	12,917	106,207



## 14 Fund reconciliation

## Unrestricted funds

	Balance at 01/08/17	Income	Expenditure	Balance at 31/07/18
Unrestricted	436,520	598,189	(439,893)	594,816
	<b>436,520</b>	<b>598,189</b>	<b>(439,893)</b>	<b>594,816</b>
<b>2017</b>	<b>320,960</b>	<b>728,017</b>	<b>(633,458)</b>	<b>436,519</b>

## Restricted funds

	Balance at 01/08/17	Income	Expenditure	Balance at 31/07/18
LIBOR Restricted	305,000	463,710	(549,000)	219,710
Other Restricted	-	45,030	(45,030)	-
	<b>305,000</b>	<b>508,740</b>	<b>(594,030)</b>	<b>219,710</b>
<b>2017</b>	<b>-</b>	<b>527,500</b>	<b>(222,500)</b>	<b>305,000</b>

The Charity was successful in its application for LIBOR funding in 2016/2017 and was awarded a grant totalling £588,000. £196,000 of that was received and recognised in the financial year ended 31st July 2018. The grant was restricted to the Pain Management Programme and was fully utilised during the financial year.

The Charity was further successful in receiving additional LIBOR funding in the financial year 2017/2018. The approved grant was for £1,054,800. £267,710 has been received as the 1st instalment with the remainder payable in instalments up to 2020. During the financial year 2017/2018 we expensed £48,000 of the grant and carried the balance of £219,710 as restricted funding. All additional LIBOR funding is restricted to the Pain Management Programme.

The restricted funding b/f of £305,000 was fully expensed on the Pain Management Programme during the financial year.

During 2017/2018 the Charity received restricted funding of £40,030 from The Royal Foundation (2017 £: 31,000) and also received restricted funding of £5,000 from The Duchess of Westminster (2017: £0). Both of these amounts were expensed during the financial year.

The Charity has a reserves policy of 9 month's expenditure of its five pathway programmes. This is calculated at £792,780. Further details are disclosed under Reserves Policy in the Trustees' Report.

## 15 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total 2018
Fixed assets	-	-	-	-
Cash	565,300	-	219,710	785,010
Other current assets / liabilities	29,516	-	-	29,516
Creditors more than one year	-	-	-	-
<b>Total</b>	<b>594,816</b>	<b>-</b>	<b>219,710</b>	<b>814,526</b>

	Unrestricted funds	Designated funds	Restricted funds	Total 2017
Fixed assets	-	-	-	-
Cash	522,947	-	305,000	827,947
Other current assets / liabilities	(86,427)	-	-	(86,427)
Creditors more than one year	-	-	-	-
<b>Total</b>	<b>436,520</b>	<b>-</b>	<b>305,000</b>	<b>741,520</b>

All funds are treated as unrestricted except for £219,710 (2017: £305,000) and is held in cash.

## 16 Reconciliation of net income to net cash flow from operating activities

	2018	2017
Net income / (expenditure) for year	73,006	420,560
(Increase) / decrease in stock	1,751	-1,751
(Increase) / decrease in debtors	-24,403	-18,029
Increase / (decrease) in creditors	-93,291	-104,118
<b>Net cash flow from operating activities</b>	<b>-42,397</b>	<b>504,988</b>

## 17 Related party transactions

There were no related party transactions that took place during the financial year. £1,000 was received as Trustee donations during the year (2017: £0)





A huge thank you to all our  
supporters and sponsors who  
have given so generously to  
Supporting Wounded Veterans.

# This is why we do it...

## An Open Letter to Supporting Wounded Veterans

Our journey with Supporting Wounded Veterans began in 2015 when my husband, Harry, travelled to Klosters. The tuition he received has subsequently enabled us to ski together as a family. This might not sound like much, but to date, it is the only activity we have found where it is possible for all the family to be doing the same sport at the same time. This was the start of a relationship which has continued in good time and bad and has included time together in the snow as well as visits at home and in hospital. Support which enabled me in early 2018 to admit I was struggling and need the support of a therapist; and most recently last Autumn, SWV helped take on the fight to get Harry seen by the right medical people and into hospital for an operation so he could be at home with the family in time for Christmas.

In our experience, many charities focus on the newly injured or veterans at a given moment. We have just marked the 13th anniversary of Harry's injury and we know and accept that Harry is never going to be totally well with his injuries. The reality is that it's not the paralysis that presents the greatest problem to living a normal life, it's all the other complications associated with the condition. Thirteen years down the line Harry still needs help and support and working with SWV I feel we have an ongoing safety net. As a wife, knowing that SWV are there to turn to provides the reassurance of knowing that someone else cares and will help me fight Harry's corner.

The difference SWV's interventions have made in our life have been profound:

My first interaction with SWV in 2016 set the tone for our experience to come. I found myself at the bottom of an unfamiliar ski slope with Harry in his wheelchair, a sit-ski, our daughter, Maddie, then 9 months old, and our son, Henry, aged 3, a baby changing bag, a raft of skis and poles and an overwhelming sensation of 'what am I doing here?!' I need not have feared as we were soon swept up by the SWV Klosters contingent. That overwhelming sensation subsided and was replaced by the feeling of relief that people were there to support us. Small details matter – such as the lift person knowing how to help Harry get on and off; the enthusiasm, energy and ongoing support of people who genuinely wanted to ski with us; and for me not being on my own and having to cope with the full burden of responsibility. On that trip, what at first seemed daunting became a truly enjoyable holiday for me too, the first in a long while.

Gilly, Zizzi, Rikki, and Sally all provide support in different ways. The home visits to Harry have made a real difference. On one of these occasions, Rikki gained enormous credibility in my eyes when she popped in to visit Harry, bringing some equipment to help him work while he was on 3 months bed rest. In order to fully recount the impact SWV have had I need to address me at this point. When I first met Rikki she described me as having a 'chinese wall' around me - I did! Last year I visited Rikki after she broke her collarbone and leg, rather than me providing comfort, over coffee I let a chink in my armour show, and that was it, she was in! All of the pain and trauma of the years since Harry's accident flowed out in Rikki's sitting room. Without the existing relationship and respect for Rikki and the charity's involvement in our life up to that point I would never have let my guard down. I hadn't been able to do that, I needed someone with the insight and genuine care that I was offered on that day to let go, start my recovery and to deal with my own trauma. On leaving Rikki's home I went straight to a counsellor. That was the start of my journey to own up that I was suffering from anxiety and 'trauma by proxy' taken on board from the deeply traumatic journey of a loved one, which had presented itself as panic attacks and several breakdowns.

My profoundest thanks are particularly due for the work SWV have done over the last 6 months in supporting Harry and I in the fight to get access to the right care. Our journey continues to get him the medical support he requires with the ongoing injuries he faces. My personal sanity has only survived in the last 6 months because I have known that SWV have been at the vanguard of getting Harry's operation scheduled. Gilly's black book of contacts and her sheer tenacity to apply appropriate pressure meant Harry's operation was brought forward enough to have him home for Christmas. I couldn't cope fighting that battle on my own, the lack of certainty and the urgent nature of his medical issue was causing me severe anxiety. I felt that every medical professional we pursued failed me. Sitting watching your husband deteriorate without being able to make a difference is soul destroying. Watching my children flounder and wonder why Daddy cannot get up, go outside or engage in family life is devastating. I sat watching Harry's morale flatten. Life stagnated. While trying to hold up my whole family there were very little reserves left for taking on the unmovable beast that is the NHS. Gilly and SWV fought that fight for us and delivered the result we needed.

Writing our story is not easy, but I felt I needed to do so as I cannot thank all at SWV enough for putting me on the right track, supporting Harry and for the knowledge that you'll be with us for the long haul. But also, to emphasize that supporting the charity makes a real difference to families like us and cannot continue without support and donations.

Yours truly,

Abbie Long

**Supporting Wounded Veterans**

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@SkiWithHeroes

Charity registration number:  
1149727

Company registration number:  
8258649