

# Voluntary Action Shetland



Annual Review  
2010~2011



## FOREWORD – CHAIRMAN’S REPORT

This has been a year of consolidation and positive development for VAS.

Consolidation in that our major asset – our staff – continue to expand their areas of expertise and are consequently able to provide greater support to the Voluntary Sector. Sue Beer for example, has received training from the Association of Charity Independent Examiners and can now, along with Anne Robertson, Ellen Hughson, Kirsten Marcus and Lynette Nicol act as an independent examiner of charity accounts thus making it cheaper and easier for voluntary organisations to meet their financial accounting obligations as well as facilitating their returns to the Office of the Scottish Charity Regulator (OSCR). Anne and Wendy have also undertaken training in Practical Quality Assurance System for Small Organisations and are now PQASSO mentors for voluntary groups in Shetland. Both have also successfully completed Social Enterprise Leadership Level 5 thus gaining valuable knowledge and insights into leadership thought and theory, which, again, they will be able to pass on to others.

The positive development that flows from the commitment of staff is manifested in the acquisition of skills and the raising of standards within VAS. Catherine Hughson, our Executive Officer, has herself demonstrated the positive standing VAS holds nationally by being nominated for two awards by the Institute of Directors Scotland. I quote from its Award Programme “By effectively deploying scarce resources and balancing the targeting of funding with the effective delivery of outputs, Catherine has steered VAS through an uncertain financial climate. Despite the challenges, its reach into the community it serves has increased as it works as an interface between statutory bodies and the third sector. Catherine has helped redefine the role of voluntary services in Shetland, and the Market House hub project which she championed now provides accommodation for a host of organisations including Scotland’s busiest Citizens Advice Bureau.”

This high praise is well deserved, and, if further evidence is needed, it came in April 2011, when VAS became the first organisation in Shetland to receive the European Framework for Quality Management (EFQM) award. The award is “an assessment framework which has many benefits for businesses and organisations and therefore their clients, ensuring that they have developed a culture where sustainable excellence is the norm”. The validators from Quality Scotland were in Shetland to conduct interviews and examine the evidence required to attain the award, and were very impressed with the verification provided. They recognised the hard work and diversity of service achieved through staff and directors working together to achieve the goals as set out in the submission.

The drive to maintain and improve standards is a constant within the organisation. The Shetland Befriending Scheme, now past its tenth year of operation, has had its practice further evaluated – this was last done in 2005 – and has passed with flying colours. The key findings relating to service delivery, quality of service and management concluded that “the enormously positive results of the evaluation suggest no major areas of recommendation”. Far from resting on their laurels, the staff are concentrating on introducing new areas to the scheme with Colleen Flaws engaged in promoting and attracting funding for Shetland Befriending 60+. Jo Jack, support worker, is developing the Young Carers initiative. Both proposals are through to stage 2 of Big Lottery funding.

Three new organisations have been established in Market House during the year. “Mind Your Head” aims to raise awareness on mental health issues in Shetland and is actively engaged promoting counselling, mental health support services and reducing the stigma of mental ill health. “With You for You” is an independent customer resource centre that will sign-post applicants to the most appropriate agency to address their needs and a “Children’s Rights Service which will give independent advice to any young person placed away from home, in foster care, kinship care, Children’s Home or secure care. Both the latter two organisations will work under the aegis of the Citizens Advice Bureau.

Volunteering goes from strength to strength with the total of MV Awards made in the last year bearing very favourable comparison with the rest of Scotland. By population, Shetland has the highest number of MV Awards of any Scottish Local Authority area, with over 37 awardees per 10K of population. The awards ceremony was well attended and received very positive feedback and press coverage, and this will, hopefully, become an annual event. In addition, the introduction, in collaboration with Shetland Rotary Club, of the Shetland Youth Volunteering Awards 2010, was a very positive step. Gwen Williamson and Kathleen Williamson led this particularly successful piece of multi-agency working.

Of course all the good work described above depends on funding, and the main sources of financial support for the voluntary sector comes from the Scottish Government, Shetland Islands Council – including Service Level Agreements and commissioned services – Shetland Charitable Trust, and the fundraising efforts of VAS and its constituent organisations. Of the 1.5M yearly funding gained by resident organisations in Market House over 0.5M is levered into the community through external funding agencies. The challenge for the future is to maintain and enhance voluntary services to the community in a climate of national and local funding pressures.

With a view to best manage the emerging economic situation, VAS co-operated with SIC and Highlands and Islands Enterprise in commissioning The Shetland Social Enterprise Review, with the initial purpose of creating a better understanding of social enterprises in Shetland and to identify policy responses that could better support the development of social enterprises in the future. The Steering Group Report was completed in January 2011 and its conclusions make sobering reading. The Report concludes – “If it were not for public sector budget cuts the current context would suggest a very bright outlook for third sector organisations that are seeking development opportunities. However, there is a conflict between the policy desire for development and the resources likely to be available to support development in the third sector”.

So, there you have it in a nutshell. Plenty of demands on the voluntary sector with limited resources to deliver to those needs. Try putting a quart into a pint pot – perhaps that sums up the challenge ahead.

**Peter Malcolmson OBE**  
Chairman

*Voluntary Action Shetland Management Board*



## MISSION STATEMENT

*Voluntary Action Shetland seeks to respond to and support voluntary services in Shetland by meeting present and emerging needs, developing and promoting new ways of responding and encouraging people in Shetland to offer voluntary service to their community.*

As the Interface Organisation for Shetland we continue to deliver the Thrive and Connect agenda, which is the action plan that the government expects all 32 interface organisations located in each local authority to deliver outcomes on. A proportion of our funding comes through the Scottish Government to provide services under the six core objectives. The information in the annual report shows some of the project achievements and the activities during the year 2010-2011 and highlights how we meet the six core objectives.

## 1. Understanding the Voluntary Sector

We know the voluntary sector in Shetland includes approximately 700 organisations providing services from care, advice, support and counselling to uniformed organisations and sports organisations; the list is endless. There are 280 registered charities in Shetland and charity income in Shetland per head of population is the highest across Scotland, according to the Office of the Scottish Charities Regulator.

This year we completed the social enterprise review, which interestingly has revealed that the term “social enterprise” is misunderstood. Other interesting facts are that 32% of these organisations provide services to the community, 63% have charitable status and, on average, each organisation benefits from 1,144 hours of volunteer time per annum, which equates to 0.7 of a full time volunteer.

Through the Supporting Voluntary Action Programme we are part of the Managing Intelligence Project. This will develop a computer programme that will capture information on the voluntary sector organisations we work with to give us a picture of the voluntary landscape in Shetland.

Training delivered this year included project and funding applications, workshops on tackling poverty and the importance of volunteering, ACAS employing people, introduction to writing tenders and the Social Enterprise Academy level 5 in Leadership.



**Third Sector candidates receiving their Leadership awards from David Bryan of the Social Enterprise Academy. Back: Andy Ross, Sheila Duncan, Fiona Stirling, Christine Simpson. Front: Rosemary Inkster, David Bryan, Stephenie Pagulayan, Wendy Hand, Jeurgan Kurtz. Missing from photo: Anne Robertson and Maree Hay.**

## 2. Communicating with the Voluntary Sector

We continue to publish the Voluntary Voice leaflet three times per year. The Voluntary and Independent Sector Partnership administered by Voluntary Action Shetland circulates information on various issues to over 99 organisations and produced 113 e-mail bulletins and 11 general and 11 funding e-newsletters during the year. We have collated responses to national and local consultations; these have included Vulnerable Families Pathways Framework, Lead Funders and the Local Housing Strategy.

The Community Portal continues to be very popular with a total of 582,272 hits, an increase on last year. Twenty-six organisations have developed their own web presence on the portal and we have updated and improved the front page, refreshed all the policy documents and have a dedicated worker time to keep this resource up to date. You can find the portal at [www.shetland-communities.org.uk](http://www.shetland-communities.org.uk).

Staff members of VAS have been out and about this year informing the public and the voluntary sector of their services and those available within Market House. We have attended country agricultural shows, Shetland Showcase, had displays in the library, Toll Clock Shopping Centre and Clickimin Sports Centre. We have also attended events in partnership with statutory agencies including the South Visioning Exercise, Children and Families Day, Flu Fair, and at Anderson High School and the Careers Convention.

## 3. Representing the Interests the Local Voluntary Sector

VAS is recognised as a full partner on the Community Planning Partnership and the Community Planning Delivery Group. We took part in the Community Planning Summits which are now themed events, one around tackling poverty and the other was on ‘youth run by youth’ which was really interesting as all attending from all age groups found that issues identified were very similar. We have been involved in the development of the Single Outcome Agreement for Shetland for 2010/11, which for VAS is an important document, as the government has stated that the voluntary sector must be involved in strategic planning in every local authority in Scotland.

Voluntary sector organisations continue to deliver commissioned services on behalf of the local authority; currently 17 services are being delivered this way.

We continue to lobby for three year or longer funding models for the sector as grants are still being awarded annually in some cases. Funding for many organisations continues to be problematic with external funding agencies reporting that most of their funding streams are oversubscribed. Many of external funding applications are staged, this is a huge amount of work for managers who are also delivering a service so applying for funding is on top of their day job. Bureaucracy continues to stifle development within many organisations where external funding has been secured, leading to any surplus being requested back by local funders.

As well as the Community Planning Delivery Group and Partnership we attend and represent the interests of the sector on various strategic forums, and have been actively involved in the planning and development of the Fairer

Shetland Framework, Social Economy and Regeneration Action Plan, and the Skills for Learning Strategy and the Young Carers Strategy.

We attend many of our member organisation A.G.M.s, as these meetings provide an insight into the development of organisations throughout the year and it always amazes us the amount of volunteering effort that provides these important services to the communities of Shetland.

## 4. Providing Support Services

Through Market House we support the 19 resident organisations on a daily basis and we also provide access to the facilities of Market House for external organisations. New services resident in Market House this year are, Mind Your Head, With You for You, and the Children's Rights Service. This financial year we have had over 9,734 visitors, which does not include the numbers utilising Market House outwith normal working hours. These visitors are either receiving services, access the facilities for training or receive assistance.

Two new services are now being delivered through VAS. The Independent Examination of Accounts service to voluntary group with income less than £100,000; we have five members of staff who have successfully completed training to allow them to do this. Currently we have carried out 21 independent examinations for voluntary organisations, including community halls, community council and various other voluntary organisations. This is a huge benefit to organisations as OSCR compliance can be costly.

The other service is PQASSO – where a voluntary organisation wishing to undertake this quality mark can do so with the assistance of two staff trained as mentors to assist them. PQASSO is recognised by funders as a good mark to achieve. Should any organisation wish to get more information on any of the above please contact VAS.

We have assisted organisations with business planning, funding applications, legal structures, monitoring and evaluation of projects, day to day management issues, employment and provide payroll services to organisations as well as individuals in receipt of Direct Payments.

As one of the registered intermediary bodies in Shetland that can act for voluntary organisations we process disclosure applications. We also hold Trusted Partner accreditation for Disclosure Scotland in Shetland. This year VAS has assisted 136 organisations with disclosures and processed 121 individual disclosures

VAS has assisted organisations predominately within Market House with funding applications and acted as referee which was successful in obtaining funding for this financial year to the value of £1,040,127 of which £566,422 was from agencies outwith Shetland, fund raising and donations.

We continue as the business manager for the New Shetlander, the quarterly literary magazine that publishes items of local interest. For the Yule issue this year we held a short story competition where 30 entries were submitted. This magazine is thought to be the oldest literacy magazine in Scotland and thanks must go to the dedicated committee, contributors and advertisers.

## 5. Promoting Good Practice

In partnership with the local authority through the Voluntary and Local Development Officers Group, we continue to support communities on various matters.

We assisted the NHS to achieve their IIV accreditation and the development of their volunteering policies. We update the quality standards documents that are available on the Community Portal. This ensures voluntary organisations receive up to date information and templates for use to suit their particular circumstances.

## 6. Growing The Sector

We continue to support both new and established organisations. This year groups supported include Shetland Credit Union, Shetland Bereavement Service, Vision Shetland, Shetland Kidney Parents Association, CLAN Shetland, and community halls.

The Carers Groups are flourishing; the Carers Link Group is now well established and is an important vehicle for all agencies supporting carers, the newsletter is now being distributed and they have had various activities and visits planned including the Carers Cruise which was so successful; it seems to have developed into an annual event, much enjoyed by all.

We continue to research the services available for Young Carers, have successfully applied to BIG Lottery and are through to Stage 2 of the application process. We have developed a Young Carers Group, and produced leaflet information for young carers on services, information and support available.

Many of the organisations within Market House continue to grow and expand; Mind Your Head have recently appointed support workers and are now located in Market House and Vision Shetland now have their information and resource station set up, with a new computer which will have specialist software for their clients.

## VAS Recognised at two awards

During the year the hard work of VAS staff and directors was recognised at a national level.

### Institute of Directors Awards

Firstly by the Institute of Directors (Scotland) who shortlisted our executive officer, Catherine Hughson, for two awards nominated by Highlands and Islands Enterprise which celebrate excellence in Scotland's boardrooms. The nominations were for the Institute of Directors 'Highlands and Islands Regional Director of the Year Award' and also the 'Voluntary Sector Director of the year Award'.



**Catherine Hughson, Executive Officer, at the awards ceremony in Glasgow.**



VAS board chairman Peter Malcolmson said: “To achieve one nomination is quite an accomplishment, but to gain two is outstanding and is testament to Catherine’s hard work, professionalism and dedication. The board would like to take this opportunity to congratulate her on being selected and feel it is recognition for her commitment to VAS and the many volunteering groups and individuals in Shetland.”

In his opening speech Raymond O’Hare Chairman of the Institute of Directors said “To have reached the finals for these highly respected awards is certainly an achievement in itself and each one of you deserves to celebrate that.”

**European Framework for Quality Management (EFQM) Award Committed to Excellence.**



Secondly we achieved the European Framework for Quality Management (EFQM) Award Committed to Excellence. VAS is the first business/organisation in Shetland to achieve it.

The EFQM award is an assessment framework which has many benefits for businesses and organisations and

therefore their clients, ensuring organisations have developed a culture where sustainable excellence is the norm. It also acknowledges that management recognise and lead improvements, and staff have the opportunity to provide input to create a common direction and achieve progress. Additionally, confirmation is sought that the business adds value for their customers, creates and maintains partnerships, leads with vision and builds a sustainable future.

Validators travelled to Shetland to conduct interviews and look at the evidence required to attain this award. They were very impressed with the verification provided. They also recognised the hard work and diversity of service achieved through staff and directors working together to achieve the goals as set out in their submission.

This is a great achievement for Voluntary Action Shetland staff and directors. EFQM members share a common goal, the pursuit of excellence, and this Quality Management Award puts on record the fact VAS provides this, while delivering quality services locally and nationally.

## VAS – Market House – Community Development – Advice – Support – Events – Training – Facilitation – New Developments

### Association of Shetland Community Councils

Voluntary Action Shetland (VAS) supports the work of Shetland’s 18 Community Councils through Mrs Kate Massie, Administration Assistant. The Association of Shetland Community Councils (ASCC) in turn provides the following support to the Community Councils



- Provision of advice
- Organising and servicing ASCC Bi-annual meetings and Liaison Group meetings
- Support to Community Clerks
- Provision of training for Community Councillors and Clerks
- Representation of Community Council interests through the media and in meetings with other organisations

The Community Council elections took place in November 2010. By-elections were held in January 2011 to fill any remaining vacancies. The ASCC will arrange training for the new Community Councillors if required.

### Community Benefit Steering Group (CBSG)

The CBSG was formed following two special meetings of the ASCC.

At the special meeting on 15th January 2010 a presentation was given by the Chairman of the Hadyard Hill Community Benefit Fund. Following the presentation it was agreed that Shetland communities had to be ready to enter into

negotiations with the energy suppliers, whether or not the wind farm, or any other alternative energy is given planning permission. The ASCC issued the following proposal to all Community Councils: “The ASCC will ask the Community Councils for a mandate to allow the ASCC to establish an organisation who will negotiate community benefit with the alternative energy providers”

At the following special meeting on 15th March 2010 the responses from Community Councils to give mandate that a CBSG should be formed were – 17 for and one abstention. The meeting went on to make appointments to form the CBSG this was done following due process. The Membership and Remit of the CBSG can be obtained from [kate.massie@shetland.org](mailto:kate.massie@shetland.org)

The CBSG held regular meetings and decided the best way forward was to hold a public consultation to decide on the best way to manage a community fund from the proposed wind farm – and any other renewable energy projects that may be proposed. Scottish Agricultural Organisation Society Ltd (SOAS), a wholly independent organisation, were contracted by VAS to consult with Shetland’s communities on various options for the fund.

SAOS held a series of six public meetings to discuss ways in which a fund may be managed, its membership, democracy and whether it should have charitable status. Questionnaires were circulated in the local press and were also available on line for members of the public to complete.

To date a draft consultation document has been produced. It is planned to hold a public meeting later this year when the consultation will be rolled out and a Community Benefit Organisation will be formed.



## Shetland Carers Cruise 2010

This is a very popular event for carers and we hope it will become an annual event. The idea behind the cruise is to celebrate the vital role that carers provide, sharing useful information on support agencies with carers in a relaxed and informal way and providing carers and the people they care for with a social event that allows them to both enjoy the local scenery and to mix and develop friendships with other carers.

We started the day with short informal talks given by a number of organisations involved with carers. Lawrence Tulloch again very kindly joined us as compare for the day introducing points of interest on route.

The crew kindly organised groups to visit and tour the bridge; they also managed to keep certain football loving carers up to date with the England/Germany score!

The weather cleared as we progressed towards Ramna Stacks and people could venture out on deck to make the most of the amazing view. There were many comments on how relaxing the day was and on how you see things so differently by sea than by land. Lunch was enjoyed by all overlooking beautiful clear views of Yell and Fethaland.

And in the afternoon entertainment was provided by local musicians who generously gave up their time and performed in the lounge where everybody relaxed until the boat returned to Toft.



If you would like to reserve a place for this year's carers cruise please call Jo Jack on 01595 743923 or email [jo.jack@shetland.org](mailto:jo.jack@shetland.org)

## Shetland carers website

<http://www.shetlandcommunities.org/subsites/scg>

The carers website offers meeting times and contact details for Shetland Carers' Groups, information and advice, a chance to participate in online community consultation so you can have your say without leaving your pc and you can also take part in the annual carers survey to tell us what you would like for Shetland and finally it has its own Shetland Carers Group Forum so you can post any issues or problems, suggestions or ideas that you would like to share.

## Carers database

If you would like to be kept up to date by post with information on carers group meeting dates, newsletters and carer training information please contact Jo Jack at the above address. No contact details are passed on to third parties without the individual's permission.

## Carers link group

The carers link group is a multi agency group which welcomes carer representation. The group meets every two months to promote services for carers in Shetland and works from the action plan which forms part of the Shetlands Carers Information Strategy and Carers Strategy. The link group also puts together a quarterly news letter for carers.

## Voluntary Action Shetland Young Carers Group

A young carer is someone who cares for someone in their family who is frail, suffers from ill health, a disability, mental health problems, drug or alcohol dependency. Many young people do not realise they are carers. Sometimes, having to care can affect the amount of time a young person has for schoolwork, social life, hobbies and interests. Young people often have to do the shopping, housework, cooking, washing or look after the person they care for.

Voluntary Action Shetlands Young Carers Group is a new group who meet every two weeks at The Bruce Family Centre. The Group offers emotional support, the chance to meet with other young carers, and to take part in your choice of activities and trips. For further information or for help with transport to get to the group please call VAS Support Worker Jo Jack on 01595 743923 or email [jo.jack@shetland.org](mailto:jo.jack@shetland.org)



The New Shetlander held a short story competition in 2010 with the winner, John Peterson's story 'Vapour Trails' published in the Yule edition. The editorial committee, all volunteers, were delighted with the response to the competition. The New Shetlander is published quarterly by Voluntary Action Shetland and gives space to writers, poets, critics and others with items of interest to residents of Shetland.

## BBC Children In Need Appeal

Voluntary Action Shetland is the area distributor for the small grant welfare fund which awards grants to families with children aged 18 and under who are experiencing financial difficulties. These grants are awarded for clothes, shoes and special projects and are allocated on referral from social workers, doctors, health visitors, teachers and other agencies. This year Voluntary Action Shetland have awarded 72 grants that have assisted 135 children.



## Voluntary Action Shetland's **BIG RED** achievement for the British Heart Foundation



Voluntary Action Shetland and Market House staff helped to save lives in February – National Heart Month – by raising money to support the British Heart Foundation's (BHF) Red for Heart campaign.

Staff wore red, donated and sold home-bakes, took part in a Mystery Heart-Throb game and raised £175.

Through VAS's Scottish Healthy Working Lives programme, staff decided to support the Red for Heart campaign. It is BHF's 50th anniversary and it was heart warming to support such a worthy cause.



Market House staff 'Wearing it Red' From left to right – back: Elaine Falconer, Kathleen Williamson, Lindsay Tonner, Sarah Johnston, Jo Jack, Lynette Nicol, Beth Robertson, Judith Leask. Front: Louise Mouat, Ellen Hughson, Colleen Flaws, Kirsten Marcus and Gordon Sinclair.

## PVG Scheme Disclosures

Voluntary Action Shetland supports community groups by acting as an intermediary organisation for obtaining disclosures.

In February 2011, the Scottish Government introduced the new PVG membership scheme that will replace and improve upon the current disclosure arrangements for people who work with vulnerable groups.

The Protecting Vulnerable Groups Scheme (PVG Scheme) will:

- help to ensure that those who have regular contact with children and protected adults through paid and unpaid work do not have a known history of harmful behaviour,
- be quick and easy to use, reducing the need for PVG Scheme members to complete a detailed application form every time a disclosure check is required,
- strike a balance between proportionate protection and robust regulation and make it easier for employers to determine who they should check to protect their client group.

This year VAS has processed over 140 disclosures on behalf of the 134 organisations who use our service. VAS works in partnership with ChildSafe Shetland [www.shetland.gov.uk/childsafeshetland/](http://www.shetland.gov.uk/childsafeshetland/)

## VAS Service Developments

### Association of Charities Independent Examiners



Anne and Lynette were awarded Full Membership of ACIE in March 2011 and along with three other colleagues carry out independent examination of voluntary organisations accounts with gross income of less than £100,000. This year we have examined 21 organisations accounts, including community halls, community councils and heritage groups.



Lynette Nicol and Anne Robertson.

### Remote Passport Service



Adults can be interviewed at Market House by appointment arranged with the passport service, for their very first passport. Application forms are available at the post office and Market House. This service means applicants no longer have to go south for interview. This has been a very busy service this year and we have supported 93 customers.

### PQASSO



VAS has two members of staff who can mentor organisations to reach the Practical Quality Assurance System for Small Organisations. It's a step by step process that assists organisations with planning, governance, leadership and Management, User centres Services, managing People and Learning and development.

The benefits to an organisation achieving the standard are that it demonstrates a quality of service to both purchasers and funding agencies, promotes continuous improvements and is respected by and used in voluntary organisations throughout United Kingdom. Currently we have five organisations interested in progressing the PQASSO standard.

### Charity Law Advisors

VAS has two members of staff trained as Charity Law Advisors. They can provide training and advice to charities and have a detailed knowledge of key aspects of charity law and regulation and can provide clear, correct, consistent and confident advice on charity law and regulation.

## MV AWARDS

Ceremonies were held in August with Tavish Scott MSP presenting and March with Alastair Buchan presenting. Both events were well attended, with over 100 invited guests attending the March event representing a large cross section of the Shetland community. Seventy-seven Young volunteers were eligible for awards at the two events. Shetland has one of the best success rates in Scotland for delivering MV which is open to 16-25 year olds. Nationally, it is planned that MV will be replaced by Saltire Awards which are under development and due for roll out to Shetland in April 2012. These will be open to 12-25 year olds and will compliment the with Curriculum for Excellence.

### Shetland Youth Volunteering Award 2010

There was very positive feedback from all involved in this pilot project and it is planned to continue. The joined up work led by VAS and including the Rotary Club of Shetland, SIC and Young Volunteers culminated in a celebration of volunteering event held in the Town Hall to mark the National Make a Difference Day in October. The Awards received 29 nominations, all of an extremely high standard which made the judging very difficult. A winning volunteer and organisation were selected by a sub group and these were Emily Shaw and Michaels Wood. Around 80 invited guests attended the event held in Lerwick Town Hall and presentations were made by Tavish Scott MSP and Nicole Mouat MSYP. Thanks must go to the Convener, Mr Sandy Cluness who covered the costs associated with the awards event.



**Above: Nicole Mouat MSYP presenting Emily Shaw with her award.  
Below: All the award winners with guests at the annual award ceremony.**



# VAS SUPPORT AND DEVELOPMENT – CASE STUDIES



Examples of the work carried out on a regular basis by VAS.

## Case Study 1

### Scalloway Public Hall

In June 2010 the Office of the Scottish Charity Regulator (OSCR) requested assistance from VAS together with other local agencies to support Scalloway Public Hall. The low numbers of trustees and committee members meant the hall was not being utilised to its full potential and this, along with other issues, was a concern for OSCR. A short term steering group was formed to take control of the hall and progress the recruitment of new trustees and committee members. At a public meeting around 70 members of the community came together to support the hall and successfully appointed a full complement of trustees and committee members.

VAS has since supported the new committee with intensive assistance to the treasurer, providing a book keeping service until the treasurer feels confident to take over. VAS is also providing advice on issues such as negotiation with utility providers, funding, governance, procedures, and together with the local community work office which has provided practical support to the secretary, we have generally been there when needed, allowing the committee to find their feet and turning around the hall to the thriving community asset we see today.

## Case Study 2

### Shetland Island Credit Union

30th April 2011 saw the opening of the Shetland Island

*Credit Union after years of hard work. We were asked to assist the steering group back in January 2008, and it has been a long few years, with lots of hard work.*

VAS has been involved with the steering group, providing support with the development of the business plan, FSA application process, recruiting volunteers, not to mention successful funding applications.

The group has a hard working committed board who have stuck in there determined to provide this valuable service for the people of Shetland. Going through the FSA process has been a good learning curve for the VAS Development Worker and the Shetland Island Credit Union board alike. Working together, providing support and encouragement, sometimes just moral support has helped this organisation reach its goal. However, the work does not stop there and VAS will be around to give support as needed in the future.



**Credit Union Steering Group members.**

# SHETLAND BEFRIENDING SCHEME

Now into its 11th year of operation, the Shetland Befriending Scheme continues to be in great demand within Shetland with a large number of volunteers and young people participating in a wide range of purposeful activities around Shetland.

The Shetland Befriending Scheme has recently had two temporary staffing changes due the arrival of the first Befriending staff baby. Lynn Tulloch (Project Co-ordinator) started maternity leave on 1st Dec 2010 and Colleen Flaws (Young Adult Development Worker) is covering for Lynn in her absence. Christina O'Rourke is currently covering as the Young Adult's Development Worker.

At present the scheme as a whole has 35 live matches over the three sections of the service (7-25 year olds) and we are currently reaching 71% of the overall service demand.

We have submitted a funding bid which, if successful, would be used to also offer a befriending service to older members of the community – 60+. She has been through a thorough interview process with the potential funder and hopes to hear by the end of May 2011 as to whether this new development will go ahead or not.

This year, the scheme employed Mike Nicholson of Befriending Network Scotland to do an External Evaluation

on the service in order to receive feedback from young people, volunteers, parents & carers and referral agents using the service. This evaluation was finalised in February 2011 and is a very positive reflection of the service, which we are truly delighted about. This document is available to view on the befriending website detailed below. Thank you to all who took part in the evaluation.

The staff at the Befriending Scheme would also like to take this opportunity to thank their funders, (Shetland Charitable Trust, SIC, Children in Need, The Robertson Trust and private donations) their Advisory Committee and the staff at VAS for their continued support. Also a huge heartfelt thank you to all our volunteers working with the scheme, without their committed contribution the scheme would be unable to offer the support to the service users.

We are continuing to look for volunteers in order to deliver our service and would be delighted to hear from anyone who is interested in volunteering for the scheme. As our service is Shetland wide we are keen to hear from people who live in all areas of Shetland. For further information please contact the scheme direct on: 01595 743907 or e-mail: [befriending@shetland.org](mailto:befriending@shetland.org) or check out our website for further information: [www.shetland-communities.org/shetland-befriending](http://www.shetland-communities.org/shetland-befriending)

# VOLUNTARY ACTION SHETLAND – EXTRACT OF ACCOUNTS



## INCOME AND EXPENDITURE ACCOUNT – 31 MARCH 2011

	£	2011 £	£	2010 £
<b>INCOME</b>				
Grant income		561,382		527,272
Other income		143,106		129,281
		<u>704,488</u>		<u>656,553</u>
<b>EXPENDITURE</b>				
Charitable activities	826,116		727,200	
Governance costs	10,885		10,196	
		<u>837,001</u>		<u>737,396</u>
DEFICIT OF INCOME OVER EXPENDITURE		(132,513)		(80,843)
Bank interest receivable		1,508		1,506
DEFICIT BEFORE TRANSFERS		(131,005)		(79,337)
Capital Reserves movement		98,867		94,081
(DECREASE)/INCREASE IN INCOME FUNDS		<u>(32,138)</u>		<u>14,744</u>

## BALANCE SHEET – 31 March 2011

	£	2011 £	£	2010 £
<b>FIXED ASSETS</b>				
Tangible assets		1,764,286		1,860,557
<b>CURRENT ASSETS</b>				
Debtors	30,814		9,322	
Cash at bank and in hand	240,853		294,384	
		<u>271,667</u>		<u>303,706</u>
<b>CREDITORS:</b>				
Amounts falling due within one year	(42,260)		(39,565)	
NET CURRENT ASSETS		<u>229,407</u>		<u>264,141</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,993,693</u>		<u>2,124,698</u>
<b>REPRESENTED BY</b>				
Restricted capital funds		1,762,228		1,861,095
Restricted income funds		138,681		173,841
Unrestricted income funds		92,784		89,762
TOTAL FUNDS		<u>1,993,693</u>		<u>2,124,698</u>

The figures contained within the income and expenditure account and the balance sheet shown above were extracted from the company's audited financial statements. These were approved by the board of directors on 28 June 2011.

A copy of the company's audited financial statements for the year ended 31 March 2011 can be obtained from our main office or by writing to the following address: Registrar of Companies, Companies House, 4th Floor, Edinburgh Quay 2, 139 Fountainbridge, Edinburgh EH3 9FF (quoting ref SC165677)



## VAS Directors 2010/11

Mr Peter Malcolmson	Chairman
Mr Leslie Angus	Vice Chairman
Mr Alec Miller	Finance Director
Mr Willie Henderson	Director
Mr John Hunter	Director
Mr Les Irving	Director
Mrs Marilyn Stewart	Director
Miss Jannet Thomson	Director

## VAS Staff 2010/11

Catherine Hughson Executive Officer ..... 743901	Sue Beer Development Worker – Volunteering..... 743909
Anne Robertson Development Officer ..... 743902	Gwen Williamson Youth Volunteering Development Worker..... 743910
Lynette Nicol Finance Officer ..... 743903	Kathleen Williamson Volunteer Placement and Support Worker .....743911
Wendy Hand Development Worker ..... 743905	Lynn Tulloch Shetland Befriending Scheme Co-ordinator ..... 743907
Kirsten Harcus Support Worker (Job Share)..... 743980	Colleen Inkster Shetland Befriending Scheme Co-ordinator Maternity Cover ..... 743907
Amanda Westlake Support Worker (Job Share) Maternity Cover.....743980r	Christina O'Rouke Shetland Befriending Scheme Development Worker.. 743908
Jo Jack Support Worker (Job Share)..... 743923	Laura Russell Shetland Befriending Scheme Development Worker.. 743946
Val Walterson Receptionist..... 743900	Amanda Rosie Shetland Befriending Scheme Development Worker.. 743964
Kate Massie Administration Assistant – ASCC ..... 743906	Thelma Williamson Cleaner
Ellen Hughson Administration Assistant.....743912	Callum Williamson Cleaner

## Organisation

## Telephone (01595)

## Email

Advocacy Shetland	743929	advocacy@shetland.org
Art Psychotherapy & Counselling	743916	art.therapist@shetland.org
Association of Community Councils	743906	kate.massie@shetland.org
Children's Rights	745073	phil.garnier@shetland.org
Community Mediation Team	743934	alyson.keiller@shetland.org
Crossroads	743932	crossroads@shetland.org
Disability Shetland	743920	disability.shetland@shetland.org
Family Mediation	743859	shona.manson@shetland.org
Mind Your Head	745035	Jacqui.Clark@shetland.org
Moving On Employment Project	743926	movingon@shetland.org
Relationships Scotland Couple Counselling Shetland	743913	ccshetland@tiscali.co.uk
Shetland Befriending Scheme	743907	befriending@shetland.org
Shetland Bereavement Support Service	743933	sbss@shetland.org
Voluntary Action Shetland	743902	vas@shetland.org
Shetland Islands Citizens Advice Bureau	694696	sicab@shetland.org
Shetland Pre-School Play	743900	reception@shetland.org
With You For You	808080	808080@shetland.gov.uk
WRVS	743915	wrvs@shetland.org



# Voluntary Action Shetland

Market House  
14 Market Street  
Lerwick  
Shetland  
ZE1 0JP

Tel: 01595 743900 Fax: 01595 696787  
E-mail: [vas@shetland.org](mailto:vas@shetland.org)  
[www.va-shetland.org.uk](http://www.va-shetland.org.uk)

- Advice
- Support
- Representation
- Volunteering
- Good practice
- Information
- Development
- Training



Shetland Youth Volunteering Awards: Ray Ferrie from Michaels-wood receiving the organisation category award from Tavish Scott MSP.



Disability Shetland's stand at Easter Fair.



VAS Relay for Life team.



CLAN fundraisers: Marie Robertson, Rena MacKay and Janette Budge.

A charitable company limited by guarantee registered in Scotland No. 165677  
Registered Office Market House, 14 Market Street, Lerwick, Shetland  
Company Secretary Catherine Hughson  
Recognised by the Inland Revenue as a Scottish Charity No. SCO 17286

