

Voluntary Voice

Autumn 2011



Bringing you news from Shetland's Voluntary Sector

In this issue, as well as our regular features, we are responding to popular demand for a current listing of VAS services, and of other services on offer at Market House.

Our 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"

- Services provided by Market House Resident Organisations
- Voluntary Action Shetland Services • Mongolian trip fundraiser
- Age Scotland visit • Shetland's Public Partnership Forum • MV Awards
- Volunteering in Schools • Carers' Craft Taster Sessions and Short Breaks
- Make a Difference Day and Shetland Youth Volunteering Awards
- Learning Opportunities • Volunteering Opportunities • Victim Support



Voluntary Action Shetland
Market House, 14 Market Street
Lerwick, Shetland ZE1 0JP
Main Reception: 01595 743900 Fax 01595 696787
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Volunteering Opportunities

Have a few hours to spare? Like to learn new skills? These opportunities are available now!

NEW OPPORTUNITIES AVAILABLE

MS Society Shetland - Hyperbaric Chamber Helper

The local Branch of the Multiple Sclerosis Society is looking for volunteers to help people in and out of wheelchairs at the Gremista hyperbaric chamber.

Vision Shetland - Resource Centre Volunteer

Volunteer sought to oversee centre providing information and support to people with low vision and support professional vision workers.

Sandwick Community Council - Website Administrator

A volunteer with computer skills is needed to assist Sandwick Community Council to develop their website. Website experience would help, but training can be given; creativity and new ideas welcomed.

Hoswick Visitor Centre - Committee Members

Committee members are needed to provide support to this welcoming visitor centre, which provides refreshments as well as cultural exhibitions to locals and visitors alike; a variety of roles available to suit all.

Sandwick Youth and Community Centre Play Leader

Volunteer play leader wanted to assist at the Centre with activities such as craft, music, games and physical activity for P1-P3 youngsters.

Shetland Islands CAB - trainee volunteer advisers

Shetland's Citizens Advice Bureau will be recruiting trainee volunteer advisers over the winter. The adviser role includes interviewing clients, using the Bureau's information system to give information to clients and explain their options, offering practical help such as making calls and writing letters and keeping confidential records.

South Mainland Kindergym Volunteer

The Kindergym is looking for a volunteer helper to assist with setting up, helping with teas & coffees, washing up, etc., at the Carnegie Hall in Sandwick.

CLIC Sargent - Fundraising Committee Members

Volunteers wanted to help with the organisation of local fundraising events and activities.

U3A Shetland Branch: Participants wanted

Are you aged over 50? 'Third Agers' are wanted to join local groups: photography, sea and ships, book-reading, philosophy etc., and our lunch clubs. For further information please contact:

Irene Lawrence 01595 880528

REGULAR OPPORTUNITIES

These are just examples of the many volunteering opportunities that are available to you.

We have 137 opportunities registered on our system - if you would like to find out more please contact us.

OPPORTUNITIES FOR YOUNGER VOLUNTEERS

Youth Football Scotland - Sports Journalist

An online volunteer is sought to report on local football matches, phone support will be given; aged over 15.

Young Scot - Hack Pack

Volunteer aged 12 to 25 wanted to write features, reviews, news and 'what's on' for Shetland's local pages on the Young Scot website.

Commonwealth Games Youth Legacy Ambassadors

Young Scot is looking for volunteers aged 14-25 to promote legacy themes within Shetland.

To get more information about these and other opportunities, please contact:

Kathleen Williamson

Voluntary Action Shetland

Market House

14 Market Street

Lerwick

Shetland ZE1 0JP

01595 743910

kathleen.williamson@shetland.org



MV Award Update

Voluntary Action Shetland has held over the autumn MV awards ceremony and plan to hold the next ceremony early in 2012.

This is because MV is changing. A new award is being developed called **Saltire**; it aims to build on the success of MV and expand the award to include under 16's and those who have completed 200 hours of volunteering. This means the work you've already put in to MV will not be wasted, but the new awards will be more inclusive, and even better! So for now, keep filling in those MV forms, and look out for news of **Saltire** in the next issue of Voluntary Voice.

For more information or a chat contact:

Gwen Williamson

gwen.williamson@shetland.org 01595743911



Services Offered by Organisations Resident in Market House

(Please see the back page for contact details for each of these organisations)

Advocacy Shetland

independent, confidential and free voluntary service which helps people have their voices heard.

Association of Shetland Community Councils (ASCC)

provide support and advice to the 18 Community Councils in Shetland, organise ASCC bi-annual and Joint Liaison Group Meetings and represent community councils at external meetings.

Children's Rights Officer

works in partnership with staff within local authority services and the public and voluntary sectors to ensure that the rights of children and young people are understood and promoted. In particular, supports the participatory rights of looked after children and those deemed to be at risk.

Community Mediation Team: Dispute resolution

a free impartial and confidential means of addressing neighbourhood and/or workplace difficulties should a dispute or disagreement with a neighbour, colleague, or other member of the community arise.

Community Mediation Team: Restorative Justice

opportunity for people responsible for causing harm to take responsibility for their actions, understand the wider impact and consequences and, if possible to make amends. It also gives the person harmed the chance to explain how they were affected and receive an apology.

Crossroads Shetland

provides trained Care Attendants to give Carers of vulnerable adults and children, and of those with palliative care needs, quality time to call their own to use as they wish.

Disability Shetland

supports the efforts of disabled people to realise their full potential in all areas of life; provides clubs, trips, Shetland access guide, training and information.

Family Mediation

help parents who have separated or divorced make arrangements for their children's future in a confidential, impartial and neutral setting. Mediation can also take place between different generations such as grandparents/parents or parents/teenage children.

Mind Your Head

aims to raise mental health awareness in Shetland and reduce the stigma of mental ill-health.

Moving On Employment Project

provides advice and support for people over 16 with any barrier to employment, including health problems, disabilities and lack of confidence. Support workers can assist with interview coaching, training and finding ways to overcome and work with their barrier; they focus on helping people find employment that is flexible to their needs; suitable to their skills and hopefully something they enjoy doing. The service is growing and developing to meet the needs of the Shetland community.

Relationships Scotland Couple Counselling Shetland

offers a chance for couples or individuals, who have problems with their intimate relationships, to speak confidentially and in privacy to a trained counsellor.

Shetland Befriending Scheme

offers a befriending service to young people aged between 7-25 years. Referrals to the service are made through other agencies if the young person is under 16. The young people referred have been experiencing some sort of difficulty in their lives and befriending offers them some time out and a chance to engage in positive activities with a responsible adult.

Shetland Bereavement Support Service

provides help and support to those who have been bereaved through the services of trained counsellors.

Shetland Islands Citizens Advice Bureau

free, confidential, independent, impartial advice service.

Shetland Pre-School Play Ltd

provides advice, support and training on issues of good practice and management to all pre-school groups in Shetland. Provide two toy libraries, one of which is for children with additional needs, supply publications and produce a regular newsletter.

Voluntary Action Shetland (VAS)

Please see the section on services provided by VAS on page 6 of this publication.

With YOU, For YOU - Customer Relations Officer

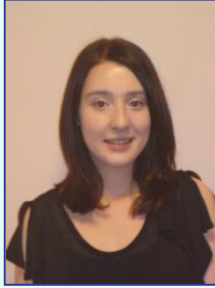
Independent Signposting service for people who do not know which agency to approach to access Community Health and Care services in the community; the service also monitors customer satisfaction.

WRVS Through their volunteers, WRVS helps older people stay independent at home and active in the community. Practical help offered includes: befriending at home, providing transport in the community, bringing people together through social activities or support in hospital or in an emergency. WRVS also work with SIC as a Recovery and Resilience Responder team in times of emergency.

Third Sector Services: how they can help you

Victim Support Orkney and Shetland

Samantha Ranson (right) is the local Anti-Social Behaviour (ASB) Coordinator for Victim Support. Offering free, independent and confidential support and advice for victims of crime and of anti-social behaviour; through a network of trained, local volunteers, to access the service please contact Samantha:



01595 744534 freephone: **0800 0286413** or mobile **07541 858465** or by emailing: victimsupport.shetland@victimsupport.org.uk

Local help available to you includes:

Emotional support, help with criminal justice procedures, advice on personal safety and crime prevention, support if your case goes to court, help with insurance/compensation, making a complaint, information on further sources of help. For more information please visit Victim Support Scotland's website: www.victimsupportsco.org.uk

Befriending 60+ development worker

The Shetland Befriending Scheme is delighted to welcome Elaine Mouat to their expanding team. Elaine (below left) has been recruited to develop and deliver (alongside the Project Co-ordinator) a new section of the Shetland Befriending Scheme, dedicated specifically to providing befrienders for the 60+ years group in Shetland. This service has been enabled after



securing 100% funding for a period of 5 years from The Big Lottery. This is great news for Befriending in the current challenging financial climate, and allows for some stability in a new, but much sought after service. Elaine will help to develop a comprehensive training package for new volunteers, who will be recruited and matched one-to-one with a person in the 60+ section of the scheme. Recruitment will be launched shortly and training will take place early in the New Year; with matches being established after this.

For further information on accessing befriending or on volunteering for the new section of the Shetland Befriending Scheme, please contact:

Elaine Mouat (60+ Development Worker),
01595 745898 befriending@shetland.org

Central Carers Group

Creative Arts & Craft Taster Sessions

Thursday 13th October
Silk painting inspired by
Shetland Landscape

Thursday 20th October
Lino Printing inspired by
Shetland Croft Houses

Thursday 27th October
Coffee morning at
Havly Cafe, Lerwick
& taster session review



To book your place, contact:

Jo Jack 01595 7433923 jo.jack@shetland.org

Short Break Treat Menu for Carers

The Carers' Link Group has secured funding from the Time to Live Fund and will be offering carers the chance to benefit from a few hours break from their caring role. Crossroads carer cover can be included, and carers will choose from a menu of treats, or can suggest their own preferred option to the same cash value.

The menu is designed to suit all ages, and includes: Relaxation Therapy Session, Reflexology, Aromatherapy, Indian Head Massage, Reiki, Swim Session, Gym Session, Sauna Session, Arts and Crafts Session, Cinema Pass, Outward Bound Adventure Session, Trampolining, Climbing Wall and Drama Club.

For more details and to book your treat contact:
Jo Jack 01595 7433923 jo.jack@shetland.org

Age Scotland visit to Shetland

Join them for a coffee and a chat

Find out how you can benefit from the work of Age Scotland. There is the opportunity for older people, carers of older people, and members of older people's groups to meet Suzy Gentle, the development officer (north) of Age Scotland (which combines

Age Concern and Help the Aged)

Havly Cafe, Lerwick

Monday 10th October, 11:00 am

Come for coffee and a chat

For more information or
to book your place contact:

Jo Jack 01595 7433923 jo.jack@shetland.org



Shetland Youth Volunteering Awards

Every year tens of thousands of people get together across the UK for CSV Make a Difference Day; this year the UK's biggest day of volunteering falls on 29th October.

To celebrate the event locally, **Voluntary Action Shetland** and

The Rotary Club of Shetland will be holding the second annual Shetland Youth Volunteering Awards event in Lerwick Town Hall on Tuesday 26th October. Thanks to those of you who took the time to make nominations, and look out for your invitation.

The event is being generously supported by Shetlands Islands Council, Tavish Scott MSP, Alastair Carmichael MP, Nicole Mouat MSYP, Emily Shaw MSYP and we are delighted to welcome on board this year two new sponsors:

Harry's and **Shetland Wind Power Ltd.**

We are looking forward to another enjoyable evening, look out for pictures and details of how you can get involved next year in your next Voluntary Voice.

for more details:

Contact
Kathleen

kathleen.williamson@shetland.org 01595 743910



Shetland Befriending Service says: Thanks to the boys!



Andrew Hawick, Stuart Cameron and Kevin Williamson drove from London to Ulaanbaatar in Outer Mongolia and raised over £5,000 for SBS in a tiny Malaysian 'Perodua' car; as well as raising further funds for the Christina Noble Children Foundation and the RNLI. **Colleen Flaws, SBS Co-ordinator** said: "We are really grateful for this fantastic sum towards our service; and congratulate the boys on completing their epic trip to the other side of the world!"

Voluntary Action Shetland goes back to school!

Voluntary Action Shetland's Youth Volunteering Development Worker **Gwen Williamson** has developed an information session on volunteering aimed at the S1-S4 age group.

The main aims of the session are:

- to explore the definition of volunteering
- to identify volunteering opportunities in school and in the local community
- to understand how to access further information on volunteering

Participants receive an information pack and explore the topic through a range of activities. Schools and groups receive copies of feedback and a list of volunteering ideas identified by the participants.

So far the sessions have been delivered by **Gwen** in Aith JHS as part of PSE. More sessions are scheduled in Brae for the autumn term. Initial feedback, both from staff and from pupils has been both positive and useful.

To find out more how this session could be delivered to your school or group:

Contact **Gwen Williamson**

gwen.williamson@shetland.org 01595743911

Shetland's Public Partnership Forum (PPF)

Would you like to help folk know more about health and social services in Shetland; get involved with helping to improve those services and raising local issues, needs and preferences?



To help you understand the jargon:

The Public Partnership Forum (PPF) is the way the CHCP communicates with the people of Shetland. The CHCP is the Community Health and Care Partnership, and it oversees, reviews and redesigns the health and care services in Shetland.

The PPF has public meetings every 8 weeks, and sends out information to interested groups. It helps the CHCP get information to and from the whole community. All meetings are open to the public.

Next meeting: Monday 31 October 2011, 12:30-16:00, in the Post Graduate Education Centre, Brevik House.

Topics for discussion: Transport and the *Better Together* In-patient Survey results 2011.

To find out more, or to become a PPF member contact:

Kathleen Carolan, Director of Nursing

01595 743000 ext 3174 k.carolan@nhs.net or

Edna Mary Watson, Assistant Director of Nursing

01595 743377 edna.watson@nhs.net

Services offered by Voluntary Action Shetland

Help for voluntary organisations:

helping to save you time and money

- **Admin:** DIY admin shop for fax, photocopying, laminating, binding etc.
- **Advice:** on charitable status, committee structure, etc.
- **Bulletins:** free monthly bulletins with information, training, news etc.
- **Development:** helping you make your community more effective
- **PVG Scheme:** free membership/updates for group volunteers
- **Find Volunteers:** help you to recruit, support and train volunteers
- **Funding:** assistance with funding applications, fund seeking, refereeing
- **Local Agent/Distributor:** for Rural Direct, BBC Children in Need
- **Representation:** getting your voice heard at strategic level
- **Rooms and Resources:** hire of meeting rooms, equipment etc.
- **Training:** free/low-cost learning opportunities tailored to your need
- **Websites:** host your own low-cost website with local training and support

Help if you want to volunteer:

helping you to find the right role

- **MV Awards:** for 16-25 year olds, add value to your CV
- **Shetland Youth Volunteering Awards:** under 25s & organisations
- **Placements:** over 100 volunteering opportunities, suited to your need
- **Volunteering Awareness:** information about what volunteering involves

Other things we do:

providing services for Shetland

- **Association of Charities Independent Examiners:** external scrutiny of accounts for charities with income of < £100K/annum
- **New Shetlander:** publication of Scotland's oldest literary magazine
- **Passport Service:** first time passport applications without going south
- **Quality Assurance Mentoring:** support for your group to implement PQASSO
- **Shetland Befriending Scheme:** service now over 10 years old
- **Support for Carers:** Central Carers' group, Carers' Website etc.
- **Voluntary Voice:** tri-annual publication showcasing the third sector

What's for you at Market House:

low-cost facilities you can use

- **Room Hire:** for voluntary groups and private organisations
- **Equipment Hire:** laptop, projector, OHP, flipcharts, etc.
- **Video conferencing:** save yourself the time and cost of that trip away
- **DIY Admin:** computer use, fax, photocopying, laminating, binding etc.

AND access to 17 Resident Organisations please see page 3

Phone: 01595 743900
Fax: 01595 696787
Email: vas@shetland.org



Information Partnerships Training



NHS Shetland is delivering training to voluntary sector staff and volunteers, on identifying their role in sharing information for health and social care, at NHS Shetland Staff Development at Montfield on 27th October, from 9.30am-12.30pm and on 10th or 22nd November 2 pm-4.30 pm. The course will offer:

- An understanding of the importance of quality-assured health and social care information
- A step-by-step guide to finding quality-assured information and for making health and social care information meaningful
- Supporting people to take their next steps - signposting to other services
- How values, attitudes and behaviours can have an impact
- NHS Inform, Scotland's new website for health and care: an introduction

To book a place, or for more information, please contact andrew.humphrey@nhs.net 01595 743219

BOOK KEEPING

- Understand the role and responsibilities of the treasurer
- Be confident to keep a basic book-keeping system
- Be confident to produce a basic income and expenditure sheet
- Have raised awareness of meaning of financial jargon

MINUTE TAKING

- Understand the importance of accurate minute taking
- Be confident to take an accurate record of meetings
- Be confident to produce a set of minutes

MONITORING and EVALUATION

- Understand the different approaches to monitoring and evaluation
- Assess the suitability of the different approaches and techniques
- Explore how to develop an effective monitoring and evaluation system

PRESENTATION SKILLS

- Understand the process needed for all methods of presentation
- Explore different ways of presenting
- Look at the pros and cons of communicating by different methods

MAKING FUNDING APPLICATIONS

- Explore application preparation
- Understand why bids fail
- Identify what funders are looking for and who they are

REPORT WRITING - including OSCR RETURNS

- A guide on how to structure and write reports that communicate information efficiently & accurately
- Develop your skills in report writing to meet your target audience
- How to complete your Annual Return for the Office of the Scottish Charity Regulator (OSCR)

How to let us know what courses you would like:

Identify who would benefit from the training, or combine with other organisations in your area who would like the same course; and speak to us about when and where it should be delivered.

Contact: **Wendy Hand**
VAS Development Worker
01595 743905
wendy.hand@shetland.org



Learning Opportunities

Voluntary Action Shetland can deliver the following short courses, which are aimed at voluntary groups and volunteers, but open to all, and are free of charge. A minimum number of bookings is required for the course to proceed.

PROJECT MANAGEMENT

- Understand why projects fail and how to focus on success
- Appreciation of the principles, tools and techniques of project management
- The importance of people in the delivery of projects
- Benefits of project management when introducing change

OSCR - ACCOUNTS for REGISTERED CHARITIES

- Complete accounts to comply with OSCR standards
- Keeping, maintaining and submitting charity accounts is an OSCR requirement

Facilities at Market House

The following low-cost facilities are available for use by voluntary and community groups:

- ⊗ Room and equipment hire
- ⊗ DIY admin: photocopying, laminating, binding, faxing, printing, etc.
- ⊗ Computer: internet access & Office 2007 (Word, Excel etc.)
- ⊗ Tools to help with funding:
Budget Yourself,
Apply Yourself

To find out more please contact:
Market House Reception
01595 743900
www.va-shetland.org.uk



The Shetland Community Portal www.shetland-communities.org/

- Has your group joined the Shetland Community Portal yet?
- ⊗ Quick access to relevant material for Shetland residents and visitors
 - ⊗ Cheap and easy way to create your own website with free training
 - ⊗ Provides information through the Community Toolkit
- Have a look at what other groups are doing on the website, or for more information, **contact:**
Anne or Sue 01595 743900
vas@shetland.org

Market House Resident Organisations

Organisation	01595	Email address
Advocacy Shetland	743929	advocacy@shetland.org
Association of Shetland Community Councils	743906	ascc@shetland.org
Children's Rights	745073	Phil.Garnier@shetland.org
Community Mediation Team	743934	alyson.halcrow@shetland.org
Crossroads Shetland	743931	crossroads@shetland.org
Customer Relations Officer; With Y@U, For Y@U	808080	Susan.Hinton@shetland.org
Disability Shetland	743900	disability.shetland@shetland.org
Family Mediation	743859	Shona.Manson@shetland.org
Mind your Head	745035	Jacqui.Clark@shetland.org Jenny.Teale@shetland.org
Moving On Employment Project	743926	kellie.nauls@shetland.org
Relationships Scotland Couple Counselling	743913	ccshetland@tiscali.co.uk
Shetland Befriending Scheme	743907	befriending@shetland.org
Shetland Bereavement Support Service	743933	sbss@shetland.org
Shetland Islands Citizens Advice Bureau	694696	sicab@shetland.org
Shetland Pre-School Play Ltd	743917	spp@shetland.org
Voluntary Action Shetland	743902	vas@shetland.org
Voluntary Action Shetland - Volunteering	743910	kathleen.williamson@shetland.org
WRVS	743914	shetland.admin@wrvs.org.uk

Reception at Market House: 01595 743900 reception@shetland.org

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