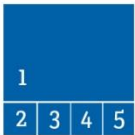




# Annual Report and Financial Statements 2019-20





1. The new, contemporary look to the lounge area in our Edinburgh Central Youth Hostel
2. The refurbishment of the ground floor of Edinburgh Central has ample space to sit and relax while waiting to check in or check out
3. The newly refurbished lounge in our Inverness Youth Hostel has plenty of space for guests to relax and enjoy a pint of Innes & Gunn, now on tap!
4. Very proud that our Achmelvich Beach Youth Hostel won Silver in the accommodation category in this year's TGO Magazine Awards
5. En-route! The new pod at Glencoe will offer guests en-suite living under the stars



# Governance and Strategic Aims

## Principal Charitable Objective

The principal charitable objective of SYHA is ‘the advancement of education, for the public benefit, by helping all, but especially young people, to experience and appreciate the Scottish countryside, environment, natural heritage and places of historic and cultural interest in Scotland, and through the promotion of their health, recreation and education, particularly by providing low cost accommodation for them on their travels’.

## Patron

HRH The Prince Philip, Duke of Edinburgh, KG, KT, OM, GCVO, GBE, ONZ, QSO, AK, GCL, CC, CMM.

## Trustees and Directors

The Board, who are the Charity Trustees and Directors of the Company, received no remuneration for their services.

Those who served as Board members during the year were:

			Current Term
Sally Mayer	Chair	(2019-22)	Appointed 15.06.19
Martin Ambrose	Vice Chair	(2018-21)	Appointed 16.06.18
Claire McCorquodale	Vice Chair	(2017-20)	Appointed 17.06.17
Michael Anderson		(2019-22)	Appointed 15.06.19
Duncan Craig		(2017-20)	Appointed 17.06.17
Paul Randall		(2019-22)	Appointed 15.06.19
Sophie Bell (co-option)		(2018-21)	Appointed 06.10.18
William Thomson		(2017-20)	Appointed 17.06.17
Michael West		(2018-21)	Appointed 16.06.18
Josephine Smith		(2018-21)	Appointed 16.06.18
David Calder (co-option: Chair)		(2018-19)	Retired 15.06.19

## Executive Management

### Chief Executive & Company Secretary:

Margo S Paterson

### Director of Operations & Deputy Chief Executive:

Sabine Mackenzie

## Registered Office:

7 Glebe Crescent  
Stirling  
FK8 2JA  
Telephone: 01786 891400  
Facsimile: 01786 891333  
Email: [info@hostellingscotland.org.uk](mailto:info@hostellingscotland.org.uk)  
[www.hostellingscotland.org.uk](http://www.hostellingscotland.org.uk)

The Trustees and Directors in March 2018 agreed the following 7 key strategic aims in their adopted 2018-2021 Growth Strategy:

- 1. Delivering Excellence**  
to our members, guests and stakeholders
- 2. Developing our People**  
by nurturing our employee family so they in turn will deliver exceptional service
- 3. Enhancing our Properties**  
to a standard of comfort and facilities that meet the needs of our guests
- 4. Innovating new Systems**  
to attract new members and guests and to be able to respond quickly to their needs
- 5. Working with Young People**  
supporting and promoting youth engagement and providing accessibility to Scotland for all
- 6. Engaging Membership**  
ensuring members feel valued through regular communication
- 7. Securing the Future**  
remaining relevant and ensuring our longevity to achieve the vision and charitable objectives of the organisation.

To aid the achievement of these 7 strategic aims the Board of Trustees and Directors sets annual objectives.

# Strategic Objectives 2019-20

## Strategic Aim 1: Delivering Excellence

1. To develop core services paying attention to accommodation, food & beverage and RentaHostel to ensure invariable high standards across all products in line with competition and modern trends in hospitality. Achievement included improvement of food & beverage revenue, upgrading of bedrooms and guest services.



2. To review and standardise the organisation's current environmental responsibility guidelines in order to strengthen our shared commitment and pro-actively demonstrate our social responsibility across the organisation. Achievement included marketing of sustainability communication to guests, water station installations and ongoing engagement of energy consultant to establish hostel targets to reduce energy consumption.

3. To sustain a positive image of a well-established organisation through development of marketing practices and raise awareness of the brand. Achievement included the introduction of the new Hostelling Scotland handbook and promotion of Woofhostelling, meeting spaces and youth engagement.



*Our Hostel Handbook is full of travel inspiration and our Dog Friendly 'Woof Hostels' make a perfect base for a staycation with your best friend.*

4. Development of online and off-line reputation management practices to proactively monitor, respond and strengthen the organisation's reputation and value proposition. Achievement included customer service training, appraisal and introduction of guest reputation management system with VisitScotland gradings maintained.



*The team promoting a career in hospitality at the Skill's Scotland Event held in Edinburgh.*

## Strategic Aim 2: Developing our People

1. Engagement and development of a knowledgeable workforce to positively impact organisational performance. Achievement included successfully securing training funds of £9K to provide training to 96 employees and development of bespoke Customer Service e-learning modules.
2. Promotion of recruitment opportunities for young people. Achievement included visits to high schools, presentations and career fairs in partnership working with Developing the Young Workforce. Welcomed our first apprentice who undertook Foundation Apprenticeship in Business Administration. Confirmation of apprenticeship partnership with Forth Valley College putting apprenticeship scheme in place for Hostelling Scotland, using framework of Modern Apprenticeship Hospitality Service.
3. Review auto-enrolment and defined contribution pension schemes. Achievement by review of our current schemes with Chase de Vere.



Our newly refurbished Cairngorm Lodge offers guests fantastic accommodation in the heart of the National Park.

### Strategic Aim 3: Enhancing our Properties

1. Refurbishment projects at Cairngorm Lodge & Aviemore. Achievement included completion of Cairngorm Lodge external wind and watertight project. Aviemore still under consideration.



The recently completed refurbishment of our Inverness Hostel offer guests 'Boutique Hostel' living with everything from laptop chargers and beer on tap!

2. Focus on developing receptions in key city sites. Achievement included enhancements in Inverness reception and work in progress in Oban, Glencoe, Torridon and Stirling. Edinburgh Central ground floor refurbishment completed in January 2020.
3. Pilot of alternative accommodation. Achievement onsite at Glencoe of a pod incorporating sleeping, seating and en-suite shower facilities and available to book in 2020.



Our newly refurbished Edinburgh Central Youth Hostel offers guests comfortable and contemporary living in the heart of the Capital.

### Strategic Aim 4: Innovating new Systems

1. Identify a new property management systems solution for full roll out across the network in 2020. Ongoing - Initial tender process has been completed followed by site visits in early December. With the downturn in business and further investigation of our own system, we have taken time to fully review our current functionality along with future requirements and will be assessing the outcome of this exercise and site visits in early 2020.
2. Investment in WIFI infrastructure to improve speed and availability to meet guest expectations and to match competition particularly in the city locations. Achievement at Cairngorm Lodge, Inverness, Aviemore, Glasgow and Ullapool.



The new Glamping Pod at our Glencoe Youth Hostel offers guests a new type of hostelling experience.



Muirkirk Academy enjoyed a fantastic break at our Inverness Youth Hostel.



Castlebrae High School making the most of a picture opportunity at our Stirling Youth Hostel.

## Strategic Aim 5:

### Working with Young People

1. Develop and enhance promotion, delivery and evaluation of Explorer Fund in 2019 enabling residential experiences for a wide range of children. Achievement by supporting 20 funded youth groups and schools welcoming 342 participants with a 2nd round of funding supporting a further 27 youth organisations and schools from across Scotland. Involved with longitudinal research into the impact of residential experiences with a focus on disadvantaged young people. Muirkirk Primary participated in a research trip to Lochranza looking at the long term impact of residential experiences in early 2020. Increased impact and outreach of Youth and Community Programmes through increased funding along with support to other programmes including developing and delivering Mini Explorers to support families and younger children. Increased outreach through developing new partnerships including Parent Network Scotland, Leith Citadel Young Parents and Fife Gingerbread.
2. Build on Youth Involvement and Youth Engagement ensuring young people are involved at all levels of Hostelling Scotland and have appropriate opportunities. Achievement included a Hostel Takeover project which successfully took place in April/May 2019 engaging with young people placed across 3 hostels. In addition the Braw Buildings project offered 30 trips in celebration of 30 years of Doors Open Days, supporting families and young people to undertake trips to 6 Youth Hostels. New Festive Fun project launched working in partnership with theatres to provide free panto tickets along with a festive break, to families and young people in

November/December 2019. Worked with groups to co-design all funded trips with young people and families, including them in planning and where possible in delivering residential trips. Continued to offer Scot Spirit and Respite funded trips to support groups of families. Worked with marketing on Stirling University student project to research and feedback on their views of Hostelling Scotland and hostels across the network (Edinburgh, Glasgow, Oban and Stirling). Worked with Scottish Civic Trust to look at developing a small youth volunteer forum to support the Braw Buildings project and develop a youth-designed guide, video and Instagram content to a number of locations and hostels in 2020.



Volunteers Axelle & Margaux proudly show off their certificates at our Inverness Youth Hostel.

3. Review of volunteer programme to ensure it meets the needs of the organisation while providing rewarding experiences. Achievement included a full review carried out of the Volunteer Programme resulting in updating the offering and application processes.

## Strategic Aim 6: Engaging Membership

1. Conduct a review of membership categories and benefits. Ongoing - exploration of membership as part of a wider research project by Stirling university students in progress. Review other hostelling associations' membership categories and benefits in comparison with Hostelling Scotland as part of the membership review project. Membership review committee is in place and review underway.
2. Promote increased member participation and involvement. Achievement by continual and increased direct communication and exclusive promotional offers to members followed up with an update on Hostelling Scotland news once a year. Targeted social media posts to encourage uptake of membership.

## Strategic Aim 7: Securing the Future

1. Forge new strategic alliances with other key organisations and advisors. Achievement through continued support and participation in the Cairngorm Business Partnership and Lochaber Chamber of Commerce. Council member of the Scottish Tourism Alliance. Actively involved in the Santander Young Trustee initiative aimed at encouraging young people to take up positions on charity boards.



*We have worked closely with VisitScotland in the promotion of Scotland's Year of Coasts and Waters.*

Continued to develop our strong relationship with VisitScotland across all departments and in advance of the Year of Coasts & Waters 2020. Member of the newly formed VisitScotland Quality in Tourism Industry Group. Worked in collaboration with Hostelling International associations through participation in the Marketing forum and project on youth travel.

2. Promote diversity in governance and with our employees. Achievement through promotion of Hostelling Scotland as being open to all, diversity of Board Election nominations received & attendance at career fairs and expanding our recruitment activities and reach.

3. Create a review of efficiencies across the organisation including procurement, resource management and unwanted brand attributes. Review complete of all operational contracts and suppliers along with utilities and servicing, with savings generated coming through in 2020. Plan and process developed to review Hostel Performance.



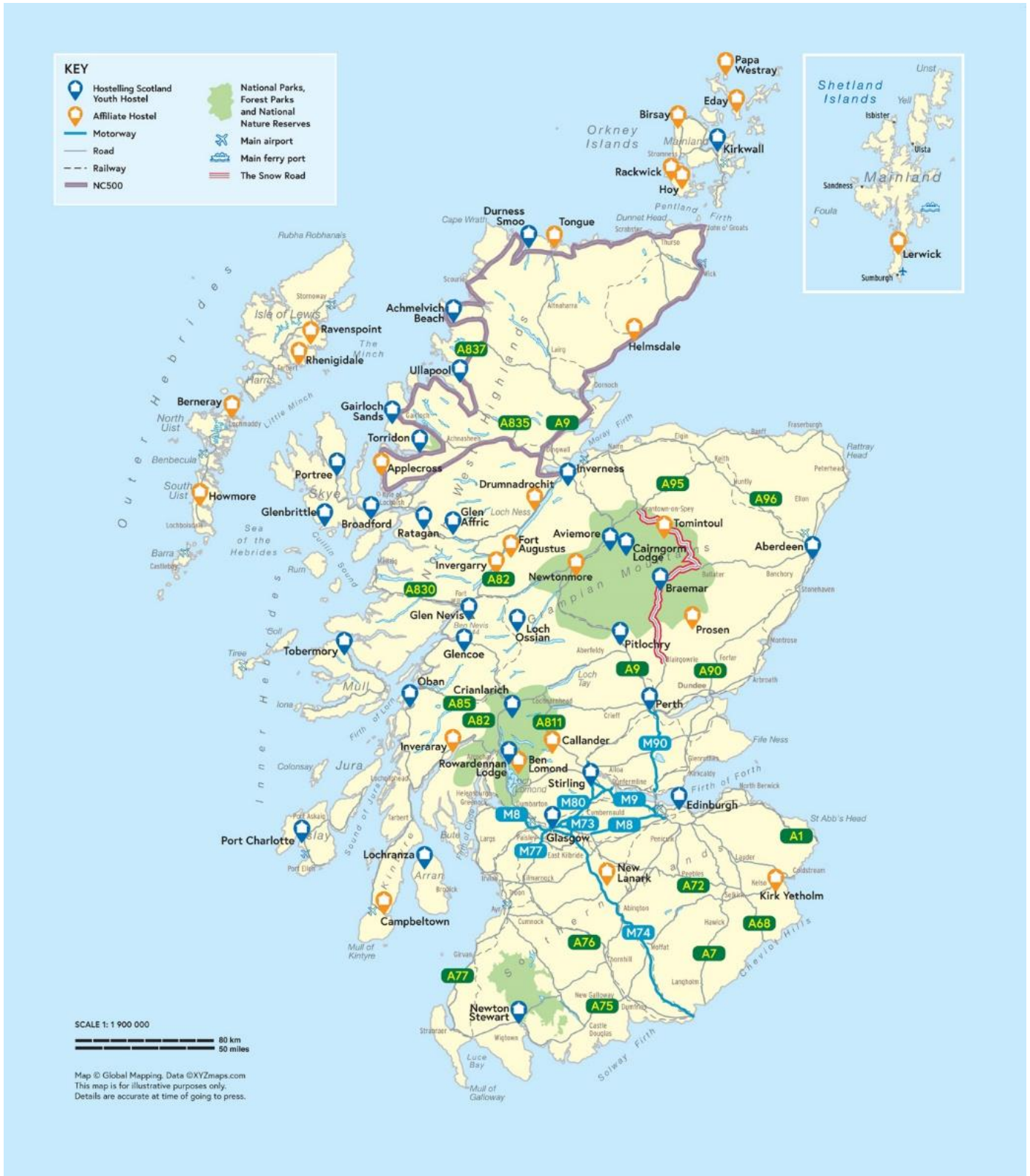
*From walking groups to family breaks, our RentaHostel Exclusive Private Hire, offers all the benefits of Self Catering accommodation in fantastic locations at a great price..*

4. Identify opportunities to grow and diversify the brand and revenue base of the organisation. Achievement included Glencoe being identified as the first suitable site and base to trial Pod accommodation. Work ongoing to increase affiliate hostels in key areas where we currently have no presence. Development of new markets through launch of Woofhostelling. Improvement of website RentaHostel availability screen along with simplification of exclusive hire pricing and targeted marketing promotion through literature and social media. Developed partnership with Perth College in advance of the re-tender of the contract and to identify further opportunities to support each other and increase revenue during the summer season. Successful negotiation of 2020 Edinburgh Metro lease and improvements to maintenance service. Enhanced communications throughout all hostels creating guest friendly notices with a focus on selling services available.

2020/21 Objectives were formulated immediately prior the COVID-19 crisis which saw our network of hostels having to temporarily close from 23rd March 2020. At the time of signing these Financial Statements, with the period of lockdown still in place, the network remains closed.

# Where to stay?

From cities to islands, beaches to hills and mountains and all points in between, there's no better way to explore and discover Scotland - **#GoHostelling**





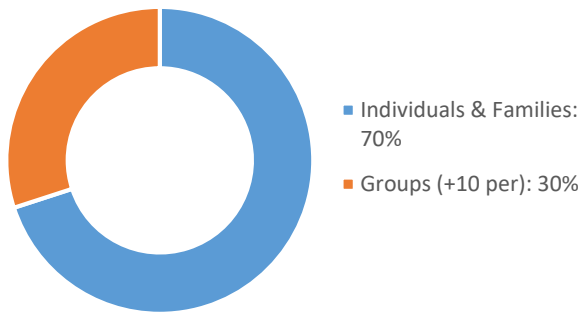
# Review of Annual Activities

## Hostelling Guests

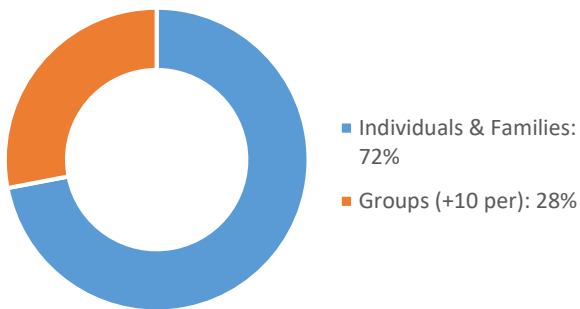
We welcomed 346,989 overnight guests (2019: 356,428) during the year, a decrease of 3% on the previous year.

### Guest profiles were:

2019

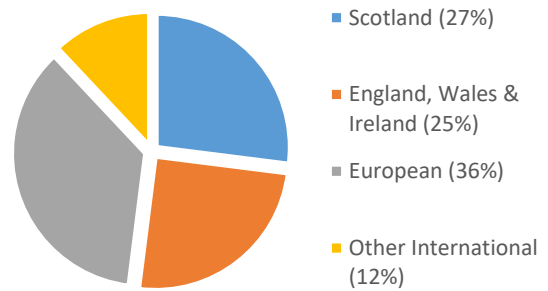


2020

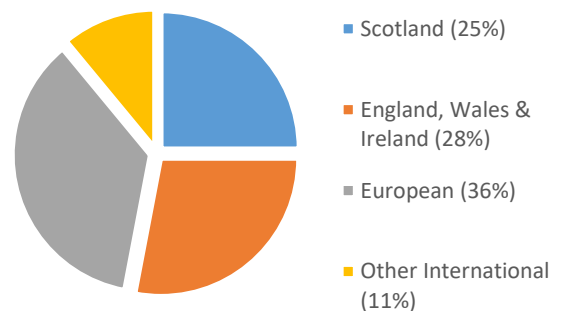


### Guest nationalities were:

2019



2020



'We are committed to enabling everyone, and especially young people to explore and discover the 'real Scotland' and look forward to being able to continue that aim, as lockdown eases and we can re-open our network safely for all'.

Sally Mayer, Chair

# Working with young people:



DD8 Music make the most of a selfie opportunity while exploring Glasgow.

## Youth & Community Engagement

To reach those most in need we have built targeted programmes, identifying and developing partnerships with key organisations. In 2019-20 we have been successful in making Scotland accessible to more people with an increase in the number of participants we have supported through our programmes. Working with new partners, and with our diverse range of youth hostels across Scotland as an asset, we have engaged with new audiences and target groups, providing memorable positive hostelling experiences to over 900 children, young people, families and leaders.



Royston Youth Group ready for action on their break to our Cairngorm Lodge Youth Hostel.



'About Youth' enjoy and active break in Pitlochry as part of our Explorer Fund.

## Explorer Fund

Following a successful pilot in 2018, we ran the Hostelling Scotland Explorer Fund for a second year in 2019. We supported 28 schools and youth groups across Scotland to have trips away, enabling disadvantaged young people to explore and experience Scotland and reap the benefits of a stay away from home in one of our Youth Hostels.

The Explorer fund supports disadvantaged children and young people from across Scotland to explore and experience Scotland through funded residential trips. The fund also supports groups in the planning and delivery of high quality 'Brilliant Residential' experiences.

The groups and schools came from local authorities including Edinburgh, Glasgow, Angus, Falkirk, Highland, West Dunbartonshire, Renfrewshire, Stirling, Moray and Dundee. The young people supported through the fund included LGBT young people, young people with additional support needs, young people at risk of offending, young carers, young people affected by the imprisonment of a sibling or parent, young people living in areas of deprivation and young people who have never had a residential experience. The groups stayed in a range of different youth hostels across Scotland including Stirling, Oban, Aviemore, Edinburgh, Pitlochry, Glasgow, Cairngorm Lodge, Newton Stewart and Braemar.

## Mini Explorer Fund

Following the first ever Mini Explorers Trip in 2018, we developed our unique Mini Explorer Fund to support early years' settings and charities working with disadvantaged families to have trips away. We identified a needs gap in the market to support these groups, and have worked with partners to provide that support in undertaking their first ever trip. In 2019 Catrine Early Years Centre travelled to Pitlochry with a group of their families, this trip was so successful they won an award for best residential in East Ayrshire in 2019. We also supported Parent Network Scotland to take a group of disadvantaged families on a trip to Oban Youth Hostel.

**In total we supported 610 young people and leaders to have Explorer and Mini Explorer Funded trips (2019: 618).**

## Scotspirit

We continued to support the Scotspirit Programme run by VisitScotland, in partnership with the Family Holiday Association. This programme offers disadvantaged families across Scotland the opportunity to have a short holiday. The families haven't had a holiday for years, with some families never having had a holiday at all. Families were supported with trips to Inverness, Lochranza, Oban, Aviemore, Aberdeen, Cairngorm Lodge, Inverness and Edinburgh Youth Hostels. We funded 10 trips for individual families and 3 groups trips supporting 107 families and group leaders over the year (2019: 86).

## Respality

We continued our support of the Respality programme run by Shared Care Scotland, supported by Scottish Government, to link the Hospitality industry with Carers Centres to support unpaid carers across Scotland. We supported 34 young and adult carers with a fantastic break in hostels across Scotland. There were stays in Lochranza, Aberdeen, Crianlarich, Pitlochry and Glen Nevis. We worked in partnership with Respality to develop the programme to offer 2 night breaks, to better meet the needs of carers.

We also offered a funded group trip to young carers to have a much needed summer break away at Newton Stewart Youth Hostel. We supported 20 adult carers, with 2-night breaks away, (2019: 25 - overnight breaks only) and 14 young carers and leaders with a group break away (2019: 34).



East Ayrshire Young Carers enjoying a welcome break at our Newton Stewart Youth Hostel.



East Ayrshire Young Carers enjoying a fantastic break at our Oban Youth Hostel.

## Braw Buildings

Doors Open Days is a free, annual architectural festival which celebrates Scotland's amazing buildings and rich heritage. It involved over a thousand venues, many of which are not normally open to the public. We partnered with Doors Open Days for Braw Buildings 2019, and expanded the project, targeting families who may not otherwise be able to have a trip away. We aimed to fund 30 trips to celebrate 30 years of Doors Open Days. The project was a great success; 101 young people and families received 33 funded trips across 6 participating Youth Hostels. (2019: 34 participants). They were able to visit new places, and enjoy a weekend break with many families highlighting that they would not have been able to take up the opportunity without the support provided by the project.



Some of the young people who enjoyed a weekend break and a visit to the pantomime as part of our Festive Fun initiative. Did they have a good time? Oh yes they did!

## Festive Fun

Hostelling Scotland partnered with 3 theatres across Scotland to offer this fantastic project to disadvantaged families. The project offered families a weekend break in one of 3 city hostels, with the chance to take in the Christmas lights and enjoy a Christmas theatre show all for free. We worked with the Festival Theatre in Edinburgh, the Tron Theatre in Glasgow and Eden Court Theatre in Inverness. We also worked with a range of new charities to reach disadvantaged families in need of a break. In total 54 participants and 15 families took part (2019: 14 participants).

**In total 906 children, young people, parents and leaders were supported through our charitable programmes in 2019/2020.**

## Volunteers

We continued to run a range of volunteer programmes in 2019, offering opportunities for volunteers to meet new people from around the world, gain new skills and support Hostelling Scotland.

We successfully delivered a Gold Duke of Edinburgh Residential course at Newton Stewart Youth Hostel. The 7 young volunteers worked together to design and paint the hostel, and improve the grounds while also planning and cooking their meals, experiencing hostelling and exploring the local area.



Gold Duke of Edinburgh Award students carrying out some much needed refurbishment work at our Newton Stewart youth hostel



Volunteers Salhya and Oceane are proud to show off their certificates outside our Stirling Youth Hostel.

We developed a new student volunteer placement project with New College Lanarkshire offering travel and tourism students the option to go to 1 of 3 city Youth Hostels. 4 students were supported to gain work experience through this project. We worked in partnership with Lochaber High School and Developing the Young Workforce to offer a work experience taster day at Glen Nevis Youth Hostel. 5 pupils were supported to gain work experience through this project.

The popular and successful German volunteer programme has continued to grow with 12 new German Volunteers welcomed in 2019, and 11 young people successfully finishing their year with us.

In the year we welcomed 83 seasonal, work experience and project volunteers (2019: 81). Of these 79 were individual volunteers as a small number of volunteers completed 2 placements. In addition we supported 7 Gold Duke of Edinburgh Volunteers for the first time and 12 German Volunteers (2019: 11).

**In total we welcomed 102 volunteers over the year (2019; 122)**

## Membership

Membership in total dropped to 12,580 (2019: 12,840). Life Membership increase by 1% (2019: 1% increase) on the previous year. Temporary membership increased by 1% to 152,837 (2019: 151,417). Engaging Membership is a key focus of the 2018-20 Growth Strategy.

## Guest satisfaction

Overall ratings taken from [hostellingscotland.org.uk](http://hostellingscotland.org.uk):

	Hostels 2019/20	Network %	Hostels 2018/19	Network %
90 to 100%	24	73%	20	59%
80 to 89%	8	24%	13	38%
70 to 79%	1	3%	1	3%
Total Hostels	33	100%	34	100%

## Hostelling People

**Employees:** 215 employees participated in at least 22 types of personal development training events during the year. As an apprenticeship levy employer, we secured funding for Flexible Workforce Development to train 95 employees on courses ranging from personal and professional development including coaching and mentoring, change management, team working to health and safety training such as IOSH Working Safely and Emergency First Aid at Work.

Other training we provided to employees during the year included customer service training using our bespoke e-learning Customer Service modules and also guest service and upselling skills to promote best practice and confidence, in particular for Edinburgh Central team members to prepare for the opening of the newly refurbished ground floor, along with a refresher on Equal Opportunities training, complementing our Customer Service training in line with delivering our customer service and employee promise.

In addition, and although not part of the statistics, induction training for all new starts, on-going compliance related training and sessions including fire safety and GDPR are routinely delivered across the network.

## Hostelling Operations

**Network:** Consisted of 57 Hostels (2019: 59), of which 33 SYHA youth hostels (2019: 34) and 24 affiliated hostels (2019: 25) were operational during the year.

66% of all bookings in the year (2019: 71%) were generated through Reservations, at the hostels and on our website, with 34% (2019: 29%) being generated through third party booking engines.



**VisitScotland Quality Assurance (QA): Youth hostel awards during the period were:**

	Hostels 2019/20	Network %	Hostels 2018/19	Network %
4-5 Star	17	53%	18	53%
3 Star	11	32%	10	29%
1-2 Star	4	12%	5	15%
Awaiting Accreditation	1	3%	1	3%
Total Hostels	33	100%	34	100%



**Green Tourism:** We continue to take steps to increase energy efficiency, reduce carbon footprint through hostel refurbishment and promote sustainable projects to reduce negative environmental impacts. We work closely with the independent environmentally qualified assessors of Green

Tourism to reassure members and guests that we care about sustainability and are working hard to make a difference. Green Tourism rating is valid for three years.

	Hostels 2019/20	Network %	Hostels 2018/19	Network %
Gold	11	33%	11	32%
Silver	18	54%	18	53%
Bronze	1	3%	1	3%
Awaiting Accreditation	3	10%	4	12%
Total Hostels	33	100%	34	100%

**Hostelling Property** In line with the Sustainable Strategy objectives, £2,133,880 was re-invested into the network during the year. £1,251,626 was expended on capital, the major element of this being on the refurbishments of Cairngorm Lodge (£397,564) and Edinburgh Central ground floor (£376,702), the balance was invested into various projects throughout the network including replacement windows and boilers, upgrades to washrooms, roof renewals and alternative accommodation. £628,132 was expended on routine youth hostel maintenance and equipment and costs relating to statutory compliance and health and safety. £158,562 was spent on furniture and equipment across the network, with the remaining £95,560 spent on upgrading the organisation's information technology infrastructure and system enhancements.

## Hostelling Partnerships



Since our formation in 1931, we have taken an active part in the activities of Hostelling International (HI) which co-ordinates over 70 national Youth Hostel Associations across the world, averaging over 30 million overnights per annum. HI provides our members access to over 4,000 youth hostels worldwide.

We meet with British and Irish Youth Hostelling Associations and other European national associations annually to discuss matters of mutual benefit and cooperation. Meetings were held in Ireland and Stockholm during 2019-20 to which the Chair and CEO attended.

We are pleased to continue our Affiliate Hostel programme with independent, trust and community accommodation providers. We promote hostels in the western and northern isles belonging to the Gatliff Hebridean Hostels Trust and Orkney and Shetland Councils along with all other Affiliate Hostels throughout the country. We also continue to collaborate with the Cairngorm Business Partnership to promote and develop the hostelling ethos within the Cairngorms National Park.



*Our new affiliate hostel, The Attic, is perfectly positioned at start of the West Highland Way*



*Our new affiliate, The Loft in Portsoy enjoys fantastic sea views!*

# Annual Activities Summary



*Our Achmelvich Beach won Silver in this year's prestigious TGO Magazine Awards under 'Bunkhouse/Hostel' accommodation.*



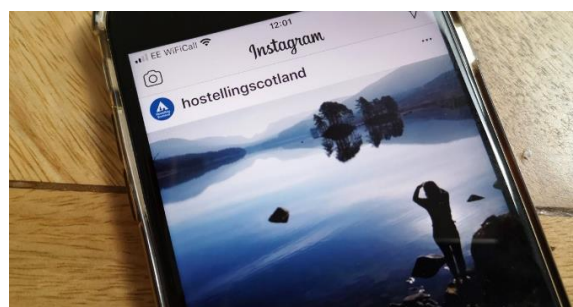
*Scotland's favourite Wee White Dug went WoofHostelling and has become a great ambassador*

Operational net income of £1.4M before depreciation was generated in the year despite continued increase in competition especially within the city locations. Towards the latter half of the year there was a strong indication that leisure travellers, especially those from Europe (despite the weak pound) were beginning to adopt a “wait and see” attitude. This had a negative impact on overall trading with accommodation providers across all sectors adjusting their pricing in a bid to maintain occupancy. There also continues to be an increase in provision of alternative accommodation products and brands such as Airbnb, serviced apartments, commercially operated hostels and home share accommodation. However Hostelling Scotland has continued to focus on the guest experience, raising standards and improving the product throughout the network, spending £2.1M in order to compete on all levels and ensure that our product, price and value is in line with guest expectations in a highly competitive marketplace.



*This year's handbook celebrates Scotland's Year of Coasts and Waters.*

We remain focussed on raising awareness of Hostelling Scotland and promoting Hostelling as a lifestyle choice. 2019-20 saw the welcome return of the Hostel Handbook, combining travel inspiration with news and information on all the hostels across our network, with a section for you to record memories and collect our unique hostel stamps. Our social media channels are a key source of engagement and throughout the year we have continued to grow our audience. Travel influencers have also helped promote hostelling to a wider 'travel interested' audience. This has been particularly effective in the promotion of WoofHostelling. With 12 dog friendly hostels now in the network, our social channels have helped us reach and engage with an audience who may not have considered hostelling in the past.



*Social Media continues to be a great platform for engagement.*



*We've enjoyed some great PR over the last 12 months, with features in Scotland's leading titles as well as coverage on BBC Radio Scotland.*



*Our Chief Executive, Margo Paterson joins Edinburgh Central Manager, Janet Gagen in celebrating the completion of the refurbishment works that have transformed the hostel into a contemporary living space.*

One of our objectives in the year was to enhance public areas, improving the 'hostelling experience' even further. This led to the upgrading of Inverness, Glencoe and Oban public areas and a £0.5M project to transform the ground floor of our Edinburgh Central Youth Hostel.

These projects along with the refurbishment at Glen Nevis, have helped stimulate interest from the press and across the year we were featured prominently in key Scottish publications such as The Herald, The Scotsman, Press & Journal and the Sunday Post along with radio interviews with both our Chief Executive and Youth Engagement Manager, who was invited onto the Kaye Adam's Radio Show following coverage in the Scotsman of our 'Mini Explorers' fund, successfully piloted in 2019.

The official opening of Glen Nevis took place on 4th April 2019 and was a great celebration, bringing together our members, the community and young people.



*Young people who took part in the Glenfest event were amongst the guests at the official opening of our newly refurbished Glen Nevis Youth Hostel.*

We are extremely grateful to all individuals, trusts and corporate organisations that have supported our charitable objectives during the year - to our own people, for their work as employees and contributions as volunteers, to our members and guests for their custom, and to those who have provided financial support by gift or waiver.

We are operating in a time of economic uncertainty, with the potential impact of Brexit on the number of European guests, cost of supplies and as a multi-national employer concern around the supply of workforce and retention of our people. This has been eclipsed in recent months with the devastating impact of COVID-19 which caused the temporary closure of our network in March 2020. The uncertainties surrounding the lockdown and possible long term requirement for social distancing provides us with new challenges, however, we are committed to ensuring the organisation remain viable in the long term. We are closely monitoring the situation and planning accordingly.

We continue to achieve our charitable objectives through our financial results, investment in properties and drive to deliver customer excellence to guests, along with our development of and commitment to social tourism and youth programmes. In our 89th year, the Board of Trustees and Directors remains committed to reinvesting surpluses back into the Youth Hostelling network. With the drive to be recognised as the modern face of Scottish Hostelling, we will continue to work hard to ensure that we provide quality modern facilities and experiences for all.

**Since 1931 it has been our mission to make more of Scotland more accessible to more people and this remains core to everything we do.**

# Group Statement of Financial Activities

(incorporating the Group Income and expenditure account) For the year ended 31 January 2020)

## Independent Auditor's Statement on the Summarised Financial Statements to the Members of Scottish Youth Hostels Association

We have examined the summarised financial statements of Scottish Youth Hostels Association for the year ended 31 January 2020.

This statement, including the opinion has been prepared for and only for the charity's members and trustees as a body and for no other purpose. We do not, in giving this opinion accept or assume responsibility for any other purpose or to any other person to whom this statement is shown or into whose hands it may come, save where expressly agreed by our prior consent in writing.

## Respective responsibilities of Trustees and auditor

The Trustees are responsible for preparing the summarised report and financial statements in accordance with applicable United Kingdom law and the recommendations of the Charities SORP.

Our responsibility is to express an opinion on the consistency of the summarised financial statements within the Annual Review with the full annual financial statements and trustees report. Our procedures, which were conducted with regard to Bulletin 2008/3 which was issued by the Auditing Practices Board.

## Opinion

In our opinion the summarised financial statements are consistent with the full annual financial statements and the trustees report of the Scottish Youth Hostels Association for the year ended 31 January 2020.

## MHA Henderson Loggie

Chartered Accountants  
Statutory Auditor  
11-15 Thistle Street  
Edinburgh EH7 5EQ

MHA Henderson Loggie is a trading name of Henderson Loggie LLP

	Total funds 2020 £	Total funds 2019 £
<b>Income from:</b>		
<b>Donations and legacies</b>	<b>375,658</b>	55,108
<b>Charitable activities</b> - Operating Youth Hostels	<b>7,696,519</b>	7,895,364
<b>Other trading activities</b>		
Commercial Income from SYHA (Trading) Ltd	<b>232,437</b>	239,670
Membership subscriptions	<b>471,906</b>	437,705
<b>Investments</b> – bank interest	<b>36,096</b>	22,617
	<hr/>	<hr/>
<b>Total income</b>	<b>8,812,616</b>	8,650,464
	<hr/>	<hr/>
<b>Expenditure on:</b>		
<b>Raising funds</b>		
SYHA (Trading) Ltd expenditure	<b>194,531</b>	206,858
Membership costs	<b>31,678</b>	33,734
<b>Charitable activities</b> - Operating Youth Hostels	<b>7,831,358</b>	7,822,151
	<hr/>	<hr/>
<b>Total expenditure</b>	<b>8,057,567</b>	8,062,743
	<hr/>	<hr/>
<b>Net income</b>	<b>755,049</b>	587,721
<b>Transfers between funds</b>	-	-
<b>Net movement in funds</b>	<b>755,049</b>	587,721
<b>Reconciliation of funds</b>		
Total funds brought forward	<b>12,830,267</b>	12,242,546
	<hr/>	<hr/>
<b>Total funds carried forward</b>	<b>13,585,316</b>	12,830,267
	<hr/> <hr/>	<hr/> <hr/>



# Balance Sheet

At 31 January 2020

	Group 2020 £	Group 2019 £
<b>Fixed assets</b>		
Tangible assets	16,408,381	15,574,286
Investments	-	-
	<hr/>	<hr/>
	16,408,381	15,574,286
	<hr/>	<hr/>
<b>Current assets</b>		
Stocks	32,784	32,699
Debtors	299,305	244,525
Cash at bank and in hand	4,948,203	5,343,567
	<hr/>	<hr/>
	5,280,292	5,620,791
	<hr/>	<hr/>
<b>Creditors: amounts falling due within one year</b>	<b>(3,296,859)</b>	<b>(3,105,303)</b>
	<hr/>	<hr/>
<b>Net current assets</b>	<b>1,983,433</b>	<b>2,515,488</b>
	<hr/>	<hr/>
<b>Total assets less current liabilities</b>	<b>18,391,814</b>	<b>18,089,774</b>
	<hr/>	<hr/>
<b>Creditors: amounts falling due after more than one year</b>	<b>(4,806,498)</b>	<b>(5,259,507)</b>
	<hr/>	<hr/>
<b>Net assets</b>	<b>13,585,316</b>	<b>12,830,267</b>
	<hr/>	<hr/>
<b>Funds</b>		
Restricted Funds	235,294	109,791
Unrestricted general funds	13,350,022	12,720,476
	<hr/>	<hr/>
<b>Total charity funds</b>	<b>13,585,316</b>	<b>12,830,267</b>
	<hr/>	<hr/>

The financial statements were approved by the Board of Trustees on 30 June 2020 and signed on their behalf by:

Sally Mayer                      Director  
Martin Ambrose                Director

## Note to the Summarised Financial Statements

The summarised financial statements are taken from the audited financial statements of Scottish Youth Hostels Association for the year ended 31 January 2020. The auditor's opinion on those financial statements was unqualified. The summarised financial statements may not contain enough information for a full understanding of Scottish Youth Hostels Association's affairs and members are invited to read them in conjunction with the audited financial statements of the charitable company. Copies of the full annual accounts can be obtained from The Chief Executive, SYHA, 7 Glebe Crescent, Stirling, FK8 2JA.

## Hostelling Finance

Total income was £8,812,616 (2019: £8,650,464) a 1.9% increase of £162,152 on prior year (2019: £320,207 decrease). Total resources expended was £8,057,567 (2019: £8,062,743), a 0.1% decrease of £5,176 (2019: £432,490 increase). The resulting surplus of income over expenditure was £755,049 in the year after all costs including depreciation (2019: £587,721).

SYHA (Trading) Ltd. a wholly owned subsidiary trading company generated in its tenth year of trading incoming resources of £232,437 (2019: £239,670), with resources expended of £194,531 (2019: £206,858) providing a net profit of £37,906 (2019: £32,812), a sum which has been gifted to the parent company.

SYHA gratefully received general donations and legacies of £219,186 (2019: £46,198) along with restricted donations and legacies totalling £156,472 (2019: £8,910).

Expenditure from these restricted funds made in the year:

### Social Inclusion:

£56,535 (2019: £66,450) was expended on social inclusion youth programmes

### Small Hostels Project:

£4,434 (2019: £2,144) on furniture for Achmelvich Beach

After making all due enquiry, and in light of the impact of the Covid-19 crisis post balance sheet, which saw the network temporarily closed from 23 March 2020 and cash reserves depleted, the Trustees confirm their expectation following preparation of forecasts and application for bank funding that SYHA has adequate resources to continue to operate as a charity for the foreseeable future. Therefore, in preparing the accounts, the Trustees continue to adopt the going concern basis. SYHA reports a net income in funds for the year ended 31 January 2020 of £755,049 (2019: £587,721) after providing for all charges, including depreciation. The resulting balance of funds as at 31 January 2020 is £13,585,316 (2019: £12,830,267). It is the intention of the Trustees that this sum be carried forward to be utilised by SYHA to further its charitable objectives.



Hostelling  
Scotland



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Scottish Youth Hostels Association (also known as SYHA or Hostelling Scotland) is a registered Scottish charity No.SC013138 and a company limited by guarantee, registered in Scotland, No. SC310841. Registered Office 7 Glebe Crescent, Stirling, FK8 2JA.

