



Volunteer Centre Shetland  
Market House  
Market Street, Lerwick  
Main Reception:  
Tel: 01595 743900  
Fax: 01595 696787  
Email: [vc@shetland.org](mailto:vc@shetland.org)  
[www.shetlandvolunteers.org.uk](http://www.shetlandvolunteers.org.uk)



2007 is European Year of Equal Opportunities for All, so this is good time for us all to review both our rights and our responsibilities to ensure that we are doing what we can to enable everybody to be all that they can be.

- equality and diversity
- celebrating the diversity of volunteers and volunteering in Shetland
- reminding you of how volunteering can help address equality issues
- finally, spotlighting forthcoming training for volunteers managers

Welcome to the Spring edition of Voluntary Voice. In this issue we are highlighting:



## Volunteer Centre Shetland:

Who we are and what we can do for you

### You want to volunteer?

If you would like to come in and talk about volunteering, what you are interested in, what skills you have that you might like to pass on, what skills you would like to develop, and what opportunities for volunteering we may be able to place you in; phone, email or come in and speak to any of us, but especially:

**Laura Baisley Tel: 01595 743910 [laura.baisley@shetland.org](mailto:laura.baisley@shetland.org)**

### You want to recruit volunteers?

Contact Sue if you would like to register your project with us so that we can help you to recruit volunteers. As well as finding you volunteers we can help you with support and training, and provide you with model volunteering policies and volunteer agreements.

**Sue Beer Tel: 01595 743909 [sue.beer@shetland.org](mailto:sue.beer@shetland.org)**

### You are under 26?

Laura Singer can help young people who want to be volunteers and can also tell you how you can be rewarded, through MV awards, for volunteering you already do. Laura supports Shetland's Young People's Panel, where panellists aged 11-25 give their views on local applications received by the Young People's Fund, one of the new funding programmes administered by the Big Lottery Fund.

**Laura Singer Tel: 01595 743911 [laura.singer@shetland.org](mailto:laura.singer@shetland.org)**

### You have mobility difficulties?

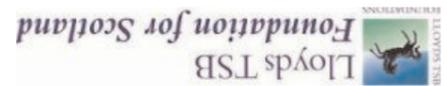
Market House has been designed with access in mind with a lift to all floors and wheelchair access to all rooms, including the Volunteer Centre. If coming in to the office is difficult for you, we are happy to handle your enquiry on the phone and/or by email, and will arrange to make a visit to you if that is your preferred option.

### You are a volunteer involving organisation and you want to update your equal opportunities policy?

We can provide you with model policies as a starting point, or help you go through your current policy and check that it reflects the way you want your organisation to work.

### You want to make your volunteering policy more inclusive?

Ensure that you reimburse your volunteers for out-of-pocket expenses, as soon as possible after they have had to pay, for example, a bus or ferry fare. This can make a big difference to volunteers' ability to volunteer.



We gratefully acknowledge the funding given for this newsletter by:-

Learning and Support Coordinator: Tel: 01595 743910  
laura.baisley@shetland.org

For further details on all courses please contact Laura Baisley, Learning and Support Coordinator: Tel: 01595 743910  
laura.baisley@shetland.org

Other courses on offer from Volunteer Centre Shetland include:

An Introduction to Organisational Structures for volunteer committees and other voluntary groups  
Employing Staff - the practical and legal responsibilities that volunteer committees and other voluntary organisations need to consider  
Learning opportunities are aligned to national quality standards, and best practice in working with and managing volunteers in a variety of settings.

### The Advanced Programme in Volunteers' Management

Developing Diversity within a Volunteer Programme  
Health and Safety and Risk Management in Volunteer Programmes  
Motivation, Retention and Development of Volunteers  
Developing Volunteer Portfolios  
Creating Positive Volunteer - Staff Relations

### The Intermediate Programme in Volunteers' Management

Supporting and Supervising Skills  
Increasing Volunteer Effectiveness through Training and Development  
Matching Volunteers to Roles and Tasks  
Effective Volunteer Recruitment  
Planning Strategically for Volunteer Involvement

### The Introductory Programme in Volunteers' Management

Planning for Volunteer Involvement  
Examples of courses to be offered (depending on take-up) include:  
Issues in working with and managing volunteers.  
help organisations and practitioners to develop good practice and address Scotland (VDS), will be offering a range of VDS learning opportunities to Volunteer Centre Shetland, in partnership with Volunteer Development

### Training for Volunteers Managers

## The Shetland Community Portal <http://www.shetlandcommunities.org>

The Community Toolkit provides a source of information for local groups and organisations, including guidelines on a wide range of topics, such as setting up and running a community group, legal requirements and good practice, insurance, planning and fundraising and links to useful statistical data on the local area. You will find the link to the Toolkit at the bottom of the Community Groups section on the welcome page. Clicking on the link takes you to the main Toolkit page, you will find a further menu on the green sidebar on the left. Click the [Good Practice](#) link on the sidebar, when you reach this page you will see a further sidebar menu, with a section on [Equal Opportunities](#).

This useful page lays out the responsibilities for voluntary management committees in complying with equal opportunities legislation which is covered by The Sex Discrimination Acts 1975 and 1986, The Race Relations Act 1976 and The Disability Discrimination Act 1995. In particular, it gives guidelines on:

- Sex discrimination legislation
- Race relations legislation
- Disability discrimination legislation
- Developing and updating an equal opportunities policy

There is also a sample equal opportunities policy for you to download.

The Shetland Community Portal is also there to provide quick access to relevant material for Shetland residents and visitors, and to allow community groups a cheap and easy route to creating their own website.

## 2007 is European Year of Equal Opportunities for All

The European Year of Equal Opportunities for All in 2007 will seek to make people in the EU more aware of their rights to enjoy equal treatment and a life free of discrimination, two of the basic principles underpinning the Union. The Year will also launch a major debate on the benefits of diversity for European societies.

The activities undertaken during the Year will focus on the discrimination some individuals suffer owing to their race or ethnic origin, religion or belief, age, gender, sexual orientation or disability, all of which are grounds for discrimination that may be addressed at European level.

Read more about this on the website:

[http://www.ec.europa.eu/employment\\_social/equality2007/index\\_en.htm](http://www.ec.europa.eu/employment_social/equality2007/index_en.htm)

## Big Lottery Fund

The Big Lottery Fund has recently published its Joint Race and Disability Equality Scheme, which can be accessed via the following link: [http://www.biglotteryfund.org.uk/pub\\_race\\_disability\\_equality.pdf](http://www.biglotteryfund.org.uk/pub_race_disability_equality.pdf)

## Shetland Preschool Playgroup Ltd

Paul volunteers for SPPL - he comes in one day a week and is checking and cataloguing the boxes in the Preschool Playgroup toy library.



Val Walterson, project leader says, "Paul is doing a wonderful job for us, thanks to his help on the computer we have a much clearer picture of what sets are complete, what items are missing and what parts we need to reorder. He's a very

cheerful and conscientious worker". Paul is disabled, but that hasn't stopped him from volunteering and being very useful to SPPL.

If you are interested in volunteering with one of the organisations in Market House, please speak to the Volunteer Centre

Contact: Laura Baisley Tel: 01595 743909 [laura.baisley@shetland.org](mailto:laura.baisley@shetland.org)

## Inclusion Project

A research project is currently underway to look at how black and ethnic minority people in Shetland get involved in our community. The project will look at barriers people face in accessing services such as health and adult learning. It will gather information on how people get involved with volunteering, sporting and cultural activities. The project will look at any barriers people feel they face, that prevent them from taking a full part in their community.

If you are from an ethnic minority and would like to take part in the project, please contact:

Anna Sutherland Tel: 01595 744510 [anna.sutherland@shetland.gov.uk](mailto:anna.sutherland@shetland.gov.uk)  
The results of the project will be available in March 2007.

## Disability Shetland

### Dawn and Jack

Jack can be seen here holding the Sportswise Shield for Carpet Bowls, presented by Dawn, who has been a volunteer with Disability Shetland for around five years in the recreational club. Jack is both a volunteer and a participant at the recreational club, where he assists in his area of special interest, the carpet bowls. Despite having had a stroke he is still able to use his experience to assist others and share in his love of the game.



Photo: Disability Shetland

Contact: Marie Manson Tel: 01595 743900 [marie.manson@shetland.org](mailto:marie.manson@shetland.org)

## What Do You Do at Weekends?

As a variation on their Saturday Club, Disability Shetland gave their young people the opportunity to take part in a social, rather than an arts and crafts, activity last year.



Photo: Disability Shetland

Trips included visits to the Library, cafes, the Fire Station, as well as a bit of retail therapy. Disability Shetland is always glad of new ideas for how to give all their clients the chance to do what we all do as a matter of course.

## Moving On Employment Project

Being a stepping stone into employment is the aim of the Moving On Employment Project, enabling individuals with physical and/or learning disabilities and those with mental health problems to gain and maintain paid employment or voluntary work. Support workers help place volunteers with long-term clients so that they can maintain their employment.

All training is provided and all expenses are covered.

Contact: Kellie Naulls Tel: 01595 743926 [kellie.naulls@shetland.org](mailto:kellie.naulls@shetland.org)

**Rocks to Roses** was a work crew developed by the project where ten individuals worked together to develop a remembrance garden. The team comprised two support workers, six clients and two volunteers.

The work began in September 2006 and continued for eight weeks. Rocks to Roses has been a great success and all individuals involved felt they gained a sense of personal achievement as well as benefiting the community. Due to the success of the project there is the potential of another two projects, the first will start in March 2007 at Sandness Community Hall.



### MV Awards

During Rocks to Roses, the Moving On Employment Project worked in partnership with Volunteer Centre Shetland, who helped the younger team members achieve the MV award for volunteering, which they will receive in March. The awards will continue to be a feature for eligible volunteers in future projects.

MV Awards are designed to be accessible to all young people between the ages of 16 - 25, and are presented for 50, 100 and (at the highest level) for 200 hours of volunteering. This award recognises the young person's achievements and is also a valuable addition to any CV.

## The Swan Trust

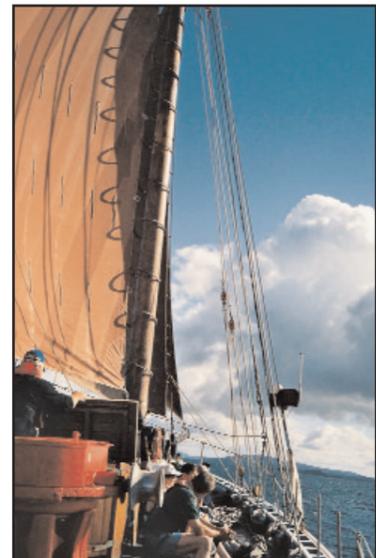
The Swan Trust is keen to recruit volunteers with a wide range of skills, whatever their origins. The following contribution to this newsletter comes from one of their volunteers, Claire:

"I have been volunteering on the Swan for three months since August. Being a volunteer there gives the feeling of being fully accepted regardless of your background. The skipper and her crew welcome what you have to offer. If you are not sure what you can bring, then this is one very good reason to come on board! The Swan is taking you for discoveries and surprises. It is like being one piece in the puzzle of the crew, harmonising with others while enhancing and brightening your own shades and shapes. On the other side, the sea world attracted my attention, widening my sense of openness, and made me feel new, strong and able!"

For more information about volunteering with the Swan Trust, Contact:

Jane Brander Tel: 07818230421  
[skipper@theswan.shetland.co.uk](mailto:skipper@theswan.shetland.co.uk)

Photo: Claire Baily



## CAB - Equality and Diversity In Action

Of the eight non-commonwealth accession states to the EU, seven have been represented as clients at the Shetland Islands Citizens Advice Bureau. On the whole their problems arise from poor employers, and in this respect they are no different from the issues experienced by local employees (for example the British worker "made redundant" along with all his countrymen, the day before his employers restarted the business with a workforce from an EU accession country).

An example of a local case helped by the CAB was of a migrant worker who sent their passport to the Home Office in order to register with the Workers' Register. This was sent by Royal Mail "Track and Trace", in the approved manner; however the passport disappeared. The client was forced to obtain a duplicate passport by attending their embassy in London in person, initially at their own expense and requiring time away from work. Eventually the Home Office reimbursed these expenses, but the whole episode took seven months. Other nationalities helped recently have included people from Thailand, Albania, Russia, Austria, Finland, Ghana, South Africa, Australia, New Zealand and Zimbabwe.

The CAB Service is independent and provides free, confidential and impartial advice to everybody regardless of race, sex, age, disability or sexuality.

Shetland Islands Citizens Advice Bureau Tel: 01595 694696