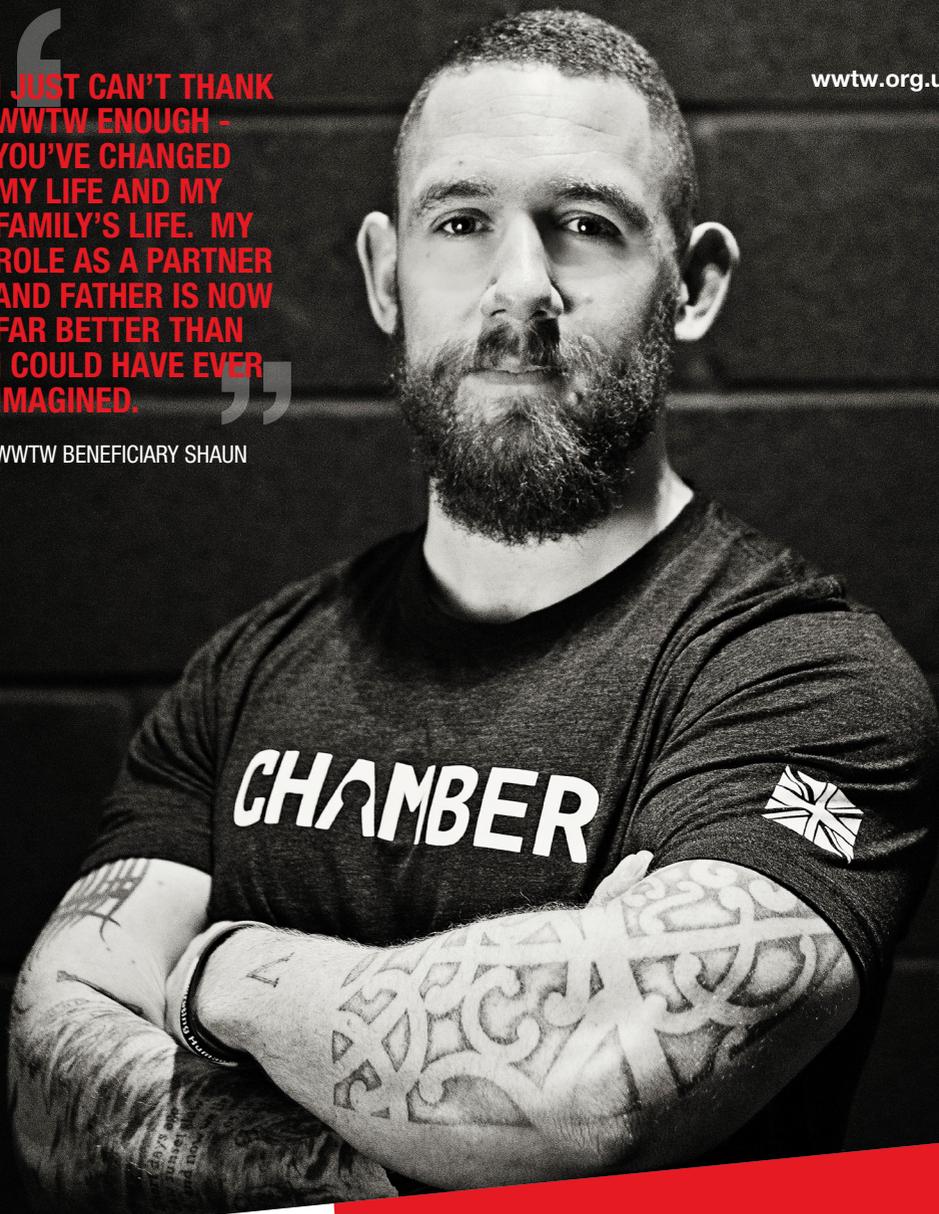


“

I JUST CAN'T THANK
WWTW ENOUGH -
YOU'VE CHANGED
MY LIFE AND MY
FAMILY'S LIFE. MY
ROLE AS A PARTNER
AND FATHER IS NOW
FAR BETTER THAN
I COULD HAVE EVER
IMAGINED.”

WWTW BENEFICIARY SHAUN

www.wtw.org.uk



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OUR MISSION

WWTW works to become part of the solution by supporting disadvantaged veterans who have served in the Armed Forces and their families, empowering them to regain their independence, thrive and contribute in our communities.



CHAIRMAN'S STATEMENT

2020 will be a year that we collectively look back at as being one to forget.

There has been a seismic shift in so many things which we previously considered normal, and we have as a society had to adapt quickly in order to continue moving forward. For Walking With The Wounded, it became evident that we would need to fundamentally change how we operated in order to deliver the care and support our beneficiaries required.

Myself and the other members of the board were incredibly reassured by how agile and reactive both the management and the staff of the charity were. There seemed to hardly be a pause in our operational capability and the outcomes that have been achieved this year demonstrate success.

I am very proud that as an organization we rapidly became part of the solution, not only supporting a larger cohort of beneficiaries who required care in the rapidly changing environment, but also with our innovative volunteering programme, OP-REGEN, being a key component in Greater Manchester to support the efforts of the local authority. On behalf of my fellow trustees, I must congratulate every member of the team for how they dealt with these difficult circumstances.

As a board, a key priority remains the long-term viability of the organization, which was obviously tested by the pandemic. In May, we formed a sub-committee of trustees to question the going concern of the charity, providing the auditors with the confidence they need to sign this off. The outcome very much confirmed the financial health of WWTW and I am encouraged to see a surplus of £506,948* for the full year, allowing us to continue to build our reserves towards holding 6 months of operational costs, something that remains a key focus for the board. This enables us to safeguard the immense, positive impact of our services should there be another event such as the current pandemic and to stay in line with charity commission directives.

I am also clear that now is not a time for us to rest on our laurels. The successes of 2020 must be carried into 2021 and we all recognize new challenges ahead. Unemployment is set to rise and as a charity which supports the employment of those who served in the military, we need to ensure we continue to champion the skills and talents these men and women have, and find them the work they need to sustain their futures. We must also recognize the income landscape will be challenging and so we must remain flexible.

At the heart of our thinking remains our first value – Client First. We upheld that in 2020 and I am confident that we will do so in 2021. I would like to thank my fellow trustees for their time and commitment during 2020 and on their behalf, thank every one of the staff at the charity. Every one of them should be very proud of what they have achieved this year. I would also like to thank Ed Parker as he steps down as CEO of Walking With The Wounded. The veteran community have benefited greatly from his vision and determination to help those in need. All the Trustees wish him every success with his future plans, and we look forward to welcoming Fergus Williams as CEO in 2021 and continue to see the charity develop and grow its expert services to support the veteran community.

Dick Turpin
Chairman



“ I AM VERY PROUD THAT AS AN ORGANISATION WE RAPIDLY BECAME PART OF THE SOLUTION. ”

“**WWTW SAVED
MY LIFE, AND
THE ONGOING
SUPPORT IS
AMAZING.**”

WWTW BENEFICIARY JOHN



CEO'S STATEMENT

As we locked down in March, it was clear that as an organisation we needed to be bold. We were entering a period of great uncertainty and our beneficiaries, many of whom were already isolated, were fearful of how they would, in many cases, survive. More than ever they needed Walking With The Wounded to support them.

Clearly there were challenges ahead around connectivity and income generation, but we were determined to seek out opportunity and ensure we were clear how to define success in the changing environment. Rather than sit back and hunker down, we decided to step forward and be part of the solution. Collectively as an organisation, we believed we needed to achieve four things to succeed.

First, we needed to keep honouring our value of Client First in all our actions, not just our front line staff but all those who make the machine work allowing our operational teams to deliver the first class services they do. Second, we recognized we needed to change our fundraising strategy, making it more flexible and agile. Third, how we communicated needed to evolve, and quickly. The luxury of face-to-face had been removed. And finally, we had to look after our people, the principle asset of the charity. Their well-being, development and inclusion was key. Within two weeks of lockdown these four goals were the focus of everybody in the team and as a result, we end 2020 the strongest we have ever been. It is testament to the team's commitment and a structural model which works.

2020 has been a year of growth for Walking With The Wounded. Revenue has grown by 20.2%, allowing us to achieve a surplus for 2020 of £506,948*, fulfilling the direction of our board to continue to grow reserves. This ensures we have a safety net in place so, should there be another crisis such as Covid-19, we are able to continue to provide the critical support we deliver for thousands of veterans and their families. The number of beneficiaries entering our programmes grew by 51 per cent, with strong growth in outcomes in our mental health programme, the highest ever number of employment outcomes as well as a multitude of new engagements for our Care Coordinators and Family Support Workers.

At the heart of our thinking remains our partnership with the NHS, something we are very proud of. We believe anyone who served in the military is first and foremost a citizen of the UK and as such should be cared for by our universal healthcare provider. Where we add value is working alongside the NHS, providing an understanding of the circumstances of the individual, speaking the same language, providing extra capacity and where necessary, choice. It's about enhancing a service, not competing against it. As we head into 2021, we will continue to strive to develop this relationship and provide those who served with the best possible outcomes, allowing them to become independent and thrive.

Our success in 2020 was achieved by one crucial factor – our people. They reacted swiftly, were bold, were selfless and recognised the importance of Walking With The Wounded stepping up, looking outwards and doing what we tell people we do. It was a national emergency. They were needed. And they showed up. I can only say thank you to them on behalf of the thousands of lives they supported and changed this year. They should be proud of being part of the solution.

On a final note, after 10 years I feel now is the right time for me to leave the charity. There is a danger that founders overstay their welcome and I want to avoid that. The charity is much more than one person and it is crucial that as an organisation it can continue to grow and develop to uphold its principal value – Client First.

As 2020 ends, not only is the charity in good health, but it has a talented team across the whole organisation who can drive it forward over the next 10 years. I feel very proud of what we have collectively achieved, and I know that in the future many more thousands of veterans and their family members will benefit from the innovative, timely, impactful services that WWTW provides. The current Director of Operations, Fergus Williams, will become CEO from January 2021. He has led the charity's operations and integration with the NHS and collaboration with more than 200

other charities and organisations. I will miss Walking With The Wounded hugely, but I know it is in very safe hands.

Ed Parker

Founder & CEO until December 31st 2020



OPERATIONAL REVIEW



Fergus Williams
Ex-Welsh Guards, Director of Operations
and WWTW CEO effective 1 Jan 2021

Before March 23 2020, Walking With The Wounded supported our service users – many with multiple and complex needs – using face to face driven support.

On March 23 came the news of the national lockdown. As a management team we came together to consider our response; it was clear that we needed to be part of the national solution. That our services were going to be in increasing demand as the stress of the lockdown would inevitably weigh heaviest on those already socially isolated and struggling with their mental health. As a consequence, we did not feel that the government furlough was appropriate at a charity supporting vulnerable people.

Our mental health programme, which offers treatment for those with mild to moderately severe mental health difficulties via a network of private, accredited, therapists was able to offer online face to face therapy within days. Working in partnership with the NHS, this year we have supported more clients than ever before, 51 per cent increase compared to 2019, and we are seeing increasing complexity in those we support. In July we asked The Centre for Mental Health to look at our results. They confirmed that our mental health programme was effective and significantly able to improve the mental

health in self-reported measures of anxiety and depression in our service users.

Our Employment Advisors are embedded within NHS veteran mental health teams and veteran supported accommodation residences. They have – despite the deteriorating economic picture – secured more paid outcomes than ever before, a 15 per cent increase. It appears that the quality of roles secured by the team has not declined, demonstrating the excellence of our Individual Placement and Support (IPS) Advisors and the strength of their relationship with employers and service users alike.

Our Care Coordination team has increased in size, principally due to a partnership with NHS veteran mental health care teams across England. Our Partnership with the NHS represents a significant area of activity and expertise for Walking With The Wounded and underpins our strategy of person centred, in-community support to address the root cause of our service users' difficulties.

During the lockdown our case workers, including the Project Nova team - who provide care coordination for those at risk of offending - made over 21,000 Covid-19 welfare calls to service users; maintaining those relationships, reducing feelings of stress and isolation, and providing practical support and wellbeing.

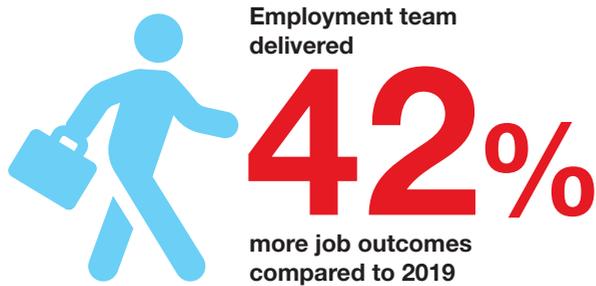
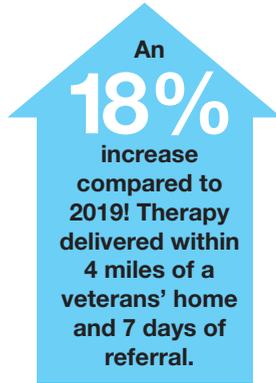
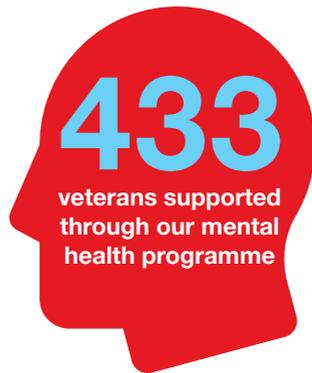
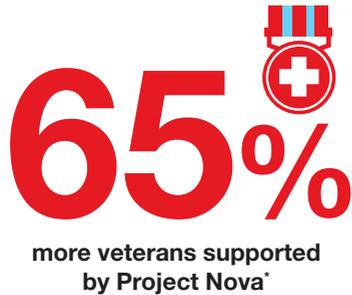
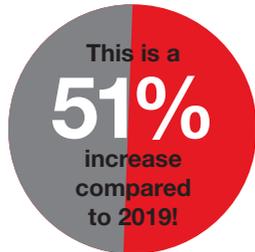
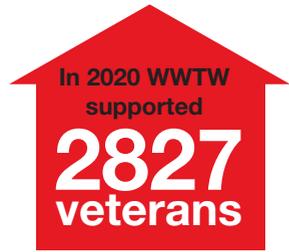
Our regional services in the North East and North West grasped the opportunity to be part of the solution. In the North East, our operations team celebrated their one-year anniversary and through exempla collaboration with key corporate and charitable partners, planned and delivered the opening of a new space for veterans including nine self-contained flats as well as office and meeting space. In the North West, our veterans volunteering programme OP-REGEN mobilised veterans to support local authorities and the NHS; delivering food parcels, welfare packages and support to NHS testing facilities. In 2021 we look forward to the expansion of OP-REGEN.

As I write this the second lockdown has been lifted and a vaccine is firmly on the horizon, but the reality is that the stress felt within our communities will continue. My fear is that we will see ongoing rising demand on our services at a time when the fundraising

environment will be very challenging. Despite these unprecedented challenges, WWTW learned and adapted. Within our service delivery in particular, we recognised the place for digital and remote services to complement our face to face model. As I step into role as CEO of Walking With The Wounded in 2021, I am positive about the future; we have been part of the solution and we will continue to remain part of the solution in 2021.

During the lockdown our case workers, including the Project Nova team - who provide care coordination for those at risk of offending - made over 21,000 Covid-19 welfare calls to service users; maintaining those relationships, reducing feelings of stress and isolation, and providing practical support and wellbeing.

OUR YEAR IN NUMBERS



Trusts
signed up to Step
Into Health.**



*Project Nova is our criminal justice programme delivered in partnership with RFEA. **Step Into Health- is an employment pathway supporting veterans into careers with the NHS.

“ I STARTED TO SELF-HARM. I CUT MYSELF AND FELT A RELIEF IN THE PAIN ... TO SHARE IN THE PAIN THAT I INFLICTED EVERY DAY ON EVERYONE AROUND ME. MY FAMILY AND FRIENDS TRIED TO HELP BUT THEY COULDN'T, AND I MADE THEM ALL SUFFER. WWTW UNDERSTAND THE MILITARY AND THEY KNOW HOW TO HELP.”

WWTW BENEFICIARY, MARK



SHAUN'S STORY

Shaun was 19 when he joined the Grenadier Guards in 2008. He was twice-deployed to Afghanistan and during both tours he experienced significant, traumatic events.



The physical demands of military life also took their toll – he had a knee replacement and started to suffer pain in his ankle which over time became chronic and eventually he handed in his resignation papers.

'When I first left the army I felt lost and alone, I had no support network, friends or colleagues and I became totally isolated. After starting my own business and becoming a father in 2016, I really went downhill.'

Shaun returned to civilian life and started to work very long hours. He began to suffer continuous disturbed sleep which drained every little bit of energy he and his family had. He would wake up 10 to 15 times a night having nightmares, hearing children screaming, and he would stand disorientated in the room. Shaun found it incredibly difficult to deal with his daughter's crying when she was a baby - it brought on panic attacks and he was unable to sleep until he knew she was safe and asleep.

'I totally relied on my fiancée which put so much pressure on her but if it wasn't for her intervention and WWTW none of these life-changing events would have ever happened and I don't think I'd still be around.'

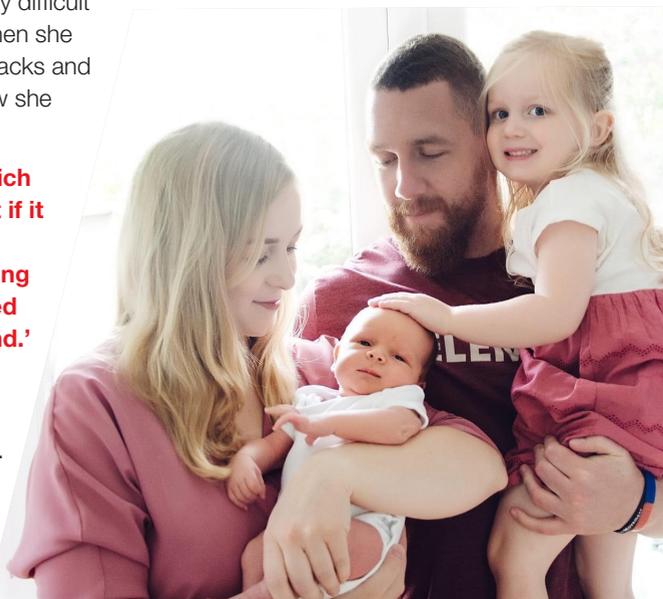
Tracy, Shaun's fiancée, took matters into her own hands and contacted a military charity without his knowledge.

Tracy saw that Shaun was really struggling in his home and work life.

Shaun was referred to Walking With The Wounded's mental health programme and began seeing his therapist, Anna, in January 2018.

Shaun has run his own business since 2016 and is the Director of Chamber Health and Wellbeing. He has learnt a lot from his own negative emotions from the past and has channelled these to develop his skills as a Life Coach. He now advises those who may also need help.

As a direct result of therapy, Shaun now feels like a normal Dad. He can play with his children and this year he took his daughter back to the park for the first time.



'I JUST CAN'T THANK WWTW ENOUGH - YOU'VE CHANGED MY LIFE AND MY FAMILY'S LIFE. MY ROLE AS A PARTNER AND FATHER IS NOW FAR BETTER THAN I COULD HAVE EVER IMAGINED.'



OP-REGEN – SERVING LOCAL COMMUNITIES

Written by Scott Briggs, OP-REGEN Project Manager and serving Reservist



OP-REGEN is Walking With The Wounded's volunteering programme providing ex-military personnel the platform to serve their communities once again. For ex-servicemen and women that find themselves on hard times, OP-REGEN supports these individuals and their families to re-integrate back into society through volunteering initiatives that provide meaningful and positive impact within their community. In addition to providing assistance where needed through the charity's care-coordination programmes, for those not in employment, OP-REGEN assists in their journey back into the workplace.

Following the ethos of Walking With The Wounded, OP-REGEN focusses on 'Client First'; however the success of the programme is determined by the efforts of volunteers from all backgrounds. This collaboration is key and encourages individuals from all backgrounds to come together for a common purpose; leading to greater community cohesion and safer neighbourhoods.

2020 has been a challenging year to say the least. The impact of Covid-19 has changed our way of living and presented the nation with a new level of uncertainty that no one could ever have predicted.

In a 1959 speech, John F. Kennedy famously said: "When written in Chinese, 'crisis' is composed of two characters – one represents danger and one represents opportunity". Despite wide recognition that this is not the correct interpretation,

the wisdom imparted around crisis yielding opportunity has never been truer for OP-REGEN. In March 2020, the country experienced its first "lock down", our charitable partners had to close their doors and our client group were feeling more isolated than ever. Although operating under the tightest of restrictions, OP-REGEN provided an opportunity for members of the armed forces community and our supporters to play an active role in being part of the solution to the crisis facing us. Working closely with Local Authorities, the NHS and key volunteering partners, we provided a roster of initiatives aimed at providing relief, response and recovery to the most vulnerable members of our society.

OP-REGEN volunteers provided teams to support NHS Nightingale Hospitals and we assisted in the recruitment of armed forces volunteers through national campaigns which resulted in direct aid to over 1,200 households through delivery of emergency food and provisions throughout the lockdown periods.

Throughout this year, OP-REGEN has established strong links with key influencers and referral partners including, Personnel recovery centres, Police Forces, NHS services and several other national and community armed forces charities. OP-REGEN is now emerging as the "go to" volunteering project for service leavers in the North West, the region where it was first piloted. The programme will launch in the North East in early 2021.

Although we never created the programme to be a vanity project, the success of OP-REGEN has received numerous awards and recognition for its services; most recently, OP-REGEN has been nominated for the prestigious Queens Volunteering Award, something we are extremely proud of and look forward to hearing results of in the new year. Much like the charity it represents, OP-REGEN is nothing without the people that give up their time so generously, and we are humbled that a number of our individual volunteers have been shortlisted for inspiration and volunteer of the year awards within the English Veterans Awards.

Although we expect 2021 to continue to provide challenges, the success OP-REGEN has had this year gives the team, and our volunteers confidence in our abilities to continue to deliver essential services to those that need it. As we look to expand OP-REGEN's reach across the UK, we will once again depend on the generosity afforded to us from our volunteers and supporters. In advance of this, thank you to all of those who will help take this programme to the next level.

OP-REGEN's year in numbers

250+
new potential
volunteers from
the armed forces
community



20
volunteer captains
recruited to take
a leading role
within their areas

1200
of the most vulnerable
households across
Greater Manchester
supported



and emergency
provisions delivered

Teams held
at readiness to
support NHS
Nightingale
hospitals



17

Referred to
additional support
services WWTW

8 Employment
outcomes as a
direct result of
volunteering

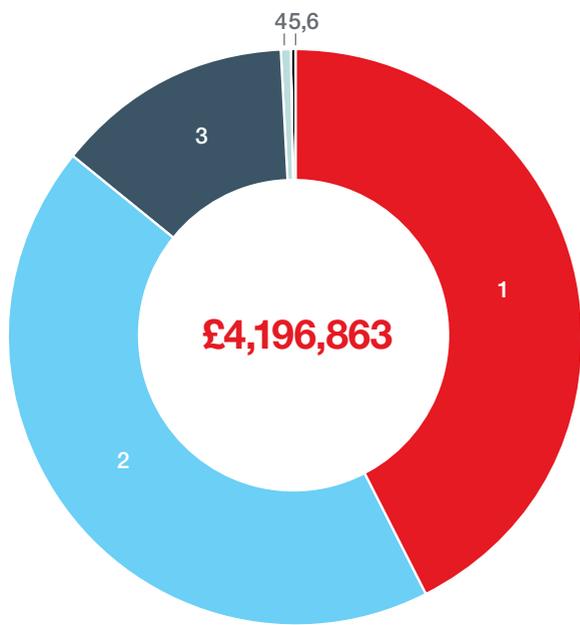


Nominated
for Queens
Volunteering
Award

Volunteers
shortlisted
for national
awards



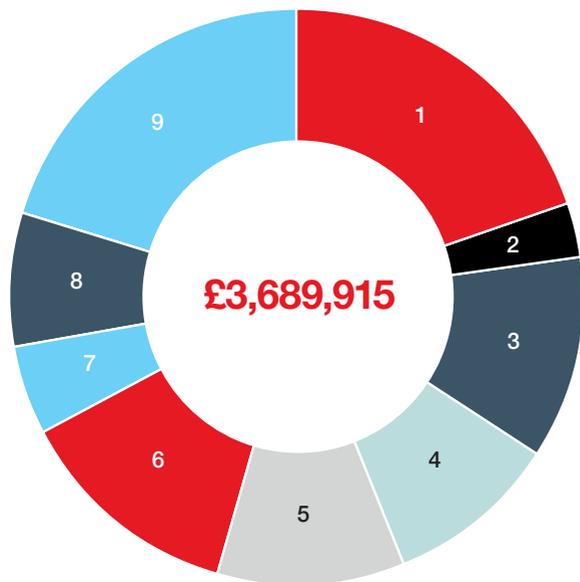
HOW WE RAISED AND SPENT YOUR MONEY*



Income

- 1 - Donations £1,787,821
- 2 - Statutory £1,817,471
- 3 - Events and Volunteer Fundraising £564,538
- 4 - Sponsorship* £18,725
- 5 - Other Income £7,908
- 6 - Investments £400

Total £4,196,863



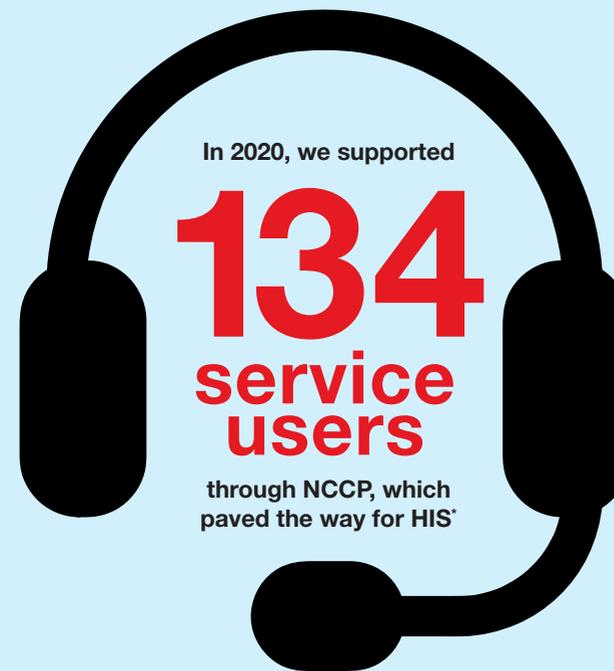
Expenditure

- 1 - Raising Funds £729,000
- 2 - Expedition* £115,521
- 3 - Employment £421,377
- 4 - Mental Health £354,658
- 5 - Wellbeing £396,209
- 6 - Project Nova £467,699
- 7 - Project Nova - Regroup £183,866
- 8 - Regional and Community Services £276,443
- 9 - High Intensity Service £745,036

Total £3,689,915

Please note that these figures are unaudited. *Our expeditions are fully funded by corporate sponsorship – and all money raised by them is spent on our programmes. As The Walk of Oman has been delayed into 2021 the sponsorship income has moved into the 2021 accounts.

CARE COORDINATION



In 2020, we supported

134
service users

through NCCP, which paved the way for HIS*



We also made over

2300
referrals for specialist support

from local organisations we work alongside.



*The High Intensity Service is a new mental health pathway, led by NHS England.

OUR 2020 HIGHLIGHTS

<p>January</p> <p>The Duke of Sussex wishes WWTW a Happy 10th Birthday.</p>	<p>February</p> <p>WWTW secures funding from the Armed Forces Covenant Trust to run two new positive Pathways Projects, one in Scotland and one in Northern Ireland.</p>	<p>March</p> <p>WWTW responds to the challenge of Covid-19, switching to remote services overnight.</p>	<p>April</p> <p>WWTW launches online advice and information to support mental health & wellbeing during Covid-19.</p>	<p>May</p> <p>WWTW steps up Covid-19 support with the launch of OP-REGEN; our veterans' volunteering programme, to support those affected by Covid-19.</p>	<p>May</p> <p>WWTW Manchester Team receive High Sheriff Special Recognition Award.</p>
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<p>June</p> <p>WWTW celebrates 12 Months of being operational in the North East. The Duke of Sussex launches The Grenadier Walk of Oman Expedition.</p>	<p>July</p> <p>WWTW secured funding from Call of Duty Endowment Fund to place a new IPS Employment Advisor in the London veterans mental health NHS team.</p>	<p>August</p> <p>'Walking With The Wounded' shortlisted for Charity Times Charity of the Year.</p>	<p>October</p> <p>Project Nova launch Poppy Pebble Initiative to mark Remembrance Day.</p>	<p>November</p> <p>WWTW support HIS, a new NHS service for former armed forces personnel experiencing severe mental health problems. WWTW launch new North East Regional Service Hub.</p>	<p>December</p> <p>WWTW celebrates record-breaking Walking Home For Christmas campaign thanks to nearly 3,000 walkers.</p>
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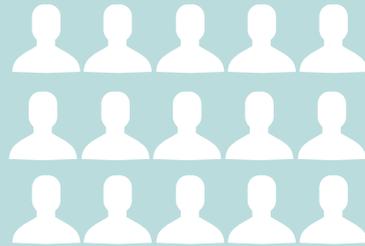


MENTAL HEALTH



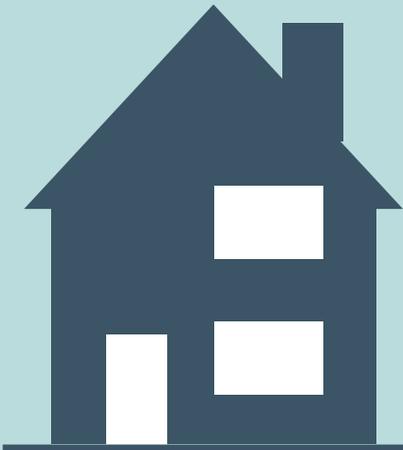
In 2020 we delivered

3344
sessions of
therapy



We have

234
active mental
health therapists



On average, we allocated a therapist at

7 days & 4 miles

travel distance
from the
veterans' home
and therapists
base.

EMPLOYMENT

In 2020, we delivered

360
paid jobs



Within the employment
team we delivered

42%

more paid jobs than
in 2019 and supported
individuals into
paid work

wwtw



THANK YOU

“ Thanks to your support, 2021 will be bigger and better than ever as the charity continues to expand into new ventures with the NHS and the new High Intensity Service (HIS), a new mental health pathfinder for ex-military.

Looking forward, we will be increasing the number of hubs to focus on a more regional approach to our holistic services whilst continuing to develop support to ex-military and their families through the expansion of our Criminal Justice support programme, Project Nova, and our veteran-focused volunteer programme, OP-REGEN.

Crucially, ‘Client First’ remains at the heart of everything we do and as we look ahead to 2021 and beyond, and we are honoured to continue to support those who served.”

Fergus Williams, WWTW CEO

“ I FELT I COULD ‘LOOK INTO’ MY FLASHBACKS. I COULDN’T BELIEVE IT. THANKS TO WWTW, I CAN NOW TALK ABOUT WHAT I SAW – I COULDN’T TALK TO PEOPLE BEFORE WITHOUT BREAKING DOWN BUT NOW I CAN.”

WWTW BENEFICIARY ANTHONY

“ The NHS and Walking With The Wounded have forged a broad partnership together, with this understanding of how to work alongside one another, avoiding replication and designing bespoke and innovative care pathways, tackling complex areas which has a very positive impact on individuals, their communities and wider society.”

Kate Davies CBE, Director of Armed Forces NHS England and NHS Improvement



Keep in touch

-  [WalkingWithTheWounded](#)
-  [Supportthewalk](#)
-  [Walking With The Wounded](#)
-  [Supportthewalk](#)

Need support?

Visit our website:
www.org.uk

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Shields, Tyne & Wear NE29 6LL

London Office
33 Ranelagh Gardens
Royal Hospital Chelsea
London SW3 4SR

Walking With The Wounded is registered as a Charity in England & Wales (No.1153497) and in Scotland (No.SC047760)

