



Annual Report 2017

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Front cover: Rosendael residents enjoying tea and biscuits in the refurbished lounge.

Our People

The Executive Team



Phil Cox Chief Executive



George Corbett Depute Chief Executive / Property Services Manager



Susan Duthie Company Secretary



Susie Hamilton Head of External Relations



Kyle Paterson Office Administrator



Alison McQuillan Manager, Rosendael and Head of Quality and Innovation

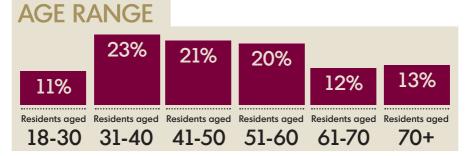


Pauline McHugh Manager, Bellrock Close

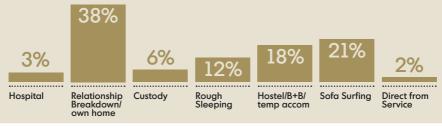
About Our Residents

YEARS SERVICE





PREVIOUS HOUSING SITUATION





Number of residents taking up education or training

31

Hours of in-house counselling provided



Chairman's Introduction



On behalf of the Trustees I am pleased to submit the 2017 Annual Report and Accounts for Scottish Veterans' Residences and Scottish Veterans Housing Association.

It has been a busy year and as you will read within this Report the support we provide to Veterans across our 3 residences has been growing at a steady pace. We are seeing more Veterans coming to us to seek help, than at any time in the last 6 years. On the up side those Veterans who spend time with us are achieving tremendous outcomes. If I was to highlight one particular area, it is that 61 of our Veterans have moved on from us to begin living independently again in the last year. This success is only made possible by all the Staff, Management Team and Volunteers who serve the Charity in such a person-centred and committed manner. They should be congratulated on their hard work and dedication. The Trustees and I are truly arateful for their endeavours and thank them most sincerely for all that they do.

The environment in which Scottish Veterans' Residences operates and supports the activities of Scottish Veterans' Housing Association (SVHA) is quite rightly under constant scrutiny. A number of changes to the way supported accommodation is funded



Veterans enjoying the café at Bellrock Close, Glasgow

are being considered by UK and Scottish Governments and we are working closely with them, Councils and other statutory bodies, to ensure that our work is properly funded. In order to do this, a clear picture of Veterans' requirements over the next 5-10 years needs to be formed. We are engaged with the 3 Services, other stakeholders and academia, to ensure that there is a balanced understanding of how Veterans should be supported throughout society.

With this in-mind, it is important that the Trustees of SVR constantly review our finances and investment strategy.

Chairman's Introduction

We have reviewed our position in detail this year and have concluded that we are satisfactorily positioned for now and the immediate future. We will not, however, sit on our hands and The Trustees will actively pursue funding opportunities in order to ensure that the quality of the service can be continually developed.

I must publicly acknowledge the work of Lady Bruntisfield who stepped down from the Committee of Management in 2017. Lady Jan has been a great friend to our Residents at Whitefoord House and was a strong advocate for issues that concerned them. I thank her for her dedication and commitment and I am delighted that she will continue to visit Whitefoord House and attend the Veterans' monthly meetings.

The Trustees and The Committee of Management provide invaluable support to me as Chairman. We currently have a great mix of skills and experience amongst our members, but it is important not to be complacent and I am working on a structured succession plan to ensure that the good work undertaken by The Board is sustained and refreshed in the years to come.

Brigadier G Lowder MBE

Chairman of the Trustees

The Scottish launch of the new Veterans' Gateway took place at Whitefoord House, led by Mark Bibby Chief Executive of Poppyscotland (pictured right) and with a keynote address from Scottish Veterans Minister Keith Brown (pictured centre). Scottish Veterans Residences is pleased to be a referral partner of Veterans' Gateway which provides 24 hour assistance to connect people with the right support quickly and easily, by assessing needs at the first point of contact.



Chief Executive's Report



2017 has been a year of steady and sustained development of the support that we provide to the Veterans who reside with us.

Much work has been undertaken to ensure that those who seek our help are quickly identified and referred to the service as soon as possible. It is this teamwork that underpins all that we do and without the commitment of both the Veterans and the staff who support them we could not sustain and develop the vital work that we undertake.

Veterans are the heart of this Charity and I am often struck by the wide variety of the individuals who come to us, I am fond of saying that our veterans range in age from 19 to 90 (more recently 17 to 92) and come to us from John O' Groats to Lands' End The number of challenges faced by individuals that come to us are also very wide, some are young and have literally just left the military with no plan in mind, some have fallen on hard times in their middle age and are lost about what should happen next and others are older veterans who seek a secure place to live and an end to loneliness and isolation. It is our job to understand their needs and help them determine what it is that they want from life and how we go about achieving the outcomes that they desire. I make this point because for the 5 years that it has been my pleasure to be the CEO I have seen a constant growth in the numbers seeking our support. The 'so what' is to ensure that the Charity continues to adapt to make certain that we support those in need of our help today and that we also evolve in a way that is fully reflective of the long term requirements of those who need our help.

There are some challenges on the near horizon that will impact the nature of the way we support our Veterans. The most pressing is that the funding of supported accommodation via the Welfare System is under detailed scrutiny by both the UK and Scottish Governments and changes will have an impact upon how the support we provide is delivered. A great deal of work has already gone into informing this debate but the issue does represent a risk to our sustainability and it is being closely monitored by the Executive and Committee of Management.

Chief Executive's Report

Scottish Veterans Residences (SVR) supports the work of our operations arm, the Scottish Veterans Housing Association (SVHA). Specifically SVR provides additional funding to provide resources for individual veterans. This generosity includes home starter kits for those moving on, hardship grants for those on the lowest incomes and therapeutic counselling for residents with mental health needs. Quite often the sums of money involved are small but they make a real difference to the quality of life that we are able to offer the veterans who reside with us.

Improvements in infrastructure and enhancements to our facilities are funded through the generosity of institutions and individuals who recognise that our work supports those who truly deserve to be supported in an exemplar fashion. In particular this year the very successful project to transform the Dining Room and Residents' Lounge in Rosendael would not have been possible without the backing of supporters including the Wolfson Foundation, ABF The Soldiers' Charity, The Royal Navy and Royal Marines Charity, The Northwood Trust and the Leng Charitable Trust.

We are also grateful to the RAF Association, The Scottish Veterans Fund and the Royal Caledonian Charities Trust for supporting our Healthy Lives programme this year, while the ongoing support from many branches of Legion Scotland and the Legion Scotland Women's Section has also meant that we are able to improve the lives of our residents in a wide variety of meaningful ways.

Finally I would like to mention generosity of individuals, whether it be through regular giving, sponsored events, volunteering their time or leaving a gift in a will: veterans who are struggling and in desperate need are directly helped by your kindness and I thank you on their behalf.

I continue to be humbled by the cost that some Veterans have paid as the price of their military service. Our role is to allow the men and women we serve to draw breath, feel safe and to prepare for the future they wish for themselves. This is at the centre of all that we do and our Values are predicated upon supporting Veterans who need a hand up, not a hand out.

Group Captain (Retired) Philip Cox MA FCMI

Meet our Residents

Ray served in the Army as a Combat Medical Technician and during the Falklands Conflict was attached to the Welsh Guards embarked in RFA Sir Galahad. On 8 June 1982 Sir Galahad was hit by 500lb bombs, a total of 48 soldiers and crew were killed in the explosion and subsequent fire. "I remember hearing the aircraft", says Ray, "then I must have been knocked out as I came round to a scene of total chaos, smoke and badly injured personnel".

That scene has stayed with Ray and the trauma incurred has affected the rest of his life. He stayed in the Army for a further 8 years but then had numerous jobs, finding it hard to settle. In 2015 he was working as a logistics planner when found that he just couldn't do his job anymore. He spent some time hiding away then eventually just left his flat behind and went to sleep in the



Ray

woods. "I just wanted to get away from other people, not to see them at all". Living outdoors started to take its toll and he began to feel ill. He contacted his sister and while Ray was staying with her contact was made with SVR.

Ray came to Rosendael in November 2015, "it took some time to get used to being around people again but the staff were so friendly and there was nothing to worry about". He got help with his mental health and began seeing the in house counsellor. He is now able to talk about his experiences in the Falklands which he could not do before. He enjoys photography and has a drone which he uses to take pictures of the beautiful countryside near Rosendael. "If I hadn't come to SVR I probably would have killed myself, I had tried in the past. If I was still alive I might be in a flat with the door locked, hiding away from the world".

Jason came to Rosendael in 2012 after having been homeless in London for two years. He joined the Princess of Wales's Royal Regiment and served for six years, leaving with a plan to get married which unfortunately fell through. His next step was to join the French Foreign Legion "I didn't want to go back to the British Army with my tail

Meet our Residents

between my legs so I went to France". On leaving he came back to the UK but had lost contact entirely with his family, had nowhere to live and was struggling with mental health problems. "I slept rough near the London Eye and ate out of Waitrose's bins. I lived on what Waitrose threw away."

One day a passer-by gave Jason SVR's phone number and within 2 days of his call Jason was on his way to Rosendael with his beloved dog Gucci. "As soon as I arrived I was in a much better place", he says "I was helped to get a doctor and start seeing a psychiatrist. I can't praise the staff enough, my keyworker is amazing and with all the staff you can just knock on their door and talk to them. They go out of their way to help and I had never been treated like that before".

Jason feels that Rosendael is like an extended family "the only times I have felt at home have been in the Army and at Rosendael. I have lots of mates here, they are in the same position and although we have had different experiences we understand each other and we can just chat together. I found it hard to live alone, now I'm sleeping better, eating better: the change is amazing."



Jason

With his keyworker's support Jason now has special glasses to help with dyslexia. He has also contacted his sisters and started to rebuild family ties. Jason gets involved with lots of activities at Rosendael: horse therapy, using the local gym and going on trips. "I went to the Not Forgotten Association Garden Party at Buckingham Palace a couple of years ago. I had been sleeping rough in London and now I was in the Queen's garden with members of the Royal family. I felt really special".

Jason is very clear about the difference that being at Rosendael has made: "If I hadn't come here I probably would have died. I wasn't doing drugs but eventually would have got sucked in to that world. Rosendael saved my life".

Rosendael Refurbishment

We were delighted to be able to refurbish the Dining Room and Residents' Lounge (The Grampian Room) at Rosendael thanks to the generous support of funders including The Wolfson Foundation, ABF The Soldiers' Charity, The Royal Navy and Royal Marines Charity, The Northwood Trust, The Leng Trust and the Aberbrothock-Skea Trust.

The concept was to provide bright, comfortable rooms which encourage social interaction and more flexible dining options. Malcolm Duffin Interior Design came up with stunning solutions to the design brief which meet our practical demands and look fabulous. The new facilities were formally opened by Councillor Bill Campbell, the Depute Lord Provost of Dundee on 29th September where Malcolm Duffin also presented delighted residents with a brand new Playstation 4 and games for the new gaming room.



The bright new Dining Room (L) with a range of seating options (below)



Opening day: Malcolm Duffin donates PS4 (I). Depute Lord Provost Bill Campbell with local Councillors Derek Scott and Craig Duncan Bill Campbell meeting a delighted resident, ATC veteran Cathy Ward.







Rosendael Refurbishment





The Wolfson* Foundation

The new look Grampian Room, including cosy fireplace and comfy sofas.







Visits and Events



Promoting Armed Forces Day with our friends from 32 Signal Regt.



Local MP David Linden visits Bellrock Close



The Scottish Cup on tour comes to Whitefoord House.



Alexander Stewart MP visits Whitefoord House



Rt Hon Frank Ross, Lord Provost of Edinburgh has afternoon tea with Whitefoord House residents.



Helping to celebrate the centenary of the Women's Royal Naval Service with afternoon tea at Whitefoord House in November following a service at Canongate Kirk



Meeting the Lothian Armed forces and Veterans Project team

Activities and Entertainment



Residents and staff all dressed up and ready for The Not Forgotten Association Garden Party at Buckingham Palace

Residents at Rosendael enjoying a visit from the delightful horses and dogs from Saddle Up Ranch







Residents taking part in The Balmoral Challenge run by Walking With The Wounded who fund employment mentors to support our residents



Whitefoord House resident tackling the Glen Shiel Ridge on a walk run by Army Reservist and SVR volunteer Andrew McFarlane

Activities and Entertainment





A visit from the Black Cherries Bike Club was enjoyed by residents of all ages at Rosendael



Live Music Now arranged 3 wonderful concerts at Whitefoord House, including the talented guitarist Ross Wilson.



Residents, staff and friends at the Armed Forces Day BBQ at Bellrock Close enjoyed meeting a very special guest in the form of Ali McCoist. We were delighted with the interest he showed in our facilities and the Veterans we support.



At Christmas the wonderful singer songwriter Amy Hawthorn performed to delighted residents at both Rosendael and Whitefoord House. Amy is an Ambassador for Legion Scotland who kindly arranged the concerts.



Our friends at MAST Architects arranged 7 a side football mini tournament. SVR FC were victorious over MAST and a team from 4 Para. Return matches are eagerly awaited!

Fundraising and Support

A heartfelt thank you to all our supporters and donors whose generosity makes an enormous difference to the lives of our Veterans



On Sunday the 30th April, staff of MAST Architects, including Daisy, the enthusiastic Labrador, took part in the annual Mighty Stride Kilt Walk as a fundraising event for SVR. The day saw members of the MAST team walk both 26-mile distance from the starting point at Glasgow Green and finishing at Moss O Balloch Park. Others taking part completed the Big Stroll, 14 miles from



Volunteers from Blackrock Edinburgh Vets Network joined our Veterans in a number of events including organising 2 excellent quiz

Clydebank to Balloch with the full team raising in excess of $\pm 1,200$ for SVR. MAST staff also held a Bake Off competition, Games Night and Moustache Growing contest, raising over ± 3000 for SVR throughout the year.



nights at Whitefoord House. Senior staff took part in a sponsored 'parafit' session run by 4 Para which raised nearly \pm 3,000. The raised beds that they built last year produced an excellent crop of potatoes for our chefs to serve up. Blackrock also supported our project to fit LED bulbs in Whitefoord House with a grant of \pm 9000.





Mr Michael Stewart completed the gruelling City to Summit race, raising over ∠1000 for SVR to support our counselling work

Just some of the food hampers donated via Fareshare for our Veterans at Bellrock Close.

Fundraising and Support

Thankyou to the huge number of funders listed below who, along with many generous individual donors, make such a difference to the lives of our residents. On behalf of our Veterans we also thank the many Regimental and Service Associations who give gifts to our residents at Christmas.

Aberbrothock Skea Trust ABF The Soldiers' Charity Addison Smith/ Ewart Charitable Trust Association of Wrens Edinburgh and District Branch Ayrshire Masonic Burns Association BlackRock Captain's Bar, Edinburgh Greenwich Hospital J A Tombazis' Charitable Trust John Normansell Kyd's Charitable Trust MAST Architects Mr W J and Mrs C G Dunnachie's Charitable Trust Northwood Charitable Trust Queen Mary's Roehampton Trust **RBLS** Anstruther Branch **RBLS Bucksburn Branch RBLS** Linburn Branch **RBLS** Peebles Branch **RBLS** Uist Branch **RBLS Women's Section Arbroath Branch RBLS Women's Section Cockenzie and Port** Seton Branch **RBLS Women's Section Coldstream Branch RBLS Women's Section Dingwall Branch RBLS Women's Section Forfar Branch RBLS Women's Section Glenrothes Branch RBLS Women's Section Montrose Branch** RBLS Women's Section Oldmeldrum Branch RBLS Women's Section Stonehaven Branch **RBLS Women's Section Turriff & District Branch**

Roval Naval Association Rosvth and West Fife Branch Royal Signals Association Aberdeen and District Branch The Black Watch Association The Broughton Charitable Trust The Estate of Mrs A Oliver The Fife and Forfar Yeomanry Benevolent Fund The Geoffrey Clark Charitable Trust The George and Margaret Trotter Charitable Trust The Gordon Highlanders Association The Kings Own Scottish Borderers Association The Leng Charitable Trust The London Scottish Regiment Regimental Charity The Martin Connell Charitable Trust The Netherdale Trust The Royal Air Forces Association The Royal Caledonian Charities Trust The Royal Navy and Royal Marines Charity The Royal Scots Dragoon Guards Regimental Trust The Royal Signals Benevolent Fund The Samuel Storey Family Charitable Trust The Scots Guards Charitable Trust The Scotsmans Lounae, Edinburah The Scott Eredine Charitable Trust The Scottish Veterans Fund The St Katharine's Fund The Wolfson Foundation

SVHA Management Committee Report

The Committee of Management present their Annual Report and audited Financial Statements for the year ended 31 December 2017.

Review of Operations

It was another busy year for the Association with all of the mainstream tenancies fully occupied and the residences experiencing a significant upturn in the number of veterans coming through our services for accommodation and support. The increase in referrals is largely down to the extremely good work being carried out by the Head of External Relations and the Voids and Allocations Officers to expand the awareness of the charity both in terms of digital footprint and on the ground with over 600 individuals and referral agencies across the UK now receiving regular updates. We became an official referral partner for the Veterans Gateway which is a 24 hour online and telephone support service to help the Armed Forces Community.

Whilst demand for housing support services is on the increase there have been proposals tabled for changes to funding to the sector. During 2017 the SVHA Executive/Board have responded to consultation papers and been proactive in engaging with the Scottish Government on matters that may be devolved. The aim is to protect the interests of Veterans and the good work already achieved through the Armed Forces Covenant.

There have been a wide range of activities and events for the Veterans throughout the year with trips to Buckingham Palace (hosted by the Not Forgotten Association) and Royal Garden Parties being particular highlights. Armed Forces Day Events held at Bellrock Close and Whitefoord House were attended by Mr Ali McCoist and personnel from HMS Prince of Wales respectively. Volunteers from Blackrock joined the Veterans in a number of events including organising quiz nights and MAST Architects once again chose SVHA as their charity of the year raising funds and awareness through initiatives including a football tournament also attended by members from 4th Battalion, Parachute Regiment.

The major infrastructure development during the year was the refurbishment of the Grampian and Dining Rooms at Rosendael. With the assistance of Malcolm Duffin Design the tired areas were transformed into beautiful, functional and welcoming facilities. The

SVHA Management Committee Report

project was supported by a number of generous donors including The Wolfson Foundation, ABF The Soldiers' Charity, the Royal Navy and Royal Marines Charity, The Northwood Trust and the Leng Charitable Trust. Our residents were actively involved in the design process and were extremely pleased with the finished product. The new facilities were formally opened by Councillor Bill Campbell, the Depute Lord Provost of Dundee on 29th September.

At Whitefoord House works were undertaken to refurbish the communal floor areas and a project undertaken to upgrade the whole site to LED lighting. The improved lighting will reduce the energy consumption and carbon emissions from the site, will pay for itself many times and help keep residents and tenants out of fuel poverty. The works which cost £43K were funded by generous donations received from BlackRock and a grant from Queen Mary's Roehampton Trust.

The housing support services have continued to operate at very good levels of occupancy during 2017, well up on the numbers supported in 2016. Bellrock Close was inspected by the Care Inspectorate during the year and continues to improve now being graded as very good for quality of care and support and good for staffing, management and leadership: a solid improvement year on year as the service establishes itself. Whitefoord House was also inspected during 2017 and rated as very good; as was Rosendael in August 2016. During 2017 a total of 259 Veterans of all ages and varying needs received support across the 3 residences with 61 moving into mainstream tenancies, 18 getting employment and 46 undertaking education, training or volunteering.

2018 will be an interesting and challenging year for the Association as the Chief Executive, working with the Head of Quality & Innovation, reviews the delivery models and the Better Futures Outcome Monitoring System rolls out our services. This will capture better the great work being undertaken with Veterans as we prepare for potentially closer working with local commissioners as part of proposed changes to funding.

Key Performance Indicators

The Association reports on its performance against a series of indicators laid out in the Scottish Social Housing Charter. The Association

SVHA Management Committee Report



continues to perform strongly compared to the sector averages which is a testament to the hard work of the staff in this small, specialist charity which is benchmarked against much larger providers.

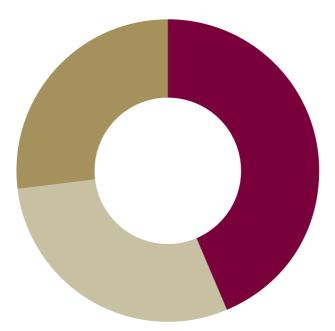
The percentage of residents and tenants satisfied with the overall service is 95.1% and 88.5% for value for money. These are pleasing results given that 161 of the 206 bedspaces/flats provided are in housing support services with a high turnover of residents moving on to permanent accommodation so large numbers of new residents who have often not been in the residences long enough to form opinions on these measures. 95.08% were satisfied with the quality of their home and 89.83% were satisfied with the management of the neighbourhood they live in which is again testament to the safety and security of the sites.

100% of the Associations standalone properties meet the Scottish Housing Quality Standard and National Home Energy Rating/Standard Assessment Procedure and 96% already meet (and in most instances) exceed the Energy Efficiency Standards for Social Housing not required to be met by 2020. This is a reflection of the investment made by the Association in the quality and energy efficiency of the dwellings and residences.

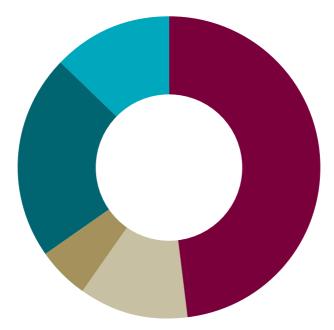
*(Based on 61 questionnaires from residents/tenants for the Annual Return on the Social Housing Charter 2016/17)

SVR Financial Information

Scottish Veterans Residences



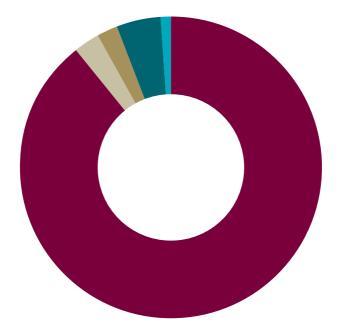
SOURCES OF INCOME	<i>£</i> ,000
General Donations	180
Specific Donations (to help fund redevelopment programme)	122
Investment income	110
TOTAL	412



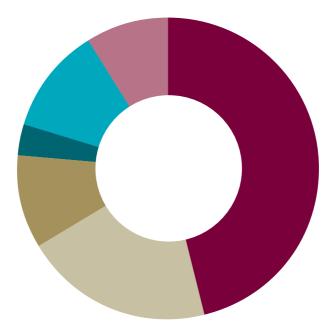
RESOURCES EXPENDED	£,000
Grant to Housing Association (development programme)	162
Grant to Housing Association (other purposes)	40
Grants toward hardship rents	18
Costs of generating funds/marketing/advertising	74
Administration	43
TOTAL	337

SVHA Financial Information

Scottish Veterans Housing Association



SOURCES OF INCOME	<i>£</i> ,000
Board and lodgings	3,437
Supporting People Income	106
Grants released from deferred income	86
Other revenue grants	184
Other income	36
TOTAL	3,849



RESOURCES EXPENDED	∠ ,000
Homes - Remuneration	1,614
Homes - Services	709
Corporate Services	354
Reactive Maintenance	118
Cyclical Repairs & Maintenance	392
Depreciation	307
TOTAL	3,494

Balance Sheets

Scottish Veterans Residences Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2017

	2017 <i>≰</i> ,000	2016 <i>≰</i> ,000
Fixed Asset Investments	4,774	4,363
Current Assets	57	64
Current Liabilities	(60)	(58)
Net Current Assets	(3)	6
Total Net Assets	4,771	4,369
Total Reserves	4,771	4,369

Scottish Veterans Housing Association Financial Information BALANCE SHEET AS AT 31 DECEMBER 2015

	2017 <i>≰</i> ,000	2016 <i>≰</i> ,000
Investments	1,898	1,266
Housing properties - cost	17,296	17,314
Less depreciation	(3,224)	(2,935)
	14,072	14,379
Other fixed assets – Net Book Value	22	38
Total Tangible Fixed Assets	14,094	14,417
Current Assets	1,384	1,234
Current Liabilities	(417)	(336)
Net Current Assets	967	898
Creditors > 1 year	(4,966)	(5,015)
	11,993	11,530
Accumulated Reserves	11,993	11,530
Total Capital and Reserves	11,993	11,530

Governance

Patron-In-Chief

> His Royal Highness The Duke of Gloucester KG, GCVO

Patrons

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

Scottish Veterans Residences

- > Brigadier George Lowder MBE (Chairman)
- > Captain J Tweedie FSI BA(Hons) (Vice Chairman)
- > Major A G M Jones MA (Hons) LLB
- Mr R H Edlmann
- Mr T Johnson

Scottish Veterans Housing Association Committee of Management

- Joanna, Lady Bruntisfield JP (retired 2017)
- Reverend N N Gardner MA BD
- Lieutenant Commander K Conway RD RNR (nominated by Flag Officer Scotland and Northern Ireland, Assistant Chief of Naval Staff Submarines and Rear Admiral Submarines.)
- Major L Shearer (nominated by Commander 51 Infantry Brigade and HQ Scotland)
- Squadron Leader D Morrison RAF (Nominated by Air Officer Scotland)
- Ns E Pelham Burn
- Mrs P A Shields
- Mrs S Bomphray

Website: www.svronline.org Email: info@svronline.org

The Chief Executive

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Rosendael

3 Victoria Road, Broughty Ferry, Dundee DD5 1BE Tel: 0138 247 7078 Fax: 0138 273 1681

Whitefoord House

53 Canongate, Edinburgh EH8 8BS Tel: 0131 556 6827 Fax: 0131 556 8457

Bellrock Close

Cranhill Glasgow G33 3HU Tel: 0141 766 2580



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