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Our People

The Executive Team



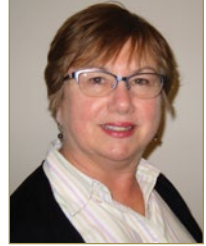
Phil Cox
Chief Executive



George Corbett
Depute Chief Executive /
Property Services Manager



Susie Hamilton
Fundraising and
Marketing Manager



Janice Marshall
Business Support Manager

The Rosendael Team



Kath Davidson
Administration Assistant



Yolanda Archibald
Housing Services Manager
(General Needs Housing)



Max McLennan
Manager



Alison McQuillan
Depute Manager

The Whitefoord House Team



Marjorie Kelly
Manager



Ken Morrice
Depute Manager



Eddy Goman
Manager, Bellrock Close

Bellrock Close

About Our Residents

168 TOTAL

Veterans January–December 2014

VETERANS



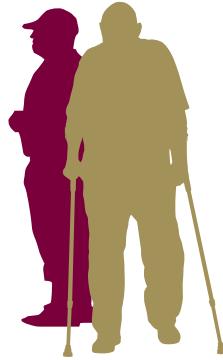
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130



11

3

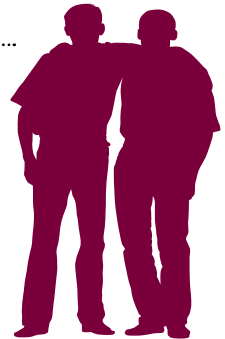


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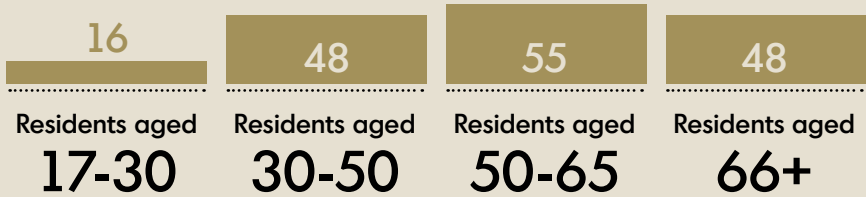
Residents with war pension or AFCS awards

67

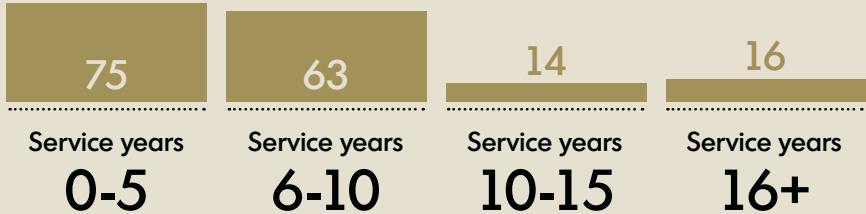
Residents with disabilities or long term health conditions (mental or physical)



AGE RANGE



YEARS SERVICE



21

Residents taking
up employment or
education in 2014



31

Residents moved on into
tenancies in 2014



Patron's Foreword

2014 was a landmark year for Scottish Veterans Residences and it gives me great pleasure to introduce the report for this year.

In October I was delighted to open Bellrock Close, a purpose built transitional support service and the organisation's first new residence since 1933. The practical and striking design of the buildings complements the innovative approach to supporting vulnerable veterans who are struggling with adapting to life outside the military.

I was particularly pleased by the strong commitment to working in partnership with other organisations from the voluntary and civic sectors in order to provide the best service for our veterans. It was most rewarding to meet many of the funders of the project along with representatives from other military charities, civic institutions and the Armed Forces



His Royal Highness meets Bellrock Close tenant Mr James Lafferty in his new, fully adapted flat

at the opening event. Bellrock Close represents an outstanding continuation of SVR's long held purpose: to provide a place where the community can repay its debts to those who have served it so well.

HRH The Duke of Gloucester
KG GCVO
Patron

“ I was particularly pleased by the strong commitment to working in partnership with other organisations from the voluntary and civic sectors ”

Chairman's Introduction



On behalf of the Trustees, it is my pleasure to submit the Annual Report and Accounts for the Scottish Veterans residence for 2014.

I am also pleased to include information about the Scottish Veterans Housing Association Limited which manages the residences of Rosendael, Whiteford House and Bellrock Close and the development strategy to meet the future needs of the organisation.

We were hugely honoured this year to welcome our Patron, His Royal Highness The Duke of Gloucester KG GCVO to open our new development in Glasgow, Bellrock Close. The culmination of many years of research, planning, fundraising and oversight, Bellrock Close is an outstanding example of what can be achieved with partnership working and determination. We are most grateful to the Scottish Government for the Housing Association Grant and to all of the funders of the project without whom this great facility would simply not exist.

The completion of the project is also a demonstration of the resolve of the Committee of Management to adapt to the changing needs of our veteran population. Commencing



the development in a time of economic downturn required careful management of risk and a resilient sense of purpose. The building was constructed and finished to the high quality we strive to provide for our veterans while leaving both SVR and SVHA in a sound financial position. This will ensure that we will be able to act with flexibility and independence in the future as the veterans community changes. 2014 has seen the last of our combat forces in Afghanistan: we support veterans of that war along with those of a conflict 70 years earlier. The only certainty is change and we are determined to ensure that our veterans will find shelter and assistance from SVR for as long as it is needed.

Major-General Mark Strudwick CBE
Chairman of the Trustees

Chief Executive's Report



I am pleased to report that in my first full year as Chief Executive of Scottish Veterans Residences and Scottish Veterans Housing Association we have enjoyed an exceptional 12 months.

The opening of Bellrock Close in Glasgow, our new, purpose built transitional service was undoubtedly the highlight of the year. Visitors have, without exception, been impressed with the excellent quality of the finished building; a testament to the design team led by MAST Architects and the contractors McTaggart Construction, as well as the tremendous hard work of our team. Focussing on helping younger veterans to make a successful transition to civilian life, Bellrock Close is a new paradigm for SVR. Demand for the service was as high as we expected and by the end of the year Bellrock was at 75% occupancy. The project also included 21 mainstream flats available for veterans to rent and these have proved enormously popular with all the flats being occupied before the end of the year.

Elsewhere, Rosendael in Broughty Ferry enjoyed a very successful Founders Day in May. It was an opportunity for residents, staff and guests to reflect on the sacrifice and generosity of the Kyd family who gifted Rosendael to SVR. Later in the year our Chairman planted a tree at Rosendael to mark the centenary of the First World War and to remember the hundreds of residents who had survived the conflict and who spent some or all of their remaining lives at Rosendael.

The Great War was also remembered at Whitefoord House in Edinburgh where memorial plaques (discovered stored in the loft) were beautifully restored and rededicated at an uplifting but sadly rather damp Garden Party in September. The event was a wonderful opportunity to invite many supporters, friends and colleagues to view the transformation of the attic at Whitefoord into 6 spacious en-suite rooms. The previous gym was relocated to a more soundproofed area in the attic and furnished with televisions and sound systems to rival any private gym.

Our residents have enjoyed a range of activities in what has been a remarkable year for Scotland. We had a strong contingent attend at the excellent Armed



Transformation: from brownfield site to Bellrock Close



Forces Day National Event at Stirling. This was quickly followed by the kind gift from the Scottish Government of tickets for veterans to some of the Glasgow Commonwealth Games events and the practice day for the Ryder Cup.

December saw our Administration and Human Resources Manager, Maurice Rourke, retire after 25 years of exceptional service to this organisation along with his wife, Anne, who has been the Laundress at Whitefoord House for 7 years. We wish them both well

It has been busy and highly rewarding year for the staff of SVR, I look forward in the coming years to further enhancing the service and support that we provide to our veterans – they are at the heart of all that we do.

Phil Cox

Chief Executive

Bellrock Close Royal Opening



His Royal Highness The Duke of Gloucester KG GCVO is greeted by SVR Chairman Major General Mark Strudwick CBE, SVR Chief Executive Phil Cox and Bellrock Close Manager Eddy Gorman.



We were delighted to welcome representatives from the Royal Navy, British Army and RAF.



Keith Brown MSP, Scottish Government Veterans Minister and local MSP Paul Martin.



The RVS Café team.



Bellrock Close Support Worker Davie Timmins QGM shows His Royal Highness the gym.



Senior Support Worker Suzanne Duffy explains the support programme in one of the wheelchair adapted flats.



The Royal Navy make the day really special with a display from the HMS GANNET SAR Flight.



A lighter moment with the Fundraising and Marketing Manager.



The formal opening of Bellrock Close by His Royal Highness on 15 October 2014 was the culmination of 8 years of research, planning, fundraising, designing, building and preparation.

Staff

Andy Lynch has just taken up a post as Trainee Support Worker at Rosendael. Unusually, he was previously a resident at Rosendael and feels that his experiences and background enable him to really understand the veterans that he supports. He explains in his own words:

My upbringing was really hard. When I was 2 I was put into care by my parents and although I went back to live with my Dad later it was tough. I had holes in my shoes. There was no love and affection in my life. I left home at 16 and started an apprenticeship: I had a mortgage by the time I was 18 and got married at 21. I joined the Parachute Regiment TA (10th Battalion Mortar Platoon) and got my red beret and wings. I loved it, did lots of additional time and thought about joining up full time but wanted to finish my apprenticeship.

Life was still difficult; I got divorced and had a traumatic experience when a parachute canopy collapsed on a jump. I got depressed and tried to take my own life when I was 32. I travelled around but still felt lost and lonely. I came home eventually after my half-brother took his own life. I didn't know where to turn when I came back to Essex, but a Housing Officer asked if I had been in the



Andy Lynch

military. He referred me to Veterans Aid in London and a new chapter started in my life.

Initially at Veterans Aid I felt embarrassed about asking for help but the staff there reassured me. They suggested I try Rosendael: I wasn't sure but at that time had nothing to lose. Coming to Rosendael was amazing, a beautiful mansion, an en-suite room, it was so clean with great food and the support was really good. I started to really settle down. I also started helping out with some of the residents and when I was ready to move on the



Rosendael

support team suggested work in the social care sector. I volunteered with Action on Hearing and my work led to an award which I am really proud of. I completed some courses and at the same time my Support Officer helped me get my own flat and SSAFA helped with white goods and new carpets.

After moving out I used to come back and help with residents, I still loved Rosendael. The management staff recognised that I had some potential and arranged to take me on as a Trainee Support Worker. I can't thank them and the Chief Executive enough for giving me the chance. With care work I feel that I am half way there: I know what it's like not to be cared for, to be homeless and suicidal. It's more than just a job to me. It's given me a new lease of life, without SVR I would still be lost. I know how people feel when they walk through that door and I want to help them the way SVR has helped me.

With the opening of Bellrock Close in Glasgow our team has grown to just under 60 staff members.

Vitaly, each residence is headed by a fully qualified Registered Manager and the support staff are qualified to a minimum of SVQ level 2 in Health and Social Care, with many with higher qualifications. Also importantly, each residence has a number of veterans on the staff and in Head Office there is over 70 years' combined military experience. Employing veterans to help veterans has been a feature of Scottish Veterans Residences since its very beginning, with the original Chief executive re-joining the Army to fight in the First World War (read more on this on page 15).

Whitefoord House



Whitefoord House Garden Party in September: opening of the Attic rooms (front cover); General Strudwick tries out the new gym; a buffet lunch from our chefs John and Jocky; and rededication of war memorials.



Rev Neil Gardner rededicates the memorials.



Refurbished memorial board.



Visit from 4 Para to Whitefoord House (above), and (below), residents meet the First Minister and Presiding Officer on Armistice Day.



The Not Forgotten Christmas Party in Edinburgh.

Rosendael

Founders Day at Rosendael



Visit by Rt Hon David Mundell MP, Parliamentary Under-Secretary (Scotland Office)



Visit by Keith Brown MSP



Armed Forces Day National Event, Stirling (above and right).



Christmas at St James' Palace with The Not Forgotten Association.



Remembering Rosendael's First World War Veterans



SVR and The First World War

Founded in 1910, SVR was in operation well before the War to End All Wars which inevitably left its mark.

In 1914, as huge numbers began to be called up 'A' and 'C' Companies of the 4th Battalion Royal Scots were billeted at Whitefoord House and in January 1915, 117 men of the National Reserve billeted in the Residence.

The Superintendent of Whitefoord House, Mr Murphy, joined up and became a Prisoner of War in 1914, he was not repatriated from Germany until the Summer of 1918. Sadly Mr Murphy's imprisonment had taken its toll and he died on 1st November 1918. He was buried with full military honours attended by a party of veterans from the residence.

The Secretary of the Residences, Captain W B Johnstone Reid of Milnathort died of wounds received in action in May 1915. A portrait of the late Captain Reid was commissioned as a memorial and now hangs in the Boardroom at Whitefoord House.

Another of the Scottish Naval and Military Residences Executive Council members, Lieutenant Colonel James

Clark CB KC DL was killed in action at Hooge on the 10th May 1915. We also know that at least four sons of Executive Council members died in the conflict:

Bereaved families often commemorated their loved ones by sponsoring beds or dormitories at Whitefoord House. Each donation was marked with a plaque remembering the courage of our servicemen and that of the family and friends they left behind. Sadly not all of the plaques have survived but those that we have relating to the First World War have been remounted with the help of the staff and members at the Scottish War Blinded centre at Linburn, for which we are most grateful.

Although it did not open until 1933, our residence Rosendael in Broughty Ferry is intrinsically linked to the First World War, having been gifted to the charity by the Kyd family who lost their son Frank Proctor Kyd at the Battle of The Somme. Frank was a Second Lieutenant in the East



Captain Johnstone Reid, Secretary of SVR, died of wounds May 1915.



2Lt Frank Proctor Kyd.

Surrey Regiment and was killed in action on 18 August 1916 at the age of 28. When Frank's father John Kyd died, his sister Mrs Gibson gifted his home Rosendael along with an endowment of £5,000 to the Scottish Veterans Residences.

Records at Rosendael show that over the years it has been home to 636 veterans of the First World War. There are no surviving equivalent records for the Edinburgh residence but it can conservatively be estimated that at least 2,000 veterans of the Great War found comfort and shelter at Whiteford House.



Some of the refurbished plaques.

SVHA Review Of Operations 2014

By the end of 2014 Scottish Veterans Housing Association owned a total of 45 mainstream flats and 161 flats/bedrooms in supported accommodation. Residents and tenants rated the service very highly with a satisfaction rating of over 96% for overall service provision and over 98% for value for money.

We carried out a number of minor refurbishments of mainstream flats which became void during 2014, on changeover of tenant, ensuring that all the Association's properties remained 100% compliant with the Scottish Housing Quality Standards.

The long established residences of Whitefoord House in Edinburgh and Rosendael in Broughty Ferry, Dundee, with 87 and 44 en-suite bedrooms respectively, continued to operate with very good occupancy levels. During the year 168 veterans received support in residence with 31 being assisted to move on to mainstream tenancies.

Demand for the accommodation and support offered by the association has been steadily increasing due to greater partnership working with agencies and local authorities to identify veterans in need. As a

result a project was undertaken to develop under-utilised attic space at Whitefoord House. The project was budgeted at £440K but completed in September 2014 for £360K delivering an additional 6 high quality en-suite bedrooms, additional office space for support staff and fantastic new gym facilities.

The major event during 2014 was the completion and handover of the Bellrock Close project in Cranhill, Glasgow during September 2014. This £6.9M development provided much needed mainstream and transitional supported accommodation to the West of Scotland where significant numbers of veterans are homeless or at risk of homelessness. The level of demand is evident as all 21 mainstream and 30 supported flats were fully occupied with waiting lists just 4 months after the site opening.



Bellrock Close Opening Day

Bellrock Close has just 30 flats for veterans needing transitional support so the Association has put in place a significantly enhanced staffing structure help to speed up the process. The project is already bringing together a wide range of organisations to deliver transitional support that will enable veterans to move on to mainstream properties with the skills to sustain these tenancies.

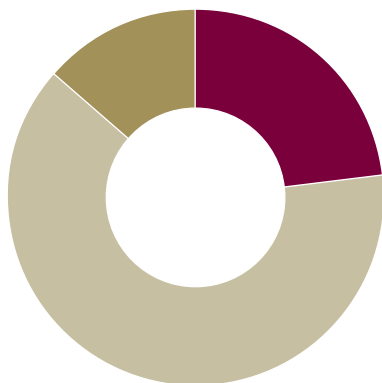
2014 was an extremely challenging but highly rewarding year for the

Association. We enhanced our existing facilities and undertook a major development that increased property holdings by nearly 1/3 to help address a significant unmet need of veterans in the West of Scotland. During 2015 we will evaluate, review and enhance the services we offer to ensure that we continue to offer the best possible support to veterans, assisting them to transition wherever possible and providing high quality, long term support where appropriate.

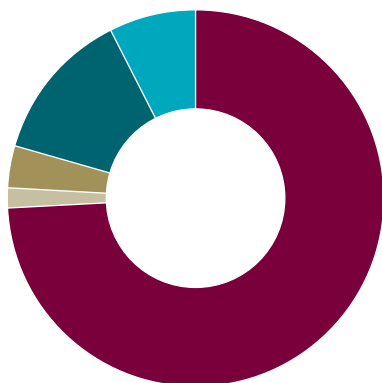
SVR Financial Information

Scottish Veterans Residences

SOURCES OF INCOME	£,000
General Donations	182
Specific Donations (to help fund redevelopment programme)	496
Investment income	105
TOTAL	783



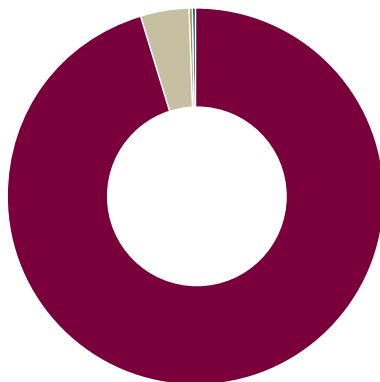
RESOURCES EXPENDED	£,000
Grant to Housing Association (development programme)	501
Grant to Housing Association (other purposes)	12
Grants toward hardship rents	25
Costs of generating funds/ marketing/advertising	87
Administration	50
TOTAL	675



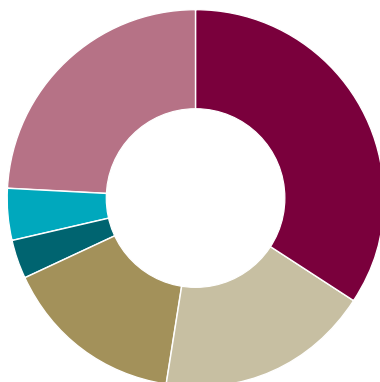
SVHA Financial Information

Scottish Veterans Housing Association

SOURCES OF INCOME	£,000
Board and lodgings	2,452
Supporting People Income	110
Other income	8
Interest receivable	2
TOTAL	2,572



RESOURCES EXPENDED	£,000
Homes - Remuneration	1,102
Homes - Services	593
Corporate Services	496
Reactive Maintenance	109
Cyclical Repairs & Maintenance	141
Depreciation	71
TOTAL	2,512



Balance Sheets

Scottish Veterans Residences Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2014

	2014 £,000	2013 £,000
Fixed Asset Investments	3,728	4,395
Current Assets	252	74
Current Liabilities	(159)	(928)
Net Current (Liabilities)/Assets	93	(854)
Total Assets less Current Liabilities	3,821	3,541
Creditors: amounts falling due after more than one year	0	0
Net Assets	3,821	3,541
Total Reserves	3,821	3,541

Scottish Veterans Housing Association Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2014

	2014 £,000	2013 £,000
Investments	843	0
Housing properties	17,123	13,541
Less grants and depreciation	(15,197)	(12,570)
	1,926	971
Other fixed assets - NBV	67	68
Total Tangible Fixed Assets	1,993	1,039
Current Assets	855	4,393
Current Liabilities	(505)	(2,283)
Net Current Assets	350	2,110
	3,186	3,149
Accumulated Reserves	3,186	3,149
Total Capital and Reserves	3,186	3,149

Governance

Patron-In-Chief

- His Royal Highness The Duke of Gloucester KG, GCVO

Patrons

- Rear Admiral J R H Clink OBE
Flag Officer Scotland, Northern England and Northern Ireland
- Major General N H Eeles CBE ADC
General Officer Commanding 2 Division
- Air Vice Marshal R Paterson CBE OBE
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

- Joanna, Lady Bruntisfield
- 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 S Rowe SG (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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Fax: 0138 273 1681

Bellrock Close

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Registered under the Companies Act 1985 Number SC365592

Scottish Veterans Housing Association Registered Charity Number SC012739