



ERSKINE

Caring for Veterans since 1916



2021 Annual
Review



PROUD TO CARE

WE HAVE
CARED FOR
100,000
VETERANS SINCE 1916



Board of Trustees

The Charity is governed by an independent Board of Trustees and the following served during the year.

- Mr Stuart Aitkenhead BSc CEng FIMechE
- Mr Simon Allbut FCIPD
- Dr Claire Copeland
- Mr Robin Crawford LLB CA
(Resigned 15 September 2021)
- Mrs Maria Clare Docherty
- Mrs Jennifer Doran FFA
(Appointed 15 September 2021)
- Major Michael Andrew Edwards BA DL VR
- Dr Craig Fleming
- Captain James Fraser
- Mr Douglas (David) Griffin MA(Hons) DIP ACC CA
- Lt Col David Harrison OBE BA (Hons) MBA
- Major General Chris Hughes CBE
- Mrs Lyndsay Jane Lauder
- Mr Ian Lee BA (Hons) CA, CPA
- Mrs Rosemary Lyness MBE RGN SCM MBA
- Miss Elizabeth Simpson MA CA
(Resigned 7 April 2021)
- Mr Jordan Taylor CA
(Appointed 15 September 2021)
- Mrs Brenda Wilson

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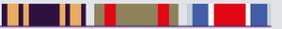
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Cover: Families reunite with loved ones as doors open again

Left: Member of care staff in PPE



INTRODUCTION

WELCOME

Welcome to the Annual Review of the year ending September 2021.

Once more, what a challenging year it has been! Erskine has not achieved its iconic and venerable status as a leading Veterans charity, without having faced and overcome a swathe of local and national crises, within our historic records.



With a large number of experienced clinicians and ex-military personnel in our management team and Board of Trustees, it is in our nature to plan for the worst and hope for the best. However, even we didn't really expect to fight through a second year of multi-faceted pressures and impacts from an ongoing Covid-19 pandemic.

Erskine did fight through 2021 though. Therefore, from the outset, we must acknowledge the extraordinary compassion and professional commitment of our Care, Accommodation and Community support staff. Long after the adrenaline of the virus' first wave had passed, our teams, ably supported by all head office staff, dug deep into physical and emotional reserves and stayed "Proud to Care". Willingly accepting their own vaccinations and encouraging the same amongst our residents. Staff maintained their guard against worrying spikes in community infections, whilst delivering the best possible care, stimulation and support in our Veteran family's home-from-home.

When national guidelines eventually permitted "Doors Open Day", the return of visitors to our Homes was celebrated across Erskine. It was truly uplifting for us all to see real joy on the faces of residents and families as they finally reunited. That special, invigorating community buzz returned to Erskine.

Supporting these incredibly important visits was not without an increased burden in terms of coordination, testing, escorting and meticulous cleaning regimes. Thankfully, at this point, "the cavalry appeared on the hill", in the shape of our army of volunteers, who willingly took on the strain and shared the burden. As ever, we couldn't have managed it without them and we are very grateful to have them at our shoulder.

It was also a delight to see the resumption of (almost) normal services in The Erskine Sporting Senior Games and at ERMAC (the Erskine Reid Macewen Activities Centre). Our Veterans are an active and competitive bunch. They took to the field of play with rivalry and gusto. The fact that their inter-home competitions were being conducted separately and tallied centrally, did not diminish their efforts. Medals were awarded and trophies were claimed triumphantly!

Wing Commander Ian Cumming MBE MA FCSI
Chief Executive Officer



'None of what we do could happen without the generous support of our donors and the fundraising and communication teams who tell our story.'

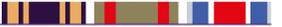
At ERMAC, the old adage that "you don't know what you've got until it's gone" proved true. Our staff had shown incredible dedication and innovation in providing online Zoom parties and telephone link-ups, to make sure that ERMAC members in the wider West Coast community, remained supported and in-touch. However, when the newly-refurbished and extended centre reopened for in-person creative, therapeutic and physical activity sessions, we were reminded by members' faces that ERMAC's real magic only happens when Veterans come together and share a brew (and that inimitable banter) in the same shared space. The effect is acknowledged as life-changing and life-saving and we hope to spread it more widely across Scotland in the future.

Speaking of life-changing services, our Erskine Transitional Supported Accommodation (ETSA) has finally opened. We have already offered much-needed accommodation and holistic support to Service-leavers whose plans for Civvy Street had been derailed by bad luck or bad timing. We are very proud of our investment in this service and the "Futures for The Brave" ethos, which underpins ETSA, our other care and support services and our quickly evolving and expanding Erskine Five Year Strategy.

Of course, none of what we do could happen without the generous support of our donors and the fundraising and communication teams who tell our story. Erskine has spared neither effort nor resource throughout these challenging two years. In the face of an economic depression and a cessation of all fundraising, we drew (and continue to draw) heavily upon our financial reserves.

Fortunately, the lifting of lockdown measures happened just in time to permit the return of The Erskine Motorcycle Meet to the fundraising calendar. Thousands of bikers on scooters, Harleys, trikes and race bikes of every era all converged thunderously upon Erskine town and our Veterans Village once more. The residents were thrilled to welcome them back. We were lucky with the weather and donations on the day. We hope that this bodes well for an eventual full return to normal fundraising activities, whereby we can continue to engage you all and thank you for your unstinting and resolute support, which makes Erskine all that it is!

Mr Stuart Aitkenhead BSc CEng FIMechE
Chairman



REVIEW OF 2021

HIGHLIGHTS



Left: Black Watch Pipes and Drums putting on a show for residents

Middle Left: An Erskine Edinburgh Veteran enjoying bowls in the summer sun

Middle Right: Arasgain joining in the fun at Erskine Bike Meet

Bottom Left: Staff and residents enjoy a concert as parts of Doors Open Day

Bottom Centre: Veterans and volunteers get into the swing of things at the Erskine Military Ball

Bottom Right: Some Erskine Home ladies enjoying afternoon tea in the sun



Top Left: Veterans Enjoying "The Big Picnic"
Top Right: A member of Team ERMAC throwing the javelin in the Sporting Senior Games
Middle Left: Our fabulous volunteers
Middle Right: A resident talking to her family online
Bottom Left: Erskine Glasgow Home residents taking part in the Sporting Senior Games bowls competition





WHO WE ARE

WHY WE ARE 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

Erskine 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 close-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 will communicate internally and externally, in a transparent, open manner that supports understanding and dialogue.

Accountability

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

Respect

We will respect our beneficiaries and those that visit our Homes and services, we respect each other as colleagues. We will respect our beneficiaries' right to choice 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.



Watch our animated campaign



SCAN ME

WHO WE ARE

THE FUTURE

Launching a new strategy

Throughout its history Erskine has continually evolved its services in response to the changing needs of the Veteran community in Scotland.

During the coming decade, the end of national service during 1960 will have a significant impact of the number of Veterans who need our residential care services. During 21/22 we will begin to implement our new five year strategic plan, which responds to the changing needs of Veterans, aims to maximise our social impact upon the Veteran community and will ensure a stable financial future.



Strengthening our workforce

During the past year, we have struggled to attract, recruit and retain staff like many other organisations in the social care sector, following a very challenging year due to the Covid-19 pandemic.

We expect that this will continue as we move forward into 21/22. In response, we will be reviewing our approach to workforce planning in order to ensure that we have the right people with the right skills, in the right place, at the right time to deliver our services. In doing so, we will take into account the wider landscape, and look at the best way to attract applicants to Erskine. We will actively engage with the Scottish Government, other national bodies and our Trade Union Partners to obtain the best possible outcomes for employees who continue to deliver essential services in the most challenging circumstances. Internally, the HR & Organisational Team will continue to work in partnership with our Communications and Marketing colleagues to ensure we are reaching out to as many suitable candidates as possible.

Erskine is a great place to work and we need to ensure we are maximising every avenue possible to send this message to those that share our values and purpose.



408 CARE STAFF
88 REGISTERED NURSES
33 ACTIVITIES STAFF

Left Top: A member of staff and an Erskine Home resident having fun at the first post lockdown concert

Left Bottom: Proud to care

Below: Edinburgh Home staff and residents enjoying some music





WHO WE ARE

THE FUTURE

Expanding our community services



Above: The old Leancoil Hospital Trust building, Forres

One of the most eye-catching vestiges of the original Erskine Hospital estate is a grand, early Victorian and heritage-listed stone building, with slate roof, multiple stone arches and a cobbled open quadrangle. Complete with a quirky pig-sty and adjacent dovecote, it was once the stables of a grand manor house. However, Erskine has put the building to innovative use.

Erskine has long been aware of, and immersed in, the challenges which serving and retired military personnel encounter. We are proud of responding quickly to help Veterans overcome these challenges whenever we can. We also know that Veterans of all ages enjoy community activity – such as the activities we make available through our care homes’ entertainment and activity staff. However, a growing challenge which came to our attention was that of loneliness and isolation amongst those Veterans living within the Greater Glasgow & Clyde community. We were aware that factors such as growing older, bereavement, sensory or cognitive impairment and mental health issues all contrive to build a vicious and deepening spiral of isolation. Therefore, we transformed our conference centre into a Veterans Activity Centre.

Rising to this challenge, we converted the building into the Erskine Reid Macewen Activities Centre (ERMAC) which opened in January 2018, as a one year pilot trial. We offered a variety of activities: woodworking; painting; pottery; computer skills; photography; music-making; rambling; keep-fit; archery and relaxation therapy. We also offered a recreational lounge and dining area for a hot lunch and unlimited “hot brews”. In reality, this recreational/café area is absolutely fundamental to the success of ERMAC. Our members may well come along to try their hand at new skills – and an ongoing personal project may keep them coming back – but the magic really happens when our Veterans sit down and enjoy a cuppa with their former brothers and sisters-in-arms. Shared language, sense of humour and common experiences make it easy for Veterans of all ages to bond, forge friendships and build their own wider networks. ERMAC is the comfortable, welcoming and suitably iconic setting where it all happens! Within a year, ERMAC had over 100 members coming along on a regular basis. Now we have reached over 200 members since starting and have had a transformative effect on many lives.

We are now giving consideration as to how we can replicate this success in other regions, where high concentrations of Veterans are living and feeling isolated. We are having highly promising discussions with the Leancoil Trust, who are responsible for the preservation and upkeep of the old Leancoil Cottage Hospital building and its grounds in Forres, Morayshire. Close to the heart of the community in every sense, this elegant Victorian building looks very much like ERMAC. We intend to occupy the west wing of the building, for provision of activities rooms. The Leancoil Trust will transform the east wing into a community health and wellness hub and consultation centre. In the middle of the building, there will be a shared community café space, where we hope that Veterans can enjoy the same magic that happens at ERMAC, but also get health advice, make connections and create opportunities with members of the wider Forres community who come there.

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: one in Edinburgh, one in Glasgow and two within our Bishopton Veterans Village. These homes provide nursing, dementia and end-of-life care to Veterans and their spouses across a total of 339 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 post service, within the 16 room recovery facility located within our Edinburgh Home.

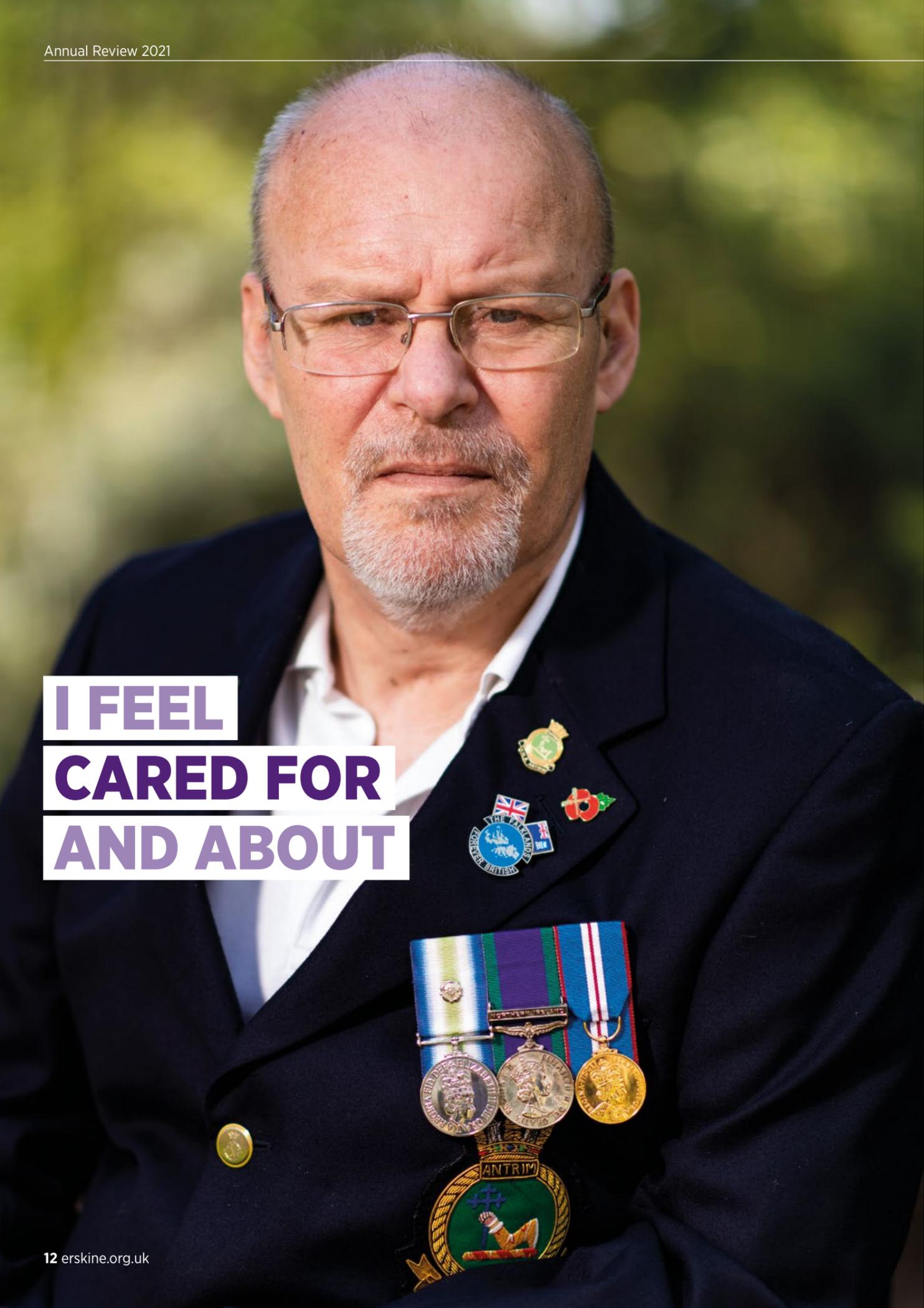
ON OUR ESTATE
IN BISHOPTON
WE HAVE

44 
VETERAN FAMILY
COTTAGES

24 
TRANSITIONAL
SUPPORTED
APARTMENTS

5 
ASSISTED LIVING
APARTMENTS





**I FEEL
CARED FOR
AND ABOUT**



Craig McDermott Navy

A Royal Navy gunner, Craig was just 17 years old when onboard HMS Antrim during the recovery of South Georgia in the midst of the Falkland Islands conflict.

What was originally planned to be a five-day expedition to Gibraltar turned into being thrown right into the heart of full-blown warfare, including the rescue of 16 SAS men from the Fortuna Glacier, the disabling of the Santa Fe submarine, and the removal of a 1000lb bomb which had crashed through the Antrim's flight deck.

Craig recounts "When I first heard of the Falkland Islands, like many people I thought they were just off the north of Scotland. I didn't know where they were - but there is no way I will ever forget them after everything that I witnessed. "We didn't know what we were going into. We were naïve and too young to understand the severity of what we were about to encounter. That became evident when we were made to write our wills on the way, at just 17 years old."

Craig was unfazed by the brutal reality unfolding in front of him, admitting the ferociousness of the conflict only became clear when he and his fellow crew members were informed that this may not just be a few days' stay.

"We were sent looking for the Argentine submarine Santa Fe on April 25th", Craig explains. "Our helicopter attacked, dropping two depth charges to blow the stern out of the water, and immediately all hell broke loose. Bombarding lasted about six hours before we finally hoisted the Union flag above South Georgia. We seriously thought that was job done. We thought we were going home - but it soon became clear that was not going to be the case."

"The air attacks were constant and there were several injured during each of the attacks. We had about a ten second warning when we were going to be attacked, it was simply a case of bracing. The suffering was indescribable and something that I will never be able to forget. I am forever grateful for making it through to the other side. I will always be scarred by all that I have seen, but it is for that reason I will always remember those who were not as lucky as me."

Craig, now 57, stayed in the Navy for another seven years after retraining to be a medic, becoming one of the first paramedics in the Navy. On leaving the Navy, he joined the Scottish Ambulance Service before moving on to a role for the United Nations. Following an illness in 2019, Craig made Erskine Edinburgh his permanent home.

He says he owes everything to Erskine after it provided him with a new lease of life and "a future in a home which is safe, secure and happy" following the trauma of fighting in the Falklands.

He said: "The work that Erskine does for so many Veterans cannot be underestimated. I was struggling and realised that I required help with my own medical problems."

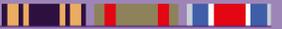
"I applied to Erskine and I was lucky to be offered a place. Without Erskine I don't know where I would be now. It has done so much for me, I've got people to speak to, I've got food and shelter, and I can't speak highly enough of the staff. Erskine has provided me with a lifeline, they truly support futures for the brave."



The work that Erskine does for so many Veterans cannot be underestimated. I was struggling and realised that I required help with my own medical problems.

 **17%**
OF OUR RESIDENTS
SERVED IN THE NAVY





WHAT WE DO

CARE

Story of the year

The primary aim of the Care Directorate during 2020/21 has been the safe delivery of person-centred care.

This has meant significant and sustained changes to the way we work, with safety, related to infection prevention and control our main priority.

We continued to reach a significant number of Veterans and spouses with our care services, which operated at near to full capacity across the 339 rooms within our four residential care homes. Despite intermittent closures to new people moving in required by the Covid-19 regulations, we welcomed 165 residents into their new home during the period.

Adapting to Covid-19

We have continued to see significant and sustained changes to the way that we deliver safe and person centred care resulting from the Covid-19 pandemic. This has meant that during the year we have engaged in multiple activities as part of our unrelenting focus on safety and infection prevention and control, whilst maintain residents at the centre of our actions. Our efforts have focused upon the essential basics, including frequent hand washing combined with use of alcohol based hand rub and ensuring masks and other personal protective equipment is worn correctly when required.

From December 2020, we were delighted and relieved that the vaccination programme started to roll out for residents and staff. 98% of our residents have now had both their first and second vaccinations and 94% have had their booster.

Supporting residents to live fulfilling lives

Of course, safe care on its own is not sufficient, and we are privileged to work in the homes of our residents, which brings with it a responsibility to ensure our residents' lives are meaningful and fulfilling. In each of the Homes, our Activities Teams have adapted to support one-to-one activities, and small group activities.

Throughout the year, we have welcomed TV cameras into our Homes on a number of occasions, to witness the joyful places they are; residents have been involved in small concerts and in playing their favourite games, as well as going outside on our adapted bikes. They have enjoyed taking part in arts and crafts, which are adaptable according to the season, from the making of Easter bonnets to creating their Christmas cards and decorations. Although fun, these activities are also important in supporting residents' health and wellbeing.

The periodic easing of restrictions allowed us to reopen Harry's Café in the Erskine Bishopton Home, recommence the transportation of residents and ERMAC members to outings, in safely adapted vehicles, and resume our hairdressing services.

With our Sporting Senior Games event being cancelled in 2020, there was a determination that we would do whatever we could to hold the games during 2021. Plans were made, venues booked, teams agreed, and the competition was ready to commence. With rising and falling infection rates, different restrictions and new variants, we were left in doubt that our games could go ahead. However, the resilience and determination of staff and residents alike meant we would adapt rather than cancel the games. They moved online, with each team competing separately and their performances being measured remotely. The final event, a sit down presentation ceremony, brought the competitors together for the medal presentation and a light bite to eat. A great afternoon was had by everyone who was able to make it along, with the overall winners being the Erskine Glasgow Home Team – well done to all the competitors.

We were delighted to be able to begin holding smaller events indoors in individual Houses and also on occasions in our larger communal areas, albeit with residents cohorted in their own House bubbles. The joy of bringing people together, and its impact on our social, spiritual and physical wellbeing cannot be overestimated.



Right: Providing first class care to our Veterans

'Returning to a form of normal care home life is significant for our residents, our families and our staff.'

Welcoming the community back into our homes

One of the significant highlights this year was taking a step towards our Homes returning to being the vibrant communities they were pre-pandemic. For those of you who knew Erskine before March 2020, you will know that each Home was its own community where, along with caring for residents, we also welcomed our residents' families and the local community, including school visits and external organisations such as Scottish Ballet and Luminare Artists in Residence.

Following on from 16 months of the Erskine Bishopton home being closed to visitors, we received an offer from the Not Forgotten society to visit and perform an outdoor concert. As it was within the guidance at the time, we gratefully accepted their offer and, for the first time in a long time, our residents were able to meet up with residents from other Houses whilst remaining socially distanced. The music played was varied and included favourites from when many of our residents were young, and it was heart-warming for staff to see residents so engaged and enjoying singing and dancing. Not only was the entertainment perfect but the weather was too. Relatives later reported that they loved watching on social media.

The first indoor concert we held was during August 2021 when we had our old friends Simple October entertaining us with a lot of old favourites. For some residents it was the first time they had attended an event in our activities space, "The Bunker", and for others it was a blast from the past. For staff it was a real morale booster to see residents up singing and dancing.

Our Luminare Artists in Residence programme came to a premature halt in March 2020, it was a delight to welcome them back to The Erskine Home to complete their work with our residents.

Right: Erskine Home resident enjoying the home's first concert post-lockdown

Supporting friends and families to visit our residents

Sustaining family relationships is important, not only for our residents but also for family members. Where possible, we have implemented Open with Care to the fullest extent we can, witnessing the joyous reunion of families and residents. Families, although facing changing regulations in the community, have been supportive with us in ensuring safe, meaningful visiting in all four Homes.

As visiting initially started outdoors, the unpredictable Scottish climate meant we had to erect and heat outside spaces to make this safe and inviting. Along with our residents and their families, we were so thrilled to resume some form of visiting after months of having closed doors, that the weather was not a huge concern. By early 2021, we were able to welcome visitors indoors in protected areas, along with the introduction of Lateral Flow Device (LFD) testing for visitors before commencing their visit. It wasn't until the spring that residents were able to welcome their loved ones into their own room, starting with one

visitor once a week, then two visitors twice a week. Now, as visitors have started doing their own LFD tests before coming to a Home, residents can have visitors as often as they choose. Returning to a form of normal care home life is significant for our residents, our families and our staff. It was a sign of hope that together we would get through this.

We also took our first cautious steps to opening up for indoor visiting by setting up pods within The Bunker. We asked families to book and wear full personal protective equipment and it was so evident from the very early days how much residents missed meeting up with their families. Staff reported almost immediately the spring in the step and the lightening of residents' moods thanks to re-engagement with loved ones. There were days when there were very few dry eyes in the Home when residents met their great grandchildren for the first time and pet lovers were reunited with their beloved animals.

'We were so thrilled to resume some form of visiting after months of having closed doors'





Helen Bolland RAF

As a child of parents who served in the Army, a life in service had always appealed to Helen.

At the age of 20, she applied to the RAF, for a position in the RAF military band as a musician. Although unsuccessful, she was offered an alternative position, to train for an Intelligence Service post. As Helen says with a smile: "A job as a spy". The reality was in fact an intelligence analyst post which she loved.

After seven weeks of training at RAF Halton, Helen then undertook trade training at The Joint Intelligence Training Group (JITG) (headquarters of both the Defence College of Intelligence and the British Army Intelligence Corps) at Chicksands, Bedfordshire.

She was challenged with learning some very difficult languages - Russian and Pashto, used in Afghanistan - and with carrying out the highly important task of analysing interceptions in those languages, culling information from myriad sources and briefing colleagues on what to expect before they went to Iraq or Afghanistan, as well as passing on crucial information to forces in the field.

She found it fascinating, despite the very long nightshifts. It was a time when disastrous mistakes could be made. She recalls the example told to trainees of an analyst mishearing that a Russian regiment was moving to the strategic point in the very north of Russia bordering Alaska, where the then USSR met the USA. It seemed the Cold War was about to become red hot until a further check revealed the Russians were actually heading to the swimming baths.

"In the Iraq and Afghanistan campaigns, we were feeding information about where the Taliban were in relation to the compound directly to troops so that they could get out without being seen because there was only one way in and out".

It is fair to say that her seven-year service in the RAF as an intelligence analyst was completely overshadowed by her six-month tour of duty in Iraq in 2005,

leaving her with PTSD and physical problems from which she would never fully recover. Both of which contributed to her eventual discharge on medical grounds in 2008.

She arrived in Iraq a healthy fit young woman with ambition. Her aim was to reach officer rank and complete her service sign-up of 22 years. In reality, she was catapulted from a Landrover, and also experienced severe PTSD as a result of Sexual Trauma.

Arriving home, she threw herself into her Pashto course without having any leave. She began to experience a variety of problems, which were diagnosed as PTSD only several years after she had been medically discharged in 2008. That was after considerable suffering. The first psychiatrist she saw simply said: "Pull your socks up, get your hair done, get a new dress and you'll be fine".

Helen's symptoms included depression, insomnia and paranoia, and were compounded by the fact that the nature of her job meant she could not discuss much of what had happened in Iraq with medical staff. And the assault she had endured had been buried so deep she hadn't even shared the horrific experience with friends or colleagues.

Her eventual diagnosis came as a relief and reassurance that she was not going crazy but that her symptoms were caused by her experiences in Iraq. Her discharge brought its own difficulties.

Helen was not well enough to attend a resettlement course, and left with no help or support at a time. After a few employment attempts, it became clear that Helen was not really fit to work and unable to find any employer who wanted her particular skills. Eventually she returned to Scotland and, after a while, managed to secure a house on the Erskine Estate.

With thanks to



Of Erskine she has nothing but the highest of praise:
The concept of Erskine is brilliant. My neighbours know I have my off days and the support is always there if you need it. It's also in a really good place. It's very peaceful, and that is vital, but is also fairly close to several hospitals and other facilities.

 **26%**
OF OUR RESIDENTS SERVED IN THE RAF



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



WHAT WE DO

ACCOMMODATION

Story of the year

Our Bishopton Veterans Village is home to our care home residents, as well as 75 Veterans and their families living within our Transitional Supported Accommodation, Family Cottages and Assisted Living Accommodation.

EVERY YEAR WE PROVIDE

 **339**

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

Erskine Transitional Supported Accommodation

We opened our Transitional Supported Accommodation (ETSA) within the Bishopton Veterans Village in May 2021.

We began accepting residents during May, each with different support and accommodation needs. The ETSA support team worked hard to design bespoke programmes for each Veteran to ensure their needs were identified. The ETSA is designed to offer Veterans of working age a mutual support base to ease the transition from military service into civilian life. It also supports those Veterans who have already left the forces and found themselves at another transitional period of their post service life. The programme has had mixed success with some Veterans quickly adapting and integrating back into civilian life, securing sustainable employment and long-term accommodation in the area of their choice.

We have already been able to deliver support which has transformed the lives of individuals from a situation of imminent homelessness, unemployment and no access to support networks, into a situation of full time employment and secure accommodation. However, many other Veterans have needed more support and we continue to work with them to identify employment or training opportunities that would help achieve their goals. We continue to receive referrals from partner organisations and individual Veterans hoping to take advantage of the accommodation and the support that goes with it.

We intend to continue to learn, grow and build our support framework for Veterans to ensure they feel safe, in a place they can call home, whilst they continue their transition from military life.



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: Meeting area within the ETSA building
Bottom Left: Edinburgh Resident enjoying the tranquillity of the reading area
Bottom Right: Kitchen area within one of the new ETSA flats



**THERE IS
A PLACE
I BELONG**



Alan Kennedy Army

Alan Kennedy was born in Elderslie in 1969 and went straight into work at a frozen foods warehouse after leaving school. He worked there for 18 months before deciding he needed a change.

Alan headed to the Army recruitment office where he signed on the dotted line for a nine-year stint. His training was completed at the Glencorse Barracks in Penicuik before Alan proudly passed out with fellow soldiers hoping he would join the Argyll and Sutherland Highlanders. Instead, he was enlisted with The Royal Scots (The Royal Regiment), once known as the Royal Regiment of Foot, the oldest and most senior infantry.

"I was in the Infantry, commonly referred to as "cannon fodder", as it was our job to be first into any battle!"

It was now time to put all his training into action. The Royal Scots were finishing a tour of Belfast which had started the previous December (1987) and now in March 1988 they were handing over to the Royal Anglicans. Although Alan was only there for a short period of time during hand over he said "It wasn't the greatest of experiences. It was terrifying, very scary".

Next Alan was off to Albuhera Barracks, Werl, Germany where his unit stayed for two years as part of the Cold War defence.

What happened next was life changing for Alan. On 21 December 1988, Pan Am flight 103, a passenger airliner operated by Pan American World Airways, exploded over Lockerbie, Scotland, after a bomb was detonated. All 259 people on board were killed, and 11 individuals on the ground also died.

Many rescue services were sent to Lockerbie. They included a squad from the Royal Scots of whom Alan was one. It was an experience that has scarred him for life and still affects him to this day 33 years later.

It took many years for Alan to be diagnosed with PTSD, which he suffers as a result of the incident and his time spent at the crash site.

Alan had served just under three years in the Royal Scots when he was offered a discharge and accepted it. "I was no longer any use as a soldier, I was a mess!" He was lucky to walk back into his old job before learning to drive 7.5 tonne lorries "From then on I managed my condition, although I had no idea what it was, and spent my days working as a driver. I had bad nights of nightmares when I was back in Lockerbie again and always approaching the anniversary is worse. I have tried to go back on several occasions to see if I can get some closure but a mile or so outside the town I turn back."

"It took 32 years for me to be diagnosed as having PTSD. I had been working for Arnold Clark as a driver when one day I had a massive breakdown."

After his breakdown, Alan became a recluse for two years. He didn't venture out despite his friends and family trying to help. Then Venture Trust came along. Venture Trust supports people struggling with mental health and wellbeing as well as many other areas. The team introduced Alan to ERMAC and his life changed. "It was a complete live saver for me, it gave me a purpose in my life. I attend the centre on Tuesdays and Thursdays and take part in as much as I can".

Recently, Alan was one of the first participants in the Build your own Bike Challenge which he thoroughly enjoyed. "It was so good to work alongside fellow Veterans...our sense of humour is the same!"

With thanks to



Next year Alan also is hoping to become qualified as an Archery Instructor so, as he says: *I can pay back just a little bit of what Erskine has given to me.*

And he reflects: *Maybe next year I will get to Lockerbie and find a little closure now I am on the right path again.*

 **57%**
OF OUR RESIDENTS SERVED IN THE ARMY





WHAT WE DO

COMMUNITY

Story of the year

ERMAC grew the number of Veterans it reached during the year with an average active membership of 113 members.

Since inception in January 2018, ERMAC has reached 212 Veterans with life changing support and camaraderie, adding 31 new members during the year. With the reopening of the centre during January 2021 for in person activities in accordance with Covid-19 guidelines, we have been able to return to pre-Covid-19 levels of support with average daily attendance during the period reaching 22 people per day.

Adaptation to Covid-19

In 2018, when we co-produced the purpose of ERMAC with our founding members, we never could have anticipated how much we would have to adapt our ways of working because of a global pandemic. Towards the end of 2020, our members, 80% of whom were over 65, and 50% of whom were living alone, would have experienced a dark and isolated winter had it not been for the ability to shift our established Veterans' community from a physical space to a virtual one. Supported by The Armed Forces Covenant Trust's 'Veterans Should Not Be Forgotten' fund, we were able to continue to enhance Veteran wellbeing by transitioning the crucial work of our Activities Centre onto Zoom and via regular welfare calls from the team. We maintained connection and support to members through bi-weekly social gatherings and numerous events and celebrations. Our IT tutor was always on hand to help stay connected and our Therapist available for group or one to one sessions.

Top: ERMAC members taking part in the Sporting Senior Games

Bottom left: Veterans enjoying Armed Forces Day Celebrations

Bottom Right: Veterans taking part in the Remembrance service



Event highlights

Our Remembrance service, Christmas party and our Armed Forces Day celebration all took place virtually, and our Veterans enjoyed a fun-filled afternoon together. For Armed Forces Day, we were joined by Erskine's Chief Executive Ian Cumming and Minister for Veterans Graeme Dey MSP, and with music from 'Forces Sweetheart' Kirsten Orsborn. The event was very positively received by our members. Barney, a 94-year-old WWII Veteran, told us:

"I had a wonderful day which I would otherwise have spent alone had it not been for Erskine."

We supported members to learn new skills and explore a number of interests via our 40+ weekly scheduled activity sessions.

We adapted all of our activities to online events, from tai chi to pottery to horticulture, we found a way to make it work. We continued to collaborate with many of our partner services during this time to offer access to specialist support services.

One of our members, Kathryn, who served in the Army said: "I can't think of anything else, for a long time, that's added so much variety to my life. The staff are very supportive - they seem to be able to tap into so many resources that you didn't know existed. We are getting contacted every week and it's giving us a sense of the continuity of support that we've had for this length of time. By having the contact, we have a structure. People need a routine and we probably need it more than most."

27-97 AGE RANGE OF MEMBERS

35 SESSIONS PER WEEK

152 REGISTERED MEMBERS

Return to adapted offline activities

ERMAC began tentatively making small steps back to normality during January 2021, and from March to May we delivered a hybrid model of activity. One of the core elements of ERMAC's success is continually asking our Veterans what they need from us as well as maintaining a member-led focus. Understandably, some of our members reported anxieties surrounding the return of a face to face service after such a long period. We listened to these concerns and adapted accordingly. We held more classes with fewer participants in each, which allowed for more focused support as well as social distancing. We adjusted some of the class content, for example, our therapist held sessions directly relating to anxiety management. We offered additional transport services to and from the Centre for those members who do not have their own car. Therefore, allowing members to avoid using public transport. All Erskine vehicles were fitted with protective screens, and our drivers made more journeys to pick up/drop off Veterans, to reduce the number of people in each vehicle. These additional elements came at a cost and it is with thanks to the support of the Scottish Government 'Communities Recovery Fund' that we were able to implement these measures, which made a significant difference to our beneficiaries.

The ERMAC Veterans have fondly termed the Centre their 'safe space' and by taking every possible step to ensure a safe and smooth transition back to onsite service delivery, the Centre continued to be just that - their 'safe space'. A surge in referrals following lockdown meant we temporarily had to create a waiting list for any new members, however with our new expanded capacity and resumption of offline activities we are well positioned to meet demand.

Expand capacity and improve accessibility

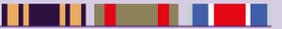
With ERMAC proving to be a great success, and with a clear increase in demand for sessions, we invested in the ERMAC building, with the key objectives being to increase capacity and improve accessibility. Unfortunately, the Covid-19 pandemic played havoc with the build schedule, but we are delighted to announce that we have a striking new walkway stretching across our courtyard. This has not only increased capacity but joins the building together and allows Veterans to move safely between spaces without having to endure the Scottish weather. Furthermore, the improvements to our external garages have instantly provided us with year-round additional spaces. Our woodwork group are absolutely delighted with their new space, as we have moved from a small, cold, second-hand workshop to a larger, first grade space with a top of the range air filtration system and a Computer

Numerical Control machine which our Veterans are looking forward to using. Members enjoy creating goods that we can sell, helping to support the centre. Previously our model makers had no space they could call their own and had to share limited space with the art room. Our refurbishment has now provided a calm, safe space for the intricate pieces this group work on.

Good physical health comes hand-in-hand with good mental health and during the coming year we intend to purchase gym equipment for our new facilities and employ a trainer to get us started on our journey to improved physical health. It is wonderful to see our Veterans enjoying their new environment, especially for those with additional mobility requirements, who can now navigate their way throughout the centre safely and with ease.

'Our woodwork group are absolutely delighted with their new space, as we have moved from a small, cold, second-hand workshop to a larger, first grade space with a top of the range air filtration system'

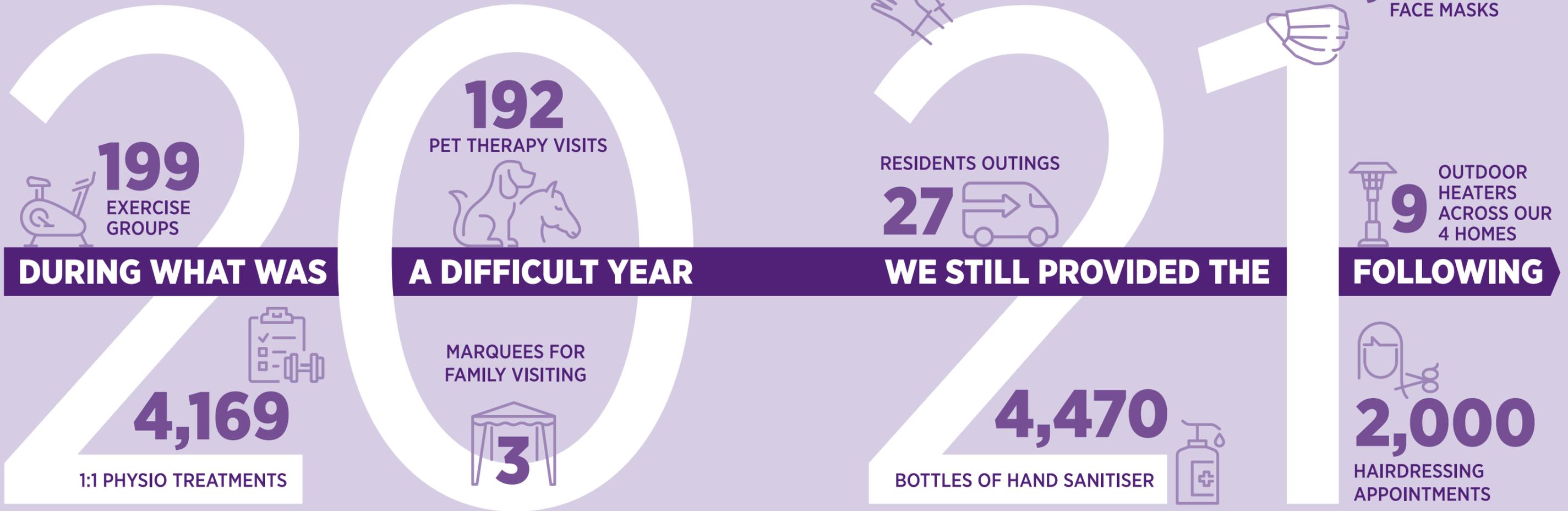




DID YOU KNOW?

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.



335,000
MEALS ACROSS FOUR HOMES



644
DENTIST APPOINTMENTS



2,600
PODIATRIST APPOINTMENTS



800
SPEECH & LANGUAGE THERAPY SESSIONS



HOW WE DO IT

OUR PEOPLE

Staff have worked tirelessly this year to ensure we provide safe, effective and person-centred care and support to our residents and beneficiaries. Their dedication has been key in ensuring our Veterans and their families live meaningful and fulfilled lives.

Recognising our staff

During November 2020, Erskine held the annual Long Service Awards which recognised the contribution of 48 employees, who had a combined service of 715 years. We thank each and every one of our employees for their dedication and service over many years.

In July 2021 we held our annual President's Awards Ceremony where we recognised employees for "Going that Extra Mile". The winners and nominees were put forward by their colleagues in recognition of one of four categories: Creativity and Innovation, Extra Mile – Individual, Extra Mile – Team, Leading by Example and People's Award. Erskine and our Veterans are indebted to all of the winners and nominees.



Recognising our volunteers

Volunteering has long been valued here at Erskine, for the significant contributions they make in terms of support to both residents and staff.

Volunteering delivers a number of benefits within Erskine's health and social care context including being more responsive to local needs.

In 2021 the new role of relatives' support volunteer was created in response to the pandemic, to assist staff in managing the smooth running of visitor access for families, ensuring families were up-to-date with the requirements for infection control and testing protocols and ensuring their loved ones remained safe. Volunteers were additionally reinstated to roles within our care and support services; physiotherapy, speech and language, lunch club, hairdressing, activities, Harry's Café, driving and within ERMAC.

WE HAVE
224
VOLUNTEERS 

It can be difficult for staff, when they are busy caring to always give the talk time and social support they would like to residents, and having volunteers involved provides that additional human dimension that enables our residents to feel valued. In addition, our volunteers continue, as always, to fervently bolster our fundraising efforts, engaging in can collections and wider support roles within our events calendar. We were delighted to recognise 22 volunteers within this year's Long Service Awards.

Top: Erskine Long Service Awards
Bottom: Staff receiving their President's Awards

HOW WE DO IT

OUR SUPPORTERS

Our work would not be possible without the support and partnership of 41,265 individuals, trusts, foundations and corporations who donated £9.8m during the year.

Sadly, we cannot mention every supporter in this report but we would like to sincerely thank every individual and organisation who generously supported Erskine's Veterans this year.

Their support means that Erskine can continue to address the needs of Veterans and their families with life changing care and support which isn't otherwise available to them.

WE SUPPORT
1,000
MEMBERS OF THE
VETERAN COMMUNITY
IN SCOTLAND



Powered by partnership

Erskine works in close partnership with many Trusts and foundations which help make things possible which otherwise couldn't happen. Our strength as a delivery organisation complements their philanthropic resources and expertise to create partnerships which make a real difference to Veterans.

During May 2021, ABF The Soldiers' Charity awarded us an outstanding grant of £150,000 towards our provision of nursing, dementia and palliative care for Army Veterans. We also received a very generous grant of £50,000 from The Royal Navy and Royal Marines Charity and its supporting partner Greenwich Hospital. This is the RNRMC's largest ever individual grant to Erskine and helped fund enhanced care for our Royal Navy and Royal Marines beneficiaries. The Queen Mary's Roehampton Trust provided further support with a fantastic donation of £25,000 towards our care for War Pensioners at all four Erskine Homes.

Erskine is hugely grateful to have received regular long-term support from these three generous ex-Service organisations. Their grants enabled us to keep delivering our unique range of enhanced care services to Scotland's elderly and frail Veterans. Our services include physiotherapy, speech and language therapy, podiatry, Namaste dementia therapy and support from our Advanced Nurse Practitioner team. These all play a crucial role in ensuring our Veterans can achieve the excellent quality of life at Erskine that they all truly deserve. Our delivery of enhanced care services has been more difficult during the pandemic, but with extensive use of personal protective equipment and enhanced infection control procedures, our frontline staff have worked extremely hard to continue offering this support.

With thanks to



We also received equipment grants including £25,000 from Officers Association Scotland to purchase a wheelchair-accessible caddy van and £3,546 from Glasgow City Council Area Partnerships towards outdoor equipment for our Glasgow Home. The Morrisons Foundation generously donated £24,480 to our Edinburgh Home to fund a new multi-sensory room, all-terrain wheelchairs and end-of-life care kits.

Erskine also received grants for vital Covid-19 supplies from many funders including The Prince of Wales's Charitable Fund, The AEB Charitable Trust, the Susan H Guy Charitable Trust, the Row Fogo Charitable Trust and the Meikle Foundation.

The Scottish Veterans Fund donated £15,000 towards our Transitional Supported Accommodation as part of a three-year pledge. This helped fund our dedicated ETSA Support Worker who is responsible for delivering a personalised support package for each tenant.

The Scottish Veterans Fund also gave £12,850 towards our new Financial Inclusion Project at ERMAC as part of a two-year pledge. This enabled ERMAC to run a financial 'one-stop-shop' to provide Veterans with advice and support across many financial areas. Our project has already been hugely successful with 56 beneficiaries supported in its first six months and a total financial gain of over £59,000 for our Veterans.

This year, ERMAC also received £35,000 from the Armed Forces Covenant Fund Trust's Positive Pathways Programme towards the Build Your Own Bike Project run in collaboration with Common Wheel, as well as £24,998 from the Scottish Government Communities Recovery Fund towards our Centre's transition from remote support to on-site services.

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 have welcomed British Advertising Executive Trevor Beattie, Ex-Journalist Mike Edwards and Olympian Scott Meenagh, as official Erskine Ambassadors, and Fundraiser and supporter, Heather Clissett, as a community Ambassador.

Long-time Erskine supporter, Tom Clark of Rangers Supporters Erskine Appeal kindly nominated Erskine in Scottish Whisky specialist Douglas Laing's 'Big Peat's Our Heroes' competition, which put us in the running alongside two other charities to win £10,000 worth of sanitiser. Supporters voted in their hundreds and Erskine won.

The Rangers Supporters Erskine Appeal also continued their incredible fundraising efforts in a variety of ways, including donating £10,000 towards updating our gardens and installing a new monument at Erskine Park. RSEA Supporter Jim Clark handed over the keys to a brand new hybrid car after raising £23,000 by walking a marathon in three days.

Whilst Bridgeton Loyal Rangers Supporters Club donated £28,534 from their 'Fly by for 55' fundraising initiative, fundraisers in the Kiltwalk raised £23,891 and Arnold Clark donated the use of a van for a year in conjunction with nominations from The Kiltwalk charitable organisation.

Fundraiser Captain Bryan Warren hit a total of £30,000 in his fundraising efforts by piping at Loch Lomond Shores. Loch Lomond shores also donated £1,000 in honour of Bryan's efforts.

Working in partnership with local supermarkets, we have been supported through monetary donations and gifts-in-kind such as flowers to brighten the homes and cakes to celebrate D-day, as well as surplus food donations from Asda, Aldi, Morrisons, Tesco and Iceland Food Warehouse, whilst ASDA Dumbarton branch's Community Champion nominated and supported us to win £500 funding through their Green Token scheme for an outdoor celebration to welcome back members to ERMAC and a further £1,000 donation from Asda Foundation.

Corporate

Our Corporate Partners have shown incredible support yet again this year, whether it has been through donations, sponsorship, employee fundraising and volunteering. We have also seen an increase in giving through company-linked foundations and trusts thanks to referrals and nominations from employees.

We were delighted to partner with Heart of Midlothian Football Club in September for Erskine Veterans' Day at Tynecastle, advertising across the stadium with digital and social media advertising. Hearts FC also provided a Football Memories session attended by Erskine Edinburgh residents which included a tour of the stadium by Gary Locke, hospitality tickets for Veterans and supporters and a bucket collection which raised £3,619.

BAE Systems, WAM Marketing/Milford Collection and Her Majesty's Naval Base Faslane all continued to support us alongside many other organisations.

Campaigns and events

Our Direct Appeal in Spring 2021 saw us raise awareness of the need for a new Covid-19 compliant minibus. Supporters came together and raised the funds whilst also voting for names and deciding the minibus would be called 'Shuggy the Shuttle'. We partnered with local schools which raised awareness of Erskine, and pupils involved in a drawing competition to coincide with the appeal.

This year, Victory Ball Sponsor The Highland Club donated a further £10,000 through The Sandhu Charitable Foundation. Tree of Honour Event Partner, Central Car Auctions supported Erskine through the Jonathan Cartmell Miller Charitable Trust by funding mattresses and physiotherapy treatment couch, to the sum of £10,319.

We teamed up with Ambassadors, supporters, residents and entertainers to deliver the inaugural 'Big Picnic' event. The virtual and community-based activity encouraged supporters to arrange their own Big Picnic in aid of Erskine and raised just under £10,000.

HOW WE DO IT

THANK YOU

We are incredibly grateful to over 40,000 supporters who have helped us achieve so much this year. Nearly 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, long term supporters and those providing in-kind donations are listed here.



- 20 Social Club
- ABF The Soldiers' Charity
- Adeline Mitchell
- Alex Cadwallader
- Alex Stewart
- Alison Hastie
- Angela Melley
- Angus Lee
- Armed Forces Covenant - Aged Veterans Fund
- Armed Forces Covenant Fund Trust
- ASDA Foundation
- AS Scaffolding
- Atalian Servest Arthur McKay
- B&Q Foundation & Head Office
- BigHearted Scotland
- Brian Souter
- Bridgeton Loyal Rangers Supporters Club
- Broughton Charitable Trust
- Bryan Warren
- Buchanans
- Bunzl Cleaning & Hygiene Supplies
- Cala Group Ltd
- Central Car Auctions
- Christopher F Reekie
- City Charitable Trust
- Cruden Foundation
- David T Salmond
- Diane Hutchings
- Eileen Robson
- Erskine Golf Club Ltd
- Fiona Wright
- G H Builders & Joiners Ltd
- Gavin Cattanach
- Glasgow City Council Area Partnerships
- GSS Contracts Ltd
- Iain MacInnes
- Intrepid Charitable Trust
- J & J Denholm Ltd
- J S Hodge
- James & Patricia Hamilton Charitable Trust
- James Urquhart
- Jennifer Grover
- Jimmie Cairncross Charitable Trust
- John E Alexander
- John Scott Charitable Trust
- JSMMcN Charitable Trust
- Julie Suter
- Katherine MacGregor
- Kilpatrick Fraser Charitable Trust
- Lanarkshire Catering School
- Lily Simpson
- Loch Ness Bakery Ltd
- M Bell
- Mary Kane
- McLays Foods
- Michael Young Plumbing And Heating Engineers
- Mischa Weston-Green
- Miss M B Reekie's Charitable Trust
- Miss M J M Smith's Trust
- Morrisons Foundation
- Mr & Mrs JMB Trust
- Mr W.J. & Mrs C.G. Dunnachie's Charitable Trust
- Mrs Jean S Innes Charitable Trust
- Mrs M H McMillan's Charitable Trust
- Murdoch Forrest Charitable Trust
- Neil MacEwen
- Nicki Colledge
- Nimar Charitable Trust
- Officers Association Scotland
- Paul Henshaw
- Prestwick St Cuthbert Golf Club
- Queen Mary's Roehampton Trust
- Rangers Supporters Erskine Appeal
- Richard R Burns
- Robert Rintoul
- Rosamunde Pilcher Charitable Trust
- Rosemary Cairns
- Rossie Foundation
- Row Fogo Charitable Trust
- Scottish Government Communities Recovery Fund
- Scottish Power Glasgow Clyde Division
- Scottish Veterans Fund
- Sheila MacLeod
- Stichting Teuntje Anna (TA Fund)
- Susan H Guy Charitable Trust
- Sylvia Chandler
- Talteg Limited
- The AEB Charitable Trust
- The BFBS Big Salute
- The Brownlie Charitable Trust
- The Cadogan Charity
- The Charles & Jane Allan Memorial Fund
- The Corra Foundation
- The G C Gibson Charitable Trust
- The Gledswood Charitable Trust
- The Helen A Reid Charitable Trust
- The Hospital Saturday Fund
- The Hugh & Mary Miller Bequest
- The Incorporation of Weavers of Glasgow
- The Incorporation of Wrights in Glasgow
- The J Murray Napier Fund
- The James & Jessie Shaw Charitable Trust
- The James Weir Foundation
- The Jonathan Cartmell Miller Charitable Trust
- The Kells Trust
- The Meikle Foundation
- The Moodie Charitable Trust
- The Murray Foundation
- The National Lottery Community Fund
- The Netherton Charitable Trust
- The Prince of Wales's Charitable Fund
- The Royal Navy and Royal Marines Charity and Greenwich Hospital
- The Sandhu Charitable Foundation
- The Schuh Trust
- The Scott (Eredine) Charitable Trust
- The W A Cargill Fund
- The William Syson Foundation
- Thermofisher Scientific
- Thomas Clark
- Thomas Family Charitable Trust
- Thomas McAlpine
- Total E & P UK Ltd
- Townend Bowling Club
- Turcan Connell
- West End Callan's Association
- West Lothian College
- Yorkshire Building Society Charitable Foundation





HOW WE DO IT

LEAVE A LEGACY

Legacy giving is a hugely precious gift and something that we are incredibly grateful for, as it accounts for almost half of Erskine's voluntary income each year.

Erskine is a very special place for those who have served, if and when they need support, it provides them with peace of mind that Erskine will always be there for them. Where ever they are on their journey, our aim is to offer Veterans their best possible future - through the best possible care and community support.

Legacies play a huge role in the running of Erskine. The majority of legacy gifts are unrestricted and help pay for the everyday running costs of care and support for our Veterans, enabling us to quickly deploy resources to the areas of greatest need.

Unfortunately, the pandemic has impacted on our ability to meet supporters, within their community, to share stories and answer any questions they may have about legacy giving. Therefore, this year we introduced some resources to help supporters.

This first is a free Will writing service for Erskine Supporters. We have joined the 'Free Wills Network' which is an agency who put you in touch with local solicitors to write your Will.

The second resource is Bequeathed, an online service which allows you to write your Will quickly and easily. The online portal is secure and user friendly.

Next year, Erskine will be marking the 40th anniversary of the Falklands war. Another poignant reminder that Veterans will continue to need support in the coming year, and beyond. A legacy gift is one that would cost you nothing at present, but will provide a brighter future for our Veterans.

To leave a gift in your Will to Erskine, all you need to provide your solicitor with is:

- Name of charity:** Erskine
- Scottish Charity number:** SC006609
- Address:** The Erskine Home, Bishopton, PA7 5PU

Our Legacy Fundraiser Sarah Morgan is always on hand and happy to chat if you have any questions. You can contact her 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 £9 million more on services than we received in revenue. For every resident within our care homes we spent £597 more per week (£31,044 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, and we are actively working on a plan 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 three years 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 2021, visit www.erskine.org.uk/about-us/annual-review-and-accounts

SOURCE OF FUNDS



Charitable Activities	£16.67m
Donations and Legacy	£9.8m
Investment	£1m
Total	£27.47m

USE OF FUNDS



Charitable Activities	£25.67m
Fundraising and Donors	£2.9m
Investment Management	£0.12m
Total	£28.69m

WE NEED TO RAISE



£10m ANNUALLY

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

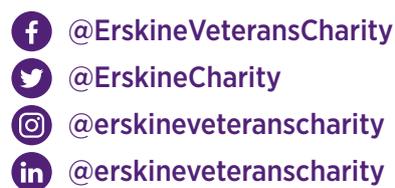
Erskine Glasgow Home

200 Dorchester Avenue, Glasgow, G12 0BZ
Tel: 0141 338 6300

Erskine Reid Macewen Activities Centre

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

Email: enquiries@erskine.org.uk
Website: erskine.org.uk



@ErskineVeteransCharity

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