

Annual Report 2013



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Our People

The Executive Team



Ian Ballantyne
Chief Executive
(ret'd December 2013)



Phil Cox
Chief Executive
(App'd December 2013)



George Corbett
Depute Chief Executive /
Property Services Manager



Maurice Rourke
Human Resources /
Administration Manager



Susie Hamilton
Fundraising and
Marketing Manager



Kath Davidson
Administration Assistant



Eddy Gorman
Manager, Bellrock Close



Yolanda Archibald
Voids and Allocations
Officer

The Rosendael Team



Max McLennan
Manager



Alison McQuillan
Depute Manager



Marjorie Kelly
Manager



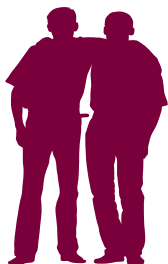
Ken Morrice
Depute Manager

The Whitefoord House Team

What we did in 2013

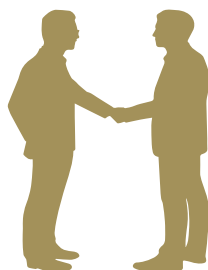
182

Veterans in total
January–December 2013



11

Veterans helped
into employment



35

Veterans helped to move on to
independent accommodation



155

Veterans helped
with benefits

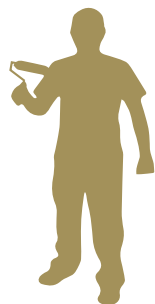
102

Veterans helped
to access health services



29

Veterans helped
with pensions



20

Veterans helped into
training/education



55

Veterans taking part in activities
eg fishing, archery, cycling,
tai chi, gardening, gym

Chairman's Introduction



On behalf of the Trustees I am delighted to submit the 2013 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, particularly on the good work that continues to be undertaken within our residences in Edinburgh and Dundee. Of note is also the fast paced and ongoing development of our new facility which is currently being built at Bellrock Close, Glasgow. This is an exciting development which will provide a transition facility for 30 veterans and is the first to be built in Scotland. Our stock of independent living flats and houses will also expand with the completion of some 21 units alongside the Bellrock Close transition centre.

Although we are beginning to see the seeds of economic recovery it has been a difficult environment in which to manage investments and to raise income. Our portfolio however has performed well and has paid excellent dividends which will continue to provide a solid bedrock upon which we can

base our future activities. Our fundraising efforts have also been highly successful and of particular note was a significant grant from the LIBOR fund to support the Bellrock Close Project. Furthermore, extensive work has been undertaken to ensure that our rent charges are optimised in line with legislation to ensure best value for money and that occupancy of our homes is maintained at as high a level as possible.

It has been a year of real progress for Scottish Veterans Residences and I am deeply grateful to the Trustees for their commitment and support to this most worthwhile cause. I must also report that our long serving Chief Executive Lieutenant Colonel Ian Ballantyne retired after 16 years at the helm of this great Charity and he handed over to Group Captain Phil Cox in December. The Trustees wish Ian a long and happy retirement.

Major-General Mark Strudwick CBE
Chairman of the Trustees

Chief Executive's Report



The year began on a very positive note with the commencement of ground works at the Bellrock Close site in Glasgow.

The start of work on the project is the culmination of many years of effort and when completed it will provide a first class facility offering much needed support to our veterans. Furthermore the Bellrock Close manager's post was recruited and filled mid-year leading to a real sense of progress and the new incumbent has begun to scope and develop the support plan that will serve the veterans who enter the transition service. There are some delays within the building programme but I still anticipate taking over the building and facilities in summer 2014.

The success of the Bellrock Close project will also rely heavily upon those who will provide support and advice to the veterans with the transition service. An extensive series of stakeholder engagement exercises and outreach to the local community has also been undertaken. I'm delighted with the commitment shown by so many organisations who have stepped in to help support the delivery of Bellrock

Close. The members of the Cranhill Association and the residents of Cranhill have made very clear their support for the work we are doing and this will greatly assist us as we bring the project on-line next year. A 'Topping Out' ceremony, attended by Keith Brown the Scottish Government Veterans Minister, was held just before Christmas. The Minister nailed the last slate onto the completed roof marking a key milestone in the projects progress.

Success has also been the benchmark of our ongoing work at Whitefoord House and Rosendael. Additions to the managerial teams within both homes has greatly strengthened the oversight and delivery of support to our veterans along with planned improvements to facilities and a development of the loft at Whitefoord House in order to provide 6 more en-suite one bedroom accommodation.

Our fundraising efforts have also borne fruit with a voluntary income of



(final figure) which included significant grants from the Royal Navy and Royal Marines Charity (£100,000), The Robertson Trust (£250,000), Scottish War Blinded (£413,000), The MOD LIBOR Fund (£233,488), Royal Air Force Benevolent Fund (£25,000) and Merchant Navy Welfare Board (£18,000). In April we were delighted to have Carol Smillie launch our Bellrock Appeal at an excellent reception on The Tall Ship in Glasgow and a short advertising campaign raised the profile of SVR, particularly in the Glasgow area.

2013 has been a year of real development and progress for Scottish Veterans Residences; this could not have been achieved without the contribution of volunteers, staff, funders and supporters who have work collectively to improve the lives of some of our most vulnerable ex-Service people. I am also immeasurably grateful for the support provided by the Trustees.

Phil Cox
Chief Executive

Graeme's Story

**Graeme is 51 and resident of Whitefoord House.
This is his story.**

Graeme joined the Army Catering Corps in 1978 and in 1980 completed his Airborne Training enabling to serve with Airborne units.

After several operational tours in Northern Ireland he left the Army in 1992 as he did not want to go back there and his wife was pregnant with their first child. He went on to have a number of civilian jobs including head chef at an Agricultural College and also joined the TA.

When his marriage broke down in 1997 he returned to Full Time Reserve Service, partly as he was homeless, and returned to Northern Ireland for 3 back to back tours. At the end of this period he returned to Edinburgh

in 1999 with £12,000 in his pocket but spent it all in 6 weeks and found himself homeless once more. He found out about Whitefoord House and when he arrived was the youngest person there at 38 years old. He stayed for a year at Whitefoord House and left when he found a job in security and a new partner.

Having been diagnosed with mouth cancer Graeme gave up drinking for 6 years but when his relationship broke down he turned to alcohol once more.

Graeme once again became homeless, he was troubled with nightmares from his time in Northern Ireland and suffered the repeated blows of losing both his parents in one year, his job and his house. He formulated a plan: to take out a £3,000 loan, spend it all on drink and then commit suicide. His only quandary was how he was going to take his life but before he had decided, he bumped into a member of staff from Whitefoord House. He was persuaded to go back to Whitefoord House, although at first

“Everyone from the cleaners to the manager wants to help”



Stuart, a young veteran meets with his Support Officer

he felt it was a backward step having been there 15 years earlier.

But this time he says that Whitefoord House is completely different, with a huge amount of support on offer. 'Everyone from the cleaners to the manager wants to help' he says. He is particularly thankful for the help from his Support Officer who 'did everything they could possibly do', including assistance with employment, his health, accommodation and even getting his car back. He reached rock

bottom once more when his daughter tragically died in a car accident, but with support from the staff and other residents at Whitefoord House he has carried on.

Graeme has only been at Whitefoord House a few months but already has a new job and is about to move into his own flat. He still has challenges to face but is emphatic about what SVR has meant to him: 'If I hadn't come here there is absolutely no doubt, I would be dead.'

Bellrock Close

Building at Bellrock Close started on 14 January 2013. Despite the terrible spring weather the project has progressed well and by December we were able to hold a 'topping out' ceremony to mark the completion of the external works.

In June the Manager of the new service, Eddy Gorman joined us and began his task of setting up the registered housing support service and holding events to engage stakeholders in the project. Representatives from over 50 organisations including ex-Service charities, Local Authorities, Housing Associations, Health Authorities, the Armed Forces, Police and Prison Service helped to inform and guide this innovative project for veterans. Eddy, an experienced social worker with several veterans in his own family is inspired by the challenge:

"As the Housing Support Manager for Bellrock Close it is my responsibility to ensure that my staff and I live up to expectations by delivering a high quality service providing veterans with 'transitional' housing support. Every member of my team will be motivated by the wonderful vision for this service which has been matched with a considerable investment in secure by design accommodation, and I am truly excited by the prospect of developing a full range of supports to assist veterans with health, employment and housing."

“ It is wonderful to see this important new centre for veterans becoming a reality. As patron of the appeal I have been delighted to see that generous individuals, ex-Service charities and trusts have all supported this amazing project. Thank you to everyone who has worked together to build homes and futures for our veterans ”

LORRAINE KELLY OBE, PATRON OF THE BELLROCK CLOSE APPEAL





WEEK 3: The site is levelled



WEEK 13: Work starts on the mainstream flats



WEEK 22: Well underway



WEEK 31: The roof goes on

A YEAR IN PICTURES



WEEK 47: The topping out ceremony with Scottish Veterans Minister Keith Brown MSP

Residents' Activities



Whitefoord residents
clay pigeon shooting



Whitefoord residents join other
veterans for go-karting



Trip to Deep Sea World



Rosendaal Cycling Club



Rosendaal mystery tour



A successful fishing trip



Residents meet
familiar faces at the
Not Forgotten Association
Christmas Lunch in London

Events and Fundraising

On the 24 of April we launched the public appeal for Bellrock Close.

We were privileged to welcome the delightful Carol Smillie to our press launch and evening reception on The Tall Ship, as well as representatives from the Armed Forces, Local Authorities, supporters , stakeholders and friends.

We are most grateful to the photogenic members of HMS DALRIADA, 32 Signal Regiment and 602 Squadron who supported our event.



New Video

A huge thanks also to the team at Republic productions, Edinburgh for the fantastic promotional video that they produced for us. It can be seen on Youtube or via www.svronline.org.

Burns Night At Plane Castle

Minister for Transport and Veterans Keith Brown MSP was one of many guests who enjoyed a Burns Night at the stunning Plane Castle in Airth, an event which raised £1500 for SVR. The hugely successful evening which included poetry reading and a wonderful dinner in the C15th setting was organised by staff and volunteers from Signpost Recovery. The main sponsor of the event, Printing Services Scotland Ltd did a wonderful job producing tickets and Programmes as well as donating the ingredients for the steak pies and haggis. Many thanks to Mrs Wright and the late Reverend John Wright of Plane Castle and Mrs Lillian Watson for organising the event.



WW1 Play

We were delighted to be supported by Pepperdine University's touring production of acclaimed play 'Why Do You Stand There in the Rain?' by Peter Amott.

Alex Fthenakis of Pepperdine Scotland said: "We set out to share a forgotten story and spark cultural conversation about the kind of support we offer military veterans and our citizens in general. However, that's only the first step. Organisations like SVR have boots on the ground helping to affect real change in the lives of struggling veterans. As such, it was an honour to lend our voices to this fundraising campaign, promoting not just conversation but action from our audiences."

Based on the Bonus Army March of 1932 on Washington DC, play tells the story of desperate WW1 veterans from all over the U.S. who lobbied Congress for the release of a promised compensation package. Congress voted no and Hoover called for the veterans to be driven out of the capital. Armed with bullets and tear gas, 1,000 infantry and cavalrymen pushed the veterans out of the city, burning everything they owned.

We are extremely grateful to the hugely talented company who used the production as a platform to promote SVR and help us raise funds for homeless UK military veterans.

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 2013**

Chairman's Statement

The Association is solely and particularly concerned with the management and operation of the 2 Houses-in-Multiple Occupation, Rosendael and Whitefoord House and the provision of affordable rented houses and flats in Broughty Ferry, Dundee and Edinburgh. The Association is also responsible for developing and subsequently implementing a strategy to assist with the future housing needs of the vulnerable ex-Service/merchant marine men and women. Additionally the Association is currently making advanced plans to open and operate a new Housing Support Service at Bellrock Close, Glasgow; alongside a new development of affordable flats at the same location.

The need to constantly develop the services offered to our veterans has been the key theme of 2013. The services at Whitefoord and Rosendael,

aside from delivering first class support to vulnerable veterans have also been working hard to develop and deliver transition plans for those veterans who have the capabilities to re-enter civil society. Understanding the needs of the individual has always been a priority for the Association and this, alongside our overwhelming aim to provide support for vulnerable veterans, is our passion. I am delighted to report that the Care Inspectorate has awarded Whitefoord House an overall GOOD rating and that Rosendael achieved an overall ADEQUATE with GOOD ratings for both staffing and quality of management following their inspections this year. This is most pleasing given the difficulties that were faced by our service at Rosendael in 2012.

The development of our new service at Bellrock Close is proceeding well and the anticipated completion date is set for August 2014. Most importantly the manager for the site



was recruited early in the year and I am delighted to welcome Mr Edward Gorman to the SVHA 'Team'. He is highly experienced in the delivery of support to vulnerable adults and he has become fully immersed in creating the conditions for the successful opening of this most wanted facility. The team has also been augmented by the arrival of two new Depute Managers, Alison McQuillan and Ken Morrice at Rosendael and Whitefoord House respectively.

Sadly, after some 16 years of service, I have to report that our Chief Executive, Lieutenant Colonel Ian Ballantyne, chose to retire. Ian's work at SVHA has

been of the highest order and it has been his vision and dynamism that has guided us on the path to deliver far greater and enhanced services to our veterans. Ian served over 30 years in the Royal Marines before joining SVHA and his selfless commitment to the men and women of HM Armed Forces has been exceptional. I pass on my best wishes, along with those of the Association, for a long and happy retirement. I also welcome Group Captain Phil Cox who replaced Ian at the beginning of December.

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

Review of Operations

During 2013 the Association had over 120 veterans using the facilities at Whitefoord House and Rosendael. Of these the greater number were accommodated at Whitefoord house and of the total number in residence some 30 have since moved on to new opportunities through employment and the provision of housing.

We have continued to maintain Rosendael and Whitefoord House to a good standard. In addition to routine maintenance we spent in the region of £40K improving the road surface and upgrading boilers at Whitefoord House. Likewise our stock of affordable housing has also undergone a series of upgrades and improvements requiring some £20K of funding to complete the work.

Our aim is always to try and keep our voids to a minimum and this year we have maintained a good rate of less than 6.5% of our affordable housing stock. Furthermore the occupancy of Whitefoord House has remained high at 97% and the occupancy of Rosendael has improved significantly during the year and is holding at a healthy 91.2%. At the time of writing both Whitefoord House and

Rosendael are full with waiting lists and the ever increasing demand has led to our decision to develop the attic space at Whitefoord House during 2014 to add an additional 6 en-suite bedrooms.

The ongoing work at Bellrock Close is proceeding well, however the programme has slipped and we now anticipate occupying the site in August 2014. The delays are mainly due to an unmarked gas pipe on the site and the complicated fabric required to complete the support building's internal structure. Whilst the delay is unwelcome, planning in 2013 has focussed upon mitigating the later than anticipated occupancy. The recruitment of the Bellrock Close manager in mid-2013 has enabled the start of the detailed planning of how the transition service will be delivered.



The team from MAST architects who raised £2625 for Bellrock Close

The transition 'pathway' is not a new concept and examples exist, in various different models across the UK. Detailed work has commenced and a great deal of engagement with a number of agencies, associations and other government bodies is underway to ensure that the project delivers from the outset.

2013 was a busy and demanding year for SVHA with support to

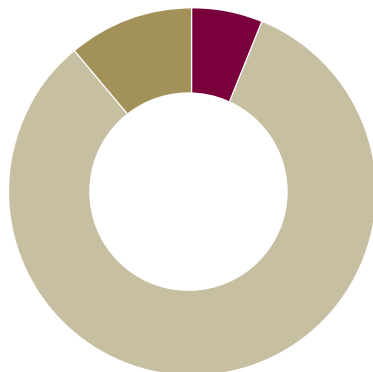
vulnerable veterans, infrastructure improvements and the ongoing development of the Bellrock Close project as the Association's key activities. There remain many challenges but SVHA remains fully committed and capable of meeting what lies ahead in the future.

Group Captain (Retired) Philip Cox
MA FCMI

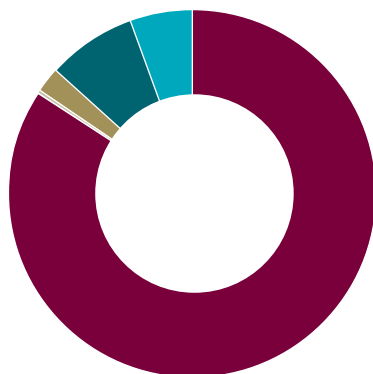
SVR Financial Information

Scottish Veterans Residences

SOURCES OF INCOME	£,000
General Donations	71
Specific Donations (to help fund redevelopment programme)	960
Investment income	127
TOTAL	1,158



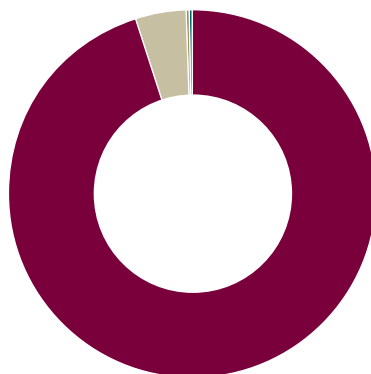
RESOURCES EXPENDED	£,000
Grant to Housing Association (development programme)	944
Grant to Housing Association (other purposes)	2
Grants toward hardship rents	27
Costs of generating funds/ marketing/advertising	85
Administration	62
TOTAL	1,120



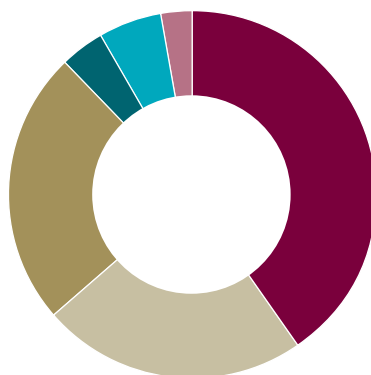
SVHA Financial Information

Scottish Veterans Housing Association

SOURCES OF INCOME	£,000
Board and lodgings	2,377
Supporting People Income	111
Other income	8
Interest receivable	3
TOTAL	2,499



RESOURCES EXPENDED	£,000
Homes - Remuneration	953
Homes - Services	545
Corporate Services	568
Reactive Maintenance	93
Cyclical Repairs & Maintenance	129
Depreciation	64
TOTAL	2,352



Balance Sheets

Scottish Veterans Residences Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2012

	2013 £,000	2012 £,000
Fixed Asset Investments	4,395	3,862
Current Assets	74	674
Current Liabilities	(928)	(728)
Net Current (Liabilities)/Assets	(854)	(54)
Total Assets less Current Liabilities	3,541	3,808
Creditors: amounts falling due after more than one year	0	(750)
Net Assets	3,541	3,058
Total Reserves	3,541	3,058

Scottish Veterans Housing Association Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2012

	2013 £,000	2012 £,000
Housing properties	13,541	10,632
Less grants and depreciation	(12,570)	(9632)
	971	1,000
Other fixed assets - NBV	68	81
Total Tangible Fixed Assets	1,039	1,081
Current Assets	4,393	4,398
Current Liabilities	(2,283)	(2,476)
Net Current Assets	2,110	1,922
	3,149	3,003
Accumulated Reserves	3,149	3,003
Total Capital and Reserves	3,149	3,003

Governance

Patron-In-Chief

- His Royal Highness The Duke of Gloucester KG, GCVO

Patrons

- Rear Admiral C J Hockley MSc CEng CMarEng CBE, Flag Officer Scotland, Northern England and Northern Ireland
- Major General N H Eeles CBE, General Officer Commanding 2 Division ADC
- Air Commodore G Mayhew 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
- Major S K Nicoll BSc (Hons) MA (Hons) RM
- Reverend NN Gardner MA BD
- Major K L Steel
- Lieutenant Commander K Conway RD RNR (nominated by The Flag Officer Scotland, Northern England and Northern Ireland)
- Major J Duggan (nominated by The General Officer Commanding 2 Division)
- Squadron Leader N Clarke RAF (nominated by The Air Officer Scotland)
- Ms E Pelham Burn
- Mrs P A Shields
- Dr. D Yool BMVS PhD DipIECVS MRCVS

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The Chief Executive

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Edinburgh EH8 8BS
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Whitefoord House

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3 Victoria Road,
Broughty Ferry,
Dundee DD5 1BE
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Fax: 0138 273 1681

Bellrock Close

Cranhill
Glasgow
G33 8RS
Tel: 0141 766 2461
Fax: 0131 556 8457



Scottish Veterans Residences Registered Charity Number SC015260

Registered under the Companies Act 1985 Number SC365592

Scottish Veterans Housing Association Registered Charity Number SC012739