



## Annual Report 2015

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Front cover: the gardening group at Rosendael.

Photo credit pages 8 and 16 © Chris Watt Photography.

# Our People

## The Executive Team



**Phil Cox**  
Chief Executive



**George Corbett**  
Deputy Chief Executive /  
Property Services Manager



**Susie Hamilton**  
Fundraising and  
Marketing Manager



**Yolanda Archibald**  
Housing Services Manager (General  
Needs Housing)



**Janice Marshall**  
Business Support Manager



**Kyle Paterson**  
Office Administrator



**Alison McQuillan**  
Manager Rosendael



**Marjorie Kelly**  
Manager, Whitefoord House



**Pauline McHugh**  
Manager, Bellrock Close

# About Our Residents

228

RESIDENTS

47

TENANTS



51

Residents  
moved on into  
tenancies /  
supported  
housing in 2015

## WHICH SERVICE



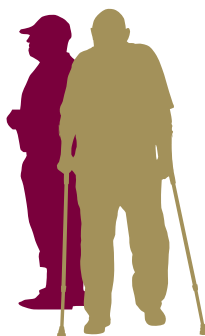
31

621

Hours of  
in-house  
counselling  
provided



172



22

Number of AFCS/  
War Pension  
claims assisted



15

3

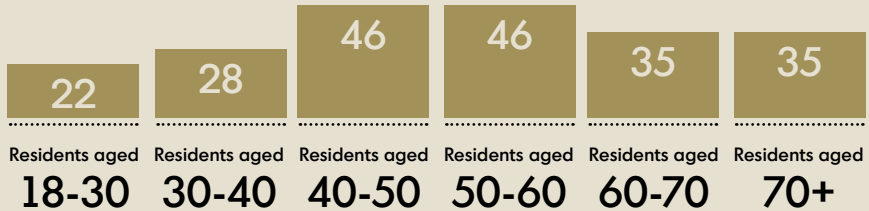


212

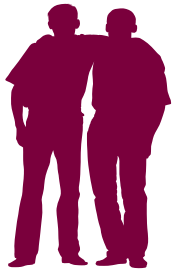
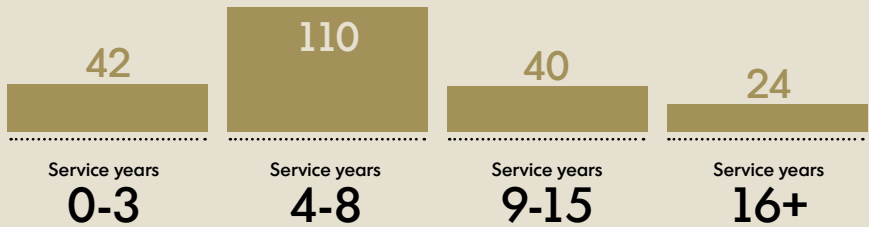
Number of benefit  
claims assisted



## AGE RANGE

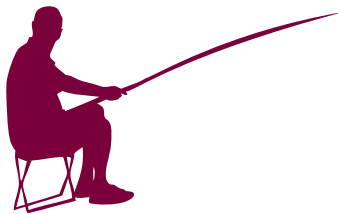


## YEARS SERVICE



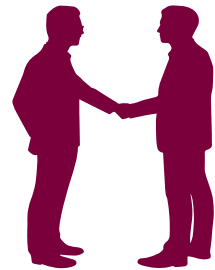
16

Number of  
residents taking  
up volunteering



Number of residents taking  
up activities/sports/hobbies

117



42

Number of  
residents taking up  
education or training

# Chairman's Introduction



**On behalf of the Trustees I am delighted to submit the 2015 Annual Report and Accounts for the Scottish Veterans Residences.**

The report also includes an update on the activities of the Scottish Veterans Housing Association Limited, including the good work that continues to be undertaken within our residences in Edinburgh, Dundee and Glasgow.

The strength of the economic recovery remained uncertain in 2015 and it has been a difficult environment in which to manage investments and to raise income; however, I am delighted to report that our portfolio has performed well and continues to act as the bedrock upon which Scottish Veterans Residences can support the work of the Scottish Veterans Housing Association. Our fundraising continued steadily at a time when press scrutiny has focussed on the way the charity sector treats its donors. Scottish Veterans Residences does not carry out mass donor acquisition activities but works very hard to build relationships with organisations and individuals who wish to support our veterans. This approach works well and the strength of donations made to the Charity in 2015 remains strong.

I would also like to acknowledge the commitment given to the Charity by



Rosendael residents enjoying equine therapy at Saddle Up! Ranch

the former Vice Chairman Bill Thomson. Bill's extensive background of property management enabled us to tackle the huge complexities of developing our Glasgow project and his sage advice was critical at every stage. Bill leaves us after 28 years and I wish to thank him most sincerely for his dedication to Scottish Veterans Residences.

The support provided to the veterans who reside within our 3 residences remains the total focus of the Charity. I can report a year in which Scottish Veterans Residences has delivered in the same constructive, dedicated and forward leaning manner as it has for over 100 years. I commend this report to you.

**Major-General Mark Strudwick CBE**  
Chairman of the Trustees

# Chief Executive's Report



**Scottish Veterans Residences has continued to deliver on behalf of homeless veterans across Scotland and is now operating in Dundee, Edinburgh and Glasgow.**

Since the opening of our new residence at Cranhill in Glasgow in 2014, Bellrock Close has moved from strength to strength and the building is considered an outstanding facility from which to support veterans onto independent living. This has been recognised by the Housing Innovation Award for most innovative Supported/ Sheltered Scheme as well as commendations in the Saltire Design Awards, Herald property Awards and RICS Awards.

All of our undertakings would not be possible without Scottish Veterans Residences acting as the bedrock of the work that we undertake. Improvements in our infrastructure and enhancements to the facilities that we provide are funded through the generosity of institutions and individuals who recognise that our work supports those who truly deserve to be supported in an exemplar fashion. This includes substantial donations from ABF The Soldiers' Charity and the RAF Benevolent Fund towards roof repairs at Whitefoord House and generous support from the RAF Association for the new post of Healthy Lives Officer.

The work of our Healthy Lives Officer was also supported by a grant from The Royal Caledonian Trust which helped to fund some sport and recreational activities for our veterans. The Scottish Veterans Fund paid for several new bikes and funded some very successful fishing trips for our veterans.

There was a notable increase in corporate support in 2015 with a number of companies giving financial support and extremely valuable help for residents in the form of employment and life skills mentoring.

Thanks to the generosity of the Trustees of the Royal Edinburgh Military Tattoo, we were delighted to be able





# Chief Executive's Report



HRH The Princess Royal meeting SVR staff at the Royal Caledonian Ball Trust lunch

to host some of our corporate backers in the Royal Box at the event which was a truly memorable occasion.

On behalf of all of our veterans I would like to thank our many donors and supporters whose gifts make a real difference to the lives of our residents.

All this would not be possible without the hard work and commitment of our Trustees. I remain immeasurably grateful for the support and guidance that they provide.

**Phil Cox**

Chief Executive



# Staff Survey

This sample of comments from the 2015 staff survey gives a snapshot of how our staff feel about their work.

## **What do you like about the service we deliver to our Veterans:**

'The closeness and the rapport I build with the residents knowing that some of them feel comfortable enough to come and talk if they are having a bit of a bad time.'

'I think SVR offer a unique service to veterans. I like that we can provide support, a safe secure environment, a safe haven, welcoming staff, a fresh start, consistency, a sense of belonging, hope for the future.'

## **What parts of the service that we deliver to Veterans would you like to see us improve?**

'I would like to see more participation from our Veterans. It must be hard to join in when you have possibly complex issues.'

'Teaching new skills or skills that people have lost such as cooking, cleaning, washing and ironing. Having these basic skills will help any veteran who wishes to move on to their own tenancy.'

## **What do you like about your job?**

'The interaction with staff and residents. I feel that it is more like a family here in Rosendaal. The staff get on really well.'

'Everything. It gives me great satisfaction when I can help an individual lead a fulfilling life and opportunity to advance in self-belief through my support. Also to help them maintain a healthy life with a lot of confidence.'

'I work with a great set of people in an effective team. I receive good satisfaction knowing that I am supporting veterans and improving their lives. I am treated well by the organisation. I feel privileged to be employed in a supporting role.'

## **Is there anything I can do to make your work experience with SVR better?**

'I am at present satisfied in my role but know that if something needed review, I feel confident in approaching management.'

'Only the communication as this is such an important part of what we do or can do. '

# Tam's Story

**Tam is 42 years old and has been a resident at Rosendael for just over one year. A former soldier in the King's Own Scottish Borderers who saw operational service in Northern Ireland, Tam was medically discharged with a war pension after 4 years due to having severely damaged his feet while serving.**

After the Army, Tam worked as a gardener for 15 years, at one point even working in the grounds at Rosendael. Following the death of his father he became full time carer for his mother for 3 years but feeling that he had lost his sense of identity he decided to move out and was homeless. In his own words Tam 'hid away' for 7 months, living rough in countryside where he could not even see any streetlights and sleeping under a bush. He washed in 24 hour restaurants and lived off his £32 per week war pension and by catching pigeons and rabbits.

One day while sleeping he was discovered by a dog and his owner who thought at first he had come across a body. Tam woke to find the police and ambulance service and was taken to hospital having not eaten for a couple of days. He was contacted by a member of staff from the Armed Services Advice Project who referred him to Rosendael where he arrived in February 2015.

Tam says that he was a bag of nerves when he arrived at Rosendael with a long beard and all his belongings in a rucksack. He soon found that the daily routine and relaxed, friendly staff helped him to settle down. At first he would disappear back to the countryside for periods but found that he missed his bed and the welcoming feeling at Rosendael and so always returned. He then lost all of his hair due to alopecia which his doctor told him was due to the huge change in his life and being suddenly much happier. Tam asked his GP if he could prescribe something to make him unhappy again but fortunately his hair has now grown back!

The staff at Rosendael have helped Tam in many ways including getting specialist medical attention for his feet which still cause him constant pain and for which he has specially adapted boots. He was helped to obtain the correct housing benefit and Personal Independence Payments and even to get his Grandfather's medals (one of the few personal items he kept



while living outdoors) repaired and mounted so that he can wear them opposite his own.

Tam is very happy and settled at Rosendael now. He had problems with angry outbursts in the past but is able to control them more now, because he says 'now he has too much to lose'. He enjoys playing snooker and talking to the older residents and regularly takes part in the gardening group led by Jim, one of Rosendael's Support Wardens. Tam was told that he would be in a wheelchair due to his feet problems but is still very much walking

about 'due to stubbornness' he says. Last year he went with other residents and staff to a garden party at Buckingham Palace and he has made good friends with other residents. He likes to help fellow veterans when he can and has taken some on visits to his family, a big difference from when he hid to keep away from all people while he was homeless.

Tam says that Rosendael means the world to him; he has never felt so welcome or so happy. Where would he be without SVR? He smiles, 'still sleeping in a bush'.

# Bellrock Close – The First Year

Formally opened by His Royal Highness The Duke of Gloucester in October 2014, Bellrock Close supported 47 veterans in its first full year of operation.

Excitingly, the innovative design of the building has led to a number of awards: winning the 2016 Housing Innovation Awards for most innovative supported scheme, the Housing Excellence Award for best Sheltered/Supported Scheme, commended in the Saltire Society (Innovation in Housing category) Herald Property Awards (Affordable Housing Development of the Year category) and highly commended in the RICS awards (Residential category).



The café

The café operated by RVS has been a great feature of Bellrock Close, providing a social hub that is used by our residents and members of the local community. In the past



Armed Forces Day

12 months the wonderful staff and volunteers have served up over 6525 cups of tea and 4968 bacon rolls and have helped to create a warm and welcoming atmosphere for all our veterans and visitors.



Walking in the hills

As part of the support programme our veterans have taken part in a number of activities including hill walking, cookery classes, gardening and a trip to the Highlands. A number of partners and other agencies come to Bellrock Close every week and we have had a very warm welcome from the local community in Cranhill.



# Walking with the Wounded

In 2014, SVR linked with the charity Walking With The Wounded (WWTW), a charity that supports re-training, education and employment for ex-Service personnel.

WWTW funded the post of an Employment Mentor provided by the Regular Forces Employment Association. Jenny Robertson started in November 2014 and since then has provided advice and support to 82 of our veterans from all 3 residences. Such has been the success of her work that a second Employment Mentor, William Cairns, has been recruited for 2016.

Jenny says that the highlight of her work with our residents has been assisting residents through career planning to pursue careers which will lead to long term sustainable employment doing work they enjoy. Walking With The Wounded's First Steps Funding Programme has, in addition, provided 9 residents with funding for training and equipment to complement their employment paths.



## Walk of Britain

In the Summer of 2015 a group of inspirational wounded veterans from Britain and the USA walked 1000 miles from the Scottish Highlands to Buckingham Palace to raise funds for Walking with the Wounded. We were delighted that they stopped at Bellrock Close and Whitefoord House during their extraordinary trek. Four residents and 2 staff members also took part in some of the Walk via the Residences. It was a huge pleasure and a privilege for our residents and staff to meet these outstanding individuals and support their incredible challenge.

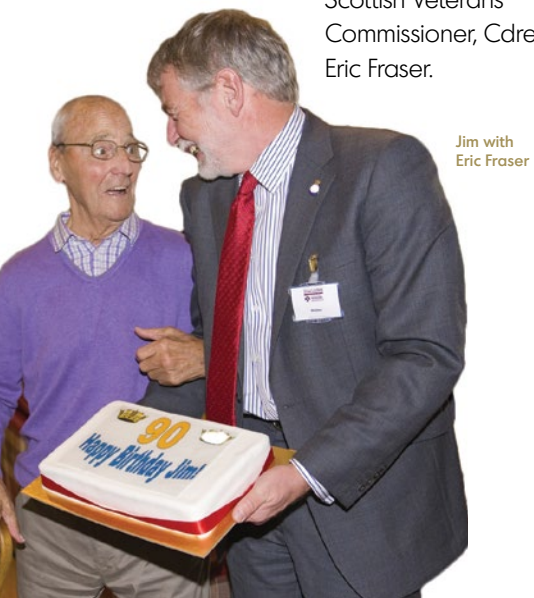




# Whitefoord House

This has been a year of development for Whitefoord House with a restructure of the support team which has led to 4 additional housing and support staff and an extended 7 day per week service.

With nearly a quarter of residents moving on during the year the new team have really stepped up the transition support of younger residents. The enhanced service was recognised with an improved 'very good' rating from the Care Inspectorate which reported that "Staff show genuine commitment to helping individuals make positive changes in their lives." While a number of residents moved on there are still many veterans for whom Whitefoord House is their long term home. We still support some veterans of the Second World War such as Jim Mulholland who celebrated his 90th birthday in August with the help of the Scottish Veterans Commissioner, Cdre Eric Fraser.

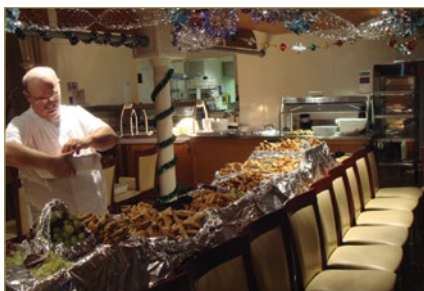


Jim with  
Eric Fraser



Remembrance Day

With the support of staff and the new Healthy Lives Officer lots of new activities including cycling, walking, fishing and days out have taken place. Residents have been included in many events such as the Not Forgotten Association's garden party at Buckingham Palace, the Royal Edinburgh Military Tattoo and the Remembrance Service at the Scottish Parliament all of which really helps our veterans feel valued and part of the wider community.



Christmas party preparations

# Rosendael

## Events at Rosendael started with an enjoyable Burns Night complete with piper.

A number of visits and outings took place with residents attending the Not Forgotten Association's garden party at Buckingham Palace and Christmas Party at St James, splendid events that our veterans always enjoy tremendously. A visit to Glamis Castle also provided a fun day out.



Buckingham Palace

New activities include Pilates, horse therapy and joining a local walking group. The gardening group have been renovating the outdoor furniture in the Winter as well as growing a huge selection of flowers, fruit and vegetables. Occupancy at Rosendael



Visit to Glamis Castle



Meeting HRH at St James

has been very high all year and the support team has been augmented and moved to an extended service. Additionally a counsellor is available and the staff work with a number of other agencies to deliver the best possible support to residents.

In the Summer the long serving Manager Max McLennan retired and was replaced by Support Manager Alison McQuillan. Another long serving employee, Heather Anderson was presented with flowers and a gift to celebrate 15 years as a domestic at Rosendael.



Heather Anderson



# Fundraising and Support

This year our veterans have been helped by a number of supporters from the business community.

In May the team at Barclays held two wonderful curry lunches and raised a fantastic £1447.10 which was match funded by Barclays Community Investment. The funding went towards activities at Bellrock Close including a hillwalking expedition. Some of our veterans took part in the Barclays Reach Diversity Football tournament in Glasgow and had a wonderful day which included meeting ladies from the Scotland team. Barclays run financial inclusion workshops for veterans and we are looking forward to our residents benefiting from this programme.

In June some veterans from all 3 residences visited Thales UK in



Meeting Her Royal Highness

Glasgow and enjoyed a fascinating tour of the premises. We hope that one of our veterans will shortly take up the offer an unpaid work experience place with Thales UK which would be an ideal reintroduction to the world of work. The Thales Charitable Trust also very generously donated £1,000 to help our veterans.



Troy Johnson who donated £500

Still in the defence sector we were delighted to welcome a group from BAE Systems in Glasgow to Bellrock Close in September. They had donated a very generous £719.27 which helped to buy extra gym equipment for the residence.

In July our Chief Executive met Troy Johnson of Standard Life who



RABF Donation

generously donated £500 of his Inspiration Award prize to SVR. Former Royal Marine Troy has also offered to provide mentoring for some of our veterans as they transition to the civilian work force.

Major repairs to the roof and windows at Whitefoord House were supported by generous grants from the RABF and ABF The Soldiers' Charity.

The exciting new post of Healthy Lives Officer has been funded by the RAF Association. The aim of this role is to improve physical and mental well being of our residents by encouraging

sporting and recreational activities. A generous grant from The Royal Caledonian Charities Trust will also support this work. We were thrilled to attend their Annual Lunch in Edinburgh where one of our veterans was introduced to HRH The Princess Royal.

“ **Army veteran Kev Galbraith is a manager with Amazon in Dunfermline. After he ran the Edinburgh Marathon, Amazon very generously donated £300 to SVR.** ”



New bikes

Thanks to the Scottish Veterans Fund Whiteford House has 4 new bikes and our residents have been on a

number of fishing trips and outdoor activities.



REMT

In August once again we were able to invite some of our supporters to the Royal Edinburgh Military Tattoo for a very special evening in the Royal Gallery. It was a magnificent evening and we are most grateful to the Tattoo Board for this valuable opportunity.

We have been fortunate to have received many more generous donations than those above. The support of all our donors, volunteers and supporters is vital to continue to provide a high quality service for some of this country's most vulnerable veterans. Thank you.



# SVHA Management Committee Report

## Chairman's Statement

It has been a year of consolidation for SVHA, with the tumult of bringing Bellrock Close on-line over; it was quite right that the spotlight fell upon service delivery. I was delighted to see that both Rosendael and Whitefoord House were awarded Very Good ratings by the Care Inspectorate for the quality of the service they were delivering. Bellrock Close was assessed as Adequate and whilst many positives were noted in the quality of the service a number of issues were quite rightly identified over team training and the consistency of approach to our residents. It still remains early days for the delivery of the 'transition' service which SVHA is offering at Bellrock Close, but I look to see continuous improvement as the service beds in next year. That notwithstanding, the outstanding design of the building and innovative nature of the project has garnered a number of awards. These honours are a reflection of the quality of the building and the pioneering transitional support delivered within it, none of which would exist without the support of our funders, partner organisations and stakeholders.

Our tenancies remain buoyant and the adaptive flats which formed part of the Bellrock Close development are an important facility for those who seek to live independently with disabilities.

The Team that deliver support to our veterans are highly dedicated and committed. Throughout this year SVHA has undertaken a number of staffing reviews in order to enhance our ability to provide support to our residents. For Whitefoord House this has led to an increase in staffing to allow a greater ratio of support staff to veterans and this has clearly made a difference for the service users. Furthermore a greater number of housing support qualified staff have been brought into the teams to assist with those who seek to move onto to independent living. 51 veterans left us last year with an established accommodation plan and, in many cases, a return to full time education or employment. It is this work that we will seek to further develop in the coming years.

I must publicly acknowledge the work of Major Keith Steel who served on the Committee of Management for over 20 years. I thank him for his dedication and commitment and wish him well. Keith has been a great friend and a very wise contributor to SVHA..

SVHA has moved from strength to strength this year and I commend this report to you.

## **Major-General Mark Strudwick CBE**

Chairman of the Committee of Management

# SVHA Management Committee Report

## Review of Operations

After successfully delivering the £6.9M Bellrock Close project towards the end of 2014, the last year has been one of consolidation and improving the effectiveness and efficiency of service delivery across all 3 SVHA housing support services in Edinburgh, Dundee and Glasgow, as well as continuing to offer good quality support for the 45 mainstream tenancies. Despite the challenges that come with a new project coming on board and going through snagging, the percentage of residents and tenants satisfied with the overall service and value for money remains very high at 96% and 98%, respectively.\*



Winning the Housing Innovation Awards

A £72K package of works was carried out on the Whitefoord House site repairing roofs and replacing windows. Thanks go to the Soldiers Charity and Royal Air Force Benevolent Funds who between them generously contributed £35K towards the project. Work was also undertaken to install a building energy management system at Rosendael thanks largely to a donation of £15K from the Queen Mary Roehampton's Trust. The works carried out will ensure both the structural integrity and energy efficiency of our buildings for many years to come.

The main focus throughout 2015 has been ensuring that the correct level of resources were in place to allow delivery of a high quality support service. Bellrock Close is a very new service at just over 1 year old and will take time to reach its full potential. It is exciting to have so many partners working in the building to maximise the support available to the veterans. In addition to the dedicated housing support staff there is an on-site counsellor funded by Scottish Veterans Residences; the Royal Voluntary Service running the café and providing volunteering opportunities; Walking with the Wounded providing employment and training support



Residents and Staff at the Not Forgotten Association Garden Party, Buckingham Palace

to assist veterans back into the workplace and Thenue Housing Association offering additional housing expertise.

Whitefoord House and Rosendael have 87 and 44 en-suite rooms respectively as well as some wonderful communal facilities. They have continued to operate at a very healthy occupancy. During the year significant enhancements have been made to the staffing levels at both sites so that housing and support staff are available for extended hours and 7 days a week. Both services were inspected and rated as Very Good by the Care Inspectorate.

Increased partnership working across all 3 sites and the enhancements to staffing structures have led to a better service being offered to veterans which has in turn improved their individual outcomes. During 2015 a total of 228 veterans of all ages received support across the 3 residences with 51 moving into mainstream tenancies and 17 moving into employment.

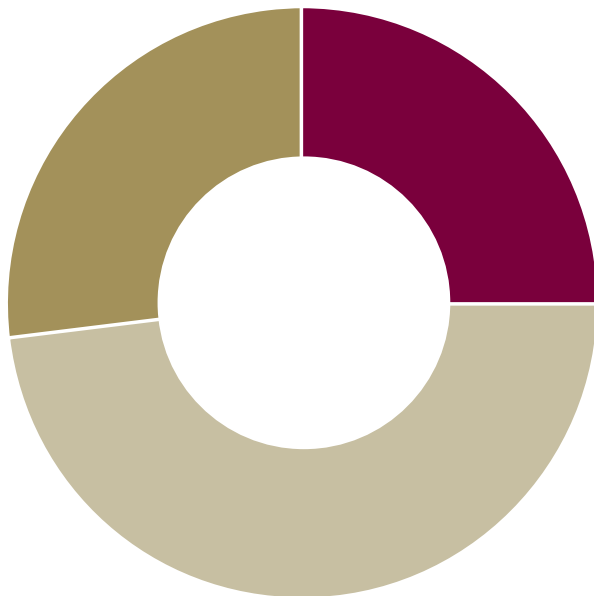
We look forward to building relationships with new and existing partners during 2016 that will help us deliver consistently excellent support to each veteran.

**Group Captain (Retired) Philip Cox**  
**MA FCMI**

\*(Based on the 51 questionnaires from residents/tenants for the Annual Return on the Social Housing Charter 2014/15).

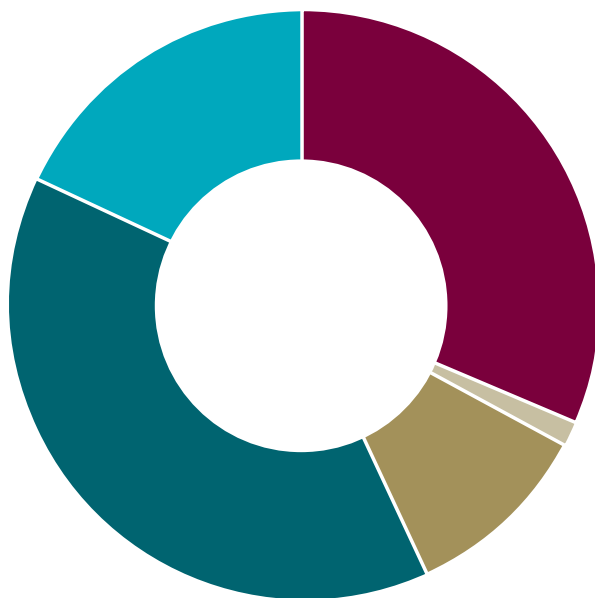
# SVR Financial Information

## Scottish Veterans Residences



SOURCES OF INCOME	£,000
<div></div> General Donations	86
<div></div> Specific Donations (to help fund redevelopment programme)	165
<div></div> Investment income	92
<b>TOTAL</b>	<b>343</b>

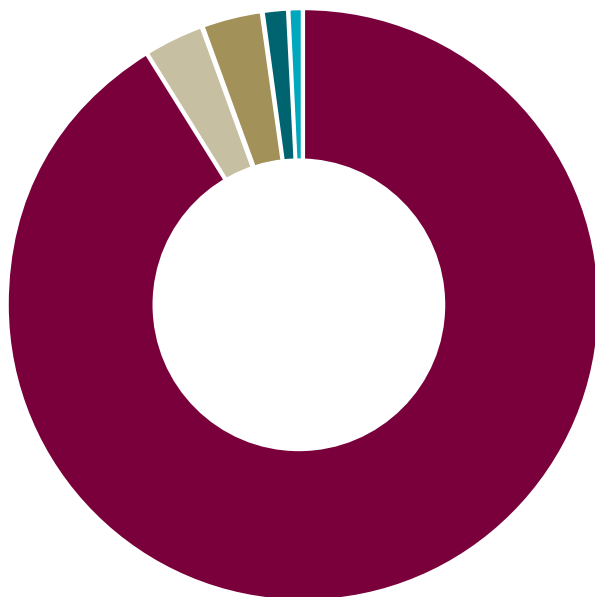




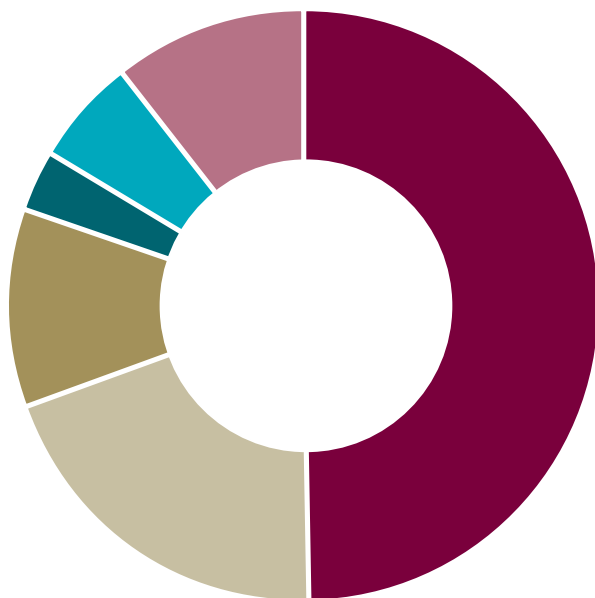
RESOURCES EXPENDED	£,000
<span style="color: #800040;">■</span> Grant to Housing Association (development programme)	65
<span style="color: #D2B48C;">■</span> Grant to Housing Association (other purposes)	3
<span style="color: #8B872E;">■</span> Grants toward hardship rents	21
<span style="color: #006464;">■</span> Costs of generating funds/marketing/advertising	80
<span style="color: #00CED1;">■</span> Administration	37
<b>TOTAL</b>	<b>206</b>

# SVHA Financial Information

## Scottish Veterans Housing Association



SOURCES OF INCOME	£,000
Board and lodgings	3,059
Supporting People Income	107
Grants released from deferred income	109
Other revenue grants	49
Other income	24
<b>TOTAL</b>	<b>3,348</b>



RESOURCES EXPENDED	£,000
<span style="color: #800040;">■</span> Homes - Remuneration	1,570
<span style="color: #C8A27A;">■</span> Homes - Services	628
<span style="color: #8B733D;">■</span> Corporate Services	337
<span style="color: #006464;">■</span> Reactive Maintenance	106
<span style="color: #00BFC4;">■</span> Cyclical Repairs & Maintenance	188
<span style="color: #C88A9A;">■</span> Depreciation	325
<b>TOTAL</b>	<b>3,154</b>

# Balance Sheets

## Scottish Veterans Residences Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2015

	2015 £,000	2014 £,000
Fixed Asset Investments	3,873	3,728
Current Assets	182	252
Current Liabilities	(20)	(159)
Net Current Assets	162	93
Total Net Assets	4,035	3,821
Total Reserves	<b>4,035</b>	<b>3,821</b>

## Scottish Veterans Housing Association Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2015

	2015 £,000	2014 £,000
Investments	878	843
Housing properties	17,256	17,123
Less depreciation	(2,656)	(2,365)
	14,600	14,758
Other fixed assets - Net Book Value	40	69
Total Tangible Fixed Assets	14,640	14,827
Current Assets	1,303	855
Current Liabilities	(516)	(596)
Net Current Assets	787	259
Creditors > 1 year	(5,137)	(4,974)
	11,168	10,955
Accumulated Reserves	11,168	10,955
Total Capital and Reserves	<b>11,168</b>	<b>10,955</b>

# Governance

## Patron-In-Chief

- His Royal Highness The Duke of Gloucester KG, GCVO

## Patrons

- Rear Admiral John Stuart Weale OBE, Flag Officer Scotland and Northern Ireland, Assistant Chief of Naval Staff Submarines and Rear Admiral Submarines.
- Brigadier Gary Deakin OBE, Commander 51 Infantry Brigade and HQ Scotland
- Air Vice Marshal R Paterson CB, OBE Air Officer Scotland

## Scottish Veterans Residences

- Major General M J Strudwick CBE (Chairman)
- Lady Irwin
- Major A G M Jones MA (Hons) LLB
- Captain J Tweedie FSI BA(Hons) (Vice Chairman)

## Scottish Veterans Housing Association Committee of Management

- Joanna, Lady Bruntisfield JP
- Major S K Nicoll BSc (Hons) MA (Hons) RM
- Reverend N N Gardner MA BD
- Lieutenant Commander K Conway RD RNR (nominated by Flag Officer Scotland and Northern Ireland, Assistant Chief of Naval Staff Submarines and Rear Admiral Submarines.)
- Major S Rowe (nominated by Commander 51 Infantry Brigade and HQ Scotland)
- Ms E Pelham Burn
- Mrs P A Shields
- Dr. D Yool BMVS PhD DipIECVS MRCVS

**Website: [www.svronline.org](http://www.svronline.org)**

**Email: [info@svronline.org](mailto:info@svronline.org)**

**The Chief Executive**

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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: 0138 247 7078  
Fax: 0138 273 1681

**Bellrock Close**

Cranhill  
Glasgow  
G33 3HU  
Tel: 0141 766 2580



Scottish Veterans Residences Registered Charity Number SC015260

Registered under the Companies Act 1985 Number SC365592

Scottish Veterans Housing Association Registered Charity Number SC012739