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Our People

The Executive Team



Phil Cox
Chief Executive



George Corbett
Deputy 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



Marjorie Kelly
Manager, Whitefoord House



Pauline McHugh
Manager, Bellrock Close

About Our Residents

242

RESIDENTS

49

TENANTS



63

Residents moved
on into tenancies /
supported housing

WHICH SERVICE



32

173



20

5



869

Hours of
in-house
counselling
provided



13

Number of AFCS/
War Pension
claims assisted

7109

Hours spent supporting residents



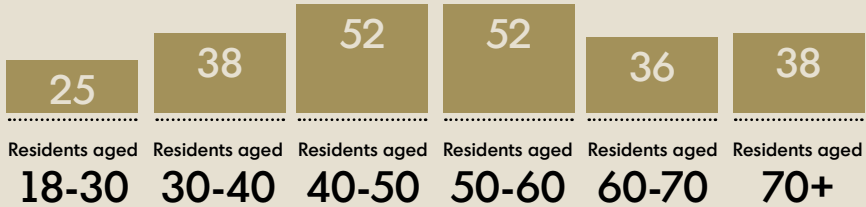
136

Number of benefit
claims assisted



SCOTTISH VETERANS RESIDENCES

AGE RANGE

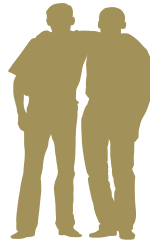
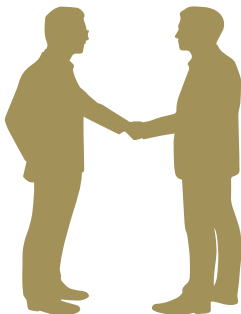


123

Number of residents taking up activities/sports/hobbies

Number of residents taking up education or training

29



24

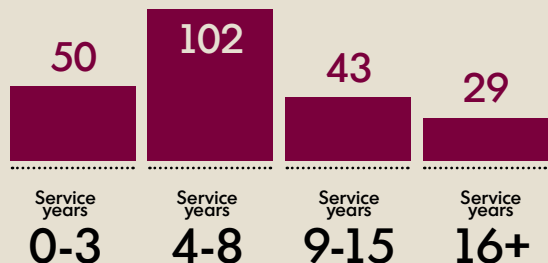
Number of residents taking up volunteering

11

Number of residents taking up employment



YEARS SERVICE



Chairman's Introduction



On behalf of the Trustees I am pleased to submit the 2016 Annual Report and Accounts for Scottish Veterans Residences and the Scottish Veterans Housing Association.

I must begin by paying tribute to Major General Mark Strudwick CBE who after 15 years of stalwart service stood down as the Chairman of Scottish Veterans Residences on 23 August 2016. Mark's passion and commitment to the delivery of support to veterans will remain his legacy. The development and growth of all that the Charity provides is in no small part down to his hard work. We wish him 'tight lines' in the years to come and sincerely thank him for all that he has done as Chairman.

We also said farewell to Lady Nicola Irwin who had been a staunch supporter of Scottish Veterans Residences and an active Trustee. She provided excellent insight into the needs of our veterans and always provided balanced and cogent advice to the Trustees, Committee of Management and the Executive.

I am honoured to have been selected and appointed as Chairman and delighted to welcome Richard Edlmann and Troy Johnson as Trustees. Both veterans, Richard brings considerable property management



General Strudwick handing over to Brigadier Lowder.

skills to the Board, while Troy has valuable information technology and change management experience.

The Housing Association Committee of Management has been greatly enhanced by the addition of Sue Bompfray and Clive Masson. Both bring a wealth of military and civilian experience and are a huge asset to our governance team.

Chairman's Introduction



Major General Mark Strudwick CBE with members of the Kyd family.

Change is always a challenge, but I am struck that I was joining an organisation that not only serves veterans in an exemplary manner, but which also continually seeks to enhance and improve all that it provides. As the Chairman of the Trustees I will continue to ensure that the funding of improvements and the development of the services we provide are underpinned by sound and effectively managed investments. I am pleased to note that SVR's portfolio has achieved growth of 10.7%* in this financial period.

Changing needs and new demands will continue to shape and affect all that we do, but these also provide great opportunities and I will work hard with the Chief Executive and his Team to ensure that the coming years bring ever more effective support to those veterans who choose to reside with us.

Brigadier G Lowder MBE

Chairman of the Trustees

Chief Executive's Report



2016 has been a year of continued improvement in the delivery of the quality of support that we offer to the veterans that we serve.

All three of our residences have been very active, particularly Rosendaël which has had a near 100% occupancy rate throughout the year. Much of the success during 2016 has been down to the hard work of all of the staff who so wholeheartedly commit themselves to the work that we undertake. However, I also recognise that we must never stop looking at how to improve all that we do. I am particularly keen to see a 'follow-on' support service offered to the veterans who move on from us into independent living. It can be quite a daunting prospect moving away from fully supported accommodation and a continued helping hand can make a substantial difference to achieving a successful transition.

As ever all of our services have been exceptionally busy. Work to fully deliver the service at Bellrock Close has continued apace and we have seen a 10% increase in the numbers of veterans who have sought our support. This increase has also seen greater numbers who have decided to move on to independent living, including those who have left us to take on full-time employment.

Events were held at Whitefoord House and Bellrock Close to thank organisations and individuals that continue to offer incredible support to the residences. On 18th August 2016 Rosendaël held a special event to mark the anniversary of the death of Second Lieutenant Frank Proctor Kyd who died in the Battle of the Somme exactly 100 years earlier. The Kyd family went on to bequeath their family home (Rosendaël) to support the Nation's military veterans. A garden of contemplation complete with a garden room for therapeutic activities, stunning landscaping and outside seating area was officially opened at the event in recognition of his sacrifice and the Kyd family's generosity.

SVR and SVHA continue to move from strength to strength. There are, however, some risks on the horizon; the most testing of which is the national review of Housing Benefit payments. The review is currently UK Government led but eventually the duty of delivering Housing Benefit will fall to the Scottish Government. We will need to work very closely with ministers, civil servants and our fellow housing providers in order to ensure that the funds provided today

Chief Executive's Report

continue to be provided tomorrow and into the long term.

Improvements in our infrastructure and enhancements to the facilities that we provide are funded through the generosity of institutions and individuals who recognise that our work supports those who truly deserve to be supported. The RAF Association and the Royal Caledonian Charities Trust have funded the post of our Healthy Lives Officer to enhance social, physical and recreational activities for residents. We are most grateful to The MacRobert Trust, the Morrisons Foundation and the Northwood Charitable Trust for supporting the vital refurbishment of the lift at Rosendael. From the corporate world BlackRock UK have provided both volunteer support and funding for new LED lighting at Whitefoord House and the team at MAST Architects have raised over £3,000 for Bellrock Close. We are delighted to be working with both these companies again in 2017.

Another vital source of income continues to be thoughtful gifts made in wills which, regardless of size, make an enormous difference to the comfort and well being of our veterans. On behalf of all of our residents I am very thankful to those who choose to support our veterans in this very special way.



Supporting Our Wounded Into Work

Our residents are continuing to benefit from Walking With The Wounded's Home Straight programme which funds two Employment Advisors who work with our residents to secure sustainable employment or other positive outcomes such as volunteer placements, apprenticeships and training and education.

In 2016 there were 15 paid employment outcomes for 10 individual veterans and further 54 positive outcomes for 35 individual veterans.

This is an excellent example of a partnership working to provide the best possible support for our veterans we look forward to continuing our relationship with Walking With The Wounded and the Regular Forces Employment Agency.

With exciting plans ahead for 2017 I take this opportunity to thank all of our generous supporters, donors, volunteers, partner organisations, staff and residents: together we can help our ex Service men and women in need, for as long as that need is there.

Phil Cox

Chief Executive

Kevin's Story

Kevin served in the Army for twenty years as a tank transport driver. His active service included the Gulf War and five tours in Northern Ireland. He thoroughly enjoyed his time in the Army and adjusted to civilian life easily after he left and took up a job as an HGV Class 1 Driver. However, some years after leaving he started to suffer badly with Post Traumatic Stress Disorder (PTSD).

His symptoms included distressing nightmares and vivid flashbacks to his time in the Gulf and northern Ireland. After two years of treatment he went back to work and life got back to normal but then 3 years ago the symptoms reappeared. He says that at that time his wife just couldn't go through it again and his marriage broke down. He left his job and felt lower than low, drinking heavily in an attempt to block out his symptoms and effectively trying to end his life. He was living alone and feeling desperate when one day he contacted SVR by email and before he knew it he was brought to Rosendael to stay. Kevin says that he never looked back. He thought that everything about Rosendael was brilliant: the staff, the accommodation and the location in Broughty Ferry. The staff knew so much about veterans and worked with so many agencies that they knew exactly how to support him. It was difficult at first but the tranquillity at Rosendael was very soothing and he was greatly



Kevin relaxing in the Bellrock Close café.

helped by an NHS psychiatrist and Ron Cairns, one of SVR's two therapeutic counsellors.

Soon Kevin was able to join in activities: he went to the Not Forgotten Association Christmas Party at Kensington Palace and took part in archery and clay pigeon shooting events run by Legion Scotland.

Kevin's Story



Rosendael.

When his Dad fell ill Kevin transferred to Bellrock Close in Glasgow to be near to his parents. Again he was helped by the staff to register with health services, local facilities and education providers. The staff were always available to have a cup of tea and a chat and it was good to be able to talk and have a laugh with the others residents as well.

Kevin is delighted that he has now been offered a secure tenancy at one of the mainstream flats at Bellrock. He says that it is a weight off his mind to know that he has a secure tenancy in a home of his own and has saved up to buy his own furniture and household items.

Kevin is a volunteer in the RVS café at Bellrock Close and is taking a computing course at Easterhouse Campus. Although he is still troubled



Kevin at St James Palace.

with nightmares and continues to see Ron, he has plans for the future and hopes to complete a course in logistics planning and eventually get back into full time employment. He is looking forward to the day when he can get up every day and go to work.

Kevin says that he can't thank the SVR staff enough : he is without doubt that he is alive today because of their dedicated help and support.



Kevin's new home, the mainstream flats at Bellrock Close.

SVR – A year in pictures



March: Whitefoord House residents were invited to The Last of the Tide, an exhibition of 12 portraits of D-Day Veterans at the Queen's Gallery at Holyroodhouse. They also enjoyed a special cream tea.



Over the Winter: the gardening group at Rosendael restored some of the garden furniture.



April: Go karting was just one of a number of excellent comradeship events organised by Legion Scotland which our residents attended.



April: a group of Whitefoord Residents enjoyed a visit to Edinburgh Castle.



May: a visit to Ibrox Football Ground for veterans from all 3 residences

SVR – A year in pictures



June: we were delighted to host the Association of Wrens Edinburgh Branch to help celebrate the 90th birthday of Her Majesty The Queen.



June: Armed Forces Day. Residents and staff from Bellrock Close manned the SVR stall in George Square



July: Whitefoord House held a Hog Roast and Barbeque. Entertainment was provided by the fantastic Aonach Mor band (below), thanks to Live Music Now.



August: Rosendael residents have enjoyed going to the Saddle Up! Ranch on the Glamis Estate throughout the year. They get huge benefit from working hands on with amazing and patient horses.



August: Whitefoord House residents started a new weekly fitness bootcamp run by Andrew McFarlane who volunteers his time to run the class. Andrew is a qualified Army Reserve Physical Training Instructor and a Platoon Commander with A Company, 4 PARA.



SVR – A year in pictures

August: On Thursday 18 August the new Garden Room and Contemplation Garden at Rosendael was opened formally by General Mark Strudwick CBE, outgoing Chairman of SVR in memory of 2nd Lt Frank Proctor Kyd. Frank was the cousin of John Normansell Kyd who lived at Rosendael. Although a Scot, he served with the East Surrey Regiment attached and was killed at the Battle of the Somme on 18 August 1916. After John's death, the Kyd family generously gifted Rosendael to SVR to become a veterans residence.



Frank Proctor Kyd is already remembered at Rosendael as the one of the residents' lounges has been named in his memory. Today, the centenary of his death, a contemplation garden and garden room will be officially opened.

General Strudwick spoke about the Battle of the Somme and the enormous losses suffered by British and Commonwealth forces. This was followed by a short act of Dedication led by Reverence Neil Gardner.



Incoming Chairman Brigadier George Lowder MBE with Lt Col Chris King of 2 CS Bn REME based at Leuchars, Lt Col Adrian Williams of 51 Bde and Lt Col Piers Strudwick, CO 7 SCOTS.

All branches of the Armed Forces were represented: Sqn Ldr Nobby Clarke RAF meeting Capt Chris Smith RN.



The chefs prepared a fantastic buffet lunch which was thoroughly enjoyed by residents and guests.

SVR – A year in pictures

October: A football match against MAST Architects was followed by a curry evening at Bellrock Close. A great evening was had by all.



November: Residents were presented to the stadium at Easter Road on Saturday 12 November.



November: Music In Hospital kindly provided entertainment for Rosendael residents.



December: Following on from the hugely popular go karting in April another great day out was enjoyed.



December: Residents had a wonderful time at Christmas parties organised by The Not Forgotten Association in both Dunblane and St James' Palace where they were honoured to meet HRH The Princess Royal.

Fundraising and Support

This year we have had wonderful support from donors, trusts and corporate supporters which has helped to ensure that our veterans enjoy high quality accommodation and additional services and activities.

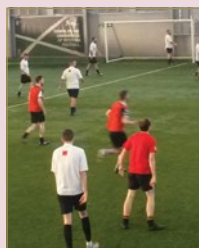
These include paying for two sessional counsellors, the post of Healthy Lives Officer, hardship grants for residents in severe need and important extras like a strip for our football team. The major project of refurbishing the lift at Rosendael was generously supported by Queen Mary's Roehampton Trust, The Morrisons Foundation and the MacRobert Trust.



Receiving £10,000 from The Morrisons Foundation.



The MAST team at the Rough Runner.



SVR vs MAST football.



Showing off the smart new strip.

MAST architects who designed our award winning Bellrock Close in Glasgow selected SVR as their Charity of the Year and raised an outstanding £3,150 through a huge variety of fundraising efforts. These included taking part in the Rough Runner at Hopetoun House and taking on SVR at football in Glasgow (and winning!). At Christmas the MAST team very generously donated hampers of goodies to every Bellrock Close residents, an extremely thoughtful gift which meant a great deal to our veterans.

Fundraising and Support

We were also delighted to have support from BlackRock UK in Edinburgh who came along to Whitefoord House to build raised beds and BlackRock also provided a grant for the LED lighting project At Whitefoord House.



Barclays curry lunch.



BlackRock volunteers building new vegetable beds.

Barclays UK in Glasgow very generously held a curry lunch which raised a phenomenal £1362.



Douglas Young from The Highlanders Museum presenting a cheque for £610 to SVR's George Corbett (L)



Getting ready for the Royal Edinburgh Military tattoo.

Once again The Royal Edinburgh Military Tattoo donated a number of tickets for a Royal Box performance. It was a fantastic night and hugely enjoyed by our special guests.

We are immensely grateful to all of the individual donors, trusts and corporate supporters who help to make the lives of our residents better in so many ways.

Fundraising and Support

Thank you 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.

Addison Smith/ Ewart Charitable Trust
Arnold Clark Automobiles Ltd Volkswagen
South
BlackRock
Captain's Bar, Edinburgh
Croftcroighn School, Glasgow
Cupar Burns Club
Dundee Coffee Houses Association
J A Tombazis' Charitable Trust
John Normansell Kyd's Charitable Trust
MAST Architects
Mr W J and Mrs C G Dunnachie's
Charitable Trust
Mrs J T Isles-Deny's Charitable Trust
Northwood Charitable Trust
RBLS Bucksburn Branch
RBLS Duns Branch
RBLS St Boswells Branch
RBLS Uist Branch
RBLS Women's Section Arbroath Branch
RBLS Women's Section Coldstream Branch
RBLS Women's Section Dingwall Branch
RBLS Women's Section Ellon Branch
RBLS Women's Section Forfar Branch
RBLS Women's Section Glenrothes Branch
RBLS Women's Section Montrose Branch
RBLS Women's Section Oldmachar Branch
RBLS Women's Section Oldmeldrum Branch
Royal Signals Association Aberdeen and
District Branch

The Band of the Royal Regiment of Scotland
The Black Watch Association
The Broughton Charitable Trust
The Estate of Miss D J Paul
The Estate of Miss V F McLeod
The Ferry Tap, South Queensferry
The Fife and Forfar Yeomanry Benevolent
Fund
The Gordon Highlanders Association
The Highlanders' Museum
The Hilda and Johnny Gibb Charitable
Trust
The Joint Ex-Services Associations Festival
of Remembrance, Hamilton
The Kings Own Scottish Borderers
Association
The London Scottish Regiment Regimental
Charity
The MacRobert Trust
The Martin Connell Charitable Trust
The Morrisons Foundation
The Netherdale Trust
The Royal Air Forces Association
The Royal Caledonian Charities Trust
The Royal Scots Dragoon Guards
Regimental Trust
The Royal Signals Benevolent Fund
The Samuel Storey Family Charitable Trust
The Scotsmans Lounge, Edinburgh
The Scott Eredine Charitable Trust
The St Katharine's Fund

SVHA Management Committee Report

The Committee of Management present their Annual Report and audited Financial Statements for the year ended 31 December 2016.

Activities

The Association is solely and particularly concerned with the management and operation of 3 housing support services, Rosendael in Dundee, Whitefoord House in Edinburgh, Bellrock Close in Glasgow and the provision of 45 affordable rented houses and flats in the same 3 cities. The Association is also responsible for developing and subsequently implementing a strategy to assist with the future housing needs of vulnerable ex-service/merchant marine men and women.

Review of operations

2016 was another eventful year for the Association with a change of leadership, multiple awards for the newest project and commemoratives ceremonies at the other residences. Major General Mark Strudwick CBE stepped down after 15 years of tremendous service and Brigadier George Lowder MBE took over as Chairman of both Scottish Veterans Residences and Scottish Veterans

Housing Association. Bellrock Close housing support service celebrated its second anniversary and in the course of the year was highly commended by the Royal Institute of Chartered Surveyors and won the Housing Innovation Award for the Most Innovation Sheltered/Supported Scheme. Events were held at Whitefoord House and Bellrock Close to thank organisations and individuals that continue to offer incredible support to the residences. On 18th August 2016 Rosendael held a special event to mark the anniversary of the death of Second Lieutenant Frank Proctor Kyd who died in the Battle of the Somme exactly 100 years earlier. The Kyd family went on to bequeath their family home (Rosendael) to support the Nation's military veterans. A garden of contemplation complete with a garden room for therapeutic activities, stunning landscaping and outside seating area was officially opened at the event in dedication.

The final account for Bellrock Close was agreed with the full cost of the project coming in just under £6.9M but some £62K less than was provisioned in 2016. Having completed such a significant project in 2014 the Committee determined that there

SVHA Management Committee Report



SVR FCI

would be no major projects planned for 2016. There were, however, a number of smaller projects undertaken including improving the layout of the Head Office (£70K), enhancing security of Whitefoord House with magnetic fob entry systems (£20K) and renewing the main lift at Rosendael (£62K) which was part funded by generous donations from Morrisons Foundation (£10K), Northwood Charitable Trust (£10K) and the MacRobert Trust (£10K).

The housing support service at Bellrock Close is still developing and had been graded as adequate by the Care Inspectorate. There has been a staffing restructure to reflect the nature of the service now that the operational tempo of the project is becoming clear. The long established services at Whitefoord House and Rosendael continue to be graded as Very Good. During 2016 a total of

242 veterans of all ages and varying needs received support across the 3 residences with 63 moving into mainstream tenancies, 11 getting employment and 53 undertaking education, training or volunteering. The Associations 45 mainstream tenancies remain at full occupancy.

The Association has ever growing support from like-minded charities and organisations wishing to support vulnerable veterans and assist the nation to meet the obligations expressed in the Armed Forces Covenant. 2017 looks to be another exciting year as SVHA continues to develop these links and enhances its services.

Key Performance Indicators

The Association reports on its performance against a series of indicators laid out in the Scottish Social Housing Charter. The Association continues to perform strongly and achieve high levels of satisfaction which is a challenge as many of the measures are more relevant to those living in permanent accommodation whereas 161 of the 206 veterans in SVHA properties (at any one time) are in supported accommodation.

SVHA Management Committee Report



The Whiteford House fitness group being put through their paces in Holyrood Park.

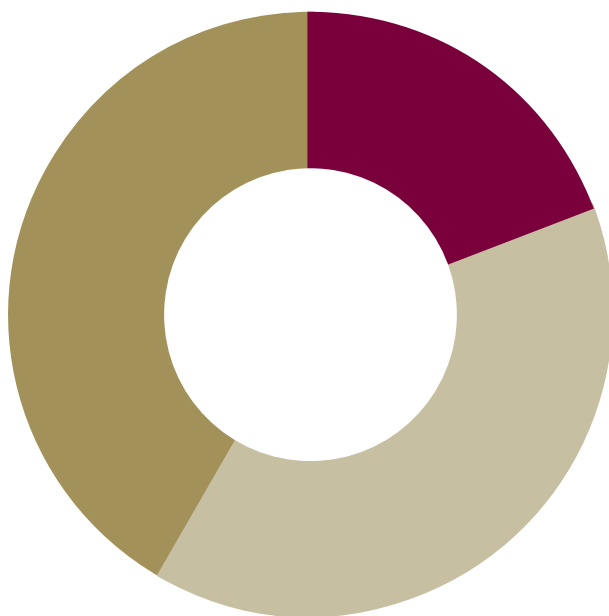
The percentage of residents and tenants satisfied with the overall service (87.67%) and value for money (91.55%) is very good given the turnover of residents in the supported accommodation and the number who had not been in residence long enough to form an opinion. In addition 92.75% were satisfied with the quality of their home and 90% were satisfied with the management of the neighbourhood they live in.

100% of the Associations standalone properties meet the Scottish Housing Quality Standard and National Home Energy Rating/Standard Assessment Procedure. 94.67% already meet or exceed the Energy Efficiency Standards for Social Housing not required to be met until 2020. The Association is proud that it provides good value for money, high quality and energy efficient homes for its residents and tenants.

*Based on 73 questionnaires from residents/tenants for the Annual Return on the Social Housing Charter 2015/16

SVR Financial Information

Scottish Veterans Residences



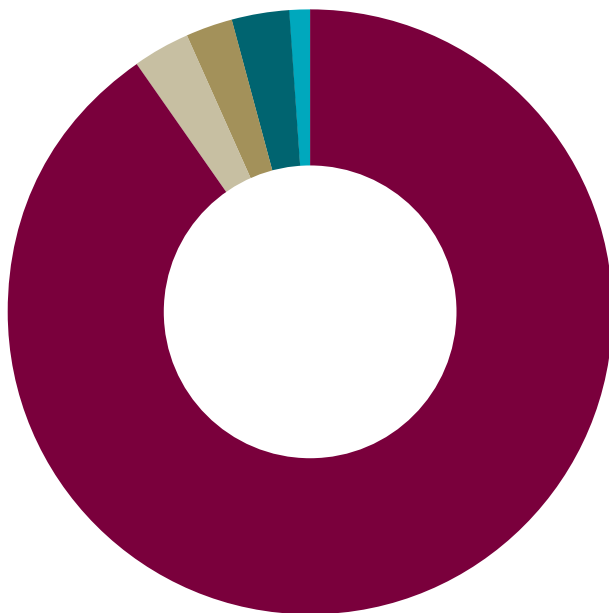
SOURCES OF INCOME	£,000
General Donations	49
Specific Donations (to help fund redevelopment programme)	100
Investment income	106
TOTAL	255



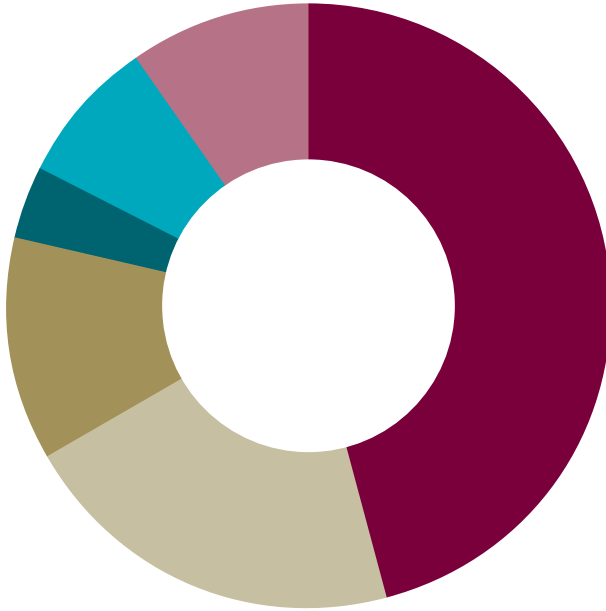
RESOURCES EXPENDED	£,000
■ Grant to Housing Association (development programme)	60
■ Grant to Housing Association (other purposes)	57
■ Grants toward hardship rents	17
■ Costs of generating funds/marketing/advertising	73
■ Administration	57
TOTAL	264

SVHA Financial Information

Scottish Veterans Housing Association



SOURCES OF INCOME	£,000
Board and lodgings	3,249
Supporting People Income	115
Grants released from deferred income	89
Other revenue grants	109
Other income	34
TOTAL	3,596



RESOURCES EXPENDED	£,000
Homes - Remuneration	1,531
Homes - Services	696
Corporate Services	399
Reactive Maintenance	123
Cyclical Repairs & Maintenance	268
Depreciation	315
TOTAL	3,332

Balance Sheets

Scottish Veterans Residences Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2016

	2016 £,000	2015 £,000
Fixed Asset Investments	4,363	3,941
Current Assets	64	114
Current Liabilities	(58)	(20)
Net Current Assets	6	94
Total Net Assets	4,369	4,035
Total Reserves	4,369	4,035

Scottish Veterans Housing Association Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2015

	2016 £,000	2015 £,000
Investments	1,266	899
Housing properties	17,314	17,256
Less depreciation	(2,935)	(2,656)
	14,379	14,600
Other fixed assets – Net Book Value	38	40
Total Tangible Fixed Assets	14,417	14,640
Current Assets	1,234	1,282
Current Liabilities	(336)	(516)
Net Current Assets	898	766
Creditors > 1 year	(5,015)	(5,137)
	11,530	11,168
Accumulated Reserves	11,530	11,168
Total Capital and Reserves	11,530	11,168

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 (Vice Chairman)
- Major A G M Jones
- Mr R H Edlmann

Scottish Veterans Housing Association Committee of Management

- The Lady Bruntisfield JP
- Reverend N N Gardner
- 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)
- Ms E Pelham Burn
- Mrs P A Shields
- Mrs S Bomphray

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Email: info@svronline.org

The Chief Executive

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Fax: 0131 557 8734

Whitefoord House

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Edinburgh EH8 8BS
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Fax: 0131 556 8457

Rosendael

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

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