



ANNUAL REVIEW

2020 - 2021



CHAIRPERSON'S FOREWORD



Twelve months ago, we were all expectant that Market House would have re-opened and be back operating as usual prior to the summer of 2020. However, the reality is that Covid-19 regulations remain with us and home working and Zoom meetings have become the normal way of operating. I feel that after Covid-19, this is most likely to become a permanent operational feature among many voluntary sector organisations. In addition to travel cost savings for meetings on the mainland, there will also be positive environmental savings which will become relevant when we are all asked to contribute towards achieving carbon emission targets.

After nearly twenty years as Executive Officer of Voluntary Action Shetland, Catherine Hughson decided to retire and she left her post in December 2020. Catherine was instrumental in planning and managing the development of Market House as a hub for the voluntary sector. This was a huge project, which, due to her commitment was completed on time and under budget – take it from me, that these are not comments often linked to major building contracts! We all wish Catherine a long and enjoyable retirement.

Voluntary Action Shetland advertised the vacant Executive Officer's post and there was a strong list of applicants. After a rigorous selection process, Lynn Tulloch was appointed to the position and took up the post on 1st March 2021. From what I have witnessed, Lynn has "hit the ground running" and I am confident that she will develop into an excellent Chief Executive who will continue to support the growth of the voluntary sector in Shetland.

This has been a year in which face to face events, such as the Saltire Awards, have been cancelled, however VAS staff have been able to utilise virtual celebrations and worked hard to enable young people to receive their awards. Another great achievement was the launch of VAS's Community Spirit Award in order to recognise all the amazing volunteering, support and acts of kindness that had been taking place in Shetland during the Covid-19 pandemic.

Once again, we have seen many volunteers and local groups organising themselves in order to deliver the demand for services such as shopping, delivery of medicines and general support to those in our community who are shielding etc. Voluntary Action Shetland staff have been active in helping to source funding and provide support to many of these local initiatives.

Despite the unusual circumstances, the VAS staff, ably led by our new Executive Officer, Lynn Tulloch have continued to deliver outstanding services and projects that have contributed to a successful year. I thank them all for their commitment and professionalism.

I must also acknowledge and thank the VAS board members for their willing support to the organisation.

I hope that you enjoy reading this report which is a snapshot of some of the work undertaken by VAS staff in 2020/2021.

Alec Miller

"ANOTHER GREAT ACHIEVEMENT WAS THE LAUNCH OF VAS'S COMMUNITY SPIRIT AWARD"

COVER PICTURE: VOLUNTARY ACTION SHETLAND'S COMMUNITY SPIRIT AWARD RECIPIENTS THROUGHOUT SHETLAND 2020 - DEVELOPED TO CELEBRATE AND RECOGNISE ALL THE AMAZING VOLUNTEERING, SUPPORT AND ACTS OF KINDNESS THAT HAD BEEN TAKING PLACE IN SHETLAND DURING THE COVID-19 PANDEMIC AND TO THANK THOSE WHO HAVE GIVEN SO MUCH TO THEIR COMMUNITIES. THERE WERE 59 RECIPIENTS OF THE AWARD INCLUDING: INDIVIDUALS, ORGANISATIONS, BUSINESSES AND COMMUNITY. PHOTOS: VARIOUS

SUPPORTING VOLUNTARY AND THIRD SECTOR ORGANISATIONS

This has been a year like no other and has seen voluntary and third sector organisations adapt and change rapidly in the face of Covid-19 – in order to deliver vital services and contribute to the wellbeing of people throughout Shetland.

BUILDING CAPACITY

The aim remains to provide flexible and tailored support to third sector organisations to improve their capabilities and capacity to deliver those vital services! Voluntary Action Shetland (VAS) promotes good practice, provides training and advice and supports collaboration and networking. VAS was unable to deliver the full range of workshops this year but have supported groups with roles and responsibility training for Trustees, and have organised Covid-19 Risk Assessment and Deep Cleaning training for organisations managing community facilities in Shetland.

This year **VAS assisted 73 organisations** with one to one advice on a range of topics including:

- Identifying appropriate legal structures
- Modernising constitutions to make them fit for purpose – especially updating constitutions to allow online meetings
- Charity registration, the SCIO process and dissolving organisations

CENTRAL SOURCE OF KNOWLEDGE

VAS's regular Voluntary and Independent Sector Partnership (VISP) newsletter on funding has helped to ensure organisations were aware of funding opportunities both for crisis funding and other programmes. The VISP General newsletter has also helped organisations stay up to date with local news, sector developments including changes to legislation and good practice, consultations, resources and events in the current and changing environment.

CONNECTING PARTNERS

VAS organises and chairs the Third Sector Forum – an independent network of third sector organisations in Shetland. The Forum, which used to meet monthly in person has been meeting over Zoom instead. This has enabled members to share information and good practice; identify needs and learning from each other; consulting, identifying representatives to particular bodies; acting as a filter for information to and from the sector; and lobbying, both locally and nationally, on issues affecting the sector.



VAS also helped to organise a weekly Covid-19 support group where third sector organisations could share concerns and ideas for responses to the pandemic ranging from volunteer well-being to new service development.

VAS also supports the Shetland Halls Association – a membership organisation which is made up of representatives from Shetland's 50+ public halls. This year the focus has been response to Covid-19 and supporting meetings of the Association over zoom. Key topics covered have been guidance on reopening, risk assessment and deep cleaning training, funding for PPE, screens and to address other common issues such as insurance, water and electricity bills.

VOICE OF THE SECTOR

VAS has continued to represent the voluntary sector at a number of strategic working groups, ensuring voluntary groups have a voice through VAS and other third sector organisations. Full details of all the groups and key representative lead can be found on the website.

www.va-shetland.org.uk

ACRONYMS USED THROUGHOUT THIS ANNUAL REPORT

VAS - VOLUNTARY ACTION SHETLAND

SCVO - SCOTTISH COUNCIL FOR VOLUNTARY ORGANISATIONS

SBS - SHETLAND BEFRIENDING SCHEME

EW&R - EMOTIONAL WELLBEING & RESILIENCE

SIC - SHETLAND ISLANDS COUNCIL

PVG - PROTECTION OF VULNERABLE GROUPS

RVS - ROYAL VOLUNTARY SERVICE

IE - INDEPENDENT EXAMINATION

IJB - INTEGRATED JOINT BOARD

PPE - PERSONAL PROTECTION EQUIPMENT

SCIO - SCOTTISH CHARITABLE INCORPORATED ORGANISATION

OSCR - OFFICE OF THE SCOTTISH CHARITY REGULATOR

EFQM - EUROPEAN FRAMEWORK FOR QUALITY MANAGEMENT

VISP - VOLUNTARY AND INDEPENDENT SECTOR PARTNERSHIP

CAB - CITIZENS ADVICE BUREAU

TSI - THIRD SECTOR INTERFACE

VAS COVID-19 RESPONSE

VAS SECURED £102,880 IN RESPONSE TO THE COVID-19 CRISIS AND THROUGH WORKING IN PARTNERSHIP WERE ABLE TO PROVIDE:

- 80 TRAINING SESSIONS ON COVID RISK ASSESSMENT FOR COMMUNITY BUILDINGS
- 544 FOOD VOUCHERS
- 80 TRAINING SESSIONS ON ELEMENTARY CLEANING AND DISINFECTION TRAINING
- 80 PPE AND CLEANING PACKS FOR COMMUNITY BUILDINGS
- 330 HOT MEALS
- 20 ISLAND HOUSEHOLDS RECEIVED ELECTRICITY SUBSIDY
- 535 FUEL VOUCHERS
- 151 CLOTHING VOUCHERS FOR CHILDREN RECEIVING FOODBANK PARCELS
- 45 BEREAVEMENT RESILIENCE BOOKS FOR THOSE ON COUNSELLING WAITING LIST
- 542 ADULTS BENEFITED FROM STAY IN TOUCH, FEEL GOOD OR BEING CONNECTED GIFTS AND ACTIVITIES
- 162 CHILDREN BENEFITED FROM STAY IN TOUCH, FEEL GOOD OR BEING CONNECTED GIFTS AND ACTIVITIES
- 9 THIRD SECTOR ORGANISATIONS PROVIDED WITH EQUIPMENT TO ENABLE WORKING AT HOME
- 17 THIRD SECTOR ORGANISATIONS ACCESSED PPE TO CONTINUE DELIVERING SERVICES
- 2 THIRD SECTOR ORGANISATIONS PROVIDED WITH FUNDS TO REIMBURSE VOLUNTEERS TO DELIVER FOOD AND VOUCHERS
- £3500 FUNDING FOR FRESH AND FROZEN FOOD TO SUPPLEMENT FOOD PARCELS
- 40 UNPAID CARERS PROVIDED WITH SHORT BREAKS AND RESPITE

BAGS PROVIDED FOR FOOD PARCELS INCLUDING PPE

THIS WAS AN ADDITIONAL ROLE FOR VAS TO SUPPORT THIRD SECTOR ORGANISATIONS AND PEOPLE IN NEED DURING THE PANDEMIC. WORKING CLOSELY WITH ALL SECTORS, NEEDS WERE IDENTIFIED AND THE FLEXIBILITY AND ADAPTABILITY OF STAFF SHONE THROUGH AT THIS TIME.

VOLUNTEERING 2020/2021

VAS Volunteering have had another busy year supporting volunteers to find suitable volunteering opportunities and also supporting organisations to recruit and reward their volunteers. There was **2837 volunteer enquiries, 1973 of these were from volunteer involving organisations** in the last 12 months.

VAS has had to adapt to a blend of home and office working due to the ongoing restrictions around the COVID-19 pandemic. During lockdown, VAS has been keeping up-to-date with information and sharing information with volunteer involving organisations and volunteers as appropriate.

42 volunteers signed up through the 'Ready Scotland' the Scottish Government initiative during the first part of lockdown. VAS has maintained this register, kept in contact with the volunteers and offered them placements as and when available.

Due to lockdown, social media has become an increasingly important way of communicating and engaging with the Shetland public to promote and celebrate volunteering. A targeted approach through Social Media has been continued with promotions such as Virtual Saltire Awards and Volunteers Week.

Currently there are **676 organisations registered, 1130 active volunteers, 963 youth volunteers (25 and under) and 167 adult volunteers** on the VAS database. VAS has promoted **10 new volunteering opportunities** for organisations looking for volunteers. There are **100 opportunities on the database** but not all have been active due to the current restrictions.

VIRTUAL VOLUNTEERS WEEK 1ST - 7TH JULY 2020



ORGANISATIONS AND VOLUNTEERS FEATURED DURING VIRTUAL VOLUNTEERS WEEK JUNE 2020

The Covid-19 pandemic and Lockdown prevented the team getting out and about as normal to promote Volunteer's Week. Instead, an innovative approach was taken by developing a 'Virtual Volunteers Week'. This was a week-long promotion shared via Facebook and Instagram Social Media platforms.

The promotion featured interviews from five volunteering organisations focussing on the important work that they and their volunteers had been carrying out during the lockdown period: Royal Voluntary Service Shetland, Shetland Foodbank, Citizens Advice Bureau (CAB), Bigton Community Shop and VAS Shetland Befriending Scheme.



BRYNNA HAUXWELL – SUMMIT AWARD



CHILLAX GROUP – SUMMIT AWARD

SALTIRE AWARDS 2021

There are currently 963 young volunteers (aged between 12 to 25 years old) registered for the Saltire awards in Shetland. During March 2021, **128 young volunteers** from all parts of Shetland submitted requests ranging from Challenge Awards up to 500 hours of volunteering this year, carried out with 24 local voluntary groups and organisations. This year's crop of volunteers achieved the remarkable total of **2,910 hours of volunteering** between them. This was notable as due to the Coronavirus pandemic many voluntary organisations reported that the young volunteers had been unable to volunteer because of Covid-19 restrictions. **7 of the young volunteers were awarded with a 'Saltire Summit Award'**. This is the highest accolade and is achieved by volunteers who have been nominated by their Supervisor for making a truly outstanding contribution to volunteering. Unfortunately again this year the Saltire Awards ceremony had to be cancelled due to the pandemic. Instead VAS commissioned a short film made by local filmmaker Keiba Clubb to celebrate the Awards virtually. Included in the production were young people who have received awards this year and representatives from volunteering involving organisations.

QUOTE FROM A VOLUNTEERING INVOLVING ORGANISATION:
'OUR VOLUNTEER HAS BEEN FANTASTIC THROUGHOUT THE COVID PANDEMIC AND HAS MADE A REALLY POSITIVE IMPACT FOR THEIR COMMUNITY!'

A VOLUNTEER INVOLVING ORGANISATION SAID ABOUT SALTIRE AWARDS:
'THERE IS SO LITTLE GOOD NEWS FOR YOUNG PEOPLE JUST NOW AND IT IS GREAT THAT YOU ARE GOING AHEAD WITH THE SALTIRE AWARDS, MANY THANKS FOR PUTTING YOUNG PEOPLE FIRST''

SHETLAND COMMUNITY SPIRIT AWARDS 2020 – KINDNESS DURING COVID

In response to the lockdown and ongoing restrictions and the amazing response of local communities to pull together and support each other, VAS developed and launched the Shetland Community Spirit Awards. The aim of this new award was to celebrate and recognise all the amazing volunteering, support and acts of kindness that had been taking place in Shetland during the Covid-19 pandemic and to thank those who have given so much to their communities.

Over the lockdown period volunteering in Shetland was at its very best with folk stepping up to help the most vulnerable in their local communities whilst existing community groups have excelled in supporting so many at their time of need. With so many examples of local communities coming together showing brilliant Community Spirit throughout Shetland, this amazing



effort needed to be recognised before it was forgotten.

A total of 76 nominations were received, with some being duplicate nominations. There were **59 recipients of the Award including:** individuals, organisations, businesses and community.

This culminated with highlighting each recipient through VAS social media outlets and a centre pull out feature in the Shetland Times on the 16th October 2020. These awards were well supported by local press and via social media including 'retweets' by national Third Sector Networks Twitter accounts and featured in SCVO's Third Force News. This resulted in an increase in followers across both VAS and VAS Volunteering Facebook pages and the **Award promotion reached 50,063 people**, had 6,559 engagements, 262 shares and 1,296 likes.

VAS CARERS SUPPORT SERVICE

VAS Carers Support Service staff adapted to working from home from March 2020 where they were able to support carers through phone calls, emails, virtual one to one and group support and social media. Over the year there has been a **29% increase in the number of carers** registered with the service which now supports **336 carers**.

During lockdown, staff tried to call all carers registered with the service to see how they were coping and to pass on any information which might be helpful. During the year the importance of creating an Emergency plan was stressed, and carers were advised about the process for the Covid Vaccine rollout for carers and for accessing Personal Protective Equipment (PPE).

Lottery's Awards for All funding in April 2020 enabled



SERVICE STAFF FROM LEFT: KIRSTEN HARCUS, AMANDA BROWN, JIM GUYAN (CARERS REPRESENTATIVE ON IJB), LAURA RUSSELL

the service to offer a range of small grants to provide emergency support to minimise the additional financial burden on carers during Covid-19 lockdown. The service **provided 78 individual grants to 30 recipients worth £4,310** and purchased **12 Android Tablets** to enable carers to stay in touch with loved ones.

To celebrate Carers Week in June 2020 the service held a virtual coffee morning with a quiz, a competition, live workout sessions and a relaxation audio exercise. During November's Carers Rights Day they provided information online to encourage carers to reach out for information, advice and support. In March 2021, they also raised awareness of Young Carers Action Day and called for a national Action Plan to support young carers.

During July 2020, **303 Carers received a gift bag** to encourage them to take time out for themselves during lockdown. These were funded by the Corra Foundation, and Scottish Government Supporting Communities Fund through local anchor organisations. For delivery of the



MORIA BELL (RVS), KIRSTEN HARCUS (VAS), ANN SKWARA AND NICOLA STOVE (BOTH BRITISH RED CROSS)

gift bags the service used their own volunteers and two anchor organisations, the Royal Voluntary Service (RVS) and British Red Cross.

SIBLING GROUP

This group continued through the year with a mix of virtual and face to face activities depending on restrictions at the time. The group got the opportunity to learn to juggle with three balls, watch a magic show, go to the cinema and the museum amongst other fun games sessions on zoom.

Families were offered a trip to the cinema and a movie night pack, and Parent groups continued via virtual meetings on zoom.

A new short break grant scheme was launched for carers of someone under 21 years called Time for Me, to encourage carers to have some time out for themselves. Within four months, **17 grants totalling £2,500** were awarded through the scheme.

From April 20 to March 21, through our Time to Live Fund through Shared Care Scotland the service **awarded 93 grants worth £11,730**.



THEMED SPOONS DECORATED AT A HALLOWEEN SESSION AT SHETLAND MUSEUM PHOTO: LAURA RUSSELL

FEEDBACK FROM RECIPIENTS OF SHORT BREAK GRANTS:
"HAVING THIS SHORT BREAK GRANT MADE THINGS EASIER FOR ME. IT HELPED ME TO RECHARGE MY BATTERIES AND ABSOLUTELY MADE A DIFFERENCE. THANK YOU TO ALL INVOLVED."

"THIS IS AN AMAZING SERVICE FOR CARERS. AFTER MY BREAK I FELT LESS STRESSED - THANK YOU SOOO MUCH."

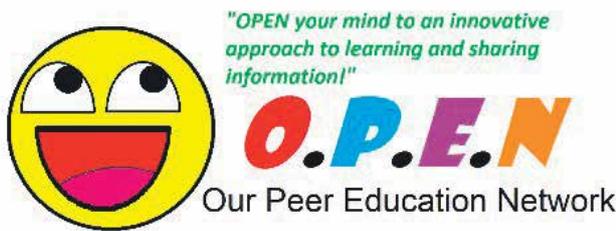
"IT GAVE ME SOMETHING ELSE TO THINK ABOUT DURING THIS DIFFICULT TIME AND HELPED TO RELAX ME"

In March 2021, a Focus Group was held and an online survey conducted to encourage carers to state what future support they would like from the service.

The service continues to chair the multi-agency Shetland Carers Strategy Group who will be updating the local carer's strategy and action plan during 2021. The Independent Review of Adult Social Care recently published their vision on improvements to adult social care in Scotland. It is hoped the recommendations are taken on board by the new government.

VAS Carers Support service continues to support and empower unpaid carers in Shetland to manage their caring role and have a life alongside caring. Full details can be found at www.shetlandcarers.org and on Facebook and Twitter at Shetland Carers.

OPEN – PEER EDUCATION PROJECT



O PEN is a VAS project that trains young people (16-25 yrs) as 'peer educators' to deliver workshops and training to other young people in Shetland.

PEER EDUCATION

When the schools returned after the summer holidays, the project was able to welcome back up to 6 young people per week to the office for its weekly training, planning and development meetings. OPEN were also able to deliver peer education workshops in schools again.

In the limited time that OPEN were able to deliver workshops this financial year, the project delivered **23 workshops between August and December, to 316 young people**. Workshop participants' understanding and knowledge of the topics discussed increased on average by 84%.

PEER MENTORING

During lockdown, **3 OPEN peer educators have trained to become OPEN peer mentors**. A total of 9 peer educators have now progressed on to become peer mentors. There are currently 5 peer mentees, and 5 of the peer mentors are in now in a mentoring relationship.

DA CAFÉ

From the end of September, the project restarted the weekly youth café drop-in nights; where regular attendees and young people unfamiliar with the project were invited to come along and find out more about training and development opportunities. These sessions ran until late December. OPEN are now in the process of planning the restart of its Thursday evening drop-in sessions at Da Café.

RECRUITMENT

The Development Workers have been working together to look at ways of recruiting Peer Educators and Mentors for the project, with a new recruitment drive for 2021. The project identified an underspend in the Young Start budget, which OPEN have been given the green light to produce a professional promo video for the mentoring programme – expected to be released in May/June 2021.

EMOTIONAL WELLBEING AND RESILIENCE PROJECT (EW&R) FUNDED BY SHETLAND ISLANDS COUNCIL (SIC)

The EW&R team of 6 young people are employed by VAS, operating within the OPEN Project and reporting to the EW&R Project Leads and SIC.

The EW&R team worked throughout the pandemic meeting weekly online. Achievements this year included:

EW&R Support information Leaflet – produced during lock down



The EW&R Workshop was delivered to 147 S2/S3 pupils in four Junior High schools across Shetland.

The EW&R Survey about young people's access and knowledge about Services in Shetland had over 100 respondents.

The EW&R team of young people presented the findings from the survey and workshop to the EW&R Project Strategic Overview Group, Third Sector Forum and Sports and Leisure Services, SIC.

VAS STATISTICS FROM SERVICE DELIVERY

73

VAS ASSISTED 73 ORGANISATIONS

£102,880

VAS SECURED £102,880 IN RESPONSE TO THE COVID-19 CRISIS

2837

VOLUNTEER ENQUIRIES, 1973 FROM VOLUNTEER INVOLVING ORGANISATIONS

42

VOLUNTEERS SIGNED UP THROUGH THE 'READY SCOTLAND'

676

ORGANISATIONS REGISTERED, 1130 ACTIVE VOLUNTEERS, 963 YOUTH VOLUNTEERS (25 AND UNDER) AND 167 ADULT VOLUNTEERS ON THE VAS DATABASE

100

VOLUNTEERING OPPORTUNITIES REGISTERED ON THE VAS DATABASE

14,961

VIRTUAL VOLUNTEERS WEEK PROMOTION - REACHED 14,961 PEOPLE

49

49 INDEPENDENT EXAMINATION OF ACCOUNTS WERE UNDERTAKEN

SHETLAND BEFRIENDING SCHEME

These last 12 months have been very different for the VAS Shetland Befriending Scheme with Covid-19 having a significant impact on how staff and volunteers have been able to deliver the service. However in light of all the challenges staff have been able to adapt to remote working and support service users and volunteers from a distance utilising the telephone and other digital platforms in order to keep people connected.



The scheme was able to launch a short term Covid-19 telephone service to support individuals in the Shetland Community who were living in their own homes, who were feeling significantly lonely and socially isolated due to the impact of the Coronavirus Pandemic, who had very limited/no support around them and who would benefit from a regular weekly phone call. **20 individuals registered with this service to receive a weekly support call.**



SOME FEEDBACK FROM THE TELEPHONE SUPPORT USERS:

"IT'S JUST LOVELY, IT'S GREAT TO TALK TO SOMEONE AND GET A PHONE CALL"

"IT'S BEEN REALLY HELPFUL, I WOULD HAVE BEEN VERY LOST AND LONELY WITHOUT IT, IT'S BEEN GOOD TO HAVE BEEN ABLE TO OFF LOAD ON A WEEKLY BASIS"

Staff have been able to support volunteers and service users who were already matched to continue to keep connected and staff also made **regular contact with 48 service users** who were not matched with a volunteer.

The scheme also (within socially distanced guidelines) hand delivered **97 "keeping in touch bags"** to all the registered users of the service as a way of connecting and having some face to face contact with them. For the children and young people they received activities to keep them busy over the summer holidays and for the adults, a keeping safe bag which included; mini hand soap, a Shetland made face mask, planting kit, activity book, Whalsay fudge, tea/coffee and biscuits. These bags were extremely well received by the service users.

The scheme also reached a significant milestone in June 2020 by celebrating **20 years of service**

and it was acknowledged through the publication of a special "20 Years Anniversary" befriending newsletter looking back over the years.

The key priority over the next 12 months will be the safe return of face to face support for the service users, delivering this in line with Scottish Government guidelines, recruiting new volunteers for the service and staff returning to Market House.

The scheme continues to be immensely grateful for all the financial support from their local and national funders over the last year and staff have been very appreciative of their flexibility and understanding throughout this very challenging year.



KEEPING IN TOUCH BAGS FOR 16+ SERVICE USERS

PHOTO: MAIRI JAMIESON

VAILA'S FUND

SUPPORTING FINANCIALLY DISADVANTAGED CHILDREN TO EXPERIENCE THE JOY OF TRAVEL

Vaila's fund was established in 2009 and is managed by VAS. The fund financially assists disadvantaged young people in Shetland to experience the pleasure of travel – children visit new places and delight in learning about new cultures, history, food traditions and activities. It opens their eyes to the world we live in.

Over the past year, VAS has been unable to make any awards. Due to the covid pandemic, restrictions have resulted in widespread school closures and travel restrictions, both local and international, with a clear 'stay at home' message.

VAS is hopeful that 2021-22 will bring an easing of restrictions that opens up the possibility of travel again. Many children, after lockdown, will be keen to get out and explore, and the Vaila Fund will be open for applications from local schools, health workers and third sector organisations.

Full details and an application form can be found on the VAS website.



ACCOUNT PREPARATION AND INDEPENDENT EXAMINATIONS

VAS offers a wide variety of advice and support to charities and voluntary groups within Shetland. One significant area of support is with charity accounts and independent examination.

All charities and voluntary organisations need to have their accounts checked to make sure that their finances are managed properly and running smoothly. Most don't require an audit by an accountant.

Finding someone with the required expertise to independently examine your accounts can be difficult and time consuming. As staff support other charities and voluntary organisations, VAS can offer a professional Independent Examination service that is tailored to meet the individual needs of an organisation.

VAS's highly trained staff have in-depth knowledge of the laws and procedures governing charity accounts. They work with organisations and groups to produce professional, compliant, annual accounts in line with OSCR requirements. **49 Independent Examination of Accounts** were undertaken last year by VAS staff.

PASSPORT SERVICE

Passport interviews have been suspended over the last year, however VAS are ready to resume this service as soon as they are allowed to do so, providing a local service for anyone applying for their first, full passport, who will be required to attend a passport interview at Market House.



PVG SCHEME DISCLOSURES

In the last year, VAS staff have helped **82 people obtain PVGs** to volunteer or work with children and vulnerable adults. VAS has supported **21 third sector organisations** with this vital service, with posts ranging from football coaches and child care workers to lecturers and youth club workers – all helping to provide services that benefit the Shetland community. Shetland has a vast third sector, with much community support and engagement. It is vital these volunteers and workers are checked to protect our communities from potential harm.



VAS STATISTICS FROM SERVICE DELIVERY

128

128 YOUNG VOLUNTEERS GAINED A SALTIRE AWARD IN 2021 TOTTALLING 2910 HOURS OF VOLUNTEERING

7

YOUNG VOLUNTEERS WERE AWARDED WITH A 'SALTIRE SUMMIT AWARD'

59

RECIPIENTS OF THE COMMUNITY SPIRIT AWARD

50,063

COMMUNITY SPIRIT AWARD VIRTUAL PROMOTION REACHED 50,063 PEOPLE

29%

29% INCREASE IN THE NUMBER OF CARERS REGISTERED WITH VAS CARERS SERVICE WHICH NOW SUPPORTS 336 CARERS

23

OPEN DELIVERED 23 WORKSHOPS BETWEEN AUGUST AND DECEMBER, TO 316 YOUNG PEOPLE

20

INDIVIDUALS REGISTERED WITH THE COVID-19 BEFRIENDING TELEPHONE RESPONSE SERVICE TO RECEIVE A WEEKLY SUPPORT CALL

82

VAS STAFF HELPED 82 PEOPLE OBTAIN PVGS

NEW SHETLANDER

The New Shetlander, reputedly Scotland's oldest literary magazine, is published three times a year by VAS. Voar, Simmer and Yule issues, with a new A4 size magazine launched this year. The magazine is circulated widely with subscribers in Tasmania, Faroe, Switzerland, France, Norway, Oregon and Canada. Over **2,400 copies were sold last year.**

Contributions of prose and poetry with a Shetland interest are all considered for publication. New writers, young and old, are always welcome in the magazine.



EXECUTIVE OFFICER – REFLECTIONS

It gives me great pleasure to present to you our 2020/2021 annual report. Having just recently been appointed as Executive Officer of Voluntary Action Shetland and starting in my post in March 2021, I have literally hit the ground running!

Reading this document and seeing what everyone has been able to do over the last 12 months, I feel immensely proud at the way that VAS staff have been able to adapt and deliver under what has been a really challenging year for everyone!

Whilst Market House has been closed to the public throughout the whole of last year, VAS and the resident groups have never been busier. Covid-19 has impacted significantly on people and families with many charities having had increased demands on their services.

The Third Sector has been instrumental in supporting those in our community, it really has been a year for the sector to Shine Bright! People in their communities volunteered to help in a whole range of ways to ensure that individuals and families were doing okay within their own homes and had what they needed. Local services adapted their working models and it really evidenced our ability be flexible and adaptable to meet emerging needs.

Throughout the sector there has been immense gratitude to the funders who have been so flexible and understanding with charities to allow them to use their funding in different ways to enable support to be provided.

As we get to grips going forward and recovering from the pandemic, I will welcome the re-opening of Market House, (when it is safe to do so) with open arms and I am sure that I am not alone in looking forward to being able to work and support people in a face to face capacity once more.

Alongside other Third Sector Interfaces (TSI's) in each of the 32 local authority areas in Scotland, Voluntary Action Shetland has a key role in delivering support locally and the key objectives are: **To be the Central Resource of Knowledge and Information, To be the Voice ensuring a strong Third Sector at a strategic level at local planning, To Connect and Build Capacity.**

Going forward I am keen to embrace these objectives and I am looking forward to increased partnership



LYNN TULLOCH

PHOTO: KELLIE NAULLS

working with a range of statutory partners and other Third Sector Organisations, to continue to support those in our community.

A Huge heartfelt thanks goes out to all the staff and the volunteers for all their hard work throughout last year and to the VAS board who have supported all the great work undertaken.

I am really looking forward to the new challenges next year will bring.

Enjoy the Read!
Cheers

A handwritten signature in black ink, appearing to read 'Lynn Tulloch'. The signature is fluid and cursive, with a large 'L' and 'T'.

EXTRACT OF ACCOUNTS

INCOME AND EXPENDITURE ACCOUNT - 31 MARCH 2021

	2021		2020	
	£	£	£	£
INCOME				
Charitable income - grants		800,483		537,914
Other income		160,842		158,848
		<hr/>		<hr/>
		961,325		696,762
EXPENDITURE				
Charitable activities	780,336		770,253	
Depreciation	91,591		91,013	
	<hr/>		<hr/>	
		871,927		861,266
SURPLUS/(DEFICIT) BEFORE TRANSFERS		89,398		(164,504)
Capital Reserves transfer (to cover depreciation)		91,591		90,822
Capital grant income (allocated to capital funds)		(7,693)		-
INCREASE/(DECREASE) IN INCOME FUNDS		173,296		(73,682)
		=====		=====

BALANCE SHEET - 31 MARCH 2021

	2021		2020	
	£	£	£	£
FIXED ASSETS				
Tangible assets		827,849		911,747
CURRENT ASSETS				
Debtors	9,518		19,005	
Investments: fixed term deposits	183,944		181,764	
Cash at bank and in hand	397,687		189,815	
	<hr/>		<hr/>	
	591,149		390,584	
CURRENT LIABILITIES				
Creditors falling due within one year	(59,501)		(27,140)	
NET CURRENT ASSETS		531,648		363,444
TOTAL ASSETS LESS CURRENT LIABILITIES		1,359,497		1,275,191
PROVISIONS FOR LIABILITIES				
Pension liability		(27,542)		(32,634)
NET ASSETS		1,331,955		1,242,557
		=====		=====
REPRESENTED BY				
Restricted capital funds		827,849		911,747
Restricted income funds		432,894		287,135
Unrestricted income funds		71,212		43,675
		<hr/>		<hr/>
TOTAL FUNDS		1,331,955		1,242,557
		=====		=====

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.

A copy of the company's audited financial statements for the year ended 31 March 2021 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 STAFF 2020/2021

CATHERINE HUGHSON EXECUTIVE OFFICER (LEFT DEC 20)..... 743901
LYNN TULLOCH EXECUTIVE OFFICER (STARTED MARCH 2021). 743901
WENDY HAND TEAM LEADER 743902
LYNETTE NICOL FINANCE OFFICER P/T (LEFT DEC 20) 743903
ELLEN HUGHSON FINANCE OFFICER P/T (STARTED JAN 21) 743903
ELLEN HUGHSON
 ADMIN ASSISTANT/FINANCE ASSISTANT P/T (LEFT DEC 20) 743912
AMANDA SINCLAIR ADMIN ASSISTANT/FINANCE ASSISTANT P/T
 (STARTED JAN 21) 743912
KATHLEEN WILLIAMSON
 VOLUNTEER PLACEMENT & SUPPORT WORKER P/T 743910
KELLIE NAULLS
 YOUTH VOLUNTEERING DEVELOPMENT WORKER 743911
AYESHA HUDA DEVELOPMENT WORKER 743905
MEGAN NICOLSON RECEPTIONIST 743900
KATRINA MCLACHLAN RECEPTIONIST P/T 743900
KIRSTEN HARCUS CARERS SUPPORT WORKER 743980
LYNN TULLOCH SHETLAND BEFRIENDING SCHEME CO-ORDINATOR
 P/T (LEFT FEB 21) 743907
AMANDA BROWN SHETLAND BEFRIENDING SCHEME DEVELOPMENT
 WORKER & ADMINISTRATIVE ASSISTANT VAS CARERS 743908
LAURA RUSSELL
 SHETLAND BEFRIENDING SCHEME DEVELOPMENT WORKER & VAS
 CARERS SUPPORT WORKER FOR YOUNG PEOPLE 743946
MAIRI JAMIESON
 SHETLAND BEFRIENDING SCHEME DEVELOPMENT WORKER 743964

UNA MURRAY PEER EDUCATION CO-ORDINATOR P/T 745074
SAUL DAY PEER EDUCATION CO-ORDINATOR P/T 743950
WAYNE LEASK PEER EDUCATION SUPPORT WORKER P/T 743950
NICOLA FLECK PEER EDUCATION WORKER P/T 743950
JESSICA CARLYLE
 EMOTIONAL AND WELLBEING WORKER P/T 745074
PATRICIA DOYLE EMOTIONAL AND WELLBEING WORKER P/T 745074
BEE LEASK EMOTIONAL AND WELLBEING WORKER P/T 745074
MARIE LEASK EMOTIONAL AND WELLBEING WORKER P/T 745074
AYLESHA MEADES
 EMOTIONAL AND WELLBEING WORKER P/T 745074
JULIA ROBERTS EMOTIONAL AND WELLBEING WORKER P/T 745074
AMANDA THOMPSON CLEANER P/T
ERIN LOWE CLEANER P/T

VAS DIRECTORS 2020/2021

MR ALEC MILLER CHAIRPERSON (APPOINTED OCT 20)
MRS MARILYN STEWART DIRECTOR
MR WILLIE HENDERSON DIRECTOR
MRS OLIVE MCLEOD FINANCIAL DIRECTOR
MR ALLISON DUNCAN DIRECTOR
MR MAGNUS FLAWS DIRECTOR
MR WILLIAM SHANNON DIRECTOR
MR LES IRVING (APPOINTED JUNE 2020 & RESIGNED DEC 2020)

STATISTICS FROM SERVICE DELIVERY

FEEDBACK WAS RECEIVED
FROM 33 RESPONDENTS

69%

OF USERS FELT VAS SERVICES WERE EXCELLENT

72%

AS A RESULT OF USING VAS SERVICES 72% OF
USERS SAID, THEIR ORGANISATION IS BETTER
MANAGED AND/OR DELIVERS BETTER SERVICES

78%

AGREED VAS UNDERSTOOD THEIR ORGANISATION
AND ITS NEEDS AND ADAPTS SUPPORT
ACCORDINGLY

45%

AGREED THAT AS A RESULT OF TAKING PART
IN NETWORKS AND FORUMS THEY FELT MORE
CONNECTED WITH OTHER ORGANISATIONS

42%

AGREED THEY FELT BETTER ABLE TO INFLUENCE
AND CONTRIBUTE TO SHETLAND PUBLIC
POLICIES AND STRATEGIES

33%

AGREED THEY FELT BETTER ABLE TO INFLUENCE
AND CONTRIBUTE TO SHETLAND PUBLIC POLICY
AND MAKE A DIFFERENCE TO THE SHETLAND
COMMUNITY

91%

FELT CONFIDENT TO DEVELOP THEIR
ENTERPRISING ACTIVITY AS A RESULT OF USING
VAS SERVICES



ADVICE

GOOD PRACTICE

SUPPORT

INFORMATION

REPRESENTATION

DEVELOPMENT

VOLUNTEERING

TRAINING

VOLUNTARY ACTION SHETLAND

MARKET HOUSE, 14 MARKET STREET, LERWICK, SHETLAND ZE1 0JP

T 01595 743900 F 01595 696787 E VAS@SHETLAND.ORG W WWW.VA-SHETLAND.ORG.UK

A CHARITABLE COMPANY LIMITED BY GUARANTEE REGISTERED IN SCOTLAND NO. 165677. REGISTERED OFFICE MARKET HOUSE, 14 MARKET STREET, LERWICK, SHETLAND COMPANY SECRETARY LYNN TULLOCH. RECOGNISED BY THE INLAND REVENUE AS A SCOTTISH CHARITY NO. SC017286.

Quality Assurance & Good Practice



Funders

VAS WOULD LIKE TO SINCERELY THANK THE FOLLOWING FUNDERS AND THOSE WHO HAVE DONATED TO THE VARIOUS PROJECTS. WITHOUT THE FINANCIAL SUPPORT, MUCH OF THE WORK UNDERTAKEN OVER THE LAST YEAR WOULD NOT HAVE BEEN POSSIBLE.

SHETLAND ALCOHOL AND DRUG PARTNERSHIP (SADP)

