

ERSKINE

Caring for Veterans since 1916

2022
Annual Review



WE



**PROUD TO
CARE**



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WE HAVE
CARED FOR



100,000

VETERANS SINCE 1916

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Cover: Veteran Bill McDowall at the "Shadow of the Brave" Falklands Memorial

Left: Care Assistant Morgan Dickie

INTRODUCTION

WELCOME

Welcome to the Annual Review of the year ending September 2022.

It's often said that if you want a job done, you should give it to a busy person. Throughout this year, and last year, and the year before... Erskine has been full of extremely busy people. Moreover, they have been doing a truly excellent job – not only dealing with present day operational challenges – but getting ready for the strategic challenges of the future.



When we last wrote to you, it turned out that the pernicious COVID-19 virus wasn't done with us. Our remarkable Care and Support staff had to dig deep into energy reserves to make sure that those inevitable infection pockets, did not run amok through our residents' bedrooms and communal areas. They also had to make sure that those residents who were unfortunate enough to become infected, were safe and comfortable, all while maintaining a warm, homely, family environment.

All our staff, in Care, Community and Accommodation services fought like Trojans to maintain their services at Erskine's renowned standards. But, in a war against COVID, we inevitably had temporary casualties. At some points early in the year, we had up to 30% of our staff either sick with the virus, or

isolating at home, to prevent its further spread. This meant that those on the frontline all had to shoulder the burden and cover the gaps in staffing. We are incredibly proud of and grateful for their sterling efforts!

2022 also saw the first indications of some significant, and long-anticipated changes in the Veteran population. After the Second World War, the UK military discharged some 4 million personnel who instantly became Veterans. Many were in immediate need of support, or in need soon after. Those Veterans' support needs changed at different stages of their lives. Throughout its history, since The Great War, Erskine has been "Proud to Care" for Veterans in need of our gold standard of nursing care and accommodation services. However, we're also proud to develop new services



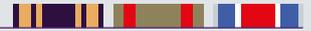
Watch our award winning 'Futures for the brave' TV campaign



SCAN ME

A handwritten signature in blue ink, appearing to read 'Ian Cumming'.

Wing Commander Ian Cumming MBE MA FCMJ
Chief Executive Officer



‘Throughout its history, since The Great War, Erskine has been “Proud to Care” for Veterans in need of our gold standard of nursing care and accommodation services.’

to meet changing needs. With very few WW2, or indeed, National Service Veterans left, we concur with the Government and our fellow charity counterparts, that we may see a 40% drop in the number of Veterans in Scotland. This will mean a significant drop in those who need our residential nursing care in their last years and months.

In light of dropping demand and increasing costs and staffing pressures, this year we took the difficult decision to close Erskine Glasgow. Happily, most of our residents and a number of staff were content to relocate a few miles west to the homes in the Erskine Veterans’ Village and its beautiful parkland. It was nonetheless a sad occasion, but we took solace from the fact that our staff had offered care, compassion and comfort to

thousands of elderly Veterans in the Glasgow area, over many years.

However, we must be clear that Erskine is not in a state of decline; merely in a state of change. If we accept this inevitable and monumental demographic change (and we absolutely must), then we are presented with a number of opportunities to develop a really exciting spectrum of services for Veterans at an earlier point in their lives. With its trademark agility, Erskine has already commenced a “right-sizing” of its nursing care capacity, so that by the time all our WW2 Veterans are gone, we will be correctly configured to deliver care for the smaller proportion of Veterans at the top of the “age pyramid”. Delivery of residential nursing care will always be our trademark service and one that is of remarkable quality and value to Veterans

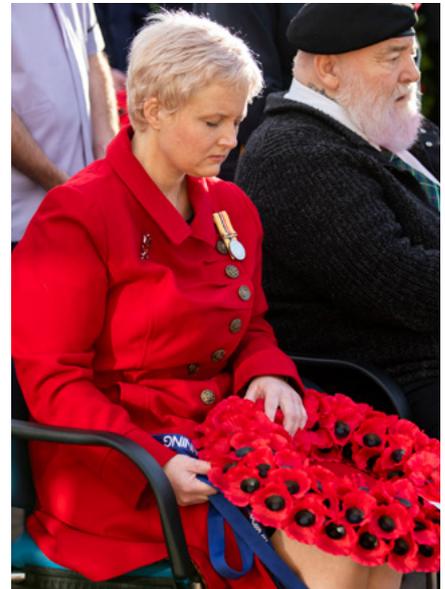
in Scotland. However, when we saw an opportunity to reach further down that age pyramid and knowing we could rely on partners and supporters like you all, we took it!

Scottish Government policy is now changing to focus on enabling people to live longer, better lives in their own homes and own communities. The Veterans’ Strategy is also focused on enabling Veterans to demonstrate their innate value to their community. Therefore, here at Erskine, we are adapting and growing services which support both these themes. You can read more about our areas of focus for the future on page 10.

Mr Stuart Aitkenhead BSc CEng FIMechE
Chairman

REVIEW OF 2022

HIGHLIGHTS



Top Left: Erskine launches our partnership with Bowls Scotland

Top Right: Veterans reflecting at Remembrance Day Service

Middle Left: Activities Assistant, Nicola Davies taking part in the Kiltwalk

Middle Right: Residents enjoying a toast together

Bottom Left: Guests having a jig at the Erskine Burns Supper

Bottom Right: Erskine Home residents taking part in the Sporting Senior Games





Left: Volunteers having fun at the Erskine Military Ball

Middle Left: Filming of the new Erskine TV advert, "Futures for the Brave"

Middle Right: Residents enjoying indoor curling

Bottom Left: Erskine sculpture trail created by Luminate and in collaboration with Veterans at the Home

Bottom Centre: Our amazing supporters taking part in the Erskine fire walk

Bottom Right: Service personnel at the unveiling of "The Shadow of the Brave" Falklands memorial



WHO WE ARE

WHY WE'RE HERE



Our vision is a Scotland where Veterans and their families thrive. We contribute towards this vision by offering Veterans their best possible future – through the best possible care & community support.

Erskine has four strategic objectives:

Care

Veterans and their spouses receive good quality, person-centred care from when they leave the Forces through to the end of their lives.

Accommodation

Veterans have a place to live when they leave the Armed Forces, for the longer term, and during their retirement.

Community

Veterans suffering from loneliness or isolation have a place to go, where they can learn new skills, have new experiences, and enjoy a sense of camaraderie.

Effective and efficient organisation

The charity is recognised by supporters, beneficiaries, employees and other key stakeholders as an efficient and effective organisation, worthy of their trust and support.

Values

Our values are more than simply words – they are a set of closely-held beliefs about how we should conduct ourselves in everything we do. They are a moral handrail in challenging times and they spell the word CARE.

Communication

We communicate internally and externally, in a transparent, open manner that supports understanding and dialogue.

Accountability

We take appropriate accountability for our individual and collective actions and decisions. We aim to reduce unwarranted variation in care and support provided. We aim for beneficiaries to experience the same compassionate, person-centred care, irrespective of which members of the team are on duty.

Respect

We respect our beneficiaries and those who visit our Homes and services, we respect each other as colleagues. We respect the beneficiaries' right to choose and will support them with making choices.

Empowerment

Those who receive our care and support will feel empowered to make choices. We will provide accessible, transparent information to our beneficiaries about their rights and what they mean for their day to day lives. We will value, support, act upon and learn from what our beneficiaries say. We will ensure that our beneficiaries have their voices heard. We will support colleagues to feel empowered to use their knowledge and expertise in the delivery of person-centred care and support.

These values apply to all of us – staff, trustees, volunteers, people we support, families and carers and others that we work with – and are an integral part of our induction, training, communications and working policies.



Watch our animated campaign



SCAN ME



WHO WE ARE

THE FUTURE

Implementing our new strategy

Erskine launched its five year strategy in October 2021, focussing on the evolving needs of the Veterans' community in Scotland.

The first year of this strategy has involved detailed analysis of our services, workforce, and finances to determine how we can continue to deliver quality services within existing financial parameters. This work is progressing well as we move forward into the 2022/2023 financial year.

Top left: A member of staff and an Erskine Home resident enjoying the garden outlook

Bottom left: Care Assistant Charlene Aitken, Proud to care

Below: Erskine Home resident enjoying the comforts of her room



Strengthening our workforce

We want to continue to deliver first class services to a wide range of Veterans living in Scotland, which is not without its challenges due to staff shortages and restricted funding.

The future of Erskine very much relies on having the right people in the right roles at the right time. This has been a significant challenge for Erskine over the past year and one that we will continue to face due to the widespread shortages in the health and social care sector.

Supporting and investing in our workforce's health, wellbeing and development is at the forefront of our minds as we move into the new business year. Sustaining the level of care and support with reduced numbers due to vacancies and increased sickness absence is taking its toll on our existing staff. However, we are committed to fulfil our responsibility as a caring, compassionate employer by putting the health and wellbeing of our people first.

We do this in a number of ways including providing on-site health and wellbeing support, access to our large team of internal qualified Mental Health First Aiders, in-house Occupational Health Nurse and 24-hour access to our employee assistance service.

It is also important to us that all our employees are given the opportunity to develop professionally and personally which in turn helps Erskine to deliver better services. Having a culture of continuous improvement and learning is essential and where we can support staff with the cost and time to undertake qualifications, we want to be able to do that.

During 2021/2022 we supported 43 employees with external qualifications. This was in addition to the 56 in-house courses and other learning opportunities delivered internally during the year.



WE EMPLOY

419 CARE STAFF
200 NON-CARE STAFF
160 VOLUNTEERS



WHO WE ARE

THE FUTURE

Expanding our community services



Above: ERMAC and TSA settled in the grounds of the Erskine Veterans Village

Erskine Veterans' Activity Centres

Established supporters will know that the Erskine Reid Macewen Activity Centre (ERMAC) is now five years old. From its early inception, ERMAC has provided a wide range of meaningful and stimulating activities. Recently extended, refurbished and fully winterised, ERMAC's mission is to tackle the very real dangers of isolation and loneliness amongst Veterans who, for many different reasons, have lost their sense of community support.

As well as activities, we also provide a hot lunch within a comfortable lounge area. Our members love coming together to share a meal and indulge in a barrage of military banter. Whatever activity attracts them, it's this sense of community that they encounter which keeps them coming back. We have over 300 members who travel from up to 30 miles away to use ERMAC's community services, which they describe as life-changing and life-saving.

To allow Veterans in different areas to benefit, we are now looking to replicate Erskine Veterans' Activity Centres (EVACs) across Scotland. We're already in advanced venue research and service development work in the town of Forres, Morayshire, so keep your eyes peeled!

Transitional Supported Accommodation

We wholeheartedly believe that Scotland's Veterans, who played a vital role in the Armed Services, still have a vital contribution to make to their community. However, sometimes a physical, or mental health injury, bad luck, or bad timing can conspire to disrupt a younger Veterans' plans for "Civvy Street". Without a fixed address, applying for jobs or any benefits they are entitled to, can be problematic.

That's why, during the course of the pandemic, we finished building 24 beautiful apartments in the Veterans' Village. Sitting opposite ERMAC, the Transitional Supported Accommodation (TSA) and our Erskine support workers, give Veterans of working age the safe space, time and support they need to recuperate, re-orientate and refresh their plans.

As you would expect, at the beginning of a flexible 6-24 month tenancy, our support workers focus on helping each Veteran deal with any personal issues, sort out their benefits rights and gain an understanding of where they really want to live and work, in the long-term.

When the time is right, TSA tenants begin additional training, practice interview techniques and get their CVs

prepared. Support workers help them to arrange job applications, work experience, or volunteering with local organisations and commercial partners – all of whom are keen to support Erskine in its work. Once a tenant has secured long term suitable employment, support workers engage with local authorities and housing associations to arrange long-term sustainable accommodation.

Care At Home

We are rightly proud of the quality of residential nursing care, which we offer to Veterans and their spouses in our Homes. However, we are now keen to understand to what extent we could help our beneficiaries by delivering Erskine quality care within their own homes!

We think that the quality of our service, supported by volunteers for shopping assistance, companionship and trips out (perhaps to an EVAC), could transform the level of wellbeing and support felt by our older Veterans in the community. If we can help them live better, longer lives, in the place that they love, then it's a win for all concerned. If the pilot is a success, then we will give serious thought as to how we can expand this service across Scotland – perhaps registering each EVAC as a Care at Home hub in the future.



WHAT WE DO

SERVICES

Our services for Veterans and their families address three fundamental needs: care, accommodation and community.

During the year, our services included:

Care

Residential care homes: Erskine Edinburgh, Erskine Glasgow, and The Erskine Home and Erskine Park within our Bishopton Veterans' Village. These homes provide nursing, dementia and end-of-life care to Veterans and their spouses across a total of 309 rooms and ensure that Veterans and their spouses are provided with the best possible care during later life.

Community

The Erskine Reid Macewen Activity Centre (ERMAC), a Veterans' Activity Centre within the Bishopton Veterans' Village. ERMAC aims to enhance the quality of life and wellbeing of Veterans in the community, providing the opportunity to engage with people who have shared experiences and history, learn new skills, explore their interests and access support services.

Accommodation

Transitional Supported Accommodation for Veterans who leave the military at relatively short notice and need more assistance to reintegrate productively back into civilian life, within 24 apartments located at our Bishopton Veterans' Village.

44 family cottages and five Assisted Living Accommodation apartments for Veterans and their families to live independent lives within our Bishopton Veterans' Village.

Accommodation and support services for the Army Personnel Recovery Centre which supports Service men and women to recover during their service, within the 16 room recovery facility located within Erskine Edinburgh.



ON OUR ESTATE
IN BISHOPTON
WE HAVE

44



VETERAN FAMILY
COTTAGES

24



TRANSITIONAL
SUPPORTED
APARTMENTS

5

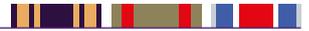


ASSISTED LIVING
APARTMENTS





**I FEEL
CARED FOR
AND ABOUT**



Alexander Cormack Army

Sandy was called up in 1941 and served as a Royal Marine. He was posted throughout Europe and awarded the Légion d'Honneur for his service in Normandy.

With thanks to



Alexander Davidson Cormack, known as Sandy, was born on 15th January 1922 in Airdrie.

His father who had been in Mons, France in WW1 had been involved in a gas attack. He passed away before he was 40 years of age, ruined lungs cutting short his young life. From a young age Sandy knew the risks of going to war.

Sandy left school at 14 and was a butcher to trade before being called up in October 1941. He was keen to get into a Scottish Regiment or the Royal Navy and put these down as his preferences. So when he got called up for the Royal Marines, age 19, he mistakenly thought that would be the same as the Royal Navy!

Sandy had never been out of Scotland before and was sent down to Portsmouth. He later set sail out of Greenock on the RMS Maloja, a British ocean liner that saw service from 1923 to 1954. They were headed down to Durban where they spent a couple of weeks. By this time, he had a job as a butcher on board ship which he enjoyed. Next stop was the Egyptian port of Taufiq, then transported to somewhere just outside Cairo and on to another troopship to Malta where they were based for six weeks. He spent his 21st birthday on yet another troopship heading towards Italy.

Being in the Marines, Sandy was involved in the invasion of Sicily and mainland Italy as they set up a mobile naval base and defended it. By this time, many of the Italian soldiers were disillusioned with the war and were keen to surrender, with many asking the British soldiers to take them to a POW camp! From Sicily, it was over to Taranto then another troopship back to Portsmouth.

Then there was a spell at Achnacarry for Commando training. By this time the press were talking about a second front - which turned into D-Day! Sandy arrived in northern France with the Royal

Marines 4 Commando about a week after the 6th June 1944 invasion. He modestly states that he doesn't have any "great, daring stories" but "just ran with the rest of them".

When he arrived in France, the Germans were holding up Caen. British soldiers needed to reclaim Caen to use the roads and, after they defeated the Nazis, he says they were "chasing them all the way" along the coast - Dieppe, Le Havre, Calais.

Sandy continued through northern France, Belgium, Holland and then into Germany. "You had a job keeping up with them. It was pretty rough". During the fighting at Walcheren, he lost a couple of good pals and going through Germany he witnessed many women and children hiding in cellars, terrified of the British soldiers. It was difficult to persuade them to come out and convince them they had nothing to fear.

He was back in Holland, in the small town of Goes, when the war in Europe ended. Sandy was demobbed from Portsmouth 13 May 1946 and returned to his job in Henderson's the Butchers in Possilpark, living in East Kilbride with his wife Renee.

In 2017, Sandy was awarded the Légion d'Honneur for his service in Normandy meaning if Sandy takes a trip over the English Channel he would be known as a 'Chevalier' - or a knight. "I'm not sure why they did it. It's all a mystery! If they wanted to reward me, I might have preferred a wee villa down the coast!"

Sandy and Renee came to live in The Erskine Home in 2022. Sadly Renee passed shortly after but Sandy has since made Erskine his home. He has thrown himself heart and soul into the Erskine way of life. He loves to get out every day for fresh air and often he can be found sitting on the garden balcony of Pearson House which is a suntrap filled with pots overflowing with flowers.

On one occasion, he was travelling in the back of a truck with other fellow soldiers when he noticed holes appearing on the canvas cover. It dawned on him that they were being shot at: "All of us got out of that truck and into a ditch quicker than you can imagine."



19%

OF OUR RESIDENTS SERVED IN THE ROYAL NAVY



WHAT WE DO

CARE

Story of the year

2021/2022 has been a year of continuous change. However the primary aim of the Care Directorate has remained resolutely focused on providing resident focused safe and effective care.

Adapting to COVID-19

Throughout the year COVID remained with us, albeit it changed in presentation and, fortunately, its impact. Over 98% of residents chose to have the COVID vaccines and boosters; there is no doubt that this has a tremendously positive effect of reducing the spread of the virus and, more importantly, the impact the virus had on residents that did pick it up. As we neared the end of the year and the flu vaccine became available it was great to see a very high uptake of this. Again over 98% of residents opted to have the vaccine. As with the COVID vaccine, it did not stop some residents catching the virus. However there were far fewer than we had seen in previous years and, most importantly, the impact was less severe than we saw in previous years without the vaccine.

Right-sizing of Erskine

To ensure the sustainability of Erskine far into the future, we have been going through a 'right-sizing' process with Care. Our Erskine Edinburgh Home has downsized into the Shepherd Building and now cares for 40 residents there, down from 72. This is a direct response to staffing difficulties and our predicted needs regarding the number of Veterans who will need Erskine care homes in the future. Erskine Glasgow Home went through significant change during 2020/2021, this continued during

2021/2022 with the difficult decision being made to close the home. It is good to report that a significant number of our residents chose to transfer to either The Erskine Home or to Erskine Park Home and remain within the Erskine family. Some of our staff also chose to transfer across to the Bishopton Veterans' Village. Our final change during the year was the temporary closure of Ramsay House in The Erskine Home. This change aimed to ensure we can provide safe staffing in the other five houses that remain. Red Cross House changed its primary focus from a 'nursing' house to one caring for residents living with dementia. At the end of this 'right-sizing' period we will have the capacity to care for 220 Veterans. Due to the changes, we provided in-house care for 359 unique Veterans/spouses during the year.

A significant change during the year saw the retirement, after 39 years with Erskine, of The Erskine Home Manager, following which the manager from Erskine Park moved to The Erskine Home and the House Manager from Erskine Glasgow was promoted to Erskine Park Manager post.

Lifting restrictions

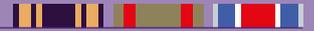
Throughout the year we continued to see changes to the number, and impact of restrictions. Infection, prevention and

control was the cornerstone of us being able to reduce these restrictions and return to 'near pre-pandemic' visiting approaches. The only remaining restriction was on the number of visitors than could safely visit within a residents' room, simply due to space and the need for ventilation within the room and within our activity areas. Residents enjoyed welcoming visitors into their rooms, back into communal areas and to Harry's Café (for those based in Bishopton). We were able to 'de-mask' for staff and visitors alike, which, although feeling odd at the beginning, was very much welcomed by everyone. Masks are only worn now due to a) personal choice or b) when in a designated/restricted infection area – when a resident is on an infection pathway, we move to nominated visitor visiting. Eventually even PCR and LFD testing stopped for those who were asymptomatic, with the isolation period for residents and staff being reduced to five days.

As we saw last year, with every restriction that was lifted, residents and staff joined together in bringing back the vibrant, joyful atmosphere that existed across our Homes. This sense of being 'in the community' and a vibrant community in their own right, was exemplified by the lifting of all restrictions around Harry's Café (in The Erskine Home). We were



Right: Providing first class care to our Veterans



‘with every restriction that was lifted, residents and staff joined together in bringing back the vibrant, joyful atmosphere that existed across our Homes.’

able to welcome residents, relatives, staff and visitors from the local community who simply popped in for a coffee and a cake, occasionally breakfast.

Entertainment

In terms of entertainment and engaging activities, we welcomed more and more community groups, choirs, string quartets, musical ensembles, school visits and pipe bands alike back to our homes. Therapets returned to our homes; these are always a strong favourite with our residents. We are still cautious in how we arrange seating in these larger events and maintain a lower number of attendees, simply to prevent overcrowding and ensure adequate ventilation. We are, after all, still in a pandemic and have to remain vigilant – that won't stop us enjoying ourselves!

Our original 'Artists in Residence' programme (funded through the Unforgotten Forces Collaboration), a joint venture with Luminare Scotland, came to a conclusion with the launch of our sculpture trail which meanders alongside the cycle and woodland walkway at the Bishopton Veterans' Village. The sculptures were the combined input from our four homes, brought together by the artists and our residents. It is well worth a visit if you are in the area. During the year, however, we were delighted to start a new 'Artists in Residence' programme, again working with Luminare. This programme, funded by Armed Forces Covenant Fund Trust, was built from the previous programme, but took a different approach of short nine weeks sessions, before having a break, then commencing the next nine week block – this allowed for a continuous learning and revising approach. The artistic flair of our residents is never far from the surface and is a joy for all to see. The programme includes a wide variety of artistic mediums e.g. drawing, painting, craft work, music, the written and spoken word etc.

At a local level, our activities and direct care staff continue to provide a wide range of activities in the various areas as well as in-house for residents. It is important that these in-house activities form part of our programme to ensure the 'quiet voice', the residents who don't like large activities, have the opportunity to engage in small groups and in one to one activities. Our Physiotherapy (PT) and our Speech and Language (SLT) Teams continue to deliver dynamic resident-centred services, from lunch club with the SLT team through to the Halloween Challenge (PT). The Halloween Challenge was adopted by residents and staff alike, with small groups being given a shared 'keeping well' challenge. Our residents proved time and time again their indomitable spirit won't be defeated by any challenge, including one resident who set his challenge to walk from the Garden Centre to The Erskine Home – and, of course, he completed it.

One of the major hits across our homes is the use of our adapted bikes. We have two different types: One is a side-by-side model where the resident and staff can both pedal, the other being a wheelchair adapted version where residents who use a wheelchair sit at the front of the bike, and still have the opportunity to go out cycling.

While it is lovely to see residents and staff engage in a wide variety of activities, perhaps the most significant and joyful change is seeing residents and families reuniting and getting on with things they would have done prior to the pandemic. Trips out together, visits to family homes, attending weddings or simply strolling round the grounds are such significant and important activities for our residents. Returning to this as the norm has been a happy and enjoyable thing for everyone to experience.

‘perhaps the most significant and joyful change is seeing residents and families reuniting and getting on with things they would have done prior to the pandemic.’



Right: Erskine residents welcome getting out and about and having visitors



Joyce Mann RAF

Joyce has had so many amazing opportunities, travelled the length and breadth of the country and overseas – all in pursuit of a volunteer role she loved.

Joyce Mann was born on 21st August 1954 on The Isle of Man. There were early signs of what was to come as she donned her first uniform age 6 when she joined the Brownies with Guides and Girls Venture Corps following in succession. These organisations, along with her growing interest in youth and community volunteering, gave her a solid basis for her chosen career.

On leaving school, she headed to Bishop Otter College in Chichester where, in 1974, she completed her Teachers Training. Due to a shortage of teaching jobs, Joyce did not go directly into teaching, instead she found herself moving through voluntary roles before landing a nursery teacher role with Kelvinside Academy. Through her role in the Nursery Dept, Joyce had been mentoring senior pupils on the school's Skills For Life Programme when the boys would spend time in nursery working with the 'wee ones' and members of staff. It was these boys that conspired to recommend that 'Mrs Mann' should join the CCF RAF section – another volunteer role! So she did and was then back in 'uniform' following her commission in 1998 – much to the delight of the conspirators!

Joyce was soon promoted and headed up the RAF section building the numbers in the section and arranging a variety of opportunities and activities.

Over the following years, Joyce planned the routine training, co-ordinated Air Experience and Gliding opportunities, adventurous training and specialist camps, courses and award nominations. To facilitate this training, she gained qualifications and experience necessary to enhance the cadet experience. She became range qualified, a weapons/skill at arms instructor, was invited to join the (Air Cadet) Scottish Small Arms Training Team and was selected to be a flight commander on the Air Cadet Leadership Courses. She made numerous contacts throughout the RAF and schools

communities, working on the principle that if she was offered an opportunity, her cadets went too!

A chance meeting at 603 Sqn RAF Reserves led to Joyce being offered a place on the newly developed RAF Flight Operations Officer Course, an opportunity that was just too hard to resist! And what an amazing course it turned out to be – learning every aspect of UK flying and support. Working with a mentor, first at RAF Leuchars, then RAF Lossiemouth and finally with 206 Sqn (Nimrods) at RAF Kinloss. She graduated, along with 11 RAF Reserve personnel, at RAF Shawbury in 2002. Every part of the training was incredible but her time at 206 remains the most special and poignant – remembering the crew members lost during OP Telic (Afghanistan) 2006.

The years passed and, in 2008 an extremely interesting job came up that Joyce applied for. It was once again working within the Cadet Organisation – as the SO2 for the CCF RN/RM Youth HQ in Portsmouth. The job was a Civil Service Military Support Function (C2MSF) post. Once again, fate and the volunteering Gods, were on Joyce's side and she fulfilled her role for six years.

After 20 years in 'blues', Joyce decided it was time to retire. She had the privilege of working with personnel from all the Services, mainly The Royal Air Force, cadets and adults from all walks of life. Joyce had so many amazing opportunities, travelled the length and breadth of the country and overseas – all in pursuit of a volunteer role she loved.

In 2012, Joyce visited ERMAC and decided to become a member. She enjoyed taking part in a variety of activities but missed working and volunteering. After about three months she was asked if she could help out with three members who were a little shy and on the fringes of the group. Joyce was delighted and created a small group named "Conversation and

With thanks to



Reminiscence". *"We talked about everything! From old comics to old sweeties and biscuits, we had a great time". Joyce feels that this is such a privilege: "my 'wee group' are all amazing individuals with such stories to tell (usually over a cuppa and a biscuit)".* Joyce is a valued volunteer and member of the ERMAC team.

Joyce talks fondly of ERMAC:
"It is such fun and everyone is special in their own way. The Veterans, regardless of service or age, are just brilliant to 'work' beside. Every day is different, smiles are plentiful, and the regular staff seamlessly include you into their day.



22%

OF OUR RESIDENTS SERVED IN THE RAF





**THERE IS
A PLACE
I BELONG**

WHAT WE DO

ACCOMMODATION

THIS YEAR WE PROVIDED



309

ENSUITE ROOMS ACROSS
FOUR HOMES IN BISHOPTON,
GLASGOW AND EDINBURGH.

Support

We still support the care delivery to all of the homes and houses and, although the numbers have reduced, the demands are still high and we continue to strive to maintain an excellent support service to all of our residents.

Our catering department are constantly reviewing the menu and ensuring each meal is of the highest standard and served in a way that meets each individual residents' needs. Our housekeeping and laundry department ensures that the homes are kept as clean, safe and welcoming as possible and we adhere to the strictest of infection control standards at all times. Our transport and porter service ensure the smooth delivery of meals to residents and the safe disposal of all waste types as well as the safe transport of our residents to outings and appointments.

Our small, but essential, hairdressing team continue to work tirelessly to help our residents, male and female, look their best whether it be for a visit, an outing or just a regular day in their home.

Erskine Accommodation

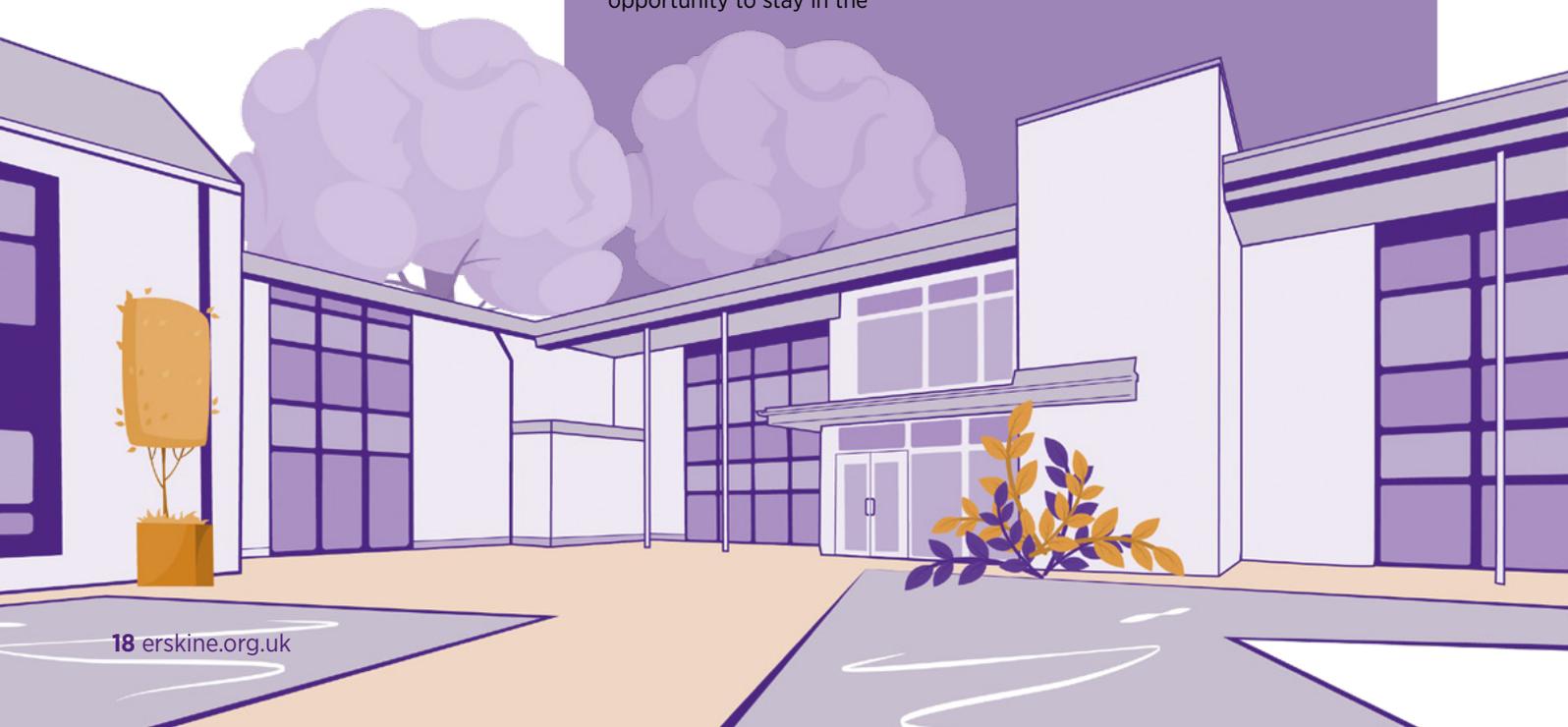
Erskine continues to provide support and suitable accommodation so Veterans can live an independent life.

Our 44 cottages provide a mixture of one, two and three bedroom independent living homes for Veterans and their families. We carried out a number of adaptations to one cottage to facilitate a younger Veteran moving from the care home environment into the wider Veterans' Village, a move that allows Erskine to better meet his needs.

Our five assisted living apartments continue to provide an independent living environment within the footprint of The Erskine Home, thus providing additional support and security for the Veterans living there.

Our 24 assisted living apartments allow Veterans of working age the opportunity to stay in the

apartments and obtain bespoke support packages for up to two years after they transition from the Forces. We have had an increasing number of referrals and the apartments are starting to fill up quickly. We accommodated a request for help for one Veteran who, whilst not currently in a position to find work due to a serious medical condition, needed to find suitable, affordable accommodation close to Glasgow. This allowed the Veteran to attend an intense treatment plan in a local hospital which has ultimately been a success and we are now supporting the person fully with a view to sourcing suitable employment and long term accommodation.





Top Left: A Veteran enjoying some pamper time at the hairdressers

Top Right: Our chef looks after our residents with a delicious menu daily

Middle Left: Erskine's Transitional Supported Accommodation provides support and accommodation to Service leavers who need it

Middle Right: Communal area within the TSA building

Bottom Left: Erskine Park Resident enjoying the tranquillity of the garden area

Bottom Right: Kitchen area within one of the new TSA flats



**I HAVE A
SAFE PLACE
TO CALL
HOME**



William Haynes Army

William signed up to the Army Catering Corp at the age of 17. In amongst the non-threatening role of chef he saw two tours of Northern Ireland and front line service.

William "Billy" Haynes was born on 24th June 1951 in Rothesay on the Isle of Bute.

He left school at 15 and worked in the catering business, in Rothesay, until he was 17, at which point he made the journey to the recruiting office in Greenock where he joined the Army Catering Corps and began his military life.

After his training, Billy was headed to the BAOR (British Army of the Rhine) in Germany. Here as a chef he was catering for a mixture of British, Dutch, German and Belgian soldiers, based in the Headquarters of the British Army of the Rhine, and he absolutely loved it.

Billy had a reputation for his fantastic cakes and was often kept busy baking wedding cakes and catering for everyone's sweet tooth. *"I love baking, being creative. My wedding cakes were in great demand!"*

Having been posted to the BAOR in 1968, Billy was moved on to Catterick in 1973 where he served with the Royal Corps Transport 60 Squadron. It wasn't as diverse as the BAOR posting and he was part of a team of 12 catering for soldiers. His next posting was to Ripon, Yorkshire.

In amongst the non-threatening role of chef, Billy saw two tours of Northern Ireland where he was out on manoeuvres to give the regular soldiers a rest. He saw front line service which he says was nerve wracking.

"I knew when I joined up there was good chance I would be posted to Northern Ireland. Knowing didn't make it any less frightening. I came home physically uninjured but it leaves its mark and I must admit it gave me a fright"

Billy finished the nine years he had signed up for when posted in Chester with the Queen's Lancashire Regiment – still living in the barracks as he wasn't married. Billy would have been happy to stay on in the Army but he became medically unfit and was discharged.

"I came home to Scotland, Coatbridge to be precise. I had met a young lady and I came to Coatbridge to be with her. It didn't work out but I continued to stay there anyway. I worked for the Reo Stakis organisation in their Sauchiehall Street Steak House."

Eventually Billy got a house in Coatbridge and a wife! He and his wife went on to have two sons Nathan and Philip.

He started up his own business and ran an ice cream van in Motherwell. Then he started work with special needs children, all the while baking wedding cakes amongst other things for the many people who loved his baking.

Unfortunately, Billy suffered from slipped discs which he still lives with today which keeps him confined to a wheelchair for the majority of the time. However since coming to Erskine and working with the Physiotherapy team, Billy is back on his feet again and can walk for short distances with assistance from someone.

"I am very lucky to have had a great career – the good times outweighed any bad times and I'm now enjoying being here in Erskine being cared for by such a dedicated team of people!"

Billy is delighted with the care Erskine provides him with:

"The McKellar House staff and Erskine in general are second to none. I don't know where I would be without everyone and what they have done for me."

 **58%**
OF OUR RESIDENTS SERVED IN THE ARMY

With thanks to



WHAT WE DO

COMMUNITY

Story of the year

Since its inception in January 2018, ERMAC has provided meaningful support for 300 Veterans and 30 spouses and carers.

Following the completion of the expansion and refurbishment, the Centre has an active membership of 162 Veterans (2020/2021: 113) with average daily attendance reaching 37 people per day (2020/2021: 22). There are an average of 45 organised activity sessions available each week run by Erskine employees, sessional staff, Veterans and volunteers.

ERMAC's independent consultation and review took place during July 2022. The report produced feedback on user experience, service expansion and future developments via 148 Veterans, families, staff and key stakeholders. A summary of findings is that the consultations clearly demonstrate the Activity Centre is making a strong impact in the Veteran Support Community with ERMAC considered one of the 'best examples of a centre for Veterans in the country.' Impact data includes feedback that 96% of centre users believe ERMAC has made a big difference to their lives, that they have learned new skills, feel happier, healthier, less stressed, less anxious and less lonely. Staff and referral partners reported 100% satisfaction working for/with ERMAC. Areas identified for development were opening hours, transport provision and the introduction of additional centres to support more Veterans – all three suggestions are currently under review.



One stop financial inclusion project

The One Stop Shop is a weekly session providing financial advocacy, guidance and support to ERMAC members. It provides a centralised point of contact for advice on a wide range of topics, including welfare, debt management, benefits, pensions and energy advice. As well as direct support from the Financial Inclusion Officer, the service also provides signposting and referrals to other organisations where appropriate. Developed in response to member feedback, the service is bespoke to each individual's needs, and is open to all members of ERMAC and their spouses and carers.

95% of ERMAC members live in low income households, due to unemployment, disability or being of pension age. Having access to tailored

financial advice has made a significant difference to every recipient of this service; the majority of our members left the Services at a time when there was very little transitional support, and many of our Veterans are still unaware of the full catalogue of support available to them.

From its inception, the One Stop Shop has:

- Helped 144 people across 648 appointments.
- Achieved a combined financial gain of £145,924, including a financial gain for one individual of £10,504.
- 87% of ERMAC members aged under 65 used the One Stop Shop.
- 69% of those aged 65+ used the One Stop Shop.
- The One Stop Shop has a total membership uptake of 76%.

Top: A Veteran being coached in the gym

Bottom left: Veterans enjoying the Wellbeing Cafe

Bottom Right: An ERMAC member working on his bike



27-98 AGE RANGE OF MEMBERS

45 SESSIONS PER WEEK

178 REGISTERED MEMBERS

Highlights

Positive Pathways - Build Your Own Bike project Common Wheel and Erskine Reid Macewen Activity Centre

ERMAC partnered with Common Wheel to deliver a series of 10 week courses where Veterans built their own bikes from recycled materials and parts. The aims of the project were to improve mental wellbeing, increase skills, reduce isolation and challenge stigma surrounding mental health. In total, six courses took place, along with an end of project celebration event where all participants were invited to bring their bikes to the Activity Centre to showcase their work.

As a mental health charity, Common Wheel ensures the whole course is developed in a safe and secure environment, without judgement or preconceptions surrounding mental health. Challenging stigma surrounding mental health is ingrained in all of Common Wheel's activities. This is reflected in the universally positive feedback given in regard to the course delivery.

Neil, Chief Bike Engineer said "The course is designed to improve participants' mental health. It's something most people have never done, so everyone is starting from the same place. It's very practical and hands on, so no-one needs to write things down. Every week we make changes to real objects, so people see they are making progress. Most of the jobs we do on the bikes are reversible, so there's less anxiety about making mistakes".

One participant commented: "Having a bike again has been a life saver. I've always had bikes but didn't have one at the time of the course. I've been out every day and can get to the town centre in 13 minutes!"

ERMAC Gym

In response to a request from members of ERMAC, we turned an unused area of the Centre into a members' gym. Funding awarded from The Veterans' Foundation provided gym equipment, monthly maintenance and the cost of a gym instructor. Our objective was to provide an environment that was

welcoming to all of our Veterans, including those who are unable to or are not comfortable with accessing public gyms (for example, those who have PTSD or who are amputees). We sourced bespoke equipment that was created specifically for our Veterans' needs. In the first three months of opening our instructors carried out 60 inductions and provided personal fitness plans for each individual. The focus is on functional fitness, which helps with everyday tasks and movement, tailored to each Veteran's specific requirements. The gym has on average four users per day ranging from age 34 to 95.

"I have lost just under two stone as the instructor advised me I had too much sugar in my diet. I notice a huge difference in my breathing and I am motivated to go out on my bike now as well. I am seeing benefits in my mental health."

Veterans' Wellbeing Cafe (VWC)

Enhancing the existing ERMAC service, we built a new drop-in support service for the Veteran community providing a more specific focus on non-clinical mental health support and treatment pathways. The café is part of a consortium of 18 Scottish charities, each with their own delivery speciality. The VWC hosts an open event, inviting

consortium partners, other relevant organisations and their beneficiaries to attend. The aim of these open events is to provide a hub where Veterans can explore other avenues of support or activities available to them, and for best practice and learning to be shared between partner organisations.

The VWC project was developed in direct response to changing needs within the ERMAC Veterans' community. ERMAC has always provided scheduled skills based activities (including art, woodwork and IT) which are delivered by sessional tutors. However, following the pandemic the need for social contact increased dramatically. Beneficiary feedback and new referrals highlighted this growing need. More recent ERMAC members, faced with the challenges of loneliness, felt most by those who are widowed, expressed a wish to simply socialise rather than take part in specific activity. This project has a designated space in which to do that. Barriers to participation such as lack of confidence and anxiety around group situations are broken down by the assigned Wellbeing Coordinator. The Coordinator supports this group of Veterans in a holistic manner; spending time with them, making introductions, identifying interests and hobbies, all whilst identifying further wellbeing support that may be required.

'Our objective was to provide an environment that was welcoming to all of our Veterans, including those who are unable to or are not comfortable with accessing public gyms'



DID YOU KNOW?

YEAR IN NUMBERS

Our vision is a Scotland in which all Veterans and their families are valued and respected, and where high quality care and support enable them to maximise their potential and quality of life.

110



ENTERTAINMENT
ACTIVITIES

DURING WHAT WAS

15



PET THERAPY VISITS

145



FEMALE RESIDENTS

A DIFFICULT YEAR

159

MALE RESIDENTS



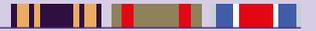
251,850

MEALS ACROSS FOUR HOMES



25%

OF ERMAC MEMBERS
ARE LIVING WITH
PTSD OR DEPRESSION



4,000+

HOURS OF VOLUNTEERING



160



REGISTERED VOLUNTEERS

RESIDENTS OUTINGS

31



264

AVERAGE DAILY OCCUPANCY

WE STILL

PROVIDED THE FOLLOWING

103

OLDEST RESIDENT



17

YOUNGEST RESIDENT



4,015

1:1 PHYSIO TREATMENTS



2,182

SPEECH & LANGUAGE THERAPY SESSIONS

HOW WE DO IT

OUR PEOPLE

Our amazing workforce continues to deliver quality person-centred care and support services to Veterans living in Scotland.

Valuing our staff

Despite the recruitment and retention challenges we, like many other health and social care providers, continue to experience, our staff continued to deliver quality person-centred care recognised by the encouraging Care Inspectorate Grades and national awards for our teams and individuals.

We have a productive and proactive relationship with our Trade Union Partners, UNISON and the Royal College of Nursing (RCN), where we regularly refresh our thinking and approach, taking into consideration the wide range of challenges faced by Erskine, the sector and personally by our workforce.

The Human Resources and Organisational Development Team at Erskine has managed significant organisational change during the past year to help deliver the organisation's strategy.

We adopt a partnership approach valuing the contribution and expertise of our colleagues in other departments to help us address issues in the best interests of Erskine and its beneficiaries. We value teamwork at Erskine and have adapted a permanent hybrid working model for roles that could be delivered from outside the vicinity of our Homes. This has worked well and helped us retain valuable skills and expertise in a challenging employment market. We will continue to learn and adapt, using this

model, ensuring that our managers and staff are supported to work in a modern, flexible way whilst delivering our services. This modern, flexible and welcomed approach to work could not have been achieved without the professionalism and expertise of our IT Team. During the year, they have enabled us to work seamlessly and remotely by implementing Microsoft 365, enhancing our connectivity and communication internally and externally.

WE HAVE
160
VOLUNTEERS



Top and Bottom : Erskine Long Service Awards

Recognising our volunteers

We recognise the immeasurable benefits that volunteers contribute to our services. Volunteers bring added value to the charity by enhancing the quality and variety of services we provide, giving their time, enthusiasm, additional skills, independence of outlook and a fresh perspective to design and delivery.

Within the charity's service delivery model, there have been many activities undertaken by registered volunteers across our care homes and ERMAC, including support roles within speech and language, physiotherapy, lunch clubs, activities, support services, befriending and fundraising and events.

During 2021/2022, the number of activities increased as COVID restrictions relaxed. Erskine now has 160 registered volunteers who delivered 4,000 hours of fundraising and relatives' support roles during the year.

The Charity is governed by an independent Board of Trustees details can be found here: www.erskine.org.uk/about-us/our-board-and-team/board-of-trustees



HOW WE DO IT

OUR SUPPORTERS

Erskine works in close partnership with many trusts, foundations and grantmakers which help to make our sector-leading services possible.

Our strength as a delivery organisation complements their philanthropic resources and expertise to make a significant positive difference to our Veterans. We are truly grateful to all of these dedicated supporters.

WE SUPPORT
1,000

MEMBERS OF THE
VETERAN COMMUNITY
IN SCOTLAND



Powered by partnership

This year, ABF The Soldiers' Charity continued their generous support for our Veterans with a grant of £150,000. This supported our delivery of care to elderly Army Veterans and spouses at The Erskine Home, Bishopton. Erskine has a long-standing relationship with the ABF and we are hugely grateful for their outstanding generosity.

Erskine also extends its gratitude to The Royal Navy and Royal Marines Charity and Greenwich Hospital who continued their support with £50,000 towards the care of Royal Navy and Royal Marines Veterans at The Erskine Home, Bishopton. We also thank Queen Mary's Roehampton Trust for giving £30,000 towards the care of War Pensioners living in all of Erskine's Homes. We received a generous £10,000 donation from the Wiseman Family Charitable Fund towards general funds and two incredible grants from Miss M.J.M. Smith's Trust towards equipment and vehicle funding across our Homes.

We also received support towards maintaining Erskine's workforce at the highest standard. Erskine thanks the Armed Forces Third Sector Resilience Fund for their £75,000 grant towards staff costs at our Homes and Activities Centre. In support of our vital Advanced Nurse Practitioners, we received £25,000 from Officers' Association Scotland and £5,000 from the William Dawson Trust. The Scottish Veterans Fund kindly donated £25,000 towards our new Mental Health Support Worker role at Erskine's Transitional Supported Accommodation. We received a fantastic grant of £10,000 from the Workforce Wellbeing Fund for Adult Social Work and Social Care to fund massage and wellbeing sessions for our frontline staff.

Erskine received many generous donations for our Erskine Reid Macewen Activity Centre (ERMAC). The Armed Forces Covenant Fund Trust awarded an outstanding grant of £99,959 to fund a range of ERMAC's running costs. The Trust awarded several additional grants including one-year funding of £12,000 towards ERMAC's new Veterans' Wellbeing Café and £18,500 from the Force for Change Programme towards ERMAC's pottery and IT classes. The Scottish Veterans Fund gave £13,050 to support ERMAC's One Stop Shop Financial Inclusion project. We also received £17,610 from the Veterans' Foundation as year one funding for the new ERMAC gym. The Neighbourly Seeds of Change Fund gave £400 towards ERMAC's new garden project which was spent on cherry blossom trees to commemorate Her Majesty's Jubilee. The Broughton Charitable Trust also gave £1,850 towards the garden project. The Royal Company of Archers Charitable Trust granted £1,358 to fund equipment for ERMAC's archery class and support one of our Veterans to become a qualified instructor.

Erskine would also like to give a special mention to the Row Fogo Charitable Trust, the Charles and James Allan Memorial Fund, the Meikle Foundation, the Mr & Mrs J.M.B. Trust, the Jimmie Cairncross Charitable Trust, the Kilpatrick Fraser Charitable Trust, The Gannett Foundation, the W.A. Cargill Fund, The Murray Foundation, The Incorporation of Weavers of Glasgow, Tesco Community Grants, The Trades House of Glasgow Commonweal Fund, and the Hugh Stenhouse Foundation.

With thanks to



HOW WE DO IT

OUR SUPPORTERS

Support from our community

Erskine Ambassadors represent Erskine and positively promote the work of the charity to their networks, audiences and the wider public.

This year we were delighted to welcome not one, but three new Erskine Ambassadors to the team. Award-winning musicians Gary Innes and Kirsten Orsborn joined the ranks, along with our first Family Ambassador, author Sarah Smith. Sarah's father, William Mann, was a Veteran at Erskine until his death in 2019. Our new ambassadors join the existing team comprising of Paralympian Scott Meenagh, broadcaster Mike Edwards, advertising executive Trevor Beattie and Community Ambassador Heather Clissett.

Erskine was also delighted to announce its three-year partnership with sport's governing body Bowls Scotland, creating a new pathway for Veterans into lawn bowls. The partnership, which will initially run 2022-2025, brings together Erskine and Bowls Scotland to promote the mental and physical benefits of playing bowls, while growing Veteran support within the bowls community. The first year has seen some exciting activation, with Erskine in attendance at the Bowls Scotland National Championships, selling merchandise and meeting bowlers.

Our fundraisers in the community made us feel incredibly proud this year. Bosnia Veteran John Baillie, 80, completed a distance of five million metres, as part of a rowing challenge, raising an incredible £12,000 (so far!) for Veterans at Erskine. Father and son duo John & Callum Oliver worked hard on their Ben Nevis Climb. Joined by John's grandsons Gary and Jack, the group managed to raise an incredible £4,785. Other dedicated fundraisers arranged golf days, walked the West Highland Way, marched from York Minster to Ibrox, participated in 24 hours of non-stop touch rugby, cycled the distance to Seville, held picnics, car washes and loads more.

The Rangers Supporters Erskine Appeal (RSEA) donated the incredibly generous sum of £250,000 which had been raised over the past two years. This staggering sum takes their total donations to an incredible £1.3m. Also supported by the RSEA, The Stumpettes from Stumps bar in Partick, Glasgow, completed multiple Kiltwalk's and raised £74,252.

In fact, we were delighted to see 46 of our committed supporters taking part in The Kiltwalks this year, raising an incredible combined total of £73,758.

The SMT Claymore Club have raised the mind-blowing sum of £29,000 for Erskine through their fundraising since the start of the pandemic. They've held race nights, raffles, bowling, football sweepstakes, sponsored walks and loads more - putting a huge amount of time and effort into supporting our Veterans.

Campaigns and events

Our Direct Appeal in Spring 2022 commemorated the 40th anniversary of the Falklands War, raising funds to create a memorial. Supporters generously donated and shared their stories of loved ones who served. We partnered with Scotland's Bravest Manufacturer and local designer Concrete Creative, to create the fitting tribute at Erskine Veterans' Village.

After successfully launching the Erskine Lottery in 2020, we gained an extra 329 players in 2022, taking the total number of players to 700. Throughout the year, 500 players were lucky enough to win a prize, including four players who won £1,000 each. Erskine Firewalk was a roaring success, with 33 participants raising over £6,200. Following the 16th Annual Erskine Motorbike Meet Event, organiser Heather Clissett and the mighty Erskine biker supporters arranged a further rideout event in memory of Scottish WW2 Pilot Archie McKellar (whom Erskine's McKellar House was named after). The ride left Erskine's Veterans' Village and culminated at McKellar's grave.

We also received ongoing support from our much-valued long-term supporters of Erskine: HMNB Faslane, American Friends of Erskine, Co-op Bishopton, British Airways Maintenance Group, Vintage Malt Whiskies, 20 Social Club, Queen Victoria School, Wedding Services Scotland and Glen McFarlane; amongst many others organisations.





HOW WE DO IT

THANK YOU

We are incredibly grateful to over 34,000 supporters who have helped us achieve so much this year. This amazing support means that Erskine can continue to address the needs of Veterans and their families with life changing care and support, which is not otherwise available to them. Almost half of our supporters do so by monthly direct debit which provides long term sustainable income, allowing us to plan our future service provision. Unfortunately, we are unable to list all our supporters. However, some of our major partners and long-term supporters are noted here.



- 20 Social Club
- A&D Logistics
- ABF The Soldiers' Charity
- ALDI - Clydebank
- American Friends of Erskine
- Argyll and Sutherland Highland Association
- Armed Forces Covenant Fund Trust.
- Forces for Change Programme & Veterans' Places, Pathways and People Programme
- Armed Forces Third Sector Resilience Fund
- Arnold Clark Community Fund
- BAE Systems
- Bank of Scotland foundation
- Bill McKechnie
- Bowls Scotland
- British Airways Maintenance Group
- Broughton Charitable Trust
- Bryan Warren
- Bunzl
- Callum & Mr John Oliver
- Central Car Auctions
- Charles and Jane Allan Memorial Fund
- CNR International
- Conundrum Charities Trust
- Co-op Bishopton
- Derek McDuff
- Dr & Mrs J D Olav Kerr's Charitable Trust
- Dunblane Friends of Erskine
- DXC Technology
- Engage Renfrewshire - Communities Mental Health and Wellbeing Fund
- Erskine Golf Club Ltd
- Erskine Biker's Community
- Fife Fabrications
- Glenfinart Ltd
- Glen McFarlane
- GMB Union
- Green Hall Foundation
- Graham Group
- Help Us Help Erskine Group
- HMNB Faslane
- Ian Sproull
- Jen Abbott
- John Baillie
- John Scott Charitable Trust
- Kilpatrick Fraser Charitable Trust
- Kuwait Caledonians
- Lee Penrice
- Media10
- Miss M J M Smith's Trust
- Morrisons Foundation
- Motive Offshore Group Ltd
- Mr & Mrs JMB Trust
- Neighbourly, Seeds of Change Fund
- Noel McGuile
- Officers Association Scotland
- One Ren
- Peter Menzies
- Pro-Life Fitness Centre
- Queen Mary's Roehampton Trust
- Queen Mother's Clothing Guild
- Queen Victoria School
- Rangers Supporters Erskine Appeal
- RBLS
- Richard Irvin Facilities Management
- Rossie Foundation
- Row Fogo Charitable Trust
- Royal Company of Archers Charitable Trust
- Sainsbury's - Bishopton
- Scottish Veterans Fund
- SMT Claymore Club
- SP Energy Networks
- TechnipFMC
- Tesco Community Grants
- The Brownlie Charitable Trust
- The Charles & Jane Allan Memorial Fund
- The Customers of Harry's Café
- The Gannett Foundation
- The Highland Club
- The Hugh Stenhouse Foundation
- The Incorporation of Weavers of Glasgow
- The Jack and Ada Beattie Foundation
- The James & Jessie Shaw Charitable Trust
- The Jonathan Cartmell Foundation
- The Kells Trust
- The Kiltwalk & The Hunter Foundation
- The Meikle Foundation
- The members and friends of ERMAC
- The Milford Collection Ltd
- The Murray Foundation
- The Royal Navy and Royal Marines Charity and Greenwich Hospital
- The Scott (Eredine) Charitable Trust
- The Trades House of Glasgow - Commonwealth Fund
- The W A Cargill Fund
- The West Dunbartonshire Friends of Erskine
- The Wiseman Family Charitable Fund
- Turcan Connell
- Veterans' Foundation
- Vintage Malt Whiskies
- WA Cargill Fund
- Wedding Services Scotland
- William Dawson Trust
- Workforce Wellbeing Fund for Adult Social Work and Social Care

HOW WE DO IT

LEAVE A LEGACY

Legacies remain our number one income stream and the funding we receive through Gifts in Wills continues to be incredibly well supported.

Erskine remains committed to ensuring that the charity stays as one of the leading names in Scotland for legacy giving by investing in new marketing materials and ensuring members of the Major Gifts Team are highly trained and highly motivated to speak to supporters confidently about this method of fundraising. We are very proud to lead the way in fundraising circles with our effective methods and enthusiastic supporters.

We are very grateful to anyone who has written a Will or plans to leave a gift to Erskine.

Legacies play a huge role in the running of Erskine as the majority of gifts are unrestricted which allows them to be integral in the everyday running costs for our Veterans. We are able to provide them with physiotherapists, occupational therapists and specialist nurses to help and aid their quality of life.

We don't just receive monetary donations either, many supporters over the years have left Erskine items of wartime

memorabilia which we are either able to keep and display proudly in one of our homes, or auction it to allow someone else to take pleasure in the item. We have also been lucky enough to receive gifts of property and shares.

One of our supporters who has chosen to leave a Gift in her Will said *"I am very proud to support Erskine, and while I don't have lots of money to give regularly, I am proud to have a gift in my Will so my support will continue even when I'm no longer here."*

The prospect of writing a Will can be daunting to some, and in order to help dispel the myth that it's challenging, Erskine is able to offer a free Will writing service to supporters. We have partnered with the National Free Wills Network who connect you to local solicitors who are able to offer a free service. This allows you to have the choice of where you make your Will, in a safe and face to face environment. There is no obligation to leave a gift to Erskine, but we would love if you were able to.



A legacy gift is one that costs you nothing at the moment, but will provide a brighter future for our Veterans.

Our Legacy Manager, Sarah Morgan, is always on hand and happy to chat if you have any questions about gifts in Wills or would like a referral to a local solicitor to write your Will for free. You can contact Sarah on **0141 814 4520** or email sarah.morgan@erskine.org.uk

Watch our animated campaign



SCAN ME





HOW WE DO IT

FINANCIAL STEWARDSHIP

Erskine continues to be reliant upon donations to fund its life changing services, and during the year Erskine spent £11.6 million more on services than we received in revenue. For every resident within our care homes we spent £758 more per week (£39,416 per year) than we received in revenue.

This difference was met with gifts from our generous donors. However, after taking account of voluntary income from donations and legacies, we continued to face a deficit. We have filled the deficit through drawing upon reserves, right-sizing our services to meet the current needs of Veterans in Scotland and we continue investing in fundraising activity to put Erskine onto a more sustainable financial footing, so that the social impact we deliver for Veterans in Scotland is assured for many years to come.

We continued our focus on responsibly spending the funds donated to us for the benefit of Veterans in Scotland, and over the last year for every £1 we spent 9p was used to raise funds.

Erskine produces annual financial statements in accordance with UK Financial Reporting Standards and the UK Charities SORP, which are audited by Azets Audit Services. To see our financial statements for the year ending 30 September 2022 visit, www.erskine.org.uk/about-us/annual-review-and-accounts

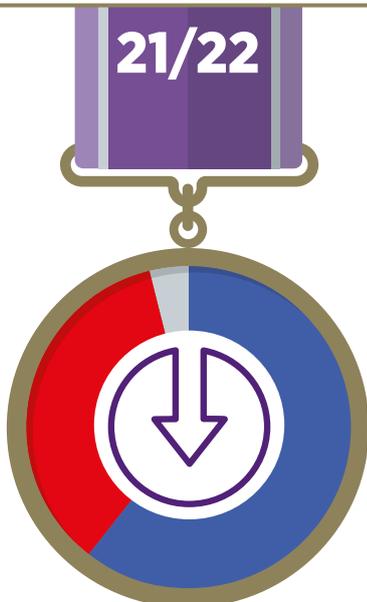
WE NEED TO RAISE



£12m ANNUALLY

SOURCE OF FUNDS

21/22



● Charitable Activities	£14.6m
● Donations and Legacy	£8.7m
● Investment	£1.1m
Total	£24.4m

USE OF FUNDS

21/22



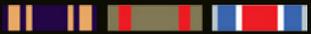
● Charitable Activities	£28.3m
● Fundraising and Donors	£2.7m
● Investment Management	£0.1m
Total	£31.1m

FOR EVERY £1 WE SPEND



9p IS SPENT ON FUNDRAISING

91p IS SPENT ON SERVICES TO SUPPORT VETERANS



ERSKINE

Caring for Veterans since 1916

The Erskine Home

Bishopton, Renfrewshire, PA7 5PU
Tel: 0141 812 1100

Erskine Edinburgh Home

468 Gilmerton Road, Edinburgh, EH17 7SA
Tel: 0131 672 2558

Erskine Park Home

Bishopton, Renfrewshire, PA7 5QA
Tel: 0141 814 4633

Erskine Reid Macewen Activity Centre

Bishopton, Renfrewshire, PA7 5PU
Tel: 0141 814 4534

Email: enquiries@erskine.org.uk

Website: erskine.org.uk

 [@ErskineVeteransCharity](https://www.facebook.com/ErskineVeteransCharity)

 [@ErskineCharity](https://twitter.com/ErskineCharity)

 [@erskineveteranscharity](https://www.instagram.com/erskineveteranscharity)

 [@erskineveteranscharity](https://www.linkedin.com/company/erskineveteranscharity)

 erskine.org.uk/radio

