

## CONTACT US

The Chief Executive  
53 Canongate,  
Edinburgh EH8 8BS

Tel: 0131 556 0091  
Fax: 0131 557 8734

Whitefoord House  
53 Canongate,  
Edinburgh EH8 8BS

Tel: 0131 556 6827  
Fax: 0131 556 8457

Rosendael  
3 Victoria Road,  
Broughty Ferry,  
Dundee DD5 1BE

Tel: 0138 247 7078  
Fax: 0138 273 1681

Website: [www.svronline.org](http://www.svronline.org)  
Email: [info@svronline.org](mailto:info@svronline.org)

## ANNUAL REPORT 2011/12



Scottish Veterans Residences Registered Charity Number SC015260  
Registered under the Companies Act 1985 Number SC365592  
Scottish Veterans Housing Association Registered Charity Number SC012739



## OUR PEOPLE

### THE EXECUTIVE TEAM



Ian Ballantyne  
Chief Executive



Maurice Rourke  
Human Resources and  
Administration Manager



George Corbett  
Depute Chief Executive and  
Property Services Manager



Susie Hamilton  
Fundraising and  
Marketing Manager



Kath Davidson  
Administration Assistant



Yolanda Archibald  
Voids and Allocations Officer

### THE ROSENDAEL TEAM



Max McLennan  
Manager



Carole Martin  
Depute Manager



Marjorie Kelly  
Manager



Colin Smith  
Assistant Manager

### THE WHITEFOORD HOUSE TEAM

## CHAIRMAN'S INTRODUCTION



On behalf of the Trustees, it is my pleasure to submit the Annual Report and Accounts for the Scottish Veterans Residences for 2011. I am also pleased to include information about the Scottish Veterans Housing Association Limited, which not only manages the residences of Rosendael, Whitefoord House and the independent living flats and houses in Edinburgh and Broughty Ferry, Dundee but also the development strategy to meet the future needs of that organisation.

### OUR VISION:

*"To continue to improve the quality of available accommodation, support and services provided to meet any changes in the needs of ex-service people and ex-merchant mariners."*

In this time of a challenging economic climate and fiscal restraint, I am pleased to report that the Scottish Veterans Residences has once again had a very successful year. Our investment portfolio has remained robust, our income ahead of budget, thanks to the tremendous financial support of our many donors, and with the prudent stewardship of the Trustees, we have been able to continue to meet all our financial commitments to the vulnerable veterans.

During the year, one of our Trustees and Vice Chairman, Major Robin S Salvesen DL stood down after over 30 years dedicated service to Scottish Veterans Residences. His outstanding commitment to the organisation and his wise counsel will be sorely missed and we wished him and his wife Sari all the very best for the future.

The year ahead will be a challenging one as we endeavour to build the financial bridge to enable the Scottish Veterans Housing Association Limited to take forward their ambitious and well planned development of 51 flats in the Cranhill area of Glasgow. This development will go some considerable way to help the more vulnerable veterans' based in the west of Scotland, transition from the Armed Forces into civilian life and at the same time will also encompass the needs of those who are homeless, be they single, couples or families.

Once again I am indebted to the commitment of my fellow Trustees and also to the Chief Executive and his staff for their hard work and dedication over the past year, all of which has contributed to the success of the Scottish Veterans Residences.

Major General Mark Strudwick CBE  
Chairman of the Trustees

## CHIEF EXECUTIVE'S REPORT

### OUR MISSION STATEMENT:

*"To provide the best quality of affordable accommodation and care/support to as many ex-service and ex-merchant marine men and women and their spouses as possible, who find themselves in need, for as long as that need is there."*



Throughout the past year, the Scottish Veterans Residences has continued to provide financial support to individual vulnerable veterans as well as vital capital funding for the Scottish Veterans Housing Association in their endeavour to meet the ever increasing housing needs of our client group.

The on-going grant system to help some veterans meet their rent and still have a reasonable disposable income is proving to be very successful and has enabled many veterans to get back on their feet and to have a reasonable quality of life when staying in our residences. The rent waiver scheme is also still available to our residents and linked to the rent grant system, is helping the veteran make a move back into mainstream housing in a timeous and seamless manner.

As the Chairman has already alluded in his statement, the coming year will be a very demanding one on the financial front. Not only will we have to maximise the returns on our investments in a recessionary environment but also continue to follow through on our fundraising strategy for the Scottish Veterans Housing Association £6M project in Glasgow, established last year and which has been successfully implemented by our Fundraising Manager. To date some £4.73M has been raised thanks to our many benefactors, including a substantial Grant from the Scottish Government: a magnificent achievement.

On the marketing front, Scottish Veterans Residences has been present at many national and local events throughout the year using every means at our disposal to lift awareness of our services, that of the Scottish Veterans Housing Association and Veterans Scotland to the veteran's and wider community.

The Scottish Veterans Residences remains committed to providing support for the vulnerable veterans' community for as long as that need is there.

Lieutenant Colonel Ian Ballantyne FCMI  
Chief Executive

## NEW DEVELOPMENT



The Bellrock Crescent development comprises two distinct buildings: one mainstream for permanent let, and one for transitional supported accommodation to house veterans in need of additional support and assistance.

The mainstream block has 21 flats, 2 of which are suitable for wheelchair users. The supported block will consist of two halves – one half is residential, providing 30 short-stay (up to 18 months) 1-bed flats for veterans who have specific housing needs, or require a greater level of support. This area also includes common rooms, a gymnasium and amenities for use by the residents of the building only.



The other half of the building will be the “front of house” or public part, which will contain training facilities, offices, IT resources, health resources and a training kitchen and café and kitchen garden for residents within the facility and other veterans in the area to improve their employment prospects, and get them set up for a life in work.

Unlike previous tenant groups, SVR has identified that veterans are becoming younger, and are looking to provide “transitional” support to give them a better start in mainstream life. The length of the tenancies in the supported accommodation will therefore be limited to 18 months unless in exceptional circumstances. In this way SVR can ensure that 30-60 veterans will be helped every year by this project.



### FUNDING

The total raised or pledged so far is £4.74M. This includes a Housing Association Grant of £2.3M from The Scottish Government and generous support from Scottish War Blinded, Poppyscotland, ABF The Soldier's Charity, the Garfield Weston Foundation, the RAF Benevolent Fund, Seafarers UK and Queen Mary's Roehampton Trust.

### PROGRESS

The site has been purchased and the planning application lodged on 23 December 2011. The tendering for main contractors will commence in January 2012. We plan to start the build in June 2012 and aim to open the development in early 2014.

# A DAY IN THE LIFE OF SVR

**0600** Early start as kitchen staff prepare breakfast



**0800** Care assistants help a resident



**1000** Residents keep shape in the gym



**1200** Gilmerton Tenant Donald McLeod with his dog Biggles



**1400** Support warden chats to residents



**1600** Residents run the shop at Whitefoord



**1800** Dinner at Rosendael



**2000** Residents enjoy a game of snooker



**2200** Rosendael resident Sandy relaxes in his room



# FUNDRAISING AND ACTIVITIES



Rosendael residents on a day out on Loch Lomond thanks to the Not Forgotten Association.



John and Nick from RAF Leuchars ran the Edinburgh Half marathon for SVR, raising £415.



The George Heriots Team with resident Sandy Clark (L) and Chief Executive Ian Ballantyne (R)

## YOUTH PHILANTHROPY INITIATIVE (YPI)

SVR was chosen by teams from George Heriots School and Stewarts Melville College who were both successful, each winning a £3,000 grant for SVR. The grant from Stewarts Melville went towards the boiler replacement at Whitefoord House while the grant won by the GHS team was used to purchase new equipment for the gym.



The Glenrothes CISWO bowling team visiting Whitefoord House to play the all weather green.



Whitefoord residents after a fantastic day's fishing on board the 'Braveheart' out of North Berwick.



The new gym equipment being assembled.



Louise Frame (L) and Jack Waters (R) have now taken up volunteer positions at SVR, helping with social media.



## NATIONAL ARMED FORCES DAY 2011

Tenant Donald McLeod and resident Sandy Clark man the SVR table at Armed Forces Day in Edinburgh. They later had the opportunity to meet HRH The Duchess of Rothesay.



The Not Forgotten Association laid on a wonderful Christmas lunch at Dalmahoy, enjoyed by both Rosendael and Whitefoord residents.



The fundraising stand was out and about in the Summer with our wonderful volunteers raising awareness and money!

## SCOTTISH VETERANS HOUSING ASSOCIATION

### THE COMMITTEE OF MANAGEMENT PRESENT THEIR ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2011.

The Association is solely and particularly concerned with the management and operation of the two Houses-in-Multiple Occupation, Rosendael and Whitefoord House and the provision of affordable rented houses and flats in Broughty Ferry, Dundee and Edinburgh. In addition, the Association is also responsible for developing and subsequently implementing a strategy to help meet the future housing needs of the vulnerable ex-service/merchant marine men and women.

This has been another busy and demanding year for the Association which has seen us continue to provide supported full board accommodation and mainstream move on housing to the vulnerable veterans' community, primarily in Edinburgh and Broughty Ferry, Dundee. What is particularly satisfying to see is the increase in the number of veterans transitioning through our residences back into a more normal lifestyle having regained their self-respect and confidence.

Throughout the year, the West of Scotland Project to build 51 flats in the Cranhill area of Glasgow, which I alluded to last year, has advanced considerably and the proposal was placed before the Glasgow City Council Planning Department in December and we currently await the green light to get the project underway. The Chief Executive will cover this in more detail in the Review of Operations.

Needless to say, funding of the West of Scotland Project has continued to be high on our priority list and I am pleased to report that we have raised some £4.73M out of a projected cost of £6M. To address the shortfall, we are embarking on an ambitious fundraising programme to raise the outstanding balance.

Major Robin S Salvesen DL, the Vice Chairman of the Committee of Management, stood down after some 33 years with the Scottish Veterans Housing Association. Major Salvesen was one of the founding trustees of the Housing Association in 1978 and his dedication and wise counsel will be sorely missed. Mr Bill Thomson has assumed the Vice Chairman role and I would like to take this opportunity to express my gratitude to the Members of the Committee of Management for their continuing dedication and support which is reflected in the continuing strong governance of the Association.

## COMMITTEE OF MANAGEMENT REPORT



There have also been changes to the senior management of the organisation, and during the year, we have said farewell to Mr Jimmy Gage from his post of Manager of Whitefoord House and Mr Victor Thompson from his post as Catering Manager at Rosendael and we wished them all the very best for the future. At Whitefoord House Mrs Marjorie Kelly assumed the mantle of Manager in November and we look forward to working with her over the years to come.

Finally, I would like to thank the Chief Executive and the staff at all levels for their hard work, caring attitude and commitment throughout the year: thank you all.

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

## SVHS REVIEW OF OPERATIONS

Throughout 2011 we have continued to maintain and where necessary upgrade our properties to ensure that we meet the Scottish Housing Quality Standard and also the needs of our residents and tenants.

We have installed a new boiler system into Whitefoord House at a cost of some £110K, which with the addition of new temperature sensors and the insulation of the pipework in the corridors will result in a considerable reduction in our energy use. Very much linked to energy efficiency, we have also fitted all the windows in Whitefoord House with Quatro Seal, a high specification draught proofing system and all the radiators have had reflective radiator panels fitted behind them to reduce the heat loss through the walls.

Other work undertaken at Whitefoord House during the year include a new automatic gate entry system at the rear of the building, replacement of lead water pipes from the mains entry point, seagull pest control measures, internal decoration of some of the stairwells and a complete refurbishment of the executive offices.

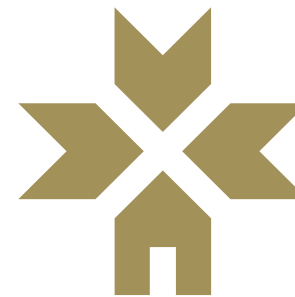
At Rosendael, we have created a new staff changing room and upgraded the perimeter paths to improve the safety of our residents when walking around the site. On the energy saving front, we have upgraded the insulation in the boiler rooms by taking advantage of the Carbon Trust Initiative and considerable savings on energy use are anticipated over the coming years.

Without doubt, however, the main focus of our operations over the past year has been the West of Scotland Project to build 51 one and two bedroom flats in the Cranhill area of Glasgow to provide transitional and move on accommodation for veterans. From an initial outline concept it has developed through all the primary stages from design team selection, land acquisition, stakeholders meetings, wider role consultations and culminating in the submission of the site plans to Glasgow City Planning Department in December. The design team for the project is MAST Associates and our development agents are Thenu Housing Association. Construction will start in 2012 with a completion date at the end of 2013.

SVHA is on the threshold of a major sea change in our operational direction with the West of Scotland Project but our basic raison d'être to help vulnerable veterans remains at the core of all we undertake and the need for our services is as necessary now as it was in 1910.

Lieutenant Colonel Ian Ballantyne FCMI  
Chief Executive.

## A NEW IDENTITY



# SCOTTISH VETERANS RESIDENCES

Rebranding a charity is a big decision and a huge responsibility to everyone involved. As a charity that is over 100 years old it is important we convey the history, the tradition and the work that we do. It's much more than just a logo, it's about showing the positive impact our charity has and the vision for bringing change.

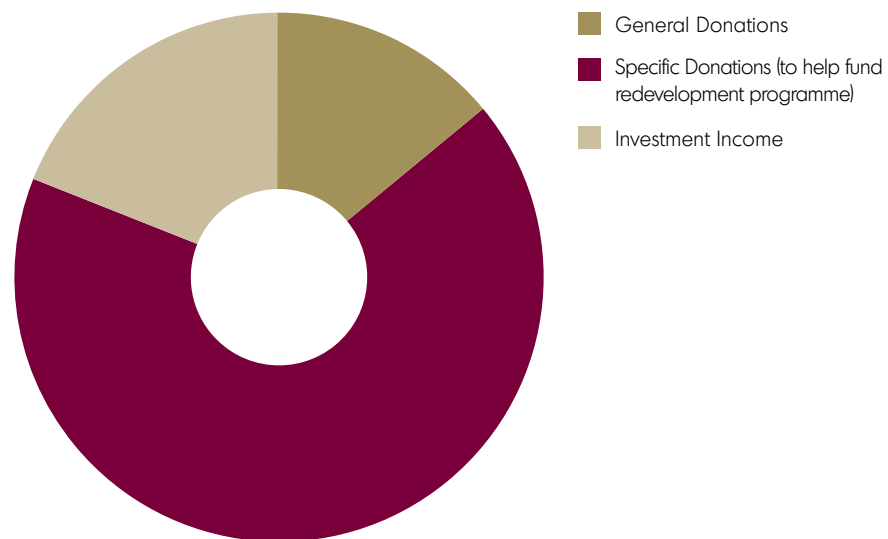
The timing to rebrand coincides with the launch of our new West of Scotland development in a part of the country where there is less awareness of SVR. We want to ensure that our brand presents SVR as a confident, trustworthy organisation that makes a difference to the lives of veterans.

The new identity is one that encompasses SVR as a charity and as an organisation that is steeped in history but has a vision and a plan for the future. Designed to reference the heritage of our Scottish flag, the chevrons reflect the military, sanctuary and visually show a 'coming together'. We have a brand to be proud of.



# FINANCIAL ACCOUNTS – SVR

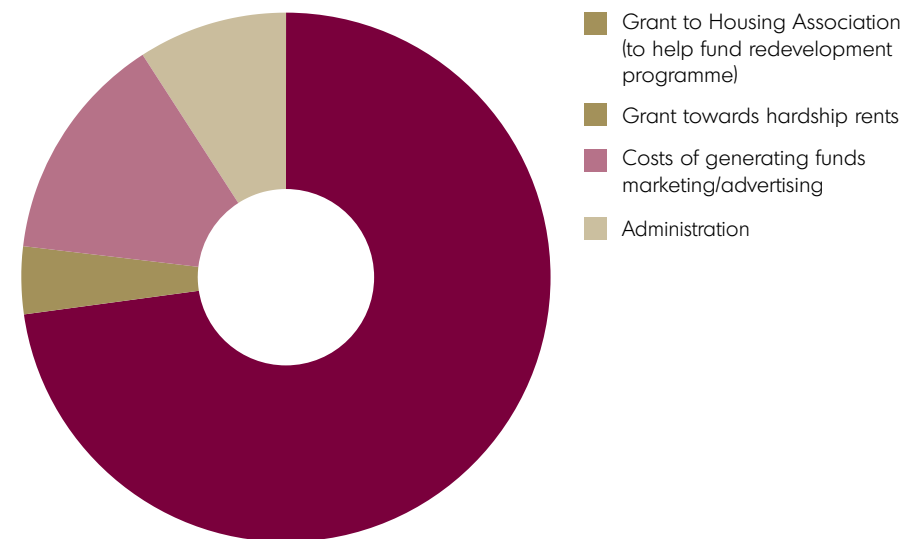
## SCOTTISH VETERANS RESIDENCES ANALYSIS OF INCOME



### SOURCES OF INCOME

		£'000
General Donations	11.3%	74
Specific Donations (to help fund redevelopment programme)	72.1%	474
Investment Income	16.6%	109
		<b>657</b>

## SCOTTISH VETERANS RESIDENCES ANALYSIS OF EXPENDITURE

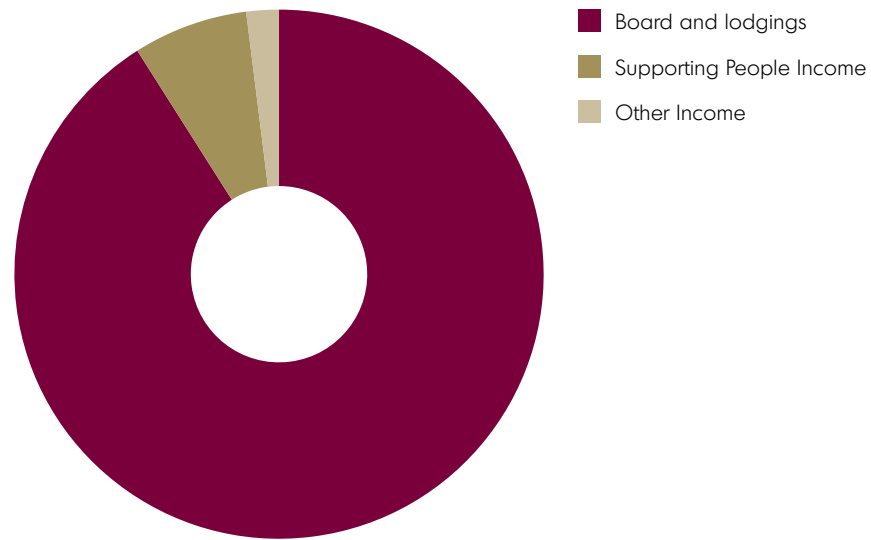


### RESOURCES EXPENDED

		£'000
Grant to Housing Association (to help fund redevelopment programme)	76.1%	468
Grants towards hardship rents	4.1%	25
Costs of generating funds marketing/advertising	11.0%	68
Administration	8.8%	54
		<b>615</b>

# FINANCIAL ACCOUNTS – SVHA

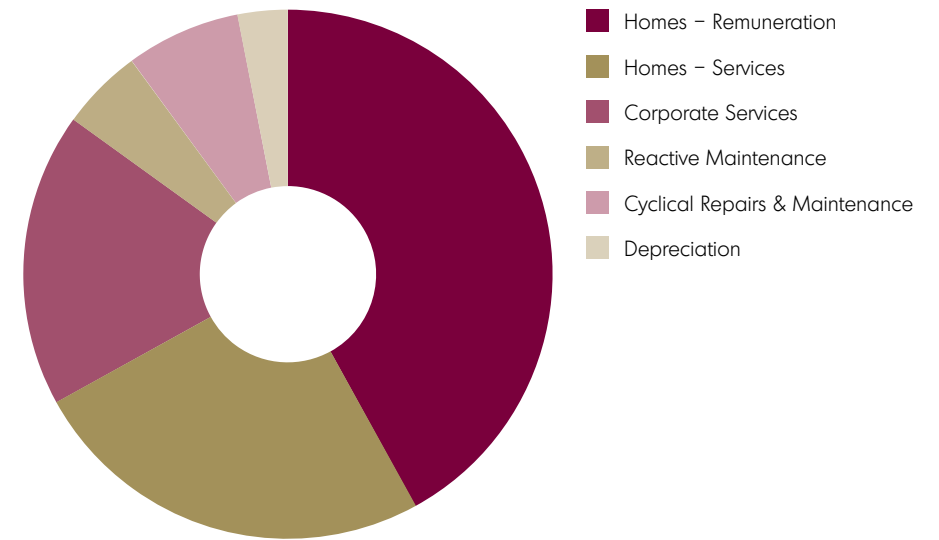
## SCOTTISH VETERANS HOUSING ASSOCIATION ANALYSIS OF INCOME



### SOURCES OF INCOME

		£'000
Board and lodgings	93.2%	2,100
Supporting People Income	5.2%	117
Other income	1.6%	37
		<u>2,254</u>

## SCOTTISH VETERANS HOUSING ASSOCIATION ANALYSIS OF EXPENDITURE



### RESOURCES EXPENDED

		£'000
Homes – Remuneration	42.4%	842
Homes – Services	24.4%	484
Corporate Services	17.6%	349
Reactive Maintenance	4.9%	97
Cyclical Repairs & Maintenance	7.1%	140
Depreciation	3.6%	72
		<u>1,984</u>

## FINANCIAL ACCOUNTS – SVR

### SCOTTISH VETERANS RESIDENCES BALANCE SHEET

Balance Sheet as at 31 December 2011	2011	2010
	£'000	£'000
Fixed Asset Investments	3,390	3,687
Current Assets	707	719
Current Liabilities	(695)	(856)
Net Current Liabilities Assets	12	-137
Net Assets	3,402	3,550
Total Reserves	3,402	3,550

## FINANCIAL ACCOUNTS – SVHA

### SCOTTISH VETERANS HOUSING ASSOCIATION BALANCE SHEET

Balance Sheet as at 31 December 2011	2011	2010
	£'000	£'000
Housing Properties	10,778	10,512
Less Grants & Depreciation	(9,768)	(9,488)
	1,010	1,024
Other Fixed Assets - NBV	183	153
Total Tangible Fixed Assets	1,193	1,177
Current Assets	2,209	1,597
Current Liabilities	(565)	(207)
Net Current Assets	1,644	1,390
Net Assets	2,837	2,567
Designated Reserves	0	-350
Accumulated Reserves	2,837	2,217
Total Capital and Reserves	2,837	2,567

# GOVERNANCE

## PATRON-IN-CHIEF

His Royal Highness The Duke of Gloucester KG, GCVO

## PATRONS

Rear Admiral C J Hockley MSc CEng CMarEng, Flag Officer Scotland,  
Northern England and Northern Ireland

Major General N H Eeles, General Officer Commanding 2 Division ADC

Air Commodore G D A Parker OBE ADC MA BSc (Hons) RAF,  
Air Officer Scotland

## SCOTTISH VETERANS RESIDENCES

Major General M J Strudwick CBE (Chairman)

Major R S Salvesen DL (Vice-Chairman) (retired May 2011)

Lady Irwin

Major A G M Jones MA(Hons) LLB

W G R Thomson Esq. BA CA (Vice Chairman) (appointed May 2011)

Captain J Tweedie FSI BA(Hons)

## SCOTTISH VETERANS HOUSING ASSOCIATION COMMITTEE OF MANAGEMENT

The Lady Bruntisfield JP

Mr R S Burnett MA FRICS

Reverend NN Gardner MA BD

Major K L Steel

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)

Flight Lieutenant K Strickland RAF (nominated by The Air Officer Scotland)

Ms E Pelham Burn

Mrs P A Shields

Dr. D Yool