



SCOTTISH  
**VETERANS**  
RESIDENCES

Annual Report  
2023

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**Front cover image:** two of SVR'S Rosendael residents enjoy themselves on a boat trip along the River Tay, kindly facilitated by the charity Taymara.



## From our Chairman

**I was both honoured and privileged to become the Chair of Scottish Veterans' Residences (SVR) in September 2023.**

As I took the chair at the start of my first Governing Body meeting, I surveyed with some trepidation the photographs of my 10 predecessors, which adorn our Boardroom's walls, reflecting on the qualities and dedication of the individuals that reached back to our foundation in 1910. Clearly a succession of tough acts to follow, and none more so than my immediate predecessor, George Lowder.

SVR has grown and developed under his adroit and perceptive leadership. George oversaw the merger of the Charity with its Operating Arm, strengthened its governance through the creation of sub-committees, and

led with confidence and resolve during the pandemic and cost-of-living crisis. A great shift by any measure, and one from which SVR will benefit far into the future. We are indebted to him, and quite rightly he received the whole organisation's warmest thanks and appreciation for all he achieved during his tenure.

I also recognise the contribution made by those Members of the Governing Body who retired during 2023: Lieutenant Ray Gidney RN, Major Christian Taylor, Squadron Leader Derek Morrison, Reverend Neil Gardner, and Ms Isla Tabberer. Together they have helped shape our

organisation, strengthen our values and work for the good of the Charity and the wellbeing of those we support.

One of the highlights of SVR's year was welcoming our Royal Patron, HRH The Duke of Gloucester, to our Dundee Residence, Rosendael, in September, to recognise and commemorate 90 years of accommodation and support provision to Veterans, following the gifting of the property to SVR in 1933.

His enthusiasm for, and detailed knowledge of our Charity, is extraordinary given the breadth of roles and functions he performs. This passion for the charity was never more obvious than when he was chatting with Residents and Staff from across SVR. Everyone he met appreciated the time, interest, and attention he gave to them. He recognised the important contribution the high standards of SVR's support to Residents makes to the improvement of their health and wellbeing. This has been borne out by the two successful Care Inspectorate inspections of our Bellrock Close and Whiteford House Residences during 2023.

As a progressive and forwarding thinking organisation we can never be satisfied with resting on our laurels. We have sought to further improve our services with the inclusion of a full-time in-house Occupational Therapist, Janet

Harkess, who provides a peripatetic service across our three Residences and to some of our Tenants.

To continue to improve the offering to our clients and to ensure that SVR remains fit for purpose well into the 21st century, we have begun work on a strategic review to help deliver the vision and strategy to enable both SVR and our residents to thrive. Work on a new strategic plan has commenced. The Chief Executive is leading the preparatory work and will present a range of options to the Governing Body in the latter half of 2024. This will ensure that our service provision remains relevant and appropriate for the complex needs of current and future beneficiaries.

I firmly expect that the support of Veterans and Merchant Mariners who are homeless or at risk of homelessness will remain at the core of our service provision, and that as always, we will make every decision with those users at the very centre of our thinking. For that to be successful, we will continue to require the dedicated and caring staff who do so much for our Residents and Tenants. It is to them that I offer my warmest thanks and appreciation for all that they do, the energy they bring to us and the loyalty they show us.

**Jonathan Tweedie FSI BA (Hons)**  
**Chairman of the Governing Body**



## From our Chief Executive

**In reflecting on SVR's activities during 2023, I kept returning to our Royal Patron's visit to Rosendael in September, in recognition of the 90th Anniversary of Rosendael becoming SVR's second Residence.**

The weather held fine; the Duke of Gloucester was on great form, listening attentively to and engaging with the residents and members of staff. He very kindly unveiled a new sundial to replace the original which had stood in Rosendael's grounds since 1845, which sadly, had seen better days.

His visit provided the opportunity to showcase SVR's successful model of supported accommodation. The day demonstrated many of the aspects of SVR's service delivery that takes place 365 days a year. How all members of staff, be they support, catering, domestic, or administrative, make important contributions that allows the achievement of our goal and

vision; that of *'All Veterans living as independently as they are able.'*

In delivering that vision we have been assisted by a number of organisations that provided financial assistance for specific maintenance and capital projects, or residents' activities, or those that gave freely of their time and intellectual capital. This latter aspect has allowed us to develop policies and practices that support the Veterans' community more effectively. We are particularly indebted to the Scottish Veterans Fund, the Armed Forces Covenant Fund for financial assistance, and to the Cobseo Housing Cluster, Veterans Scotland Housing Group and the Scottish Veterans Wellbeing Alliance.

We recognise the importance and assurance provided by independent external review and inspection of our services and processes. Our Bellrock Close and Whitefoord House Residences were visited by the Care Inspectorate during 2023. Bellrock Close was graded GOOD for its support of people's wellbeing, and its leadership, whilst Whitefoord House was graded GOOD and VERY GOOD respectively. These encouraging grades and the supporting reports provide an independent verification of our high standards and the hard work of our staff, for which I am extremely grateful.

Towards the end of 2023, we further enhanced service delivery and support provision by employing our own in-house Occupational Therapist, who

now operates peripatetically across the three Residences.

In closing, I continue to be uplifted by the passion and commitment of SVR's staff and their drive to help our residents. I offer my thanks to them all. I must also welcome Jonathan Tweedie, who took over as Chair on 6 September 2023, following a lengthy 'apprenticeship' as an active member of the Governing Body. I very much look forward to working with Jonathan for the benefit of the Veterans community, and in determining SVR's strategy, which is being reviewed throughout 2024. I expect that the revised strategy will be published at the end of the year.

**Martin Nadin OBE, Chief Executive,  
Scottish Veterans Residences**

## Digital progress

In 2023, SVR continued to develop and bolster Cyber Security to ensure we can offer the best and safest service possible to those we support. In doing so, we have achieved the Cyber Essentials Accreditation, certifying our commitment to protecting SVR within the digital world. Furthermore, thanks to generous support from the Connecting Scotland Housing Devices and Connectivity Fund, administered by SCVO, we were awarded a grant, which enabled SVR to purchase 20 iPads and 4 Laptops to support residents in Edinburgh, Glasgow and Dundee with their wellbeing, personal development, and activities. Our IT manager Shaun Rhodes explained: "Thanks to this generous grant, more of our residents have been able to explore the web, connect with others, explore employment opportunities and discover activities and opportunities that they may have not been aware of before."



# Coronation of Their Majesties the King and Queen

The Coronation of King Charles III and his wife, Camilla as Queen, took place on Saturday, 6 May 2023 at Westminster Abbey.

Charles acceded to the throne on 8 September 2022 upon the death of his mother, Her Majesty Queen Elizabeth II. It was the first coronation held in the UK since Elizabeth II's coronation in 1953 nearly 70 years prior.

Residents and staff across SVR's three residences celebrated the occasion, including a Coronation lunch held at Whiteford House.

Scotland also marked the Coronation on 5 July, during Royal Week in Edinburgh. The King, accompanied by The Queen, was presented with the Honours of Scotland at a National Service of Thanksgiving and Dedication at St Giles' Cathedral.



Picture: Chris Jackson





# SVR's Royal Patron marks 90 years of Rosendael

HRH The Duke of Gloucester, Patron-in-Chief of Scottish Veterans Residences, visited the charity's Dundee residence Rosendael on 6 September 2023 to unveil a commemorative sundial to mark 90 years since it first opened its doors to ex-Service personnel.

**Pictures:** Alan Richardson





The new sundial unveiled replaces the original that had stood on the same spot since 1845 and includes a piece of the original, bearing the year of its initiation. Performing a short ceremony, The Duke made reference to its historical significance and noted that more than 2,200 residents had benefited from support from SVR since the residence opened in 1933.

His Royal Highness, who enjoyed a lunch

with residents and staff, paid tribute to Residence Manager Graeme Watson and the Dundee team, and said they could be proud of the caring and supportive culture at Rosendael.

The Duke has been Royal Patron of SVR since 2004, having succeeded his mother – Princess Alice, Duchess of Gloucester – following her death earlier the same year. He previously visited Rosendael in 2005.

# Success Story

**In his own words, Gav – A Veteran who served in the Royal Engineers – describes the support he received during his stay at Whiteford House.**

I arrived at SVR in the winter of 22/23 with no real idea how things would pan out. I had been sleeping in a camper van and had next to no money, no ambitions or firm plans for the future. I decided to look for a job, was offered work at a city centre hotel in food and beverage, and I took to it really well. After a month or so I was hired as team supervisor.

Fitness and also meditation helped me, and SVR were able to play a role by providing me food, warmth, shelter, safety and support.

I was given nothing but respect from the moment I arrived at SVR and whatever I have asked for through the support structure that SVR provides, it was taken care of with the utmost professionalism. I also got on well with residents and felt very comfortable. SVR has the resources and the space to assist most in stepping up, but the step itself is up to the individual.

I moved out of SVR just before Christmas 2023 – and did it in style! I cycled from Holyrood Palace to Buckingham Palace! This is the



build-up to my next challenge, to cycle around the world on a gravel bike, something I have already prepared long and hard for.

I plan to set off in early 2025, but since leaving SVR I have been successful in getting myself a place to live and a job I really enjoy, in the hotel industry in Belgravia, London.

I owe a lot to SVR and I absolutely loved my time there, being amongst the lads and ladettes! There was always something happening, which kept the banter flowing. I also got on well with staff, who I found polite, professional and friendly. I now have some solid friends from my time at SVR. I will miss them and the place.

# Going the Extra Mile

SVR were fortunate and grateful to receive the backing of some terrific supporters in 2023. They put their best foot forward to raise funds and awareness for Veterans and homelessness.

For example, Cian McKenzie ran the Edinburgh Marathon in memory of his Dad, Keith, who was a popular tenant at Whitefoord House, while we had many sign-ups to the Kiltwalk in Glasgow – and even a four-legged ‘mascot’ who walked the route with owner Liz Gibbons. Thank you all!

Any money we receive from community fundraising, we channel back in to supporting our residents in Edinburgh, Dundee and Glasgow, so we are always keen to hear from people who want to support us.



**If you wish to take part in an event, raise funds or donate to SVR, please contact: [info@svronline.org](mailto:info@svronline.org) and we will offer advice and support you with your plans.**

## On Song

We were uplifted by a series of visits by musicians Josie Duncan and Kaitlin Ross, who performed at Whitefoord House, courtesy of a collaboration between SVR and Live Music Now Scotland. The talented duo provided a string of well-known songs, and encouraged audience participation – much to the delight of residents! Thanks also to the funders of this project – The Queensberry House Trust – who awarded Live Music Now Scotland a grant as part of the Trust’s 25th Anniversary.



# Residential Trip to Remember

Veterans from all three SVR sites came together in November 2023 to enjoy a week-long activity break in Royal Deeside, thanks to the generosity of Crathie Opportunity Holidays.



Residents and support staff headed north to take part in a programme of rock climbing, abseiling, hill-walking, archery, go-karting, and other activities, during a memorable stay in the holiday cottages in Cairngorms National Park, near Balmoral.

SVR Activities Officer Darren Morgan, who accompanied the group, said: “We had an excellent week together and the group really enjoyed the experience and the location. It was great to see the residents enjoying themselves in the outdoors and taking on new challenges, and having Crathie as a base gave them the opportunity to relax.

“The weather at this time of year can be challenging, but we still managed a good selection of activities, including climbing two Munros. The residents mixed well together which was great to see. We are grateful to Crathie Opportunity Holidays for having us.”

Rosendael resident Nigel said: "I enjoyed it all, particularly the beautiful countryside" while Bellrock resident Brian said: "This was a new experience, being away together with the other guys, and the whole week has been brilliant."

David Sherrard, chairman of Crathie Opportunity Holidays, said: "It was heartening to hear that this group of Veterans enjoyed all the surrounding and calming scenery with hill walks, some rock climbing and a visit to the Deeside Activity Centre."

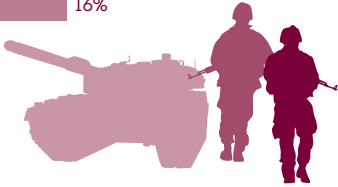
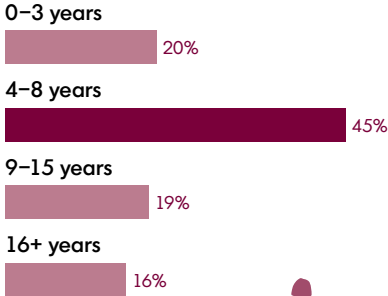


**Crathie  
Opportunity  
Holidays**

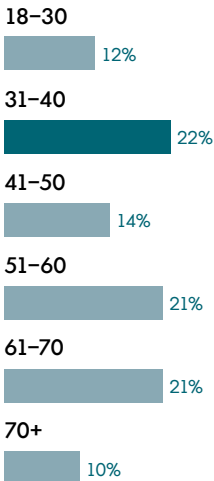


# About Our Residents: 2023

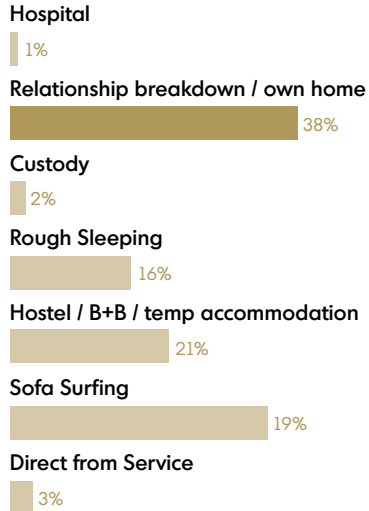
## YEARS SERVICE



## AGE RANGE



## PREVIOUS HOUSING SITUATION



96.5%  
MALE

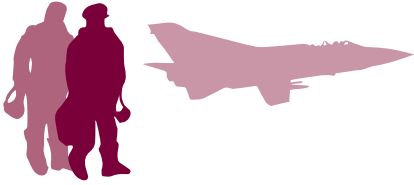
3.5%  
FEMALE



11  
Taking up  
employment

106  
Number of benefits  
claims assisted





**45\***  
TENANTS

**229**  
RESIDENTS

\* We have 45 Scottish Secure Tenancies. 1 of those mainstream properties became available during 2023 and was let to an SVR resident.



**6**

Number of  
AFCS/War Pension  
Claims Assisted



**9**

Number of residents  
taking up education  
or training

**985**

Hours of  
counselling provided



**169**

Number of residents  
taking part in activities/  
sports/hobbies



**25**

Number of  
residents carrying  
out volunteering



**34**

moved on to  
own tenancies or  
other supported  
accommodation



- RN / RM 10%
- RAF 12%
- Army 74%
- Merchant Navy 4%

\* Excludes civilians, which numbered 15 across our services in 2023, or 6% of overall total.



**SCOTTISH  
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# A Year in Pictures



**January:** Scottish scenery at its best as veterans from Rosendael enjoyed a fine day walking along the Arbroath Sea Cliffs with SVR Join In Live Well Officer Darren Morgan.



**February:** Our Glasgow residence Bellrock Close welcomed The Halliday Foundation, who were distributing food and toiletry packages to people living in Cranhill. The Foundation came to SVR through the Cranhill Area Association, who hold committee meetings at Bellrock.



**March:** We were delighted to welcome Tayforth University Officers' Training Corps (TUOTC) – an Army Reserve unit – to a coffee evening at Rosendael.



**April:** A group of our Veterans from Whitefoord House enjoyed a great day out at Edinburgh Castle. We were grateful to Lt Col (Retd) Kevin Wood and his colleagues at the Castle for making the visit possible.



**May:** A group from Rosendael enjoyed a great Clay Pigeon Shooting session in Glenisla and also managed to fit in a visit to one of Scotland's most impressive waterfalls – The Reekie Linn.



**June:** A team from TRAC HLM Ltd helped transform our Bowling Green space at Whitefoord House from an eyesore into an eye-opener! The guys volunteered their services after spotting that the area had fallen into disrepair since the pandemic, and grafted hard to power-wash and clean the surface.

**July:** Four of our residents from Whitefoord House (Keith, Winston, Derek and Mark) were proud to represent SVR at the annual Queen Street Garden Party in Edinburgh's New Town.



**August:** A group from Rosendael were kindly taken on a river trip along the Tay by our friends at Taymara – a local charity created by former members of the Maritime Volunteer Service. As an added bonus, the boat trip was featured on STV News.

**September:** SVR were delighted to welcome the 1st Battalion The Scots Guards Pipes and Drums to Rosendael. Our residents really enjoyed the performance, and were joined at the event by people from neighbouring care homes and other locals from the Broughty Ferry community.



**October:** A dreich day didn't stop a group from Whitefoord House smiling on a visit to the Palace of Holyroodhouse... led by our all-singing all-dancing Support Assistant Nettie!

**November:** Our CEO Martin Nadin left three poppy crosses in memory of three Whitefoord House residents who sadly passed away during the year, in Edinburgh's Garden of Remembrance.



**December:** Each year Veterans living at Rosendael generously dig deep into their own pockets to donate as much as they can to local charity Help For Kids, so children have presents to open on Christmas Day.

# Hello and Goodbye

## There were a few key changes in the staff team at Scottish Veterans Residences in 2023.

In July, the bunting at Whitefoord House declared 'A legend has retired', and in the case of John Robertson this was 100 per cent true!

Popular Housing Support Supervisor John left us after more than 10 years of helping countless veterans and colleagues in his role. It was a very well earned retirement for John, a Veteran himself. He started his working life at 15 as a Submariner, and when he left the Navy, he initially worked in a papermill, then moved into a career as a drugs counsellor, before joining SVR in February 2013.

In November, meanwhile, SVR welcomed its first ever full-time Occupational Therapist – experienced



**Goodbye:** John Robertson

practitioner Janet Harkess – thanks to funding from the Scottish Veterans Fund. Janet started her new role at SVR on 1 November and has already been making a positive impact, working with Veterans across all three Residences.

Janet initially worked in health and community settings in Dundee and Perthshire, but most of her career has been spent in Rheumatology for NHS Fife, latterly as Principal Occupational Therapist. She has been a committee member for the Scottish Society of Rheumatology and until recently was chair of the Royal College of Occupational Therapists Specialist Section in Trauma & Musculoskeletal Health.



**Hello:** Janet Harkess

# Thank You to Our Funders



Many of the additional facilities and projects we are fortunate to be able to implement across our Residences, are due to the generosity and support of a number of external funding bodies.

In 2022, we were extremely grateful to receive a number of grant awards and donations, which complement and underpin our core work, supporting Veterans who are homeless, at risk of homelessness, or in need..

One of the flagship projects we undertook in 2023-24 for residents at Whitefoord House, was a relocation and modernisation of the gym. This was made possible thanks to a £10,000 award from the Veterans'

Foundation and it was a proud moment when the new gym was opened by the Governor of Edinburgh Castle, Major-General Alastair Bruce, and Veterans' Foundation trustee Gillian Brewer.

Thank you to all funders in 2023 who recognised the value of our work, and backed us accordingly. We value and appreciate your faith and financial support.



# Many Hands Make Light Work

**Goodwill and elbow grease went a long way across all three SVR sites in 2023, thanks to the brilliant efforts of an army of volunteers.**

We were able to welcome in a number of teams to Edinburgh, Dundee and Glasgow through the year – all who kindly gave their time and effort to make improvements to the buildings and gardens at the residences. Companies who

got behind us in this way included Raytheon UK, BlackRock, JP Morgan and Scottish Gas.

**If you are interested in exploring corporate volunteering opportunities, please contact: [colin@svronline.org](mailto:colin@svronline.org)**





# Out and About

Increasing awareness of our charity, our services, our residences and the issues and challenges currently facing ex-servicemen and women is important, and Scottish Veterans Residences are always eager to meet the public and talk about our work.

In 2022, we really enjoyed our first taste of the Royal Highland Show across four sun-kissed days in Ingliston; we relished our invite to the annual Queen Street Garden Party in Edinburgh's New Town; we met Barry the Badger (and lots of other people) at the Scottish Game Fair at Scone, in Perth; and we were also

honoured to attend Edinburgh's Armed Forces Day in West Princes Street Gardens and Fiji Day at Glencorse, organised by Lothian Veterans Centre.

**If you would like to invite SVR to an event, please contact:**  
[colin@svronline.org](mailto:colin@svronline.org)



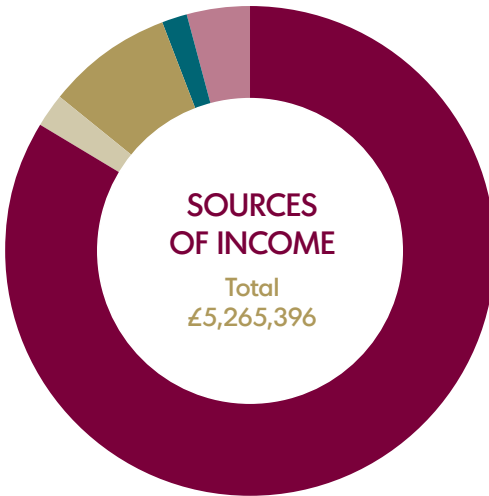
# Balance Sheet

as at 31 December 2023

	2023 £,000	2022 £,000
Investments	9,092	8,652
Housing Properties – Cost	17,448	17,440
Less Depreciation	(4,940)	(4,651)
	12,508	12,789
Other Fixed Assets – Net Book Value	400	421
Total Tangible Fixed Assets	12,908	13,210
Current Assets	1,407	1,034
Current Liabilities	(690)	(416)
Net Current Assets	717	618
Creditors > 1 Year	(4,452)	(4,538)
	18,265	17,942
Accumulated Reserves	18,265	17,942
Total Capital and Reserves	<b>18,265</b>	<b>17,942</b>



# Financial Information



- **Board and Lodgings**  
£4,403,923
- **Supporting People Income**  
£119,409
- **Other Income**  
£441,540
- **Grants released from deferred income**  
£85,607
- **Other Revenue grants**  
£300
- **Investment Income**  
£214,617



- **Homes – Remuneration**  
£2,321,982
- **Homes – Services**  
£1,238,591
- **Administration**  
£621,387
- **Repairs**  
£181,963
- **Depreciation**  
£376,208
- **Cyclical Repairs & Maintenance**  
£475,117

Surplus/(Deficit) £50,148

# 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 J P Davies MBE  
Commander 51 Infantry Brigade  
and HQ Scotland
- Air Commodore W Gibson MBE  
ADC MA RAFR  
Air Officer Scotland

## Scottish Veterans Residences Governing Body

- Brigadier (Retired) George Lowder MBE (Chairman until 6 September 2023)
- Mr Jonathan Tweedie FSI BA (Hons) (Chairman from 6 September 2023)
- Lieutenant Ray Gidney RN (Resigned 1 June 2023)
- Lieutenant Andrew Smart RN (Appointed 7 December 2023)

- Major Christian Taylor (Resigned 23 July 2023)
- Major Surya Rai (Appointed 24 July 2023)
- Squadron Leader Derek Morrison (Resigned 7 December 2023)
- Flight Lieutenant Ross McElhinney (Appointed 7 December 2023)
- Captain Andrew Cassels MNWB
- Ms Sue Bomphray
- Mr Richard Edlmann
- Reverend Neil Gardner MA BD (Resigned 24 June 2023)
- Group Captain (Retired) Teresa Griffiths CBE ARRC (Appointed 7 December 2023)
- Mr Troy Johnson
- Mr Tony Jones KC
- Mr Clive Masson
- Ms Isla Tabberer (Resigned 7 December 2023)
- Mr Sandy Telfer
- Mr Rab Wallace (Appointed 24 May 2023)



**Website: [www.svronline.org](http://www.svronline.org)**

**Email: [info@svronline.org](mailto:info@svronline.org)**

**The Chief Executive**

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Edinburgh EH8 8BS  
Tel: 0131 556 0091

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Edinburgh EH8 8BS  
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**Rosendael**

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Broughty Ferry,  
Dundee DD5 1BE  
Tel: 01382 477078

**Bellrock Close**

Cranhill  
Glasgow  
G33 3HU  
Tel: 0141 766 2580



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