

SCOTTISH VETERANS RESIDENCES



100 YEARS OF SUPPORTING VETERANS

SCOTTISH VETERANS RESIDENCES

ANNUAL REPORT 2010

1910-2010

SVR

Scottish
Veterans'
Residences

100 Years

Meet The Teams

Executive Team



Ian Ballantyne,
Chief Executive



Maurice Rourke,
Administration and
Human Resources Manager



George Corbett, Deputy
Chief Executive and
Property Services
Manager



Susie Hamilton,
Fundraising and
Marketing Manager



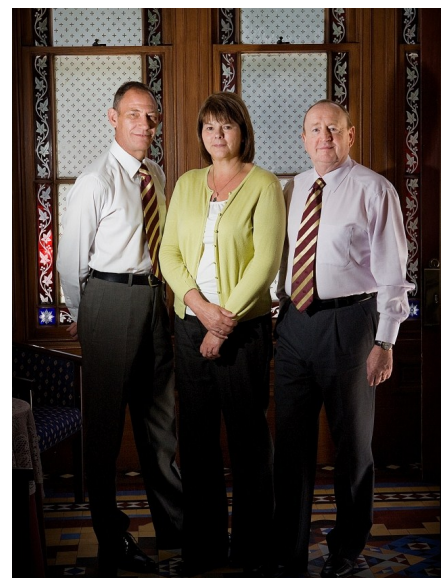
Kath Davidson,
Administration
Assistant

Whitefoord House Team



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

Rosendael Team



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

Scottish Veterans Residences

Annual Report 2010



A bas-relief celebrating the centenary was unveiled in September by Alex Neil MSP, Housing and Communities Minister, shown here with the sculptor, Billy Teasdale.

A Century of Supporting Veterans

The story of SVR: In 1910 two officers who were interested in the welfare of veterans entered a shed near the Grassmarket in Edinburgh. There they found old soldiers and sailors living out their days lying on straw on the floor: poor, hungry and unkempt. These men, Charles Maitland Pelham Burn and Chilton Lind Addison Smith vowed to take action and did not rest until the funds had been raised to open Whitefoord House in the Canongate, Edinburgh as the first Naval and Military Residence. The earliest residents had fought in The Crimea, Egypt, Afghanistan and the Boer Wars and there was no indication of the mass mobilization that the Great War would shortly bring. One of the casualties of the bloodiest battle of that war, the Battle of the Somme, was 2nd Lt Frank Proctor Kyd who died at the age of 26. In tribute to his sacrifice his family nobly donated their family home, Rosendael in Broughty Ferry which became the second Veterans Residence in 1933. Now in 2010 we have commenced a project to expand our services once again, to meet the needs of homeless veterans in the West of Scotland. After 100 years and helping over 60,000 men and women from every branch of the Armed Forces and Merchant Marine, much has changed at SVR (although our residents are once again veterans of conflicts in Afghanistan and the Middle East). But SVR remains, true to the founding principle, 'a place where the community can pay its debt to those who have served it well'

Contents

4. Chairman's Statement
5. Chief Executive's Report
6. Centenary Celebrations
8. Fundraising
9. West Coast Development
10. SVHA Report
12. Financial Information
15. Governance Information

Chairman's Statement

Major General Mark Strudwick CBE



On behalf of the Trustees, it is my pleasure to submit the Annual Report and Accounts for the Scottish Veterans Residences for 2010, in this our Centenary Year. 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.

In my statement last year, I advised that SVR was in the final process of becoming an Incorporated Charity and I am very pleased to be able to report that the transition has been seamless and highly successful: outwardly nothing has changed and we continue to provide help to ex-service men and women in need.

This year, however, I want to focus on our Centenary and on the events that have taken place to reflect on the profound effect the Scottish Veterans Residences have had on the ex-service community in Scotland.

In 1910, having witnessed the squalor that many veterans were forced to live in, our founders, Colonels Chilton Lind Addison Smith and Charles Maitland Pelham Burn set in motion a series of events which were to revolutionise the way armed forces veterans, who found themselves in Scotland and in desperate straits, were able to access the support they so badly needed.

Founded in Whitefoord House in Edinburgh's Royal Mile, the Scottish Veterans Residences have provided care and support to over 60,000 ex-servicemen and women over the past 100 years. This past year alone, we have helped over 200 ex-servicemen and women, which clearly demonstrates that today the need is as great as it was at the Charity's formation.

Having been very privileged to have had Royal Patronage from the inception of the Charity, our present Patron-in-Chief, His Royal Highness The Duke of Gloucester, very kindly agreed to host a Centenary Lunch accompanied by Her Royal Highness The Duchess of Gloucester, in the Palace of Holyrood, in Edinburgh. This was held on 21 April and was attended by 150 people; residents, tenants and supporters, all of whom had a truly magnificent day. The lunch was funded by a grant from The Big Lottery Awards for All programme for which we were most grateful.

As part of our Centenary, the Trustees commissioned a Bas-Relief sculpture to reflect the 100 years of support for Veterans provided by the Scottish Veterans Residences. In September, after a Service of Thanksgiving in the Canongate Church in Edinburgh's Royal Mile, the Bas Relief, sculpted by Mr William Teasdale, was unveiled at Whitefoord House by Alec Neil MSP the Housing and Communities Minister from the Scottish Government. This sculpture has been highly acclaimed by all those who have viewed it and will be a lasting memorial to all the veterans who have been helped by the Charity and equally importantly the staff who have been instrumental in its provision. I would like to pay a particular tribute to the generosity of Mr Angus Pelham Burn, a former member of the Charity Executive Council and a relative of one of our founders, whose donation covered the cost of the sculpture.

To bring our Centenary year to a close, we held a presentation and lunch in Rosendael, our residence in Broughty Ferry, Dundee in December at which time we launched our Centenary Book. The book was produced by Jill Ledgerwood and David Bennett of 'Fuzzylime' and everyone who has read the book has nothing but praise for the way in which it has captured the whole ethos of SVR: a fitting tribute to the past 100 years.

In conclusion, as conflicts continue across the globe, our service men and women are facing enormous pressures and challenges and I, along with my fellow Trustees, have no doubt that the need for SVR services will be required well into the 21st Century. As we enter the New Year, all our endeavours are now focussed on our expansion into the West Coast of Scotland to meet the increasing demand of veterans in need: with your continuing support I know that the Scottish Veterans Residences will be there to help them when required.

Major General Mark Strudwick CBE

Chairman of the Trustees

Chief Executive's Report

Lieutenant Colonel Ian Ballantyne FCMI



This year once again the Scottish Veterans Residences has shown one of its enduring characteristic that of having the ability and willingness to adapt to changing circumstances whilst at the same time staying true to our core objectives. Our goal has consistently been to improve the housing and facilities on offer to the more vulnerable ex-servicemen and women and we have steadfastly provided financial support to the Scottish Veterans Housing Association throughout the year to this end. As an example, our support to them has enabled the Housing Association to improve the bathrooms at Rosendael.

Several key operational changes have been introduced during the year, directed towards developing our services and improving our performance, not least of which was the implementation of the new Incorporated SVR Charity, which has been achieved smoothly and seamlessly. I would like to focus on three important areas.

Over the year, it became apparent that some veterans living in the SVHA residences, for example those on Job Seekers Allowance, having paid their rent, had very little disposable income left each week to be able to have any reasonable quality of life. To help ameliorate this, the Trustees set up a grant scheme for those in this unfortunate position to top up their income so that they will always have £40 disposable income each week. The grant is for an initial period of 6 months but may be extended providing the resident is making every effort to gain employment or sort out their financial problems.

On a similar theme, when residents are ready to move back into mainstream housing, raising the capital for rent and utilities deposits was often quite difficult given the limited funds they have to live on each week. The Trustees set up a rent waiver scheme, which allowed the individual resident who had identified a mainstream home to move into, the opportunity to remain in Whitefoord House or Rosendael for 4 weeks without having to pay their personal contribution towards the rent whilst still benefitting from the services provided by the individual residence. This has been a great success and several former residents have been able to start afresh in their own tenancies and get back into employment.

Without doubt the major thrust over the past year has been the development of the financial plan to support the Scottish Veterans Housing Association's ambitious West Coast development project to provide 50 one and two bedroom flats in the Cranhill area of Glasgow. This £6M project has already attracted over £3.2M in financial support from several of our benefactors and the SVR fundraising manager is vigorously developing a strategy to raise the outstanding balance.

As the Chairman has stated in his report, the Centenary events were a tremendous success and the profile of SVR has been raised considerably both in the ex-service community and the wider public arena.

2011 will undoubtedly pose considerable challenges for the Scottish Veterans Residences Trustees and executive team but I am confident that our financial goals will be achieved and we will be able to support the aspirations of the Scottish Veterans Housing Association as well as individuals.

The Charity remains focussed, relevant and above all else, is determined to help those ex-service men and women who find themselves in need for as long as that need is there

Lieutenant Colonel Ian Ballantyne FCMI

Chief Executive



Rosendael staff and residents enjoying the Centenary Lunch at The Palace of Holyroodhouse

Celebrating 100 Years of Supporting Veterans

Their Royal Highnesses The Duke and Duchess of Gloucester were Guests of Honour at the centenary lunch held at the Palace of Holyroodhouse attended by residents, staff, Trustees, supporters and serving members of the Armed Forces.



Scenes from a memorable day: our Royal Patron meets El Alamein veteran David Lunan; Hugh Gilchrist, another WWII veteran arrives at the Palace; lunch in the Long Gallery; residents at the reception; HRH The Duchess of Gloucester meets guests; Committee members the Reverend Neil Gardner and Captain Jim Devin MBE arriving.

The Centenary of SVR was also marked by a Service of thanksgiving at Canongate Kirk, Edinburgh led by The Reverend N N Gardner. On completion of the service, a bas-relief was unveiled by Alex Neil MSP. Housing and Communities Minister.

The final centenary event was the launching of a book, Celebrating 100 Years, at Rosendael in December. The book launch was attended by many of SVR's friends and supporters and was a delightful way to round off a year of celebration and reflection.



Alex Neil MSP prepares to unveil the centenary bas-relief sited on the Canongate, Edinburgh.

Lady Bruntisfield chats to Rosendael resident Andrew Fyfe at the book launch.



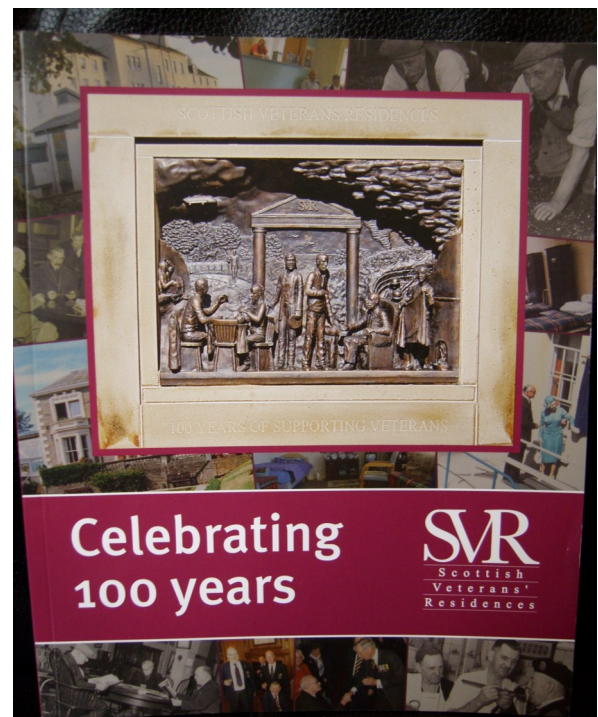
The book's authors, Jill and David from Fuzzylime, enjoying lunch at Rosendael with two of the featured residents, Eleanor McDonald and Betty Cairns.

SVR would like to thank the following for supporting our Centenary events:

The Big Lottery Awards For All programme for the Centenary Lunch at Holyrood Palace.

The Scottish Government Veteran's Fund for the Centenary Service.

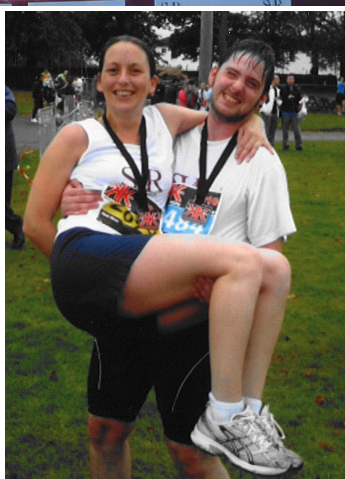
Mr A Pelham Burn and the Memorial Grant Scheme for the Centenary Sculpture.



The Centenary Book tells the story of SVR and features the experiences of current residents and staff as well as fascinating historical details. Copies can be obtained from the Fundraising and Marketing office.

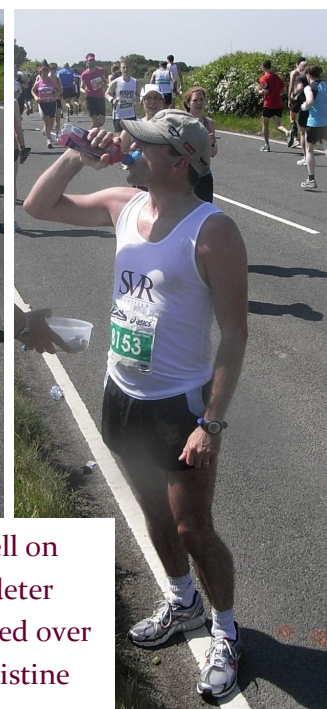
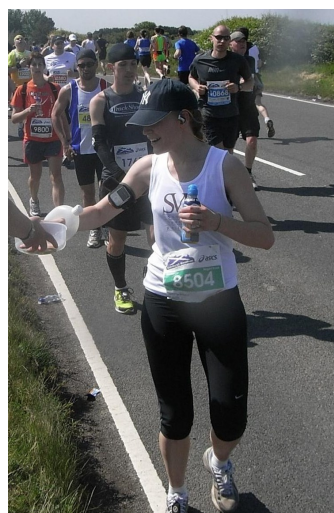
Fundraising and Events

Out and about with the new SVR Marquee.



Brother and sister team Hazel and Christopher Oliver celebrate finishing the first ever Edinburgh Kilomathon . Along with James Dunn (not pictured) over £700 was raised for SVR

The new SVR marquee made an impact during the Summer, manned by our wonderful volunteers who helped to raise over £2,600. Clockwise from top right: Pat and Gill at Caledonia Fair Rosyth; Michelle and Gill at Dundee Flower and Food Show; Dorothy at North Berwick Highland Games; Diana at Stirling Armed Forces Day. We were delighted to be beneficiaries of the Caledonia Fair, receiving a fantastic donation of £908.42



Feeling the heat: the Edinburgh Marathon fell on the hottest day of the year , but this did not deter SVR's dedicated runners. The 6 runners raised over £2,000 and included (l-r) David Morton, Christine Torrance and Ewan Slight. Fellow runners George Brooke, Matt French and Norman McGregor are not pictured.

West of Scotland Development

Our biggest expansion since 1933

This vacant site was once a nursery in Cranhill in the East End of Glasgow. We are hoping that in a short period of time SVHA, supported by SVR, will transform the site into a superb supported housing development for veterans in the west of Scotland who are homeless or in need.

We have known for some time that there is a high number of homeless veterans in the Greater Glasgow area, and it seems that the demand is on the increase. Our most recent development at Gilmerton in South Edinburgh has been an unqualified success with all the original tenants still in residence. The high demand for good quality, affordable housing means that it is even more important to keep growing to meet the needs of the veterans' community. In this our centenary year it has been incredibly exciting to start planning our biggest expansion since 1933.

Having identified a site, we are now in the process of buying the land, selecting contractors and of course raising the funds to start the project.

The overall cost of the project will be around £6M to build 50 one and two bedroom flats. We aim to provide on site support to help veterans and their families maintain their tenancies, engage with employment, training and health providers and make a successful transition to civilian life.

We are hugely grateful to the following funders which have already pledged to or supported our appeal :



SVHA 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 2010.

CHAIRMAN'S STATEMENT

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. 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 men and women.

People are at the heart of all we undertake in the Scottish Veterans Housing Association. Through our core activities providing affordable homes, offering personal support as well as working with individuals and other housing providers we continue to improve our performance in service provision.

Good governance is another key issue in any organisation and the Scottish Veterans Housing Association is most fortunate in having a very strong Committee of Management whose members are prepared to give so freely of their time to ensure that the organisation meets the needs of our client group: I thank them all. During the year, we said farewell to two long serving Members of the Committee of Management, Mrs Marion Yool and Colonel Jake Hensman but I am pleased to be able to report that we have three new members, Ms Emily Pelham Burn and Dr Donald Yool (each of whom is related to one of our founders) and Mrs Pippa Shields and they have brought a renewed vigour to our governance deliberations!

Throughout the past year, our continuing sound governance, motivated and competent staff, flexible approach and proven track record in relation to homelessness, regeneration and new build opportunities, has enabled the Scottish Veterans Housing Association to continue to deliver our strategic goals on time and within budget.

The year ahead is going to be a challenging one as we embark on a major development of 50 one and two bedroom flats in the West Coast of Scotland,

The Scottish Veterans Housing Association remains a dynamic, focussed and caring organisation which is at the forefront of veterans housing. The high quality, dedication and caring nature of our staff at all levels is second to none and I thank them most sincerely for it.

Major General Mark Strudwick CBE

Chairman of the Committee of Management



Long service recognised: Left: Awards for service of over 20 years were made to Maurice Rourke, Administration Manager and Colin Smith, Facilities Manager at Whitefoord House. Opposite: 15 Years long service awards were made to Tam Pryde, Chef and Nettie Miller, Support Co-ordinator both of Whitefoord House.

SVHA Report

THE SCOTTISH VETERANS HOUSING ASSOCIATION LIMITED

REVIEW OF OPERATIONS

The Committee of Management, conscious of the financial strain some of the residents of the HMOs were coming under, engaged with the Scottish Veterans Residences Charity to establish 2 separate grant facilities. The grants were aimed to help those residents on Job Seekers Allowance and also to fund a rent waiver scheme for those residents wanting to move on to mainstream accommodation. Both schemes are proving to be very successful and are an excellent example of two ex-service charities working together for the benefit of the vulnerable and needy former members of the Armed Forces and Merchant Marine.

Over the past year we have continued with our cyclical maintenance programme throughout our estate. At Whitefoord House during the process of external redecoration, we identified some serious defects in part of the roof which we successfully dealt with. However the knock on effect of the unexpected cost did mean that we had to delay the planned boiler upgrade planned until the spring/summer of 2011. The fire detection system was upgraded and is fully compliant with current fire regulations and has greatly enhanced our safety procedures. We have also introduced out-of-office pagers for the support wardens who can now monitor the warden call system when out and about in Whitefoord House: this is an additional safety feature to help our more vulnerable residents should they need assistance in their room. In Rosendael, we took the opportunity to refurbish some of the older rooms especially the bathrooms and now all 45 rooms are fully en-suite and are greatly appreciated by our residents. Once again the work was completed on time, to budget and to a very high standard.

Our independent living flats and houses continue to be fully occupied and we have a sizeable waiting list for them. We have engaged with registered social landlords and the private rented sector to elicit move-on housing for some of our residents who feel that they are ready to move back into mainstream housing and to date; this has proved to be very successful.

In the Chairman's report to you last year he expressed the Scottish Veterans Housing Associations' ambition to expand our services into the west of Scotland and I am very pleased to be able to report that this is moving forward apace. We are currently negotiating a price for the purchase of a piece of land at Cranhill in the east side of Glasgow and we hope to conclude this by the Spring of 2011. The Executive staff have worked tirelessly throughout the year engaging with the Scottish Government and local authorities' representatives to ensure their respective support and involvement in the new development and have had considerable success.

Funding for the project remains a significant challenge for us but already we have pledges, inclusive of an element of our own reserves, of some £3.8M, leaving a shortfall of £2.2M to meet the expected project cost of £6M. The Committee of Management are confident that with the backing of our many benefactors that this sum is achievable within the project build timescales. At the end of the day the project is going to benefit many vulnerable ex-service men and women for many years to come.

Lieutenant Colonel Ian Ballantyne FCMI

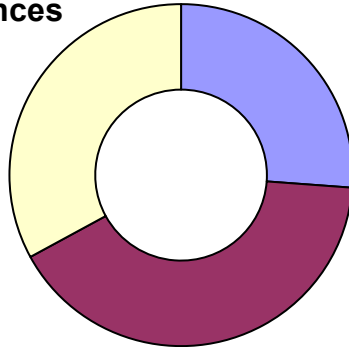
Chief Executive.



Accounts

Scottish Veterans Residences

Scottish Veterans Residences Analysis of Income

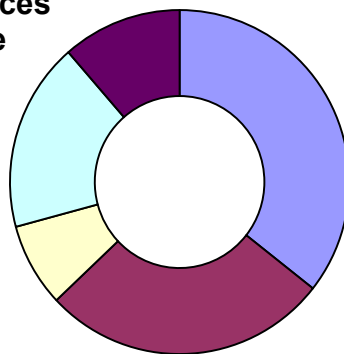


- General Donations
- Specific Donations (to help fund redevelopment programme)
- Investment Income

SOURCES OF INCOME

	£'000	
General Donations	26.2%	89
Specific Donations (to help fund redevelopment programme)	40.9%	139
Investment Income	32.9%	112
		340

Scottish Veterans Residences Analysis of Expenditure



- Grant to Housing Association (to help fund redevelopment programme)
- Grants towards hardship rents
- Other charitable activities
- Costs of generating funds/marketing/advertising
- Administration

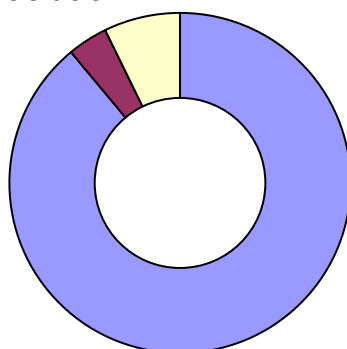
RESOURCES EXPENDED

	£'000	
Grant to Housing Association (to help fund redevelopment programme)	46.0%	172
Grants towards hardship rents	35.3%	23
Other charitable activities	10.2%	38
Costs of generating funds/marketing/advertising	23.0%	86
Administration	14.7%	55
		374

Accounts

Scottish Veterans Housing Association

Scottish Veterans Housing Association Analysis of Income

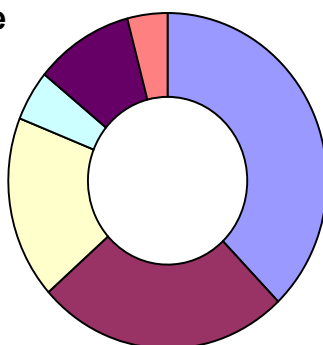


- Board and lodgings
- Supporting People Income
- Other income

SOURCES OF INCOME

		£'000
Rent	89.0%	2,081
Supporting People Income	3.8%	89
Other income	7.2%	169
		2,339

Scottish Veterans Housing Association Analysis of Expenditure



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

RESOURCES EXPENDED

		£'000
Homes - Remuneration	35.3%	848
Homes - Services	24.0%	485
Corporate Services	16.5%	333
Reactive Maintenance	4.5%	92
Cyclical Repairs & Maintenance	9.3%	189
Depreciation	3.8%	77
		2,024

Accounts

Balance Sheets

Scottish Veterans Residences

Financial information

BALANCE SHEET AS AT 31 DECEMBER 2010	2010	2009
	£,000	£,000
Fixed Asset Investments	3,687	3,373
Current Assets	719	740
Current Liabilities	-856	-1,025
Net Current LiabilitiesAssets	-137	-285
Net Assets	3,550	3,088
Total Reserves	3,550	3,088

Scottish Veterans Housing Association

Financial information

BALANCE SHEET AS AT 31 DECEMBER 2010	2010	2009
	£,000	£,000
Housing Properties	10,512	10,438
Less Grants & Depreciation	(9,488)	(9,385)
	1,024	1,053
Fixed Assets - NBV	153	141
Total Tangible Fixed Assets	1,177	1,194
Current Assets	1,597	1,315
Current Liabilities	-207	-194
Net Current Assets	1,390	1,121
Net Assets	2,567	2,315
Designated Reserves	350	300
Accumulated Reserves	2,217	2,015
Total Capital and Reserves	2,567	2,315

Falklands veteran
Donald McLeod with
Biggles, his rescue dog.
Both are enjoying a new
life in our Gilmerton
development.



Governance Information

Patron-In-Chief

His Royal Highness The Duke of Gloucester KG, GCVO

Patrons

Rear Admiral M Alabaster MA MSc CEng FIET, Flag Officer Scotland, Northern England and Northern Ireland

Major General D A H Shaw, General Officer Commanding 2 Division

Air Commodore R J Atkinson ADC MA RAF, Air Officer Scotland

Scottish Veterans Residences

Major General M J Strudwick CBE (Chairman)

Major R S Salvesen DL (Vice-Chairman)

Colonel J R Hensman OBE DL (Retired May 2010)

Lady Irwin (Appointed May 2010)

Major A G M Jones MA(Hons)LLB

W G R Thomson Esq. BA CA

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

Mrs M S Yool DL (Retired May 2010)

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 Pocha RAF (nominated by The Air Officer Scotland)

Ms E Pelham Burn (Appointed December 2010)

Mrs P A Shields (Appointed December 2010)

Dr D Yool (Appointed December 2010)

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

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 2010 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

Website: www.svronline.org

Email: info@svronline.org

Scottish Veterans Residences Registered Charity Number SC015260

Registered under the Companies Act 1985 Number SC365592

Scottish Veterans Housing Association Registered Charity Number SC 012739