

Annual Report 2012



Our People

The Executive Team



Ian Ballantyne
Chief Executive



Maurice Rourke
*Human Resources /
Administration Manager*



George Corbett
*Depute Chief Executive /
Property Services Manager*



Susie Hamilton
*Fundraising and
Marketing Manager*



Kath Davidson
Administration Assistant



Yolanda Archibald
*Voids and Allocations
Officer*

The Rosendael Team



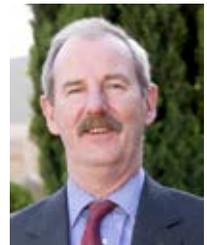
Max McLennan
Manager



Carole Martin
Depute Manager



Marjorie Kelly
Manager



Colin Smith
Assistant Manager

The Whitefoord House Team

Chairman's Introduction



On behalf of the Trustees, it is my pleasure to submit the Annual Report and Accounts for the Scottish Veterans Residences for 2012. I am also pleased to include information about the Scottish Veterans Housing Association Limited, which not only manages the residences of Rosendael, Whitefoord House and the independent living flats and houses in Edinburgh and Broughty Ferry, Dundee but also the development strategy to meet the future needs of that organisation.

Against a background of economic uncertainty, the Trustees of the Scottish Veterans Residences have continued to maintain the organisation on a firm financial footing, as our accounts bear testimony. Our investment strategy has been sound and the total return of the Fund over the period, taking into account the capital performance, together with the income, has given an acceptable level of growth within the portfolio.

A key consideration in our plans has been to ensure that there are adequate reserves to continue to be able to provide financial assistance for the Scottish Veterans Housing Association, which is certain to rise substantially, with their vital west coast development. Equally important is the need for efficiency as it is vital that we show you, our donors, statutory funders and the veterans, that we make best use of every penny of our income. I am also, therefore most conscious of the tremendous financial support that we receive from our many donors, without which the build of the 51 supported flats in Glasgow could not have been progressed: many thanks to you all.

As ever, I am indebted to the commitment of my fellow Trustees and also to the Chief Executive and his staff for their hard work and dedication over the past year, all of which has contributed to the success of the Scottish Veterans Residences.

*Major General Mark Strudwick CBE
Chairman of the Trustees*

Chief Executive's Report



The Glasgow development has been the main focus of the fundraising effort this year. Building on the award of a Housing Association Grant from the Scottish Government the project has benefited from outstanding support from Service charities: Scottish War Blinded, ABF The Soldiers' Charity, Poppyscotland, RAF Benevolent Fund, Royal Navy and Royal Marines Charity and Seafarers UK have collectively awarded over £1.6M to help us build the 51 flats with specialised transition support.

We have also had very generous backing from The Garfield Weston Foundation and the MacRobert Trust and pledges of major support from The Robertson Trust and The Henry Smith Charity taking the total raised to date to £5.6M. Work continues to raise the balance of the funds required and will continue to be our main focus in the next financial year. We are hugely grateful to all who have funded this vital project and also to the individual donors, ex-Service associations and branches of The Royal British Legion Scotland whose continued support makes a real difference to the lives of our residents.



This year we enjoyed a fruitful association with the Caledonian Heritable Group who chose to support SVR during their month long celebration of Indian Pale Ale "30 Days of IPA". All the pubs in the group carried out fundraising activities which combined with a golf day, awards dinner and other events helped to raise well over £2,500 as well as raising the profile of SVR in the Edinburgh area.

This type of funding is hugely appreciated as we continue to provide additional financial support to individual veterans in the Scottish Veterans Housing Association to help them meet their rent costs as well as encouraging them to move on by offering a rent waiver scheme for the last 4 weeks of their occupancy. Both schemes are continuing to prove very beneficial to the neediest veterans.

There has been an overwhelmingly positive response to the new SVR branding that was adopted in 2012. We believe that it fulfils the brief of portraying SVR as an organisation steeped in history with a vision and a plan for the future.

The Scottish Veterans Residences remain committed to providing support for the vulnerable Veterans community for as long as that need is there.

*Lieutenant Colonel Ian Ballantyne FCMI
Chief Executive*

*Residents at
the cenotaph
in Edinburgh*



Glasgow Development

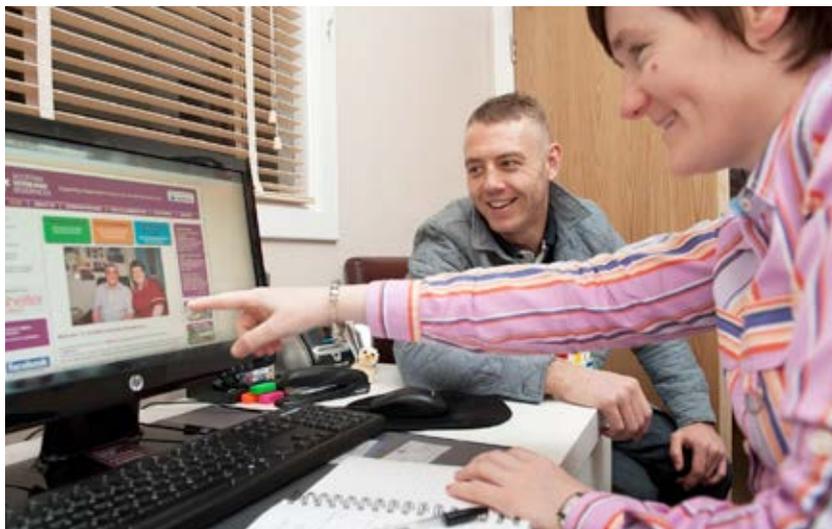
Bellrock Crescent Transitional Housing Project

Opening in 2014, the development of 51 flats for vulnerable veterans at Bellrock Crescent, Cranhill, Glasgow has 21 mainstream flats for affordable let to veterans and 30 supported flats which will provide the following:

- Secure, good quality affordable accommodation for veterans who are homeless or struggling with transition
- Person centred housing support services provided by fully qualified staff
- Health, education, training and employment support
- Life skills coaching and guidance
- Training opportunities in social enterprise café and kitchen garden
- Social activities with other veterans and the wider community
- Income advice and debt support



Support Service



The new Support Officer roles were introduced to Whitefoord House this year in response to the increase in younger residents with varying support needs. Annie McKeeman and Tom Gorrian took up their posts in August 2012 and immediately found their services much in demand. In the first four months 11 residents were helped to move on into mainstream housing and 7 were assisted to undertake educational courses towards employment. A further 7 Residents have found voluntary work placements. Another aspect of the support service is to encourage residents to recognise their mental health needs and in this area there have been 15 referrals to various mental health organisations. The Support Officers also work with other organisations such as SSAFA to ensure that new residents who arrive with very little receive funding to buy some basic additions for their rooms such as a TV. The Support Officers also help with financial matters such as helping residents obtain grants to clear rent arrears and thereby reduce the risk of losing their accommodation. The support service has been so busy and so well received that the service will commence at Rosendael and a third Support Officer will be employed at Whitefoord House in 2013.

Counselling Service

Since January 2012, up to 12 SVR residents per week have benefited from the availability of an ongoing psychotherapy service, which is provided in a dedicated room within the Whitefoord House complex. For this purpose, SVR has brought in a local private practitioner in transactional analysis counselling and psychotherapy (David Harford Counselling & Therapy), who is fully independent of SVR and the statutory health and social care services and accredited by the British Association for Counselling & Psychotherapy (BACP)

After an initial six-month pilot project funded by a grant from the Scottish Government's Veterans' Fund, the psychotherapy service has proven popular, with high demand for places, and has achieved demonstrable success. The latter is evidenced in various statistical measures of mental well-being collected by the practitioner from residents with their full consent during treatment, but also in marked improvements in individuals' general health and well-being, as observed by various SVR staff and residents. In particular, it is

thought that the provision of a long-term, empathic therapeutic relationship has facilitated the emergence of mutual trust and respect and has, therefore, been particularly valuable for those residents seeking to overcome the chronic symptoms of Post-Traumatic Stress Disorder (PTSD) and underlying personality problems. The scheme has, therefore, been extended until further notice and, by the end of the year under review, a total of 23 SVR residents had received this specialist assistance.



Counselling Service

Looking to the future, continued access to medium to long-term counselling and psychotherapy is seen as a vital component in the overall range of practical, financial and psychological support offered to SVR residents and, in conjunction with named key workers for each individual, promises to yield considerable improvements in individuals' health and welfare, as well as supporting a well-managed transition back to independent living for those who wish to move back into their local communities.



The gym at Whitefoord House helps residents stay healthy mentally and physically

Outreach Service



The outreach support service provided by Shelter Scotland started in March 2012 when Alison McRorie took up her post at Whitefoord House. The main aim of her role is helping veterans who have moved out of Whitefoord House establish sustainable long term tenancies.

All clients are different and experience a range of issues although Alison has seen common themes among the veterans community: a lack of experience of independent living and having a sense of pride that prevents veterans asking for help.

Alison encourages her clients to start with practical issues such as getting furniture, arranging energy suppliers, finding a GP and sorting out benefits. As clients settle into their new homes the issues are more around building confidence that they can maintain their tenancy. They are encouraged to develop new support networks, start thinking about re-establishing relationships and gaining child access. As Alison says "it's not about just survival, it's about quality of life." Alison and her clients monitor their progress on an outcome star which shows in an easy, graphic form how the veterans are getting on and perhaps areas where more attention is needed. It is important that the veterans decide what their support needs are, not Alison. She aims to provide a service that promotes self-esteem, rather than undermine it by removing self-determination.

So far the outreach service has helped 9 clients who have moved on from Whitefoord House with issues such as chronic disrepair, debt, mental health and accessing training and employment. It is a key element in the process of helping veterans to achieve successful, stable lives in their own homes.

Events and Fundraising



Residents celebrated the Diamond Jubilee at Rosendael and Whitefoord House



Above: Residents, staff and volunteers had a day a trip to Scotland's Secret Bunker



Above: Whitefoord House residents enjoyed an evening of music from Eleanor The Singer thanks to the Not Forgotten Association

Many thanks to Whitefoord resident Andrew Carr for taking some of these photographs.

Counselling Service



The amazing Rory and Rowan Stevenson raised £225 with a cake and yard sale.

The Royal British Legion Scotland Monifeith Branch presented a whopping £5,000 donation



The unstoppable Christine Torrance ran the Loch Ness Marathon for SVR



The intrepid Hazel Oliver jumped out of a plane to raise money for SVR.



The delightful Baxter walked his 5th walk for Scotland

SVHA Management Committee Report

THE SCOTTISH VETERANS HOUSING ASSOCIATION LIMITED REPORT OF THE COMMITTEE OF MANAGEMENT

The Committee of Management present their Annual Report and audited Financial Statements for the year ended 31 December 2012.

CHAIRMAN'S STATEMENT

The Association is solely and particularly concerned with the management and operation of the two Houses-in-Multiple Occupation, Rosendael and Whitefoord House and the provision of affordable rented houses and flats in Broughty Ferry, Dundee and Edinburgh. In addition, the Association is also responsible for developing and subsequently implementing a strategy to help meet the future housing needs of the vulnerable ex-service/merchant marine men and women.

Helping veterans transition from military life back into civilian society is at the core of all that we do in Scottish Veterans Housing Association. The demographics of our veterans is changing and we have restructured our staffing levels to ensure that we can meet these changing demands being placed on us.

Very much part of the forward looking ethos of the organisation is the development of 51 Flats in the Cranhill area of Glasgow, which is currently focussing our minds and endeavours. This is an enormous project for us but one which will benefit the veterans' community for years to come.



*Bingo afternoon at
Whitefoord*

It has not, however, all been smooth sailing over the year as the Rosendael residence in Broughty Ferry received a disappointing report from the Care Commission Inspection linked to some complaints and as a result, some adverse unsubstantiated publicity was generated. I am pleased to report that Rosendael staff have worked tirelessly to rectify the issues identified and are moving forward positively.

SVHA Management Committee Report

I am pleased to report that at Whitefoord House, our residence in Edinburgh's Royal Mile, the Care Commission gave us a GOOD Report, recognising the level of support that we provide for the vulnerable veterans.

Sadly, we said farewell to Mrs Carole Martin in October who left us after some 13 years as Depute Manager at Rosendael to take up a role with the Scottish War Blinded. Carole gave outstanding service to Scottish Veterans Housing Association and will be sorely missed; we wish her well in her new role.

Finally, I would like to thank the Chief Executive and the staff at all levels for their hard work, caring attitude and commitment throughout the year: a huge thank you to you all.

*Major General Mark Strudwick CBE
Chairman of the Committee of Management*

REVIEW OF OPERATIONS

Once again, we are pleased to report that our properties continue to be very well maintained and all of our dwellings are fully compliant with the Scottish Housing Quality Standard.

During the summer we carried out repairs to the external fabric of Whitefoord House, our 82 bedroom House of Multiple Occupancy (HMO) in Edinburgh. The works included wall and roof repairs as well as external decoration and were completed for £110K; which was well within the initial cost estimate of £150K. An additional £13K of repair and decoration works were carried out to the internal stairwells of the HMO to take advantage of the extremely competitive rates agreed in the external works contract.

In the second quarter of the year we spent £13K converting a section of the main communal room at Whitefoord House into office accommodation for the newly established Support Officers and an Interview Room to be used by our own staff and partner organisations such as Shelter, Combat Stress and the Veterans Welfare Service.

SVHA Management Committee Report



Gilmerton flats with Biggles

Rosendael has been maintained to a very high standard and as a result there were no major works carried out to the 44 bedroom HMO during 2012. We did, however, extend the Flat which is embedded in the building from a 1 to a 2 bedroom dwelling by converting one of the HMO rooms into an additional en-suite bedroom at a cost of £8K.

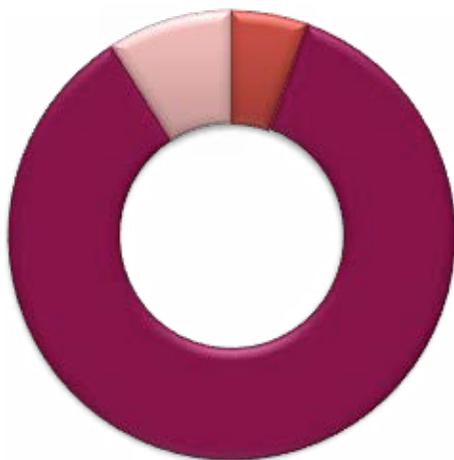
We had 3 dwellings become void during the year with the departure of a former manager, the sad passing away of one of our long term tenants and another tenant moving to alternative accommodation. We took the opportunity to refurbish and, where appropriate, modernise these properties at a cost of £16K. The Manager's House is no longer being used as staff accommodation and has been allocated to a veteran. The two flats that were allocated to single veterans are now being re-advertised as the veterans concerned have moved on to family accommodation.

The main focus of the year has continued to be the West Coast Project in Cranhill, Glasgow which, when completed, will comprise 43 one bedroom flats, 8 two bedroom flats and a fully staffed and kitted out transitional support facility. The project will assist veterans living in the transitional accommodation to overcome health, education and training issues before helping them back into employment and permanent accommodation. We have made good progress in terms of the funding required for the project having secured just over £5.5M with a further £1.2M required. We have all of the approvals and consents necessary to allow work to commence on 14th January 2013.

SVHA faces many challenges in the years to come with Welfare Reform, military redundancies and an ever increasing demand for our services but we remain fully committed to doing the very best that we can to assist our veterans.

*Lieutenant Colonel Ian Ballantyne FCMI
Chief Executive.*

SVR Financial Information



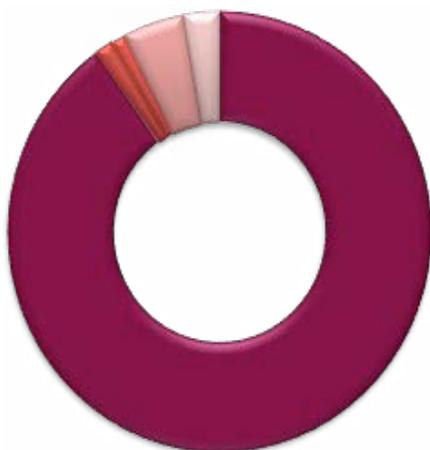
- General Donations
- Specific Donations (to help fund redevelopment programme)
- Investment income

Scottish Veterans Residences

SOURCES OF INCOME

		£,000
General Donations	5.50%	71
Specific Donations (to help fund redevelopment programme)	85.50%	1,104
Investment income	9.00%	116
		<u>1,291</u>

SVR Financial Information



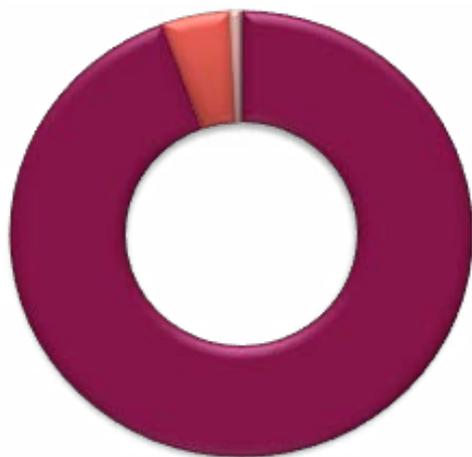
- Grant to Housing Association (development programme)
- Grant to Housing Association (other purposes)
- Grants toward hardship rents
- Costs of generating funds/marketing/advertising
- Administration

Scottish Veterans Residences

RESOURCES EXPENDED

		£,000
Grant to Housing Association (development programme)	90.10%	1,833
Grant to Housing Association (other purposes)	1.40%	29
Grants toward hardship rents	1.10%	22
Costs of generating funds/marketing/advertising	4.60%	94
Administration	2.80%	56
		<u>2,034</u>

SVHA Financial Information



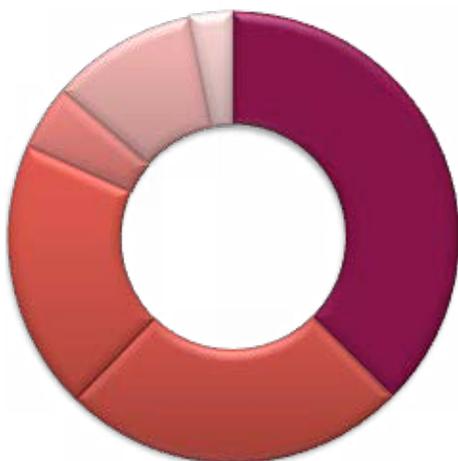
- Board and lodgings
- Supporting People Income
- Other income

Scottish Veterans Housing Association

SOURCES OF INCOME

		£,000
Board and lodgings	94.50%	2,232
Supporting People Income	4.70%	111
Other income	0.80%	19
		2,362

SVHA Financial Information



- Homes - Remuneration
- Homes - Services
- Corporate Services
- Reactive maintenance
- Cyclical Repairs & Maintenance
- Depreciation

Scottish Veterans Housing Association

RESOURCES EXPENDED

		£,000
Homes - Remuneration	37.50%	802
Homes - Services	24.80%	531
Corporate Services	19.40%	415
Reactive maintenance	4.60%	99
Cyclical Repairs & Maintenance	10.50%	224
Depreciation	3.20%	69
		<u>2,140</u>

Balance Sheets

Scottish Veterans Residences Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2012	2012	2011
	£,000	£,000
Fixed Asset Investments	3,862	3,390
Current Assets	674	707
Net Current Liabilities	<u>(728)</u>	<u>(695)</u>
Total Assets less Current Liabilities	(54)	12
Creditors: amounts falling due after more than one year	3,808	3,402
Net Assets	<u>(750)</u>	<u>0</u>
Total Reserves	<u>3,058</u>	<u>3,402</u>
	<u><u>3,058</u></u>	<u><u>3,402</u></u>

Scottish Veterans Housing Association Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2012	2012	2011
	£,000	£,000
Housing properties	10,632	10,350
Less grants and depreciation	<u>(9632)</u>	<u>(9322)</u>
	1,000	1,028
Other fixed assets - NBV	<u>81</u>	<u>107</u>
Total Tangible Fixed Assets	1,081	1,135
Current Assets	4,398	2,209
Current Liabilities	<u>(2,476)</u>	<u>(565)</u>
Net Current Assets	<u>1,922</u>	<u>1,644</u>
Net Assets	<u>3,003</u>	<u>2,779</u>
Designated Reserves	0	0
Accumulated Reserves	<u>3,003</u>	<u>2,779</u>
Total Capital and Reserves	<u><u>3,003</u></u>	<u><u>2,779</u></u>

SVHA Management Committee Report

Patron-In-Chief

His Royal Highness The Duke of Gloucester KG, GCVO

Patrons

Rear Admiral C J Hockley MSc CEng CMarEng, Flag Officer Scotland,
Northern England and Northern Ireland

Major General NH Eeles, General Officer Commanding 2 Division ADC

Air Commodore G D A Parker OBE ADC MA BSc (Hons) RAF,

Air Officer Scotland

Scottish Veterans Residences

Major General M J Strudwick CBE (Chairman)

Lady Irwin

Major A G M Jones MA(Hons) LLB

W G R Thomson Esq. BA CA (Vice Chairman)

Captain J Tweedie FSI BA(Hons)

Scottish Veterans Housing Association Committee of Management

The Lady Bruntisfield JP

Mr R S Burnett MA FRICS

Reverend NN Gardner MA BD

Major K L Steel

Commander W D Steele RN (nominated by The Flag Officer Scotland,
Northern England and Northern Ireland)

Lieutenant Colonel I Mackie (nominated by The General Officer
Commanding 2 Division)

Flight Lieutenant K Strickland RAF (nominated by The Air Officer Scotland)

Ms E Pelham Burn

Mrs P A Shields

Dr. D Yool

Contact Us

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Tel: 0138 247 7078
Fax: 0138 273 1681

Website: www.svronline.org

Email: info@svronline.org



**SCOTTISH
VETERANS
RESIDENCES**

Scottish Veterans Residences Registered Charity Number SC015260

Registered under the Companies Act 1985 Number SC365592

Scottish Veterans Housing Association Registered Charity Number SC012739