

SCOTTISH
VETERANS
RESIDENCES

Annual Report
2022

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From our Chairman

'It has been an honour and a privilege to lead SVR for the past seven years as Chair.'



The illegal invasion of Ukraine by Russia has had significant worldwide impacts. Including, but not exclusively, the viability of supply chains, the availability of commodities and raw materials, inflation, and volatility within world stock markets. Having coped remarkably well with the challenges of the Covid-19 pandemic, Scottish Veterans' Residences (SVR) found itself under inflationary pressure and facing different headwinds throughout 2022. This was particularly so in relation to the costs of energy, food, salaries and building and maintenance materials; the core resources required for our service delivery.

Faced with this challenge, the Governing Body has had to adopt a particularly prudent and cautious approach. Balancing the Charity's ambition for development, with the availability of resources and the continued delivery of core services and outputs. One of the impacts has been on our ambition to be an early contributor to carbon reduction and to improve the Charity's sustainability. Whilst we have continued to develop our knowledge and examine the ways

and means in which we can reduce emissions and improve our estate's thermal and energy efficiency, we have to maintain the financial stability and viability of the Charity.

We conclude that once we have identified the range of measures available to us, we will prioritise them, and time their implementation in accordance with their impact, feasibility and availability of financial resource. Key components of this approach will be collaboration and securing external funding.

Despite these challenges, I am very pleased that we were able to provide additional support to our Residents, Tenants and Staff to mitigate the cost-of-living crisis. SVR remains financially strong and stable. We have been fortunate not to have had to draw down any of our reserves to maintain services and our cashflow remains healthy.

We were also able to complete our digitalisation programme. The expected benefits of digitalisation; smoother and faster data sharing



The new Lord Provost of the City of Edinburgh, Robert Aldridge, paid SVR a visit at Whiteford House. He is pictured with Residence Manager Kirsty Smeaton-Brown, Susie Hamilton (now Scottish Veterans Commissioner), SVR chair George Lowder, and CEO Martin Nadin

and communication, opportunity for remote working, and improved cyber security have started to be realised. Additional benefits have also become evident, particularly in improving digital access for Residents. We are now turning our attention to automating processes, data collection and report and return generation.

None of this would have been achievable without the significant effort and hard work of SVR's Staff and the continued engagement and contribution by Members of the Governing Body. We have dedicated considerable effort over the last six years towards ensuring that our governance is as sound as it possibly can be. The breadth of skills and expertise within the Governing Body is impressive and just what SVR currently needs.

I am truly grateful to every one of the Staff and Governing Body and extend my sincere thanks to them all. In keeping with the good governance theme it is appropriate that after seven years as Chair, I will stand down in September 2023, handing over to the Vice Chair. It has been a privilege and an honour to lead the charity through a governance review, a global pandemic and a cost of living crisis. The fact that we are emerging from this in great shape is testimony to the new Executive Team, all the Staff, the Governing Body and all our Supporters and Friends. Thank you.

I commend this report to you.

George Lowder MBE
Chairman, Scottish Veterans Residences

From our Chief Executive



During 2022, SVR has had to cope with the fallout and consequences of Putin's illegal invasion of Ukraine. The principal impact has been that of inflation causing significant increases in energy, food, and materiel costs. This not only increased operating costs, but also had a detrimental financial impact on beneficiaries and employees. Measures were taken to provide additional support to our Residents, Tenants, and staff.

Property Development and Maintenance

Our primary focus in 2022 was on keeping our Residences and tenanted properties safe. We ensured 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 undertook a significant amount of preventative maintenance work following a detailed legionella survey of the Residences. Generous grants from ABF – The Soldiers' Charity, and the Queen Mary's Roehampton Trust, helped to fund major overhauls of our lifts.

Resident Activities

We continued to receive funding from the Armed Forces Covenant Fund Trust as a member of the Scottish Veterans Welfare Alliance, and the Scottish Veterans Fund in support of our Join In Live Well Officer based at Rosendael, and an Activities Officer based at Whitefoord House. These roles are very effective in encouraging Veterans to undertake activities that enrich their lives, build their confidence, and contribute to their physical and psychological wellbeing. Through such grants, we also provide internal and external activities to non-resident Veterans who can access these through self, or third-party referral.



Digitalisation

The employment of our own Information Technology Manager helped us to complete our digitalisation project. We have improved the Wi-Fi access in our 3 locations, to the benefit of Residents and staff alike, seamlessly migrated all our data to The Cloud, rationalised our intranet and enhanced its functionality, closed down our on-premises servers, and digitalised telephony across our sites. An online portal has been created for Residents and staff, which provides a resource that is rich in relevant and interesting content including online courses for digital skills, self-development and education, as well as acting as a notice board and means of communicating with the charity.

Sustainability

We have continued to identify the ways and means by which we can improve the Charity's sustainability, energy and thermal efficiency. A conservation survey of the whole Whitefoord House Campus (*pictured above*) was completed and we continue to explore opportunities for partnerships to draw down funding and conserve the estate sympathetically. In a volatile energy market, significant effort was expended to seek out longer term contracts to



allow us to plan and budget with increased certainty. With the exception of one vehicle, all our vehicles are now fully electric, and we have installed electric vehicle charging points at each of our Residences. We expect to publish a Sustainability Strategy during 2023.

Finally, I must acknowledge the vital role George Lowder has played in guiding and governing SVR during his 7-year tenure as Chairman. He has offered support and provided critical thinking throughout; adroitly shaping and providing clarity to our strategic direction. I offer my personal thanks for his guidance and advice. We are fortunate that he has agreed to remain as a Member of the Governing Body for a while longer yet, and we will be able to continue to benefit from and exploit his experience.

Martin Nadin OBE
Chief Executive, Scottish Veterans Residences

Her Majesty Queen Elizabeth II: 1926 to 2022

2022 will forever be remembered as a seismic year in the history of the Royal Family. The death of HM Queen Elizabeth II at Balmoral aged 96 on 8 September was deeply felt at SVR, and staff and residents paid their respects on 12 September as her cortege made its way up Edinburgh's Royal Mile to lay at rest in St Giles' before her state funeral at Westminster Abbey.

Earlier in the year, there had been Platinum Jubilee celebrations for The Queen, which we marked with a series of parties and events across our three residences. We also took part in The Queen's Green Canopy tree planting initiative, and were honoured to invite Margaret Runcie, who served in the WRNS during the Second World War, to plant a crab apple tree sponsored by Association of Wrens Edinburgh & District Branch. Mrs Runcie sadly passed away in 2022, aged 97. Royal Navy Veteran David Cutler planted a second tree on behalf of RNA City of Edinburgh Branch.



Staying Active

Through initiatives like the Scottish Wellbeing Alliance, residents have been able to keep active throughout the year, through a variety of outings and experiences in the community.

Collaborating with other organisations, we have been able to grow links and provide an opportunity for our residents to explore the outdoors and meet new people, including other veterans.

Winston, who describes himself as 'military through and through', served with the RAF, the Royal Regiment of Fusiliers and as a Reservist, and has been a resident for two years at Whitefoord House in Edinburgh. He has found employment, and thrives on social interaction, being around other veterans, and taking part in outside activities.

"I consider it life support being here," says Winston. "Having people to be around is the biggest benefit to my

wellbeing, which is so much better than being on your own.

"I have been out on a few outings. We attended the Christmas lunch organised by The Not Forgotten, which I loved and it was good to get out and meet new people. I really enjoy the activities and the camaraderie that they bring. It's good to see people and do things outside, away from the day to day environment.

"You get to know people better on trips and it can be a welcome change of scenery. It gives you something to look forward to and it boosts morale. It's really good for the spirits and provides you with a lift. I look forward to things like countryside walks or picnics."



A Success Story

There are many success stories we are proud of at SVR. Residents have shown great determination and resilience to take up training, volunteering and employment opportunities, while others engage in meaningful activities to boost their health and wellbeing.

Before he became a resident at Rosendael, Gerald suffered a stroke after serving 23 years in the RAF. The stroke affected his speech and left him experiencing a loss of mobility down his left side.

However, Gerald has been making great strides through tailored gym sessions under the watchful eye of SVR's Join In Live Well Officer Darren Morgan. His efforts in the gym, combined with attendance at a local Stroke recovery group, have had positive benefits on Gerald's physical and mental wellbeing.

Gerald, from Newcastle-upon-Tyne, came to Rosendael after his daughter discovered SVR, and he is now able to regularly spend time with her, as she lives nearby in Dundee. He is very much enjoying his time as a resident... even some of the tougher work-outs in the gym!

"I work once a week in the gym with Darren," said Gerald. "We concentrate the exercises mainly on the side that was weakened from the stroke and it's

helping massively with my mobility and strength. I'm in a much better place now after coming here.

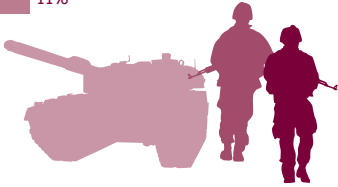
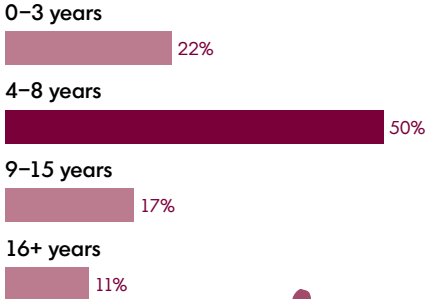
"It's the Hurt Locker when I'm in the gym but I am gradually building up my strength and fitness, and I have good banter with Darren... he's even practising his Geordie accent so we can understand each other better!"

"Rosendael has been really good for me. It's in a peaceful setting and I feel comfortable here."

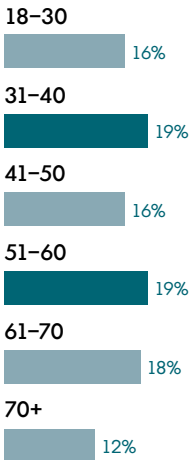


About Our Residents: 2022

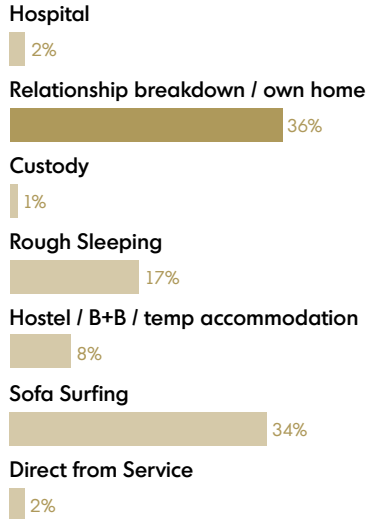
YEARS SERVICE

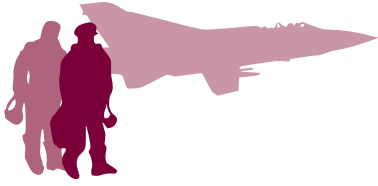


AGE RANGE



PREVIOUS HOUSING SITUATION





45*
TENANTS

222
RESIDENTS

* We have 45 Scottish Secure Tenancies. 3 of these mainstream properties became available during 2022 and have been relet.



9

Number of
AFCS/War
Pension Claims
Assisted



9

Number of residents
taking up education
or training

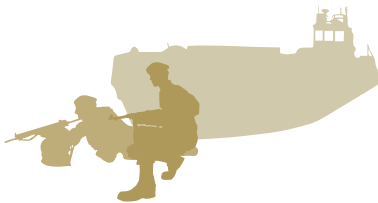
462

Hours of
counselling
provided



83

Number of residents
taking part in activities/
sports/hobbies



RN / RM 11%

RAF 7%

Army 78%

Merchant Navy 4%

* Excludes civilians, which numbered 12 across our services in 2022, or 5% of overall total.



7

Number of
residents carrying
out volunteering



**SCOTTISH
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A Year in Pictures



The City of Edinburgh Lord Provost, Councillor Robert Aldridge, met Veterans including Mark Doig, chair of the Whitefoord House Residents' Committee



Our Armed Forces Day stall in St Andrew Square, Edinburgh



Young people from The Spartans Community Football Academy Alternative School raised more than £1,000 selling their artwork to help our homeless Veterans



Rosendael residents exploring the great outdoors near Braemar



FC Edinburgh welcomed our residents to their Christmas Lunch



The Knights Templar Goodwill Charity of Scotland donated Christmas goodies for residents at all three of our sites.



Teams of volunteers from Raytheon and BlackRock gave their time and enthusiasm in 2022, helping to spruce up our gardens





The Royal British Legion Scotland Riders Branch District 3 – Perthshire and Angus, visited our Rosendael residence to make a £2,600 donation



Bellrock residents enjoyed a day out at Kinross Fishery



Christmas celebrations at SVR's Glasgow Residence, Bellrock Close

Andrew's Act of Kindness

SVR are hugely grateful to anyone who supports the charity, but we were blown away by the kind-hearted efforts of a young Glasgow fundraiser in the build-up to Christmas 2022.

Schoolboy Andrew Scott Crosbie, then 10, saved his pocket money throughout the year to help provide Christmas gifts to 30 residents – and two dogs – living at our residence at Bellrock Close.

Andrew's mum, Sharon Scott, said: "I'm so proud of my boy. Andrew has always been interested in the Armed Forces, and what they do.

"As a family we've always gone to George Square on Remembrance Sunday to pay our respects to those who have died. Then, two years ago when it was lockdown and we couldn't go, he asked what happens to the men and women who come out of the armed services and haven't died.

"He wanted to know 'Who remembers them?'

"I didn't have an answer, so we started looking into it and found out about the Scottish Veterans Residences.

"There are 30 residents, so he started saving his pocket-money in a jar, and



used the money to buy wee gifts to give each of them in a Christmas gift bag."

Two of our residents provided Andrew with a couple of special keepsakes. David gave him his Veteran's lapel pin and Gary gave Andrew his beret.

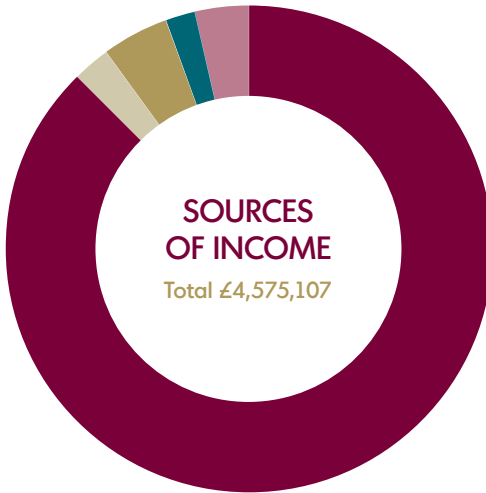
Andrew, a pupil at Carmyle Primary School, said: "Everyone should be happy at Christmas. These people fought so that we are safe, and I'm thankful for that."

Balance Sheet

as at 31 December 2022

	2022 £,000	2021 £,000
Investments	8,652	9,390
Housing Properties – Cost	17,440	17,301
Less Depreciation	(4,651)	(4,369)
	12,789	12,932
Other Fixed Assets – Net Book Value	421	403
Total Tangible Fixed Assets	13,210	13,335
Current Assets	1,034	1,243
Current Liabilities	(410)	(499)
Net Current Assets	618	744
Creditors > 1 Year	(4,538)	(4,623)
	17,942	18,846
Accumulated Reserves	17,942	18,846
Total Capital and Reserves	17,942	18,846

Financial Information



- **Board and Lodgings**
£3,974,616
- **Supporting People Income**
£115,772
- **Other Income**
£201,634
- **Grants released from deferred income**
£85,607
- **Other Revenue grants**
£295
- **Investment Income**
£197,183



- **Homes – Remuneration**
£2,249,521
- **Homes – Services**
£928,601
- **Administration**
£509,322
- **Repairs**
£172,541
- **Depreciation**
£364,471
- **Cyclical Repairs & Maintenance**
£366,507

Our Patrons and Governing Body

Patron-In-Chief

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

Patrons

- Brigadier Andrew Muddiman
ADC RM, Naval Regional
Commander Scotland and
Northern Ireland
- Brigadier Benjamin Wrench,
Commander 51 Infantry Brigade
and HQ Scotland
- Air Vice Marshal R Paterson CB,
OBE Air Officer Scotland

Scottish Veterans Residences Governing Body

- Brigadier (Retired) George Lowder
MBE (Chairman)
- Mr Jonathan Tweedie FSI BA (Hons)
(Vice-Chairman)
- Lieutenant Ray Gidney RN
- Major Christian Taylor
- Squadron Leader Derek Morrison
- Mr Iain Lindsay MNWB (resigned
17 May 2022)
- Capt Andrew Cassels MNWB
(Appointed 17 October 2022)
- Ms Sue Bompfray
- Mr Richard Edlmann
- Reverend Neil Gardner MA BD
- Mr Troy Johnson
- Mr Tony Jones KC
- Mr Clive Masson
- Ms Isla Tabberer
- Mr Sandy Telfer

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The Chief Executive

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53 Canongate,
Edinburgh EH8 8BS
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Rosendael

3 Victoria Road,
Broughty Ferry,
Dundee DD5 1BE
Tel: 01382 477078

Bellrock Close

Cranhill
Glasgow
G33 3HU
Tel: 0141 766 2580



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