

# SVR

S c o t t i s h  
V e t e r a n s '  
R e s i d e n c e s

## Annual Report 2009

Scottish Veterans' Residences  
Whitefoord House, Rosendael and The Murray Home



# Our Teams



## Executive Team



Ian Ballantyne,  
Chief Executive



George Corbett,  
Property Manager



Maurice Rourke,  
Administration  
Manager



Susie Hamilton,  
Fundraising and  
Marketing Manager

Kath Davidson,  
Administration  
Assistant



## Whitefoord House Team



Jimmy Gage, Manager  
Marjorie Kelly, Depute Manager  
Colin Smith, Catering Manager

## Rosendael Team



Victor Thompson, Catering Manager  
Carole Martin, Depute Manager  
Max McLennan, Manager



# Contents



Our Teams.....	1
Chairman's Statement.....	4
Chief Executive's Report.....	6
Looking to the Future.....	8
Gilmerton Development.....	9
Refurbishment and Repairs.....	10
Staff Training.....	12
Fundraising.....	13
SVHA Report .....	14
Financial Information.....	16
Visit to The Somme.....	18
Council Members List.....	19

The Gilmerton Development  
opened on 5 May 2009.



# Chairman's Statement



On behalf of the Executive Council, it is my pleasure to submit the Annual Report and Accounts for the Scottish Veterans' Residences for 2009. 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.

This has been another exceptional year for the Scottish Veterans' Residences. It has been one where we have, through necessity, shown that we were able to adapt to the unprecedented changes in the economic climate caused by the 'credit crunch' without detriment to our client group and equally importantly, ensure that we are well prepared for any challenges that may lie ahead.

As part of the good governance of the Charity, the Executive Council undertook to review the status of the organisation to ensure that it remained relevant, focussed and was concurrent with present day practices. After much deliberation and consultations with OSCR and our lawyers, it was agreed that the charity Scottish Veterans Residences, Whitefoord House, Rosendael and the Murray Home would become an incorporated organisation and has therefore been registered with Companies House in Scotland. The charity will now be known simply as the Scottish Veterans Residences and I am pleased to say that the Charity number SCO 15260 remains the same. The Charity, in its new format, became fully effective from 31 December 2009 and I can assure all our supporters that it is business as usual!

Throughout the year we have continued to focus on the needs of the vulnerable ex-service and merchant marine community, directing our support to help in the tackling of their personal problems and helping them to rebuild and sustain their new lives. The starting block in by far the majority of cases is the provision of good quality, affordable accommodation in a form that meets the individual's needs, in a supportive community environment. To this end therefore, we have continued to facilitate the improvements by the Scottish Veterans Housing Association Limited to the various housing types by investing in major repairs and upgrades in Whitefoord House and Rosendael as well as the houses and flats in Edinburgh and Broughty Ferry, Dundee.

Very much on this theme, I am pleased to announce that the 9 new flats on the Gilmerton Road on the south side of Edinburgh, that I mentioned in my last report, were completed on time and to budget and have been fully occupied since May.

# Chairman's Statement

Once again all the work that we are able to undertake to support the vulnerable ex-service community relies so heavily on our many benefactors and I thank you all for your financial contributions. Whilst statutory funding in general continues to reduce, we have continued to lobby for the ex-service men and women in our care and to date our endeavours have borne fruit: we will always strive to keep the needs of former members of the Armed Forces to the fore.

The proposed expansion of our services into the West Coast of Scotland continues apace and meaningful discussions with the Local Authorities concerned are currently underway and already a possible site in the east of Glasgow has been identified. There is still some way to go but the enthusiasm from all corners, including the Scottish Government, is encouraging and it would be most appropriate if in 2010, our centenary year, we were able to get this very necessary project underway.

Finally, I would like to thank all the members of the Executive Council, our Chief Executive and the staff at all levels for their outstanding contribution to the success of the Scottish Veterans Residences over the past year.

Major General Mark Strudwick CBE  
Chairman of the Executive Council



The Chairman with Alex Neil MSP at the opening of the Gilmerton Flats



# Chief Executive's Report



The Scottish Veterans' Residences is a vibrant organisation totally dedicated to helping the most vulnerable members of the ex-service and merchant marine community. By identifying the current and ongoing needs of our client group, we are able to tailor our service to help the individuals to get back their self respect, dignity and encourage their wellbeing: giving them a hand up not a handout.

Very much linked to this is our philosophy which continues to value people, help provide the appropriate homes they need, create safe and welcoming communities and above all else encourage the people involved, at all levels, to work together to meet these aims.

Throughout 2009 Scottish Veterans' Residences has facilitated the considerable upgrade work that has been undertaken in Whitefoord House and Rosendael. A complete refurbishment of the roof has been undertaken at Rosendael and also the driveway has been re-laid, incorporating a pedestrian pathway, thus providing safer access and egress for our residents and visitors. Towards the end of the year two more rooms were refurbished including new showers and bathroom fittings.

In Whitefoord House, the management offices and 'front of house' offices have been redesigned to provide better work environments and more user friendly facilities. In addition, new parking bays, with a turning facility, have been developed to ensure that cars no longer have to reverse onto the busy Canongate.

As the Chairman has already mentioned, in May, the 9 new flats on the former site of the Murray Home on the east side of Edinburgh were successfully completed and the tenants are delighted with their new homes. All the new homes meet sustainability, energy efficiency and 'Housing for Varying Needs' standards.

The Charity continues to provide financial support to individual residents who find themselves struggling to meet day-to-day living costs when on statutory Job Seekers Allowance. Although only a short term solution initially, it has considerably helped to reduce their stress level and in part, gives encouragement to them to develop a reasonable quality of life. The Scottish Veterans Residences will always have the needs of our client group at the forefront of all that we plan and undertake.

# Chief Executive's Report

Our endeavours over the coming year will be focussed on the development of our strategy to expand our services to the ex-service community in the West of Scotland, building upon the groundwork successfully undertaken to date. In conjunction with the Scottish Veterans Housing Association, the Scottish Government, Local Authorities and ex-service charities and trust funds, we have already identified the need, produced a scoping paper for the development, including the possible funding route, and are now waiting for responses to it from all parties. 'Many hundreds of homeless ex-service men and women have been identified in the West of Scotland – we must reach out to help them'.

The Scottish Veterans' Residences value people, help provide homes, help build communities by working together with our wonderfully supportive partners and at the core of all that we do is the ethos of 'Veterans helping Veterans'.

Lieutenant Colonel Ian Ballantyne FCMI  
Chief Executive



The new look Maclagan Room, opened in September 2009 (see page 10)

# Looking to the Future

The accommodation may have changed over the years, but SVR's mission has remained: to provide the best quality of affordable accommodation and support for as many ex-service/merchant marine men and women and their spouses as possible, who find themselves in need, for as long as that need is there.

**1910:** The Scottish Naval and Military Residence is founded at Whitefoord House by Charles Pelham Burn and Chilton Lind Addison Smith after they find veterans living in squalor in the Grassmarket Edinburgh. Whitefoord House provides basic dormitory in return for a resident's pension or manual labour. The first residents are veterans of Crimea, the Indian Mutiny, the Afghan and Boer Wars.

**1933:** The family of Second Lieutenant Frank Proctor Kyd, killed on the Somme in 1916, give Rosendael to Scottish Veterans Residences. The lovely mansion house in Broughty Ferry becomes the second residence.

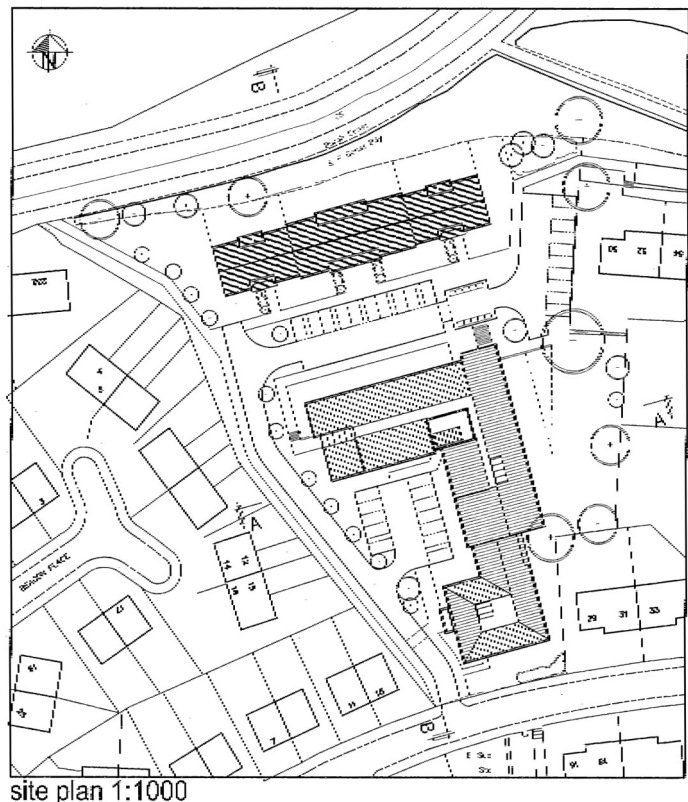
**2005:** Part of Whitefoord House is converted into 11 independent flats after it was found that residents who were ready to move back to mainstream housing could not get good quality, affordable homes in Edinburgh.

**2009:** The stable block of the Murray Home, closed in 2007, is converted into 9 outstanding one bedroom flats. The first tenants, many from Whitefoord House and Rosendael, are delighted with their new start.

**The Future:** The next exciting project is to extend SVR's services to the West of Scotland. Data from councils has revealed that over 500 homeless applications are made every year by ex-Service people in the Greater Glasgow area. SVR is determined to keep developing to meet the needs of homeless, isolated and badly housed veterans in Scotland and it is clear that supported accommodation is badly needed in the West of Scotland.

The plan is for 52 units made up of studios, one and two bedroom properties, with on-site support and communal facilities. Potential sites have been identified, plans drawn up by architects and the quest to raise the £6M funding has begun.

For as long as that need is there: plans are shaping up for a new development in the West of Scotland.





# Gilmerton Development



**“This new housing development by Scottish Veterans’ Residences will allow these brave men and women to have a comfortable, affordable home.”** Alex Neil, Housing and Communities Minister, May 2009



## SCOTTISH WAR BLINDED



The converted stable block

The 5th May 2009 saw the opening of SVR’s new Gilmerton development by the Housing and Communities Minister, Alex Neil MSP. Nine one bedroom flats were built on land owned by SVR at the site of The Murray Home which was closed in 2007.



**RAFBF**  
THE HEART  
OF THE RAF FAMILY

A ruined stable block was converted sympathetically into 5 flats and a further 4 were created in a new block

opposite. The purpose of the flats was to address the shortage of high quality, affordable accommodation in Edinburgh and so far the project has proved to be a tremendous success. The opening was attended by senior officers from the armed forces in Scotland and representatives from Scottish War Blinded, the RAF Benevolent Fund and Seafarers UK, which had all generously supported the project. Many of the first tenants had previously been residents at Rosendael and Whitefoord House, who felt ready to move on into more independent accommodation. They are delighted with the design and high quality construction of their new homes.



Housing Minister Alex Neil MSP (left) meets Major General Strudwick CBE and Joan and Des Thomas (centre) in their new home at Gilmerton



# Refurbishment and Repairs



Gary Gray of Poppyscotland and Ian Ballantyne with residents Andrew Carr and Steven McKechnie at the re-opening of the Maclagan Room



THE EARL HAIG FUND SCOTLAND

2009 was again a busy year for repairs and improvements to our residences. Thanks to generous support from Poppyscotland, The Merchant Navy Welfare Board and the Army Benevolent Fund, the residents' lounge at Whitefoord House (The Maclagan Room) and the Games Room were completely refurbished. The Maclagan Room is

**ABF**

**THE SOLDIERS'**

**CHARITY**

now both stylish and comfortable and is a wonderful place for residents to meet friends and relatives, have a coffee, read the papers or watch television.



The new look Maclagan Room was re-opened in September by Mrs Marion Yool, a member of our Executive Council and the daughter of Major Maclagan after whom the room was named.



The Games Room, including tables, were completely refurbished

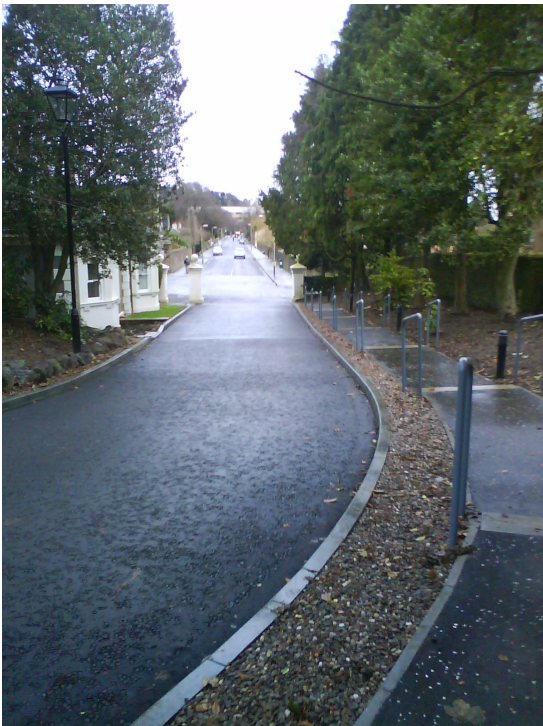


# Refurbishment and Repairs

At the same time as the refurbishment of the Maclagan Room, part of the Games Room was converted into a brand new IT Room with computers and other IT equipment funded by a grant from The Scottish Government's Veterans Fund. With an increasing number of younger residents at Whiteford House, the IT Room is in constant use and has ensured that SVR continues to offer the most up to date facilities to our veterans.



A resident making use of the IT Room



The new footpath and newly laid drive at Rosendael

Summer 2009 saw a major roof repair undertaken at Rosendael, with the aid of funding from Queen Mary Roehampton Trust and the Alexander Moncur Trust.

No sooner was the scaffolding down than work started on re-laying the drive and building a separate pedestrian entrance into Rosendael. This work, generously supported by Scottish War Blind, has made access to the residence much easier and safer, especially for our older residents and those with mobility problems.



Work underway on Rosendael's roof



# Staff Training

SVR would not be able to provide the high quality of accommodation and support for our residents without a well trained and motivated staff. Throughout the year staff attend one day courses as well as studying for nationally recognised qualifications as described by two SVR staff members:



Annette (Nettie) Miller came to Whitefoord House in 1988, initially working as a kitchen/ dining room assistant. Over her 22 years she has undertaken courses in Health and Hygiene, Health and Safety, Fire Awareness, First Aid, Drug Awareness, Medication and Parkinson's Disease. She progressed from Housekeeping to a Care Assistant 5 years ago and in 2007 started work on an SVQ in Health and Social Care (Adults). This was completed by self study and assessment from Stevenson College Edinburgh. "it was hard work but good" says Annette, "I was sceptical at first whether I could do it, but once I got started it was really interesting. I was absolutely elated when I got the qualification, I screamed down the phone to my assessor!". Annette feels more knowledgeable and more confident as a result of the training. "I love my job, the best thing is seeing residents happy and well and having a laugh with them. Every day is different

and has a different challenge and the SVQ has helped with that." Annette wants to continue her training with refresher courses to keep up to date. "I've been with SVR for 22 years and I hope to be here for another 20"

Mike Reilly joined SVR in 2005 as a Day Clerk. The post evolved to that of Support Warden, dealing with residents with a wide variety of support needs. Having worked in retail, Mike was used to dealing with people but needed more specialist training. He was delighted when he passed the SVQ in Health and Social Care, feeling that learning about legal aspects, human rights, data protection and the core values of social care has enabled him to do his job better. He has followed up the SVQ with day courses in Protection of Vulnerable Adults and Record and Report Writing and hopes to do more. "The qualification gives me a better idea of residents, what problems they may have. Especially with PTSD, I can see the mood change over a week or two, then they kick off or hide away. Some are so proud they won't ask for help. I love dealing with the residents every day. If I can help just one guy in a day I go home happy, knowing I've made a difference. The guys are like a family, you build relationships. They're my guys"



# Fundraising

Fantastic efforts from new volunteers and long term supporters helped to raise funds for SVR throughout the year. Here is just a selection of them.



May: Councillor David Beckett (Left, with resident Tommy Adams) and CPO Joe Munro of HMS CALEDONIA (right with Cdr Peter Adams RN and Fundraising Manager Susie Hamilton) hand over cheques after running the Edinburgh Marathon on the hottest day of the year.



June:  
Andrew,  
Tabitha  
and  
Baxter the  
beagle  
complete  
the Walk  
For  
Scotland



August: New volunteers Gill, Pat and Dorothy raise £400 at the North Berwick Highland Games



October: Christine tackles the Loch Ness Marathon once again!



December: Mr Robertson of the RBLS Dalkeith Branch presents a magnificent £450 donation to SVR Chief Executive Ian Ballantyne.



The Committee of Management present their Annual Report and audited Financial Statements for the year ended 31 December 2009.

## ACTIVITIES

The Association is solely and particularly concerned with the management and operation of the two Houses-in-Multiple Occupancy, Rosendael and Whitefoord House and the provision of affordable rented houses and flats in Broughty Ferry, Dundee and Edinburgh.

## REVIEW OF OPERATIONS

Managing a successful housing association gets ever more complex. The past year has produced many challenges and it is a tribute to our hard working staff that the exacting and rigorous performance targets that the Committee of Management set at the beginning of the year were, without exception, achieved.

The ability to respond successfully and adapt to constant change both within our organisation and the wider ex-service dynamic has always been a strength of the Scottish Veterans Housing Association Limited. We continue to evolve as we review existing activities, extend new business and respond to needs within the ex-service community and more recently, within the geographic areas, where currently we have no footprint.

Over the past year, we are justifiably proud of our recent achievements, the key ones of which are described in this Annual Report.

In Rosendael, the main roof was found to be in need of repair and this was successfully completed in September at a cost of £75K. The main driveway into Rosendael was in a state of disrepair and also pedestrians and cars shared the road: this was considered to be unsafe. It was decided therefore that a new roadway and a pedestrian pathway, fully illuminated be constructed at a cost of £160K. The work completed on time and to budget and ensured that our residents had a safer route in and out of the residence.

Work was also carried out at Whitefoord House over the year. The Maclagan Room, and the games room were completely refurbished and a new disabled toilet and internet/training room created. The overall cost of this work was £112K but our residents are delighted with their new facilities and it also provides a much needed facility for staff training. In addition at Whitefoord House, the management offices, front of house office and the improvement to the car parking area was undertaken, coming in at £53K. The new office layout is a massive improvement, offering significant advances in terms of confidentiality and addressed key aspects of the Workplace Regulations. The revised car parking arrangements eradicated the need to routinely reverse onto a main road and at the same time provided additional space for disabled drivers.



# SVHA Report



Throughout the year, considerable work has been ongoing:

Condition Surveys, life cycle costs which culminated in the production of Energy Performance Certificates for all our properties.

A new Landscaping Contractor was appointed, covering all our properties and this is working well.

Legionella Risk Assessment has been carried out and was successfully completed in October and routine checks are now instigated.

Lone Worker monitoring service was introduced to both Rosendael and Whitefoord House and is working well.

Pandemic Flu – a business continuity plan in respect of a likely pandemic has been put in place and key staff members vaccinated.

Without doubt the main focus of the organisation is now the possible expansion of our services into the west of Scotland. A site has been identified in the east of Glasgow and the proposal is to build 31 one bedroom flats with 24 hours per day support and a further 21 one and two bedroom flats for both move on housing and also enabling a more sustainable community to be created. The project is costed at circa £6M and we are already in discussion with various local authorities and the Scottish Government to identify any statutory funding stream which we may be able to utilise.

This is a major challenge for the Scottish Veterans Housing Association but one which the organisation is focussed on and determined to meet. As ever, funding the project will be the key to its success and every avenue of possible finance will be explored by the Chief Executive and his staff.

In my report last year, I expressed the serious concern we had over the possible loss of housing support funding from Dundee City Council for our veterans living in our Rosendael home. This issue generated considerable media and public support for our case and it was humbling to know how strongly people felt about the need to help our veterans. After very positive meetings with the Council Chief Executive, Director of Finance, Director of Social Work and their respective teams, I am pleased to be able to report that an extremely workable financial solution has been arrived at and the future of the Home is now secure.

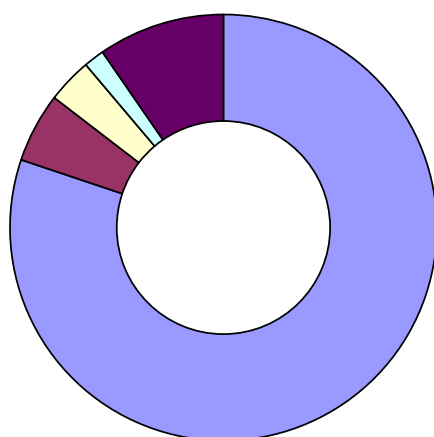
The continuing outstanding achievements of the Scottish Veterans Housing Association are very much down to the strength, commitment and loyalty of the Chief Executive and the Staff. I have no doubt that we will weather any situation we meet in the year to come: my sincerest thanks to them all.

Finally, I would also like to express my grateful thanks to our Committee of Management who put in a huge amount of their own time to ensure that the Scottish Veterans Housing Association continues to do what it is best at: providing good, affordable and well managed housing for the vulnerable ex-service/ merchant marine community in Scotland.

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

# Consolidated Accounts

## Analysis of Income

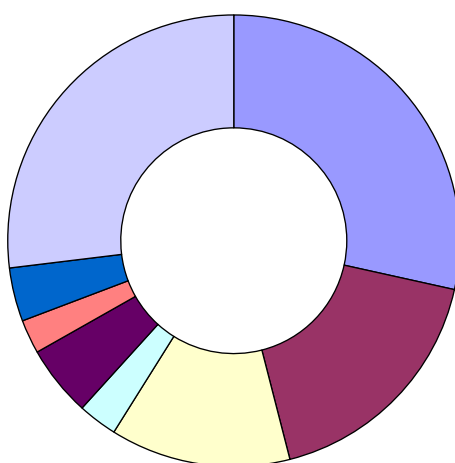


- Income From Residents
- General Donations
- Investment Income
- Other Income
- Specific Donations (to help fund redevelopment programme)

## SOURCES OF INCOME

		£'000
Income From Residents	80.2%	2,306
General Donations	5.3%	152
Investment Income	3.4%	98
Other Income	1.6%	45
Specific Donations (to help fund redevelopment programme)	9.6%	276
		<hr/> 2,877

## Analysis of Expenditure



- Homes - Remuneration
- Homes - Services
- Corporate Services
- Reactive Maintenance
- Cyclical Repairs & Maintenance
- Depreciation
- Costs of generating funds/marketing/advertising
- Grant to Housing Association (to help fund redevelopment programme)

# Consolidated Accounts



## RESOURCES EXPENDED

		£'000
Homes - Remuneration	28.5%	830
Homes - Services	17.5%	511
Corporate Services	12.9%	376
Reactive Maintenance	2.8%	82
Cyclical Repairs & Maintenance	5.1%	148
Depreciation	2.4%	71
Costs of generating funds/marketing/advertising	3.8%	112
Grant to Housing Association (to help fund redevelopment programme)	26.9%	785
		<u>2,915</u>

## SVR CONSOLIDATED INFORMATION

BALANCE SHEET AS AT 31 DECEMBER 2009	2009	2008
	£,000	£,000
Housing Properties	10,438	9,850
Less Grants & Depreciation	<u>(9,385)</u>	<u>(8,767)</u>
	1,053	1,083
Fixed Assets - NBV	141	178
Investments	<u>3,373</u>	<u>2,392</u>
Total Tangible Fixed Assets	4,567	3,653
Current Assets	1,039	1,339
Current Liabilities	203	178
Net Current Assets	<u>836</u>	<u>1,161</u>
Net Assets	<u>5,403</u>	<u>4,814</u>
Designated Reserves	300	250
Accumulated Reserves	<u>5,103</u>	<u>4,564</u>
Total Capital and Reserves	<u><b>5,403</b></u>	<u><b>4,814</b></u>



# Visit to The Somme



Residents and staff at Lonsdale Cemetery

They visited the grave of Second Lieutenant Frank Proctor Kyd, killed on 18 August 1916 and buried in Lonsdale Cemetery, on the way finding out more about the life of a First World War Subaltern and the battle that cost so many lives.

In a short, moving ceremony the veterans laid a wreath with the dedication: "The past and present residents of Rosendael Scottish Veterans Residence are forever grateful for your sacrifice"

The trip to Flanders was made possible by a legacy left to Rosendael and it was considered fitting that the donation be used in part to honour the Kyd family, who were so selfless in their remembrance of Ex-Servicemen.

In September 2009 a group of residents and staff from Rosendael made a pilgrimage to the grave of the fallen First World War Officer whose sacrifice led to the founding of the residence.

Second Lieutenant Frank Proctor Kyd, killed at The Somme in 1916 at the age of 26 was the son of Dundee jute manufacturer John Normansell Kyd. On John's death the family left their mansion house in Broughty Ferry and an endowment of £10,000 to SVR. Opened in 1933 as a veterans residence, Rosendael has since been home to over 2,000 ex-Service men and women.

The group of residents included veterans of the Falklands, Bosnia, The Gulf War, Iraq and Afghanistan. They toured the Somme area where over 95,000 British and Commonwealth soldiers were killed during a battle that lasted for four and a half months after the unimaginable slaughter of the first day.



The wreath laid on the grave of 2nd Lt Proctor Kyd

# Governance Information



## Patron-In-Chief

His Royal Highness The Duke of Gloucester KG,GCVO

## Executive Council

Major General M J Strudwick CBE (Chairman) (Trustee)

Major R S Salvesen DL (Vice-Chairman) (Trustee)

The Lady Bruntisfield JP

Mr R S Burnett MA FRICS

Reverend NN Gardner MA BD (Trustee)

Mrs L Gilhooly

Colonel J R Hensman OBE DL (Trustee)

Major A G M Jones MA(Hons)LLB

Major K L Steel

W G R Thomson Esq. BA CA (Trustee)

Captain J Tweedie FSI BA(Hons)

Mrs M S Yool DL

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)

Fight Lieutenant S Bates RAF (nominated by The Air Officer Scotland)

## Chief Executive

Lieutenant Colonel I Ballantyne FCMI

53 Canongate, Edinburgh, EH8 8BS

Tel No 0131-556-0091 Fax No 0131-557-8734

E-mail: [ian@svronline.org](mailto:ian@svronline.org)

## Treasurers

Chiene & Tait CA

61 Dublin Street, Edinburgh, EH3 6NL

Tel No 0131-558-5800

## Auditors

Scott-Moncrieff CA

17 Melville Street, Edinburgh EH3 7PH

Full audited accounts for the year ending December 2009 are available from:

**SVR**

53 Canongate, Edinburgh, EH8 8BS

## For more information contact:

The Chief Executive  
53 Canongate  
Edinburgh  
EH8 8BS  
Tel: 0131 556 0091  
Fax: 0131 557 8734

Whitefoord House  
53 Canongate  
Edinburgh  
EH8 8BS  
Tel: 0131 556 6827  
Fax: 0131 556 8457

Rosendael  
3 Victoria Road  
Broughty Ferry  
Dundee  
DD5 1BE  
Tel: 01382 477078  
Fax: 01382 731681

Fundraising & Marketing  
53 Canongate  
Edinburgh  
EH8 8BS  
Tel: 0131 558 8808  
Fax: 0131 557 8734

Website: [www.svronline.org](http://www.svronline.org)  
Email: [info@svronline.org](mailto:info@svronline.org)