



SCOTTISH
VETERANS
RESIDENCES

Annual Report
2020

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From our Chairman

2020 was one of the most challenging years in Scottish Veterans' Residences (SVR) history.



The impact of the Covid-19 pandemic grew during the first quarter of the year resulting in the UK and Scottish Governments placing restrictions on travel and contact with others, which led to national lockdowns being imposed on 23 March 2020. Although some measures were relaxed during Spring and Summer, Autumn brought variants of the virus and the second wave of infections with further measures and restrictions being imposed in response.

Our Residences have remained open throughout the pandemic, albeit with some necessary adjustments to service delivery. It is with considerable pride that I can report none of our Residents became ill with Covid-19 during the year. This was due in part to the enhanced cleaning regimes and other preventive measures that were employed within the Residences. More significant however, was the dedication, innovation and commitment of staff, and the leadership of the Residence

Managers. Our Residents themselves have also played a large part in following the measures and service changes. On behalf of the Governing Body, I recognise and congratulate them all for their efforts and resilience throughout the pandemic. I am also hugely grateful to the members of the Governing Body who give lots of their valuable time, experience, and knowledge to support the Executive, Managers, Staff and Residents

This report unequivocally confirms that despite the significant challenges SVR has overcome in 2020, it remains in a very strong position structurally, organisationally, and financially. We will continue in accordance with our strategic objectives to enhance service delivery, the digitalisation of the organisation and the development of plans to achieve net carbon zero and sustainability targets.

George Lowder MBE
Chairman, Scottish Veterans
Residences

From our Chief Executive



In a year dominated by the Covid-19 pandemic, by adapting practices and procedures, we have been able to continue to provide services to our Tenants and Residents.

While income remained stable throughout the year, operating cost expenditure increased due to preventive measures employed to combat the risk of Covid-19 infection. Fortunately, we were able to offset some additional costs with grants from government and charitable trusts.

To remain open and operational throughout the pandemic required adjustments to be made to many aspects of service delivery. On site-staff density was reduced, with support staff, enabled by access to MS Teams, able to work remotely with Residents and colleagues. Enhanced cleaning was undertaken throughout our Residences, which included viricidal treatment of communal areas, offices, and Residents' rooms. We extended mealtimes to allow single occupancy of dining tables, supplied disposable dining equipment, and employed additional cleaning and catering staff to service those other

requirements. The adoption of these measures increased operating costs. We are grateful to the Scottish Wellbeing Fund distributed by the Corra Foundation, the Comic Relief Homelessness Response Fund administered by Homeless Link, and the Morrisons Foundation, for providing grants to offset these costs.

We encountered many challenges in terms of infrastructure works and repairs. In compliance with Covid-19 restrictions, all non-essential works were stopped in occupied properties. Our primary focus during 2020 therefore, was on keeping our Residences and tenanted properties safe. We were able to ensure all SVR properties remained compliant with legislative requirements such as gas, electrical, and fire safety and that they remained at or above the Scottish Housing Quality Standard. We were able to carry out some condition surveys, fire alarm upgrades at the

Gilmerton tenancies, and window repairs works at Whitefoord House during the early part of the year before restrictions came into force. The latter works were part-funded through the generosity of the Queen Mary's Roehampton Trust.

We are indebted to the generosity of the Armed Forces Covenant Fund Trust (AFCFT) for providing a grant to set up a new staff post. The Join In Live Well Officer (JILWO) was set up to coordinate activities that help the physical and psychological wellbeing of our Residents, see page 14. Residents in our Rosendael and Whitefoord House Residences embarked on a series of individual activity challenges to improve their fitness. Equipment and prizes were funded through generous grants provided by the AFCFT and the Scottish Veterans Fund. Our Rosendael Residence also received help from

a grant made by the Northwood Charitable Trust, which was a generous contribution towards the cost of gym equipment.

When possible, our Residence Art Clubs have met, helping Residents develop their 'inner artist.' We also assisted the woodworking section of the Bellrock Close Residence Art Club move to a new location in Glasgow, as it had outgrown its former premises.

While the Pandemic challenges are far from over, I would like to add my sincerest thanks to our Residents, Staff and Governing Body Members for a tremendous, joint effort in navigating this exceptional year and emerging in good heart and shape.

Martin Nadin OBE
Chief Executive, Scottish Veterans Residences



SVR in Action: Bill's Story

Army Veteran Bill came to Whitefoord House in January 2020 after finding himself without a home following a divorce.

He served 12 years in the Royal Logistic Corps which encompassed operational tours in Iraq and Afghanistan. He left in the rank of Corporal, having had a very varied career that included duties as a staff car driver for very senior officers and VVIPs.

As well as accommodation, Bill was in need of support to get his life back on track after the break up of his marriage. After a couple of months at the residence the Covid-19 pandemic struck which changed daily life for everyone. During the lockdown period he took part in Whitefoord's 'lockdown challenge' – a friendly competition to encourage residents to stay as active as possible, which gave him something to focus on as he tried to increase his steps each day. As someone who loves being outdoors he frequently walked up nearby Arthur's Seat and was delighted to be the overall winner when the challenge ended.

When restrictions allowed he went canoeing and bowling with a member of staff and tried to take part in as many activities as possible. To keep occupied during the strict lockdown he renovated a bench in the garden of Whitefoord House and built a bird feeder. Bill says this kept him 'quite happy' despite the restrictions on normal daily life.

Bill felt safe at Whitefoord House during the pandemic: there were hygiene measures and social distancing in place, and the 'great' staff ensured that everything 'ran like clockwork'.

A lot has changed in Bill's life over the past year. He moved into his own flat, let by a social housing provider, in January 2021. He is about to start work as an HGV driver and is also studying Countryside Management at the SRUC. Bill has nothing but praise for the 'brilliant, enthusiastic staff' who have helped him to get back on his feet after the strains of a divorce and losing his home. His message is simple: a big thank you to the staff at Whitefoord House for all their support during a difficult time.

838

Hours of counselling
provided to residents
in 2020







Scottish Veterans Fund – Rosendael Veterans Challenge

The Scottish Veterans Fund (SVF) generously funded this project at Rosendael which has exceeded the projected outcomes. On average 50% of residents have signed up for each challenge which is a huge increase in the usual participation for activities. In between challenges, 40% of residents kept up some form of physical activity. It was great to see that while the challenges were running residents talked to each other more and also had more interaction with staff. As one resident said “Interpersonal communications underwent a subtle shift overnight, with such mundane greetings as “Good morning!” or “What’s up, mate?” being replaced with “I’ve just done 13,426 steps, and it’s not even breakfast yet!”

Two residents with poor mobility started meeting a member of staff daily to get about in the garden and even joined in group fitness sessions adapted to their needs. These efforts were converted into miles, so they felt fully engaged in the challenge. It has also led to interest in a more comprehensive temporary gym that is enjoyed by many. The small physical and mental health benefits have been felt by many, but for a few the changes have been significant.

Other activities have more participation such snooker and darts competitions, art projects and table tennis tournaments, as residents have had a taste of ‘giving things a go’.



Force For Change – Whitefoord Lockdown Challenge

The success of the challenge at Rosendaal led us to apply for funding from the Armed Forces Covenant Fund Trust (AFCFT) Force for Change programme to complete a similar 'Lockdown Challenge' at Whitefoord House.

Residents were set the challenge of walking or running a set amount per day, rowing the length of the River Tay in the gym and cycling the



distance between Whitefoord House and Rosendaal (107 Km) in one week. Again the structured, friendly competitive approach led to a much higher uptake in activities than normal.

For some residents it was a way to keep motivated while times were challenging, for others it was a real opportunity to change their lifestyle.



2

Number of
AFCS/War Pension
Claims Assisted in 2020

Our residents in 2020



45 TENANTS

203 RESIDENTS

PREVIOUS HOUSING SITUATION

Hospital

1.5%

Relationship breakdown / own home

48%

Custody

3%

Rough Sleeping

4%

Hostel / B+B / temp accommodation

29%

Sofa Surfing

13%

Direct from Service

1.5%



YEARS SERVICE

0-3 years

26%

4-8 years

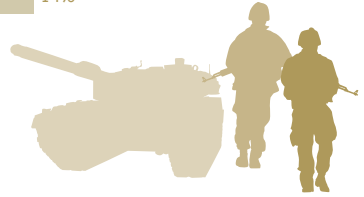
38%

9-15 years

22%

16+ years

14%



AGE RANGE

18-30

5%

31-40

17%

41-50

17%

51-60

31%

61-70

18%

70+

12%



Positive Pathways – Join In, Live Well Officer



**THE ARMED FORCES
COVENANT FUND TRUST**

The Armed Forces Covenant Fund Trust Positive Pathways programme has funded the post of Join In, Live Well Officer (JILWO) to improve engagement in activities among our residents. Darren Morgan served in the Royal Marine's for 21 years and, having trained as Physical Training Instructor and gained various outdoor qualifications, he is well qualified for the JILWO role. On leaving the Marines in 2004 he set up an Outdoor Activity Centre and Ski School in Glenshee the Scottish Highlands but with the Covid-19 pandemic having closed outdoor businesses, Darren was able to join SVR as our JILWO in July 2020. We hear a bit more from Darren about his new role.

What does your job involve?

The job is varied but hugely rewarding. Amongst many responsibilities my primary role is to promote a culture of activity and engagement to improve

the well being of residents. My time is spent working between the 3 residences in Dundee, Edinburgh and Glasgow where I assist with the co ordination of resident's daily activities. The activities are varied, can be adventurous and cater for all abilities and age ranges.

How has the pandemic affected the project?

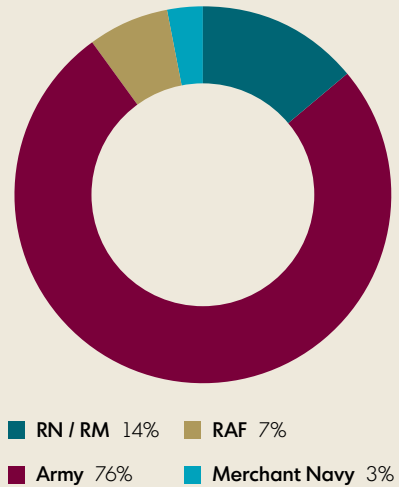
Although COVID has affected the overall programme we have still achieved a great deal. However, transport and travel restrictions have played a big part in the reduced numbers who have been allowed to attend organised activities and unfortunately all overnight residentials have been cancelled. At some points I have been based at Dundee and unable to travel, but activity champions at each residence have made sure that there is always something going on.

What have been the highlights so far?

There have been lots of highlights. Having had a successful career in the Royal Marines where I left with many outdoor qualifications it is very rewarding giving something back by working with Veterans. Many residents who I engage with have hit rock bottom and it is great to see my involvement in their daily life making a change to their overall mental health and wellbeing. Even with the pandemic we have still achieved participation in the following activities: Hillwalking, Rock Climbing, Abseiling, Archery, Air Rifle Shooting, Canadian Canoeing, Kayaking, Paddleboarding, Cycling, Go Karting, Golf, City Visits, Gym work and lots of circuit training. Rosendaal had no gym when I first joined and we have now set up a completely fitness suite. It took a long time to organise but it's great to see the residents now benefiting from this new facility.



Breakdown of Residents by Service



What are the plans when the Covid-19 restrictions ease?

I am hopeful as restrictions ease we can look at organising a varied activity programme for all 3 residences. This will include activities that will cater for all ability levels, all ages and for the more active residents, adventurous activities to include overnight residentials and wild camping. I'm really looking forward to the next chapter as COVID restrictions are eased. I'm really enjoying this opportunity to work with Veterans and see the difference the project is making.

Residents' Activities

Residents and staff recognised that keeping busy was the key to preserving good physical and mental health in 2020. With the support of partners and using some of the funds generously provided by the Wellbeing Fund, the Homelessness Response Fund and the Morrisons Foundation, our Veterans got stuck in to lots of new pastimes in addition to all the sporting activities on offer.



78

Number of residents in 2020 taking part in activities/sports/hobbies



At Rosendael, residents took over gardening duties: everything from mowing the lawns to getting the raised beds planted. They refurbished garden furniture and made a lovely job of restoring ornaments that have been in the gardens for many years.

Gardening was popular at Whitefoord House and Bellrock Close as well. Whitefoord residents also restored furniture.

4

Number of residents in 2020 carrying out volunteering



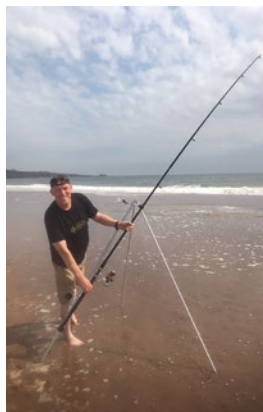
The art groups met when possible and new online pottery classes proved to be a huge hit. Model making sessions took place thanks to support from Models for Heroes.



To keep boredom at bay, staff organised quizzes, singing sessions, bake-offs, snooker and darts competitions.



Fishing was another popular activity and our thanks go to William Cairns at Walking with the Wounded for arranging fishing trips that were really appreciated by those taking part and the other residents who enjoyed fish for tea!



Community Support for Our Veterans

In response to the difficulties of the pandemic, our Veterans were supported by the community like never before. Donations of face coverings from The Free Masketeers and Angelic Threads and hand sanitiser from Chivas Distillers in Glasgow. Kind neighbours in Dundee delivered a hamper of goodies for Residents. Fudge and flowers were gifted to Whitefoord House. In Glasgow, where residents cater for themselves, there was a regular delivery of food and essentials from the Community of Helping Hands and masonic Lodges as well as meals from Social Bite kindly delivered by Fares For Free.

Our Digitisation partner CAE Technology Services gifted essential toiletries for Whitefoord House Residents at Christmas and the Royal Yacht Britannia donated very delicious Christmas puddings.



Just as important was the generous financial support from ex-Service Associations, Legion Scotland Branches, Legion Scotland Women's Branches and individuals which all helped to fund the additional costs of operating safely during the pandemic.

We must give special thanks to our youngest supporter, Ethan Taylor, who was only 10 when he saved his own money and organised donations to provide gift bags for residents at Christmas. He is still fundraising, now having exceeded the amazing total of £2000! We were very pleased that he could come to Whitefoord House to deliver his gift bags in person, and receive a few tokens of our gratitude in return!

182

Number of
benefits claims
assisted in 2020





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Housing and Support

WWW.SVRG

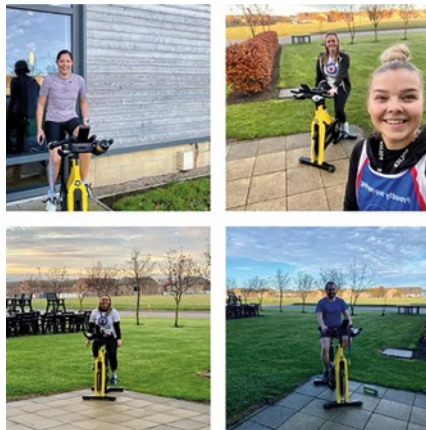
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Support from the Military Community

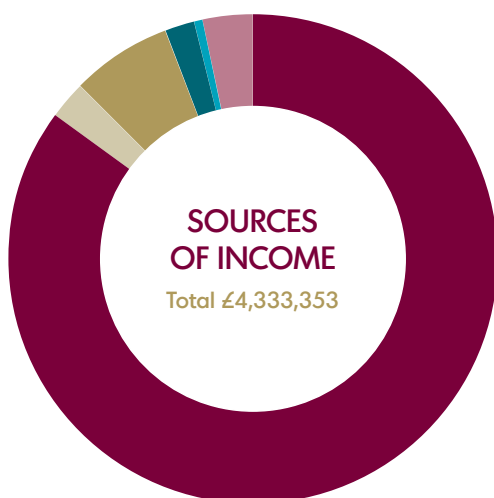
The RAF Police at RAF Lossiemouth held a Charity Week beginning on the 9th November. There were 5 events on 5 consecutive days which included a 24 hr Spin-a-thon, a 12-hr baton relay, and a BIG Sleep (rough sleeping) on the final day/night. SVR was one of the charities to benefit from this brave challenge.



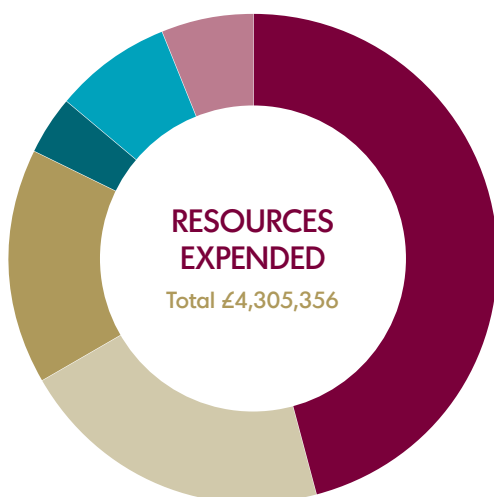
Meanwhile the Army Outreach Team Scotland held a 'Movember' contest and raffle in aid of SVR—face coverings were removed to enable judging!



Financial Information



■ Board and lodgings	£3,687,500
■ Supporting people income	£106,600
■ Other income	£292,337
■ Grants released from deferred income	£85,607
■ Other revenue grants	£18,543
■ Investment income	£142,766



■ Homes – Remuneration	£1,980,047
■ Homes – Services	£896,574
■ Administration	£671,208
■ Repairs	£166,498
■ Depreciation	£329,622
■ Cyclical Repairs & Maintenance	£261,407

Balance Sheet

Balance sheet as at 31 December 2020

	2020 £,000	2019 £,000
Investments	8,264	7,735
Housing Properties – Cost	17,301	17,296
Less Depreciation	(4,088)	(3,801)
	13,213	13,495
Other Fixed Assets – Net Book Value	310	276
Total Tangible Fixed Assets	13,523	13,771
Current Assets	1,201	1,082
Current Liabilities	(422)	(393)
Net Current Assets	779	689
Creditors > 1 Year	(4,709)	(4,794)
	17,857	17,401
Accumulated Reserves	17,857	17,401
Total Capital and Reserves	17,857	17,401

Our Patrons and Governing Body

Patron-In-Chief

- His Royal Highness The Duke of Gloucester KG, GCVO, GCStJ

Patrons

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

Governing Body Member Recognition

SVR Governing Body member Sue Bomphray won the 'Board Member of the Year' Award at the Business Women Scotland Awards 2020. A very supportive and assiduous Governing Body member, Sue Chairs the Bellrock Close Residence Committee and sits on our Audit and Risk Committee in addition to the main Governing Body. Everyone at SVR congratulates Sue on a very well deserved award!



Scottish Veterans

Residences Governing Body

- George Lowder MBE (Chairman)
- Jonathan Tweedie FSI (Vice Chairman)
- Tony Jones QC
- Richard Edlmann
- Troy Johnson
- Reverend N N Gardner MA BD
- Pippa Shields
- Sue Bomphray
- Clive Masson
- Sandy Telfer
- Lieutenant Lynsey Youngson Royal Navy (nominated by Flag Officer Scotland and Northern Ireland, Assistant Chief of Naval Staff Submarines and Rear Admiral Submarines).
- Major R Laing (nominated by Commander 51 Infantry Brigade and HQ Scotland)
- Squadron Leader D Morrison RAF (Nominated by Air Officer Scotland)
- Iain Lindsay (Nominated by the Merchant Navy Welfare Board)

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The Chief Executive

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