



Annual Report 2008

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



Our Teams

Executive Team

Ian Ballantyne, Chief Executive



Maurice Rourke,
Administration
Manager



New Faces in the Executive
Team:

George Corbett, Property
Manager,
Susie Hamilton,
Fundraising and Marketing
Manager,
Kath Davison,
Administration
Assistant,



Rosendael Team



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

Whiteford House Team



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

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Rosendael residents enjoy a cup of tea and a chat with managers Max and Carole in the refurbished conservatory

Front cover:
Whitefoord
House residents
span the
generations



Chairman's Statement



“throughout 2008 we have continued to support ambitious upgrade programmes at both Rosendael and Whitefoord House”



On behalf of the Executive Council, it is my pleasure to submit the Annual Report and Accounts for the Scottish Veterans' Residences for 2008. I am also pleased to include information about the Scottish Veterans Housing Association Limited, which manages the two residences of Rosendael and Whitefoord House.

This has been another busy and demanding year for the Scottish Veterans' Residences which, despite the worldwide downturn in financial markets, has managed to continue to provide both fiscal and physical support to over 200 ex-service/merchant marine men and women who found themselves in need.

Our goal has consistently been to facilitate the provision of and improvements to the housing conditions and quality of life for the ex-service community who need affordable rented housing, where necessary with support, in Edinburgh and Dundee and equally importantly, to help them maintain that tenancy. To this end, throughout 2008 we have continued to support ambitious upgrade programmes at both Rosendael and Whitefoord House, all of which were completed on time and to budget. In addition, a major new build project of 9 one bedroom flats, on the south side of Edinburgh was started in the early part of the year and this work is due to complete in March 2009 and once again is expected to be within budget.

Funding, as ever, has been the key to enabling us to undertake the various projects I have outlined above. Once again this year, we have been most fortunate in that we have received considerable donations and grants from our many benefactors, especially the ex-service benevolent funds to help meet the majority of the costs. One area of major concern however with regards to funding is the possibility of the loss of Housing Support monies from local authorities, which could directly affect our ability to provide the quality of service our residents' need. Local authorities are currently reviewing Housing Support Funding and we are endeavouring to ensure that they are fully aware of the implications any such reduction would have on our ex-service community.

In my report last year, I outlined our plans for the expansion of our services to other major Scottish conurbations. To help identify a suitable site, we have engaged Jones Lang Latsalle, a specialist company in this field, as our agents and we have restricted our search to the Glasgow/greater Glasgow area. This work is ongoing and we will be well placed to take advantage of opportunities which align with our core functions.

In May, we celebrated the 75th anniversary of the opening of Rosendael, our home in Broughty Ferry. This was a superb day and the management team laid on an excellent presentation to our invited guests, who included the Earl and Countess of Dalhousie and the Lord Provost of the City of Dundee, followed by an outstanding lunch, which was very much appreciated by all.

Chairman's Statement

To consistently achieve such high standards in the charitable housing field we have been well supported by our Executive Council Members and above all by the dedication, hard work and professionalism of our staff, at all levels, led by the Chief Executive. I congratulate them all and thank them for enabling the Scottish Veterans' Residences to prosper in the demanding environment in which it exists. I wish also to convey a particularly strong vote of thanks to Lieutenant Colonel Ian McBain a Trustee and member of the Executive Council, who retired in March after 24 years outstanding service to the organisation.

When you are a successful organisation, how do you shape it for the future whilst maintaining the status quo as a minimum requirement? That is the challenge that the Executive Council has been faced with over the year and one which will dominate our endeavours in the year to come. I have no doubt that we will meet that challenge and the Scottish Veterans' Residences will fill a vital niche for the ex-service community for many years to come.

Major General Mark Strudwick CBE
Chairman of the Executive Council



Lunchtime at Whitefoord House

Chief Executive's Report



“a dynamic organisation, one which is ready and willing to embrace change”



The Scottish Veterans' Residences has continued to support the ex-service community throughout 2008 and the demand for this support shows no sign of diminishing. All our endeavours therefore have been directed to ensuring that we are in a position to meet that need and we have continued to build and define the definitive Scottish Veterans' Residences philosophy.

This philosophy is the cornerstone of all that we do and is encapsulated in our Mission Statement:

'The Scottish Veterans' Residences is to promote the provision of the best quality of support and accommodation to as many ex-service/merchant marine men and women as possible who find themselves in necessitous circumstances for as long as that need is there'.

To meet this commitment we have continued to support improvements to the residences of Rosendael and Whitefoord House throughout the year. At Rosendael, the room upgrades have been successfully completed and now all 45 rooms have en-suite facilities, a major contributor to giving the residents their privacy, independence and dignity in line with our modus operandi. Several of the communal areas have been refurbished and redecorated and without doubt, Rosendael is now very much a jewel in our crown.

The kitchen at Whitefoord House has also been upgraded and now boasts a state of the art facility which meets all the statutory regulations and is a far better working environment for our catering staff. In my report last year, I mentioned the creation of a fitness centre as a result of consultation with several our residents who suffer from Post Traumatic Stress Disorder. I am delighted to report that we have created a small gymnasium, which not only helps with the therapy for that particular element of our client group but also encourages other residents and staff to keep themselves fit. This has proved to be a most successful development and our thanks go to the Army Benevolent Fund for the provision of the Grant to buy the gym equipment.

The major project over the past year however has been the development of the 9 flats at Gilmerton Road in Edinburgh and as the Chairman commented in his report, it is expected to complete on time and to budget in March 2009. Applications for the flats are now being received and a waiting list is quickly building up. It is anticipated that the first tenants will be in situ by the end of April 2009.

As ever, staff training has continued over the year and more members have passed the various SVQ qualifications so necessary to fully meet the requirements of their support and care roles. This is no mean feat for them and they are to be congratulated.

Chief Executive's Report

There have been changes in the senior management team over the year as we sadly said farewell to Marion Anderson our Fundraising and Marketing Manager, but I am delighted to report that Susie Hamilton took on the role in September. We also welcomed George Corbett in the new position of Deputy Chief Executive and Property Service Manager in August. His new role gives him responsibility for all aspects of our properties and he will be instrumental in developing our internal/external compliance and quality control systems.

In November, we entered into a formal Alliance with Veterans Aid, a major ex-service charity for the homeless in London as part of our endeavours to further support the needy ex-service men and women. Already it is bearing fruit and we have accommodated several former members of the Armed Forces who otherwise would most probably have ended up sleeping rough on the streets of London.

Very much linked to this type of support, we have set in place a financial support package available to those ex-service people who are on Job Seekers Allowance and find it very difficult to meet the cost of living when in our homes. This is another example of the Scottish Veterans' Residences listening to our client group and producing a workable solution to a particular situation, much to the relief of the individuals involved.

The Scottish Veterans' Residences continues to be a dynamic organisation, one which is ready and willing to embrace change and above all else is totally committed to the support of those less fortunate former members of the Armed Forces and Merchant Marine for as long as that need is there.

Lieutenant Colonel Ian Ballantyne FCMI
Chief Executive



Whitefoord flat tenant Donald with Support Supervisor Vera

Meeting Needs

“One of the key strengths of SVR has been that our services have developed to meet the changing needs of veterans.”

SVR was founded in 1910 by two officers of the Seaforth Highlanders, Charles Pelham Burn and Chilton Lind Addison Smith, in response to the terrible living conditions endured by the veterans of the day. Since then our residences have grown and changed considerably, but the need to provide accommodation and support to ex-service and merchant marine men and women remains as strong now as it did 99 years ago.

The first residence was Whitefoord House in the Canongate in Edinburgh which opened its doors in 1910. Beds were either sponsored by a regimental association or the veterans could work at sorting rags and making up bundles of faggots to pay for their bed and board. In 1932 we were gifted Rosendael, a fine mansion house in Broughty Ferry near Dundee. Our accommodation was initially barrack-style dormitories, but as the years progressed it was acknowledged that the dignity and



A Whitefoord House dormitory in 1910

privacy of residents were better served with single en-suite rooms. The conversion to all single en-suite rooms has been a massive project and was finally completed in 2008 when the remaining seven rooms at Rosendael were refurbished. While this project has been going on, we perceived that there was an acute shortage of independent housing for veterans who were ready to move on again into mainstream society. This prompted us to convert a tenement at Whitefoord House into 11 independent flats. Opened in 2005 these flats were a huge success, enabling veterans to move into high quality, affordable

Sid in his one bedroom suite at Rosendael

accommodation. The success of these flats led to the Gilmerton project to build 9 one bedroom flats

on the site of the Murray Home, formerly owned by SVR. Due to open in 2009, the flats already have a waiting list for residents. Our portfolio now comprises 128 en-suite rooms and 12 independent flats with the 9 new flats in the pipeline. We hope to expand SVR's unique, unrivalled services to other parts of Scotland as part of our strategy to keep meeting the needs of today's veterans, and be ready for those of tomorrow.



Alliance In Action

“ I welcome this partnership of two highly successful providers of support to homeless veterans ” **Kevan Jones, Minister for Veterans**



On 5th November 2008 Ian Ballantyne and Dr Hugh Milroy, Chief Executive of Veterans Aid, the London based charity which assists homeless veterans, signed a unique alliance agreement. The agreement formalised an arrangement that had been ongoing for a number of years, whereby Veterans Aid would refer homeless veterans to SVR for accommodation. Several residents have come to SVR from veterans Aid since the alliance was signed.

Jock's story: 'Veterans Aid and SVR saved my life'

Jock, 43, served in the Black Watch for four and a half years then left the Army and settled in London. His problems began with a car accident. This was followed by an emotional breakdown after which his business failed and his long term relationship ended. Eventually Jock was evicted and ended up rough sleeping in London for six months. He became severely depressed and tried to commit suicide several times. Realising that he needed help Jock contacted Veterans Aid. Jock says he will never forget the Friday that he visited VA's Buckingham Palace Road centre. Given the chance to return to Scotland, he liked the look of the Whitefoord House and accepted a place. He remembers arriving at Whitefoord and being shown to his en-suite room, just 10 days after first contacting Veterans Aid. He recollects: 'I had lost all confidence and self respect. Just talking to the people at Whitefoord, staff and residents, made a massive difference. They helped me get back my self-esteem, just by being able to talk to people who understood. Arriving at SVR was like going back to a family.'



Nine months later Jock was back on his feet. He started to help out with driving and maintenance at Whitefoord on a voluntary basis, to give something back to the place that had done so much for him.

'I was at rock bottom when I got to Whitefoord' he recalls, 'but it was the best thing I could have done. I haven't looked back. Veterans Aid and SVR saved my life'.

Raising Standards

Renovating and Improving Our Accommodation



Rosendael residents enjoying the snooker room

At Whitefoord House the kitchen and serving area were very out of date and in need of total renovation. This substantial project was carried out

2008 saw the completion of major renovation programmes at both Rosendael and Whitefoord House. The Rosendael project encompassed a replacement central heating system, installing en-suite facilities in the remaining rooms that were lacking, complete replacement of the kitchen facilities and renovation of the public rooms including the Snooker Room and Conservatory. Altogether the 3 phase project had taken 3 years and £1M and has resulted in first class accommodation and facilities.

The refurbished conservatory at Rosendael



The new hot counters at Whitefoord House

thanks to generous support from Scottish War Blinded, the Army Benevolent Fund, Seafarers UK and Queen Mary's Roehampton Trust. The new kitchens are a huge improvement in layout and comply with all relevant legislation. The serving area was also improved making it easier to deliver 83 meals, three times a day. Mealtimes are of fundamental importance, not only providing nutritious food but also giving a real sense of community and a focus to the day.

Raising Standards

Renovating and Improving Our Accommodation



On Wednesday 23rd January 2008, Colonel Paul Cummings, Director of Welfare for the Army Benevolent Fund officially opened the new "Kevin (Sandy) Sanderson Gym" in the attic of Whitefoord House. This gymnasium was created using a generous grant of £15,000 from the Army Benevolent Fund following a request from the younger veterans who are residents of Whitefoord House. The gymnasium was named in memory of Mr Sandy Sanderson who

was the Manager of Whitefoord House and who originally had the idea of converting the attic space into a gym. Tragically Mr Sanderson died very suddenly last year before the project was completed.

Many of our veterans, both young and old, suffer from Post Traumatic Stress Disorders, Arthritis and other debilitating

illnesses as a result of their time in the Armed Forces. Regular exercise can help improve many of these conditions and the gym has proved to be a very popular and



beneficial addition to the facilities at Whitefoord House. Later on in the year further equipment was purchased for the gym with the aid of a grant from Poppyscotland.



Poppyscotland generously supported SVR once again in October with the award of a grant to refurbish the Maclagan Room. It had doubled as a dining room at Whitefoord House while the kitchen refurbishment took place and the additional wear and tear took its toll on the carpet and furnishings. The refurbishment is due to take place in 2009.

Special Occasions

Celebrations and Events

Rosendael's 75th Anniversary



Rosendael Celebrated 75 Years on 6th May with a wonderful presentation and lunch attended by The Earl and Countess of Dalhousie and the Lord Provost of Dundee. The impressive cake was kindly donated by Goodfellow and Stevens & Co of Dundee.



Whitefoord House Bowling Tournaments

The all weather bowling green showed its worth in the wet Summer, hosting bowling tournaments for staff and residents and against other local teams.

Days Out

Rosendael residents had an opportunity to relive their youth as the annual mystery tour took them to Blair Drummond Safari Park. Whitefoord House residents enjoyed some sea air on a day trip to Dunbar.

Not Forgotten Association Christmas Party

A group of residents and staff from Rosendael made the trip to London in December to attend the Not Forgotten Association Christmas Party. It was an appropriately unforgettable occasion with many of the group delighted to meet Dame Vera Lynn.



Fundraising and Events

Running, Walking and Jumping for SVR

In the summer Marion Anderson handed over the post of Fundraising and Marketing Manager to Susie Hamilton. Despite the terrible weather, supporters, volunteers, residents and staff took part in a host of fundraising activities around the country.

Marathons

A team of four runners from RAF Leuchars ran the Edinburgh Marathon for SVR in May, raising a magnificent £ 1500. Richard Hannah, from Edinburgh also ran for us, raising nearly £300. In October Christine Torrance completed the gruelling Loch Ness marathon, raising over £300.

The RAF Leuchars Edinburgh Marathon team



Andrew, Tabitha and Baxter

Falkirk Wheel Abseil

On 23 September fearless Whitefoord House resident Jock Hingston abseiled from the Falkirk Wheel in aid of SVR.

The Great Scottish Walk

In June, SVR supporters Andrew and Tabitha Hendry and four legged fundraiser Baxter walked the 12 mile route around Edinburgh raising a fantastic £461.50



Jock ready to jump

Fundraising and Events

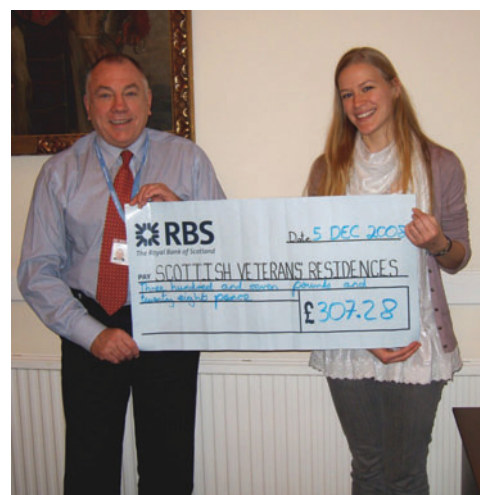


Supporters and Volunteers



The Scottish Prison Service Association selected SVR as their chosen charity for 2008. Members of the association visited Whitefoord House in May, presenting the Chief Executive with a very generous donation of £750

Christine Torrance visited Whitefoord House in December to present a very impressive cheque for £307.28 raised by running the Loch Ness marathon.



Highland Games and Shows

The SVR stand was out and about all summer, manned by staff, volunteers and residents. Starting with the Atholl Gathering in May and including the Caledonia Show, Callander, Stirling, Loch Lomond and North Berwick Highland Games, Leuchars Air Show and finishing with the Faslane Fair in October. Although frequently under water, the enthusiasm of volunteers and residents was unquenchable and the outdoor events raised a total of £1,648



Volunteer Derek manning the stand

Building the Future

“ Affordable rent flats—the next step for independent living. ”



SCOTTISH WAR BLINDED



Work starting on the original stable block

Following on from the tremendous popularity of the 11 flats at Whitefoord and one at Rosendael, the need for more of this type of accommodation became very clear. Our project to build 9 new independent flats got off to a flying start with the generous support of Scottish War Blinded, the RAF Benevolent Fund and Seafarers UK. Four ground floor and five first floor flats have been created from the old stable block at the site of the Murray Home in Gilmerton, Edinburgh. The flats are due for completion in Spring 2009.



RAFBF
THE HEART
OF THE RAF FAMILY

Ian Ballantyne accepting a very generous grant of £40,000 from Bob Kemp of the RAF Benevolent Fund



The natural stone exterior of the stable block has been preserved.

Report of the Committee of Management

The Committee of Management present their Annual Report and audited Financial Statements for the year ended 31 December 2008.

ACTIVITIES

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

REVIEW OF OPERATIONS

The Scottish Veterans Housing Association remains in excellent shape and 2008 has been one in which the organisation has continued with improvements to its current housing stock and excitingly, for the first time in many years, has ventured into the development of new mainstream flats in Edinburgh.

Considerable upgrade programmes have taken place in the two Houses of Multiple Occupation, Rosendael in Broughty Ferry, Dundee and Whitefoord House in Edinburgh.

In Rosendael, all of the 45 rooms are now en-suite and the Library, Snooker Room and Conservatory have been refurbished and redecorated throughout and both residents and staff are delighted with the end product.

Upgrade work has also taken place in Whitefoord House throughout the year with the complete re-design and installation of a new kitchen, the creation of a fitness centre in one of the attic spaces and completion of the carpeting of the corridors in the main buildings.

The major work however has undoubtedly been the building of 9 new one bedroom flats on ground we own on the south side of Edinburgh. The contract for the build was given to Cornhill Building Services and worked commenced on site in January 2008. The project has gone very well and the completion date is expected to be in March 2009. Already we are amassing a sizeable waiting list for the new properties and we hope to have our first tenant into a flat in April 2009.

The cost of this work is in the region of £1.2M and I am delighted to report that as a result of going into development partnership with Hillcrest Housing Association we were able to qualify for a Housing Association Grant of some £690K from the then Communities Scotland through Edinburgh City Council. The relationship with Hillcrest Housing Association has been first class and their supervision of the development of the project on our behalf, very reassuring. At the end of the project I have no doubt that the flats will fully meet the Scottish Housing Quality Standard and will prove to be a pleasant place to live for those who occupy them.

Scottish Veterans Housing Association



Although we were successful in our application for a Housing Association Grant, it still left a considerable capital shortfall for us to meet. However, with the tremendous financial support of the Scottish National Institution for the War Blinded, the Army Benevolent Fund, the Royal Air Force Benevolent Fund, Seafarers UK and many other charitable trusts and funds we reached our financial goal: thank you all.

In the coming year we are looking at renewing the main roadway into Rosendael, which is in poor condition and we intend to incorporate a footpath for our residents as currently both residents and vehicles have to use the road as the only means into the residence and this is by no means ideal.

At Whitefoord House the Maclagan Room will be slightly redesigned to incorporate a disabled toilet facility, a staff training room, a redesigned shop/café and then completely re-decorated. In addition, it is our intention to create more space for the Whitefoord House management team and the care/support staff which is currently cramped to say the least.

The executive team has also seen changes over the year with George Corbett taking over the new post of Deputy Chief Executive and Property Service Manager and Susie Hamilton assuming the role of Fundraising and Marketing Manager. Staff training has continued apace and more of our support team have gained their SVQ and others at all levels are continuing to undertake various courses to enable them to register with Scottish Social Services Council later in 2009.

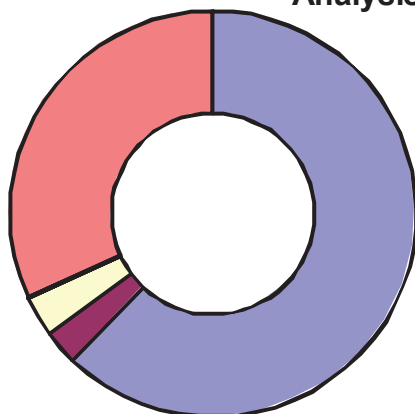
Very much linked to this, we were aware that some tenancies can fail and in an endeavour to prevent 'revolving door' homelessness where people, for whatever reason, do not have the skills or knowledge to sustain the tenancy, we have provided them with Housing Support. This has been and continues to be a costly evolution for the Scottish Veterans Housing Association in terms of facilities and staff training, both initial and ongoing, to meet the regulatory requirement of the Scottish Social Services Council criteria for support staff and the Scottish Commission for the Regulation of Care Standards. At present the cost of this Housing Support is covered, in the main, by money we receive from the Local Authority for that purpose. There is an ongoing review being undertaken by Local Authorities and the prognosis is not encouraging that Housing Support funding in its current format will continue. This is a major funding stream for us and it would be a serious setback if we were forced down the route of withdrawing housing support from our residents through lack of statutory funding. The Chief Executive will closely engage in negotiations with the Local Authority over the coming months.

As ever I am indebted to the members of the Committee of Management of the housing association for their continuing support throughout the year and of course we all recognise the outstanding dedication and professionalism of the Chief Executive, the Management Teams and Staff at all levels to enable the Scottish Veterans Housing Association to be at the forefront of supporting the needy ex-service men and women.

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

SVR Consolidated Information

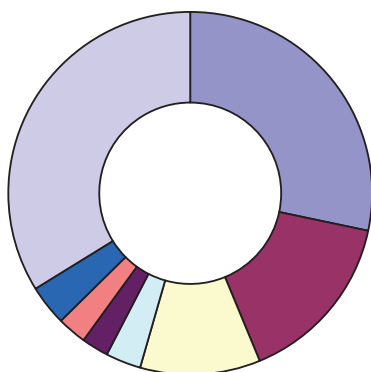
Analysis of Income



SOURCES OF INCOME

		£'000
Income From Residents	62.1%	2,105
General Donations	2.8%	94
Investment Income	3.2%	110
Rental Income	0.0%	1
Other Income	0.1%	3
Specific Donations (to help fund redevelopment programme)	31.7%	1,074
		3,387

Analysis of Expenditure



RESOURCES EXPENDED

		£'000
Homes - Remuneration	28.3%	803
Homes - Services	15.4%	438
Corporate Services	10.7%	303
Repairs	3.1%	89
Cyclical Repairs & Maintenance	2.4%	68
Depreciation	2.6%	74
Costs of generating funds/marketing/advertising	3.6%	102
Grant to Housing Association (to help fund redevelopment programme)	33.8%	959
		2,836

SVR Consolidated Information



BALANCE SHEET AS AT 31 DECEMBER 2008	2008	2007
	£,000	£,000
Housing Properties	9,850	8,386
Less Grants & Depreciation	-8,767	-7,194
	1,083	1,192
Other Fixed Assets	178	217
Investments	2,392	2,408
Total Tangible Fixed Assets	3,653	3,817
Current Assets	1,339	1,505
Current Liabilities	178	420
Net Current Assets	1,161	1,085
Net Assets	4,814	4,902
Designated Reserves	250	200
Accumulated Reserves	4,564	4,702
Total Capital and Reserves	4,814	4,902

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

Patron-In-Chief

His Royal Highness The Duke of Gloucester KG,GCVO

Executive Council

Major General M J Strudwick CBE (Chairman) (Trustee)
 Major R S Salvesen DL (Vice-Chairman) (Trustee)
 The Lady Bruntisfield JP
 Mr R S Burnett MA FRICS
 Reverend NN Gardner MA BD (Trustee)
 Mrs L Gilhooley
 Colonel J R Hensman OBE DL (Trustee)
 Major A G M Jones MA(Hons)LLB
 Major K L Steel
 W G R Thomson Esq. BA CA (Trustee)
 Captain J Tweedie FSI BA(Hons)
 Mrs M S Yool DL
 Commander W D Steele RN (nominated by The Flag Officer
 Scotland, Northern England and Northern Ireland)
 Lieutenant Colonel I Mackie (nominated by The General Officer
 Commanding 2 Division)
 Fight Lieutenant S Bates RAF (nominated by The Air Officer
 Scotland)

Chief Executive

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 ing December 2008 are available from:
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