

Voluntary Action Shetland



Annual Review
2011~2012



FOREWORD – CHAIRMAN’S REPORT

10,403 visitors passed through Market House main reception during the year. Add to that many more attending evening and weekend meetings and events and you get some notion of the importance of Voluntary Action Shetland to community life in Shetland.

The list of organisations and activities attached to Market House is listed elsewhere; I reflect on their scope and diversity. Shetland’s appetite for volunteering, keen as ever, and VAS, equally enthusiastically recruits, trains and supports volunteers across the whole piece. I am reminded of just how dynamic the development of local voluntary services has become with the recent addition of two further services accessible through the overcrowded Market House. The Vision Shetland’s Equipment Resource – a partnership between NHS Shetland and The RNIB – provides the blind and partially sighted hands-on trial of a range of aids and gadgets. The new Parent Link Service will assist families in the often-tough task of childcare. VAS, in partnership with Rotary Club of Shetland, now sponsors the Shetland Youth Volunteering Awards.

Demand for Carers support, from carers, health and social work professionals is one of VAS’s current challenges; a Central Mainland group is up and running and the search is on for suitable carer centre premises to include, importantly, young carers.

Worth remarking that the fledgling CLAN cancer care Shetland service is now re-locating to its own premises around the corner, busily training their volunteers and opening their shop. The building of the new CLAN House in Aberdeen, as well as the opening of the Shetland branch, has been a truly magnificent achievement, one which the Shetland community has very generously supported, and VAS has been pleased to assist.

VAS staff continue to broaden their skills base to better support the sector. Everything from payroll services, through Examination of Accounts, to preparation of OSCAR-approved constitutions, staff and volunteer recruitment and training to continuing advisory services. Along the way VAS staff have collected between them, The Tidy Business Award, not to mention the Scottish Gold Healthy Working Lives Award – well done!

In all the voluntary sector is delivering 17 commissioned services i.e. services such as Child and Adult Befriending schemes, on behalf of SIC and the Shetland Charitable Trust; new application UK Passports on behalf of the Passport Office. Total income for the year for organisations based in Market House is just over £1.4 million, £508,000 of which has been levered in from external sources, thanks to the tireless efforts of staff applying to national funding bodies, the Big Lottery amongst others. The UK-wide squeeze on public spending has resulted in greater demands on the voluntary sector services. Competition for funding is already quite robust and VAS will be hard pressed to maintain this level of external funding during this next year.

The Scottish Government has established, in each local authority area, “Interface” organisations to act as their link between local councils and the voluntary sector. VAS is Shetland’s Interface, working in partnership with SIC on a number of fronts – the Community and Health Care Partnership, for example. Catherine Hughson, assisted by Anne Robertson, represents VAS on several voluntary sector national bodies. This ensures island representation in national policy development and so on as well as keeping abreast of national third sector developments.

My thanks to them and the rest of the staff team for another successful year.



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.

Voluntary Action Shetland is one of the 32 Interface Organisations throughout Scotland. We deliver on four key areas for the government and are recognised by the Community Planning Partnership as the interface organisation for Shetland. A proportion of our funding comes through the Scottish Government to deliver services in four main areas of activity which are: supporting and developing a strong third sector, building the third sector relationship with community planning, volunteering development and social enterprise development. The information in the annual report shows some of the project achievements and the activities during the year 2011 – 2012.

1. Supporting and developing a strong third sector

We know the voluntary sector in Shetland includes approximately 1,000 organisations providing services, from care, advice, support and counselling to uniformed organisations and sports organisations; the list is endless. There are 295 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.

Through Market House we support the 19 resident organisations on a daily basis and we also provide access to the facilities of Market House, which are available for use to all voluntary organisations. New services resident in Market House this year are: 60+ Befriending Scheme, Parent Link Service and the Vision Shetland equipment service. This financial year we have had over 10,403 visitors; this doesn't include the numbers utilising Market House outwith normal working hours.

The Carers Groups supported by Voluntary Action Shetland continue to flourish; 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 activities for carers continue to be planned throughout the year. The Carers Cruise, has been so successful that it seems to have developed into an annual event, and is much enjoyed by all.

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 Self Directed Support.

As one of the registered bodies in Shetland that can act for voluntary organisations, we process applications to the PVG Scheme; which replaces enhanced disclosure for individuals working with vulnerable groups. We also hold Trusted Partner accreditation for Disclosure Scotland in Shetland. This year VAS has assisted 44 organisations and processed 114 applications for individuals to join the scheme and 3 updates on behalf of individuals who were already a member of the scheme.

VAS has assisted organisations, predominately within Market House, with funding applications, and also acted as referees to external and internal funders. Successful applications for this financial year totalled £1,409,853, of which £508,114 was from external agencies, fund raising and donations. In the present climate this is a major success story for organisations in Shetland.

We continue as the business manager for the New Shetlander, the quarterly literary magazine that publishes items of local interest. This magazine is thought to be the oldest literacy magazine in Scotland and thanks must go to the dedicated committee, contributors and advertisers.

Through the Supporting Voluntary Action Programme we have been able to train staff to deliver services to organisations; one of the services we offer is the Independent Examination of Accounts service to voluntary groups, this allows us to examine organisations' accounts to ensure they are compliant for their return to OSCR. We have 5 members of staff who have successfully completed their training and gained their membership of the Association of Independent Charity Examiners. Currently we have completed more than 20 independent examinations for voluntary organisations, including community halls, community councils and various other voluntary organisations. This is a huge benefit to organisations as accounting services can be costly.

We are currently mentoring 7 organisations to go through PQASSO, a quality standard for small organisations. PQASSO is recognised by funders as a good quality mark to achieve.

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 100 organisations and have issued 99 e-mail bulletins and 10 general and 10 funding e-newsletters during the last year.

The Community Portal is very popular. We now use Google Analytics to monitor site visits, which excludes visits by search engines. This year (just looking at visits by people) we have recorded a total of 21,065 visits to the site. 28 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 dedicated worker time to keep this resource up to date. You can find the portal at 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, 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 Children and Families Day, Flu Fair, Anderson High School and the 16+ Event that replaced the Careers Convention.

We attend many of our member organisation AGMs, 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.

2. Building the third sector relationship with community planning

VAS is recognised as a full partner on the Community Planning Partnership and the Community Planning Delivery Group. We have been actively involved in the Community Planning Partnership, and the development of the Single Outcome Agreement for Shetland for 2012/13.

We have been involved in the Scenario Planning Project by the Local Authority that will achieve a new community plan for Shetland. We organised three workshops to assist with the above exercise which involved community councils, voluntary organisations and social enterprises; using a SWOT exercise for Shetland now and into the future.

We are a partner in the Fairer Shetland Group who are tackling poverty in the islands, including through a project titled "Poverty is bad let's fix it".

We have been actively involved in the planning and completion of the Change Fund action plan, ensuring that Shetland's 20% allocation for carers' work is included and the options for support carers is there. We are collating the responses in connection with the policies that are part of the Community Health Agreement, including Advocacy, Drugs, Carers, Dementia services etc.

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

We 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, and Children's Plan, Regeneration Action Plan, the Skills for Learning Strategy and the Young Carers Strategy.

3. Volunteering development

We continue to receive volunteering enquiries through phone, drop-in, e-mail and web contacts; the total contacts for this year is 1,581; the total registered volunteers who receive ongoing service or support is 126 and the number of volunteers placed is 349.

The MV Awards Scheme that recognises young volunteers in Shetland still proved popular and this year we had 114 volunteers registered for MV, with 48 achieving the 50 hour certificate, 34 receiving the 100 hour certificate and 18

achieving the 200 hour certificate. Shetland has always had a high level of volunteering input per head of population.

38 of our own volunteers have received training in communication skills, boundaries and confidentiality, personal safety, child development, additional support needs, child protection, anti discriminative practice, life stage development, dementia awareness and adult protection. Closer work with the Jobcentre helps those who are unemployed to gain skills through volunteering, which may help them into paid employment. Attendance at a Later Life Seminar has led to recently retired people taking up volunteering. This is important for their health and wellbeing and learning new skills, and/or using skills they already possess.

We held our second Shetland Youth Volunteering Awards; this is proving to be a very popular event run in partnership by Voluntary Action Shetland and the Rotary Club of Shetland.

We support volunteers and volunteering organisations and this year we held volunteering promotion and information sessions delivered to S1-S4 in two secondary rural schools. We are part of the Peer Educator Providers Network Group, delivering the volunteering component of peer education training programme for Shetland Youth Information Service.

4. Social enterprise development.

Social Economy Research was completed and an action plan developed that will be delivered through the Shetland Social Economy and Community Regeneration Partnership. We have established a Social Enterprise Network which has held two meetings; at the first ten attendees discussed common issues and identified future training needs. The second meeting was hosted by Hoswick Visitors Centre, with discussion around how best to utilise Promote Shetland. We continue to provide advice on funding applications including: Children in Scotland, Big Lottery, Children in Need and LEADER. We are a partner on the Local Action Group, part of the decision process to award funding through the LEADER and EU Convergence funds. There have been various meetings of the Social Economy Regeneration partnership to progress the action plan, which supports organisations' progression to be more enterprising, stable and sustainable.

We assisted with the community capacity building event as part of the Change Fund to gauge the capacity of the voluntary sector to undertake services in relation to elderly. We have assisted community councils in Shetland to come together to form the co-operative which will manage and distribute the income from a proposed Viking Energy community benefit scheme, as well as any other schemes agreed with other renewable energy developers in the islands. This benefit fund has received its FSA registration; all parts of the islands must benefit from the community benefit scheme, and we are assisting them with the procedures for distribution of funds. Every community in Shetland will benefit from this scheme.



Springfield Holiday Chalet

This year saw a new development for VAS, who have worked in partnership with Shetland Charitable Trust (SCT) and Disability Shetland (DS) to enable Disability Shetland to take on the management of Springfield Holiday Chalet.

Springfield is an adapted Norwegian-style holiday house for people with a disability and their families and carers. We have been working very closely with SCT who have now carried out several alterations to the building to allow it to be more accessible to guests. The end of March saw a very successful launch/open day where anyone interested in the chalet could come and see the alterations that have been carried out. The VAS support worker and members of DS staff and trustees enjoyed the opportunity awarded to them by the open day to discuss guests' needs and future changes that could enhance their stay at the chalet. We were also fairly lucky with the weather which, for most of the day, allowed visitors to venture out and see the work that has been achieved in the garden by trustees who have been working in partnership with the Moving on Project.

Promotion work has started on the chalet with Visit Shetland and other organisations; an update has taken place on the booking policy and booking forms. We have just gone live with a new online availability calendar which can

be found at <http://www.shetland-communities.org.uk/subsites/disability-shetland/springfield-availability.htm> Over the next year we plan to extend our work with Springfield by starting 'Friends of Springfield', which will be a group with three main strands to it, namely: fundraising for improvements and new equipment, practical hands on help in the garden and with decorating tasks and, finally, a welcome team who can, if guests wish, call and welcome new arrivals and help with any locally needed information.



View from the living room at Springfield Chalet

VAS Carers Support

Voluntary Action Shetland has worked closely with unpaid carers over the last year and a successful application to the Short Breaks programme, along with partnership working with Crossroads, has enabled Voluntary Action Shetland to offer carers in Shetland cover from their caring role to enjoy some important 'me time'. We also appreciate how difficult transport can be so a small transport budget has been set aside.

Plans are underway for another Carers' Cruise to celebrate National Carers' Week; this will take place on Sunday 24th June. The Central Carers' Group

continues to meet at Market House on a fortnightly basis and have recently been working on art and craft projects.

We continue to facilitate the Carers' Link Group, a multi agency group whose aim is to support the needs of unpaid carers in Shetland, through the Action Plan attached to the Carers Strategy, now also involved with the setting up of the new Young Carers' Strategy Action Group.

The year ahead will be a busy and exciting one with support work for carers being extended to outreach groups in Yell and Unst.



Annie Johnson, tutor Anna Horne and Chris Tonge at a Central Carers Group craft workshop



Colleen Flaws and Jo Jack at the Carers Day at the Clickimin Centre



We publish the New Shetlander, the literary magazine that publishes items of local interest. The New Shetlander is published quarterly and gives space to writers, poets, critics and others with items of interest to residents of Shetland. This magazine is thought to be the oldest literary magazine in Scotland and thanks must go to the dedicated committee, contributors and advertisers.

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 has awarded 69 grants and assisted 110 children.



VAS Services

VAS currently have 5 members of staff who are members of the Association of Independent Charity Examiners and are qualified to carry out independent examinations of voluntary organisations' accounts with a gross income of less than £100,000. This year we have examined 28 organisations' accounts, including community halls, community councils and heritage groups.



Remote Passport Service

Adults can be interviewed at Market House

Home Office Identity & Passport Service

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 115 customers.

VISION SHETLAND

Alvis Gill-Merrall, Phil Hibbert, Clare Jewell (RNIB) and Sandy Cluness at the launch by the Royal National Institute of Blind People Scotland and Vision Shetland of the new service at Market House which offers support to blind and partially sighted people in Shetland. The two charities are joining forces with NHS Shetland, NHS Grampian and Shetland Islands Council to help reduce the loneliness and isolation experienced by local people living with sight loss.



The Resource Centre at Market House will provide a friendly and informal way for people to access vision services in Shetland. A wide range of vision aids and equipment (see photos) to make life easier will be available and may be demonstrated in the centre. In addition, RNIB Scotland's award-winning Vision Support Service will complement the Resource Centre's facilities.



For more information, and to find out about volunteering in the centre, please contact: Narrinder Hundal or Phil Hibbert on 01595 743900 (Market House reception) or by email: narrinder.hundal@shetland.gov.uk or philhibbert838@btinternet.com



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 organisations of 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 the United Kingdom. Currently we have 7 organisations being mentored through this process.

Charity Law Advisors

VAS has two members of staff trained as charity law

advisors. They can provide clear, correct, consistent and confident advice on charity law and regulation.

This year training sessions to charities were delivered and ten charities received information on how to comply with the charity legislator, OSCR, when completing their year-end financial returns and trustee annual report. These training sessions will continue to be offered during 2012-2013.

PVG Scheme Disclosures



As one of the registered bodies in Shetland that can act for voluntary organisations, we process applications to the PVG Scheme. The PVG Scheme replaces enhanced disclosure for individuals working with vulnerable groups. We also hold Trusted Partner accreditation for Disclosure Scotland in Shetland. This year VAS has assisted 44 organisations and processed 114 applications for individuals to join the scheme and 3 updates on behalf of individuals who were already a member of the scheme.

MV AWARDS

Celebrating, recognising and rewarding Young Volunteers' success continues to be part of Voluntary Action Shetland's core activities. The newly established Shetland Youth Volunteering Awards (SYVA) are now into their second year and continue to grow. Nomination numbers remain healthy and over 100 guests attended the award ceremony on 25th October, 2011 which also marked national 'Make a Difference Day'. The Rotary Club of Shetland in partnership with Voluntary Action Shetland continue to sponsor and support these awards. This year we also attracted sponsorship from local business. Tavish Scott MSP, Alistair Carmichael MP and our local MSYPs all contributed to the event. Tavish Scott MSP later tabled a motion of congratulation in The Scottish Parliament. Local press reported the event, making a positive feature of young volunteers and their contribution to the Shetland community.

This year both winners were then nominated by the group for national Young Scot Awards. Shetland Young Promoters Group, who won the SYVA organisation award at local level, were shortlisted as finalists in the national awards, allowing them the opportunity to travel to Glasgow for the final. This demonstrates the quality of local volunteering and validates our own awards process.

The final MV awards were held on 27th March, 2012. Due to the high numbers of awardees, 67, the event was held at Lerwick Town Hall and was attended by nearly 200 guests. Tavish Scott MSP again supported the event and SIC Youth Services who we work closely with featured their newly launched 'poverty is bad, let's fix it' film as part of the evening, to great effect.

The number of young people and organisations registering for MV continues to rise and this bodes well for the new

Saltire scheme which was introduced on 1st April as the Scottish Government's replacement for MV. These awards have been developed nationally to link to Curriculum for Excellence, Young Scot and other providers of youth awards. For the first time volunteers who are under 16 can now receive a national award in volunteering, which opens up a new area of work for VAS. This is a great opportunity to build on the work of MV and engage with a whole new section of young volunteers and voluntary organisations in Shetland.

VOLUNTEERING STATISTICS

Summary statistics for Shetland Islands Local Authority Area:

The summary statistics below are based on data from the Scottish Household Survey (2009-10).

Economic Value of Volunteering in 2009-10:

The economic value of formal volunteering in the Shetland Islands is estimated at £11.1 million for the year. This represents just over 500 FTE jobs in Shetland.

Key Findings:

- In 2009-10, 34% or over 6,100 adults participated in formal volunteering¹ in the last year.
- Figure 1 shows that women were significantly more likely to participate in formal volunteering in comparison to men:

Figure 1: Formal volunteering in the Shetland Islands



Notes:

- The SHS figures in 2009-10 are based on a sample of 210 adults in Shetland.
- Scotland's People, Annual Report: results form 2009/10 Scottish Household Survey, Local Authority Tables Shetland, can be accessed via: <http://www.scotland.gov.uk/Resource/Doc/933/0122262.pdf>
- Economic value is calculated using the number of hours given by volunteers (SHS 2009-10 data), and the average Scottish weekly wage (Annual Survey of Hours and Earnings, 2010) and includes an estimate of employment overheads.

MV AWARDS *(CONTINUED)*

Catherine Mully was awarded her 200 hour MV Award for Excellence at our first MV Award ceremony in March 2006. She was first involved with Girlguiding when she joined as a Brownie aged 8, became a Guide at 10 and went through a natural progression to being a Young Leader with the Girlguiding movement assisting with a Rainbow Unit (girls between 5 and 7) when she was 14. She worked towards her leadership qualification, but then took a break to go to university. On her return to Shetland she became an Assistant Guider with the 2nd Lerwick Brownies, and has now progressed to being one of the Leaders of the unit. A number of young leaders who have helped at the 2nd Lerwick Brownie Unit have clocked up MV hours, including the other Unit Guider, who also gained the MV Award for Excellence whilst volunteering with the unit. Catherine also gained her prestigious Queen's Guide Award in 2011. Two important components of the Award are Service in Guiding and Community Action; the volunteering that she undertook contributed both to her Queen's Guide and MV Awards.



Catherine receives her Queen's Guide Award from HRH Sophie, Duchess of Wessex

Catherine says: "I've had so many great experiences being part of the Girlguiding movement, and I continue with my service to guiding in order for others to have the same opportunities."



Recipients at the second Shetland Youth Volunteering Awards Ceremony.

Photo: Roy Longmuir



MV Award winners at the final celebration event at the Town Hall.

Photo: Dave Donaldson



Individual winner of the Shetland Youth Volunteering Awards, Claire Antonio (right) receiving her award from Emily Shaw, MYSP.

Photo Roy Longmuir

VOLUNTARY ACTION SHETLAND

Market House Easter Fair 2012

VAS held an Easter Fair in Market House to promote the work of the third sector to the public; 166 people attended the event, 18 local organisations had craft and information stalls and a total of £200 was raised for Macmillan Cancer Support, Shetland Appeal.

Parent Link

VAS has been successful in tendering to deliver a parenting service for Shetland. We have recruited Hansen Black, a part-time member of staff, to deliver this service, which will deliver a universal parenting programme throughout Shetland. This consists of delivering parenting courses, training parents to become Parent Link Volunteers, as well as ongoing support, to retain the skills within communities alongside local organisations and agencies. Parent Link Volunteers will identify and support participants

in building confidence to use parenting tools and signposting to parenting courses.

Community Benefit Fund Ltd

VAS carried out community consultation on a community benefit organisation for the islands, and assisted community councils form a steering group to develop the Community Benefit Organisation, which will operate as a cooperative. We have developed the governing and received FSA approval. The Management Board are now meeting on regular basis, setting out criteria and a distribution model for future funds. This group will be responsible for negotiating and allocating community benefit funds received from renewable energy projects for the benefit of the communities in Shetland. VAS are currently providing admin and development support until the organisation is in a position to employ staff; ongoing development support will then be provided as needed.



Shetland Befriending Service

This year, the Shetland Befriending Scheme has seen the successful development of a new section of the scheme: to include provision for older members of the Shetland community, catering specifically for those aged 60+ years.

This section opened for referrals, Shetland wide, in January 2012; as at end March 2012, there were 16 referrals which had been submitted to the scheme, looking for befriending input in the 60+ age group. Training of new volunteers for this section also commenced in the New Year with 9 volunteers now having successfully completed the 8 session training programme. We are very pleased with this as this exceeds expectations for the first year of a new service and also highlights the need for such a service in Shetland, which we are proud to provide.

The three younger sections of the scheme continue to be in great demand and lots of positive work, time and effort continues to go into the recruitment, training and support of volunteers, support and matching of young people,

support of families and multi-agency work, to provide young people with a valued service which impacts greatly on their lives.

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

We are continuing to look for volunteers in order to deliver our service for all sections and would be delighted to hear from anyone who is interested in volunteering with us. 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 or check out our website for further information: www.shetland-communities.org.uk/shetland-befriending

SHETLAND BEREAVEMENT SUPPORT SERVICE SC037783

Local charity, Shetland Bereavement Support Service, has reached its 5 year milestone providing a service to meet the demand from Shetland folk who require support following bereavement. Demand for the service has gradually increased over the years and to meet this, further volunteers have been recruited and received specialised, intensive training. The service is based in Market House, Lerwick and receives administrative support from Voluntary Action Shetland.

The service is now well established in the community and to date it has provided one to one support to 145 individuals. In year 5 alone, a total of 428 client appointments were made.

Funding from local families and from the BIG Lottery meant this service could be established. The active management committee of trustees meet monthly and provide strong governance and management of the charity. The committee also runs fundraising activities during the year and the local community continues to support the service with a total of £1,426 received during this year from donations and a raffle.

The clinical outcomes in routine evaluation (CORE) forms demonstrate how well the clients have progressed during their sessions and the clients are also sent out service evaluation forms, which are used by the trustees of the charity to make sure the project continues to be successful



in working towards achieving positive outcomes for clients. The service provides support to adults and children and the following is a brief excerpt from some of the information leaflets we produce locally.

• Adult's Service

Sometimes the strong feelings and emotions following the death of someone close do not improve as time goes on, or you may find that you cannot handle the intensity of your feelings. When you're going through something so painful, it is hard to believe that anyone else can understand. This can lead to feeling isolated and finding it hard to talk to friends and family.

Although it can seem really difficult, finding someone to talk to about how you're feeling can be an important first step in coming to terms with the death of someone close and you may find it easier to talk with a bereavement support worker. This service provides one to one free, confidential support.

• Young People's Service

Bereavement simply means losing someone through death. It could be one of your parents, grandparents, brothers or sisters, friends, boyfriend or girlfriend – anyone who is important to you. Perhaps you have nobody who is easy to talk to and it is quite common to find it is difficult to concentrate on schoolwork or everyday tasks. You may feel you are "just not getting over it".

It talking to someone you know seems too big a step, it might be easier to talk to someone whose job it is to listen. Shetland Bereavement Support Service volunteers are trained to listen and to help you to work through your grief.

Contact 01595 743933



VAS Directors 2011/12

Mr Leslie Angus	Chairman
Mr Les Irving.....	Vice Chairman
Mr Alec Miller	Finance Director
Mr Willie Henderson	Director
Mr John Hunter	Director
Mrs Margaret Stevenson	Director
Mrs Marilyn Stewart	Director
Mr James Shepherd	Director
Mr Allison Duncan	Director

VAS Staff 2011/12

Catherine Hughson	Gwen Williamson
Anne Robertson	Kathleen Williamson
Lynette Nicol	Lynn Tulloch
Wendy Hand	Colleen Flaws
Kirsten Harcus	Christina O'Rouke
Amanda Westlake	Laura Russell
Jo Jack	Amanda Brown
Val Walterson	Elaine Mouat
Kate Massie	Thelma Williamson
Ellen Hughson	Lesley Duthie
Sue Beer	

VOLUNTARY ACTION SHETLAND – EXTRACT OF ACCOUNTS

INCOME AND EXPENDITURE ACCOUNT – 31 MARCH 2012

	£	2012 £	£	2011 £
INCOME				
Grant income		600,326		561,382
Other income		151,287		143,106
		<u>751,613</u>		<u>704,488</u>
EXPENDITURE				
Charitable activities	765,288		826,116	
Governance costs	10,876		10,885	
		<u>776,164</u>		<u>837,001</u>
DEFICIT OF INCOME OVER EXPENDITURE		(24,551)		(132,513)
Bank interest receivable		1,871		1,508
DEFICIT BEFORE TRANSFERS		(22,680)		(131,005)
Capital Reserves movement		100,334		98,867
INCREASE/(DECREASE) IN INCOME FUNDS		<u>77,654</u>		<u>(32,138)</u>

BALANCE SHEET – 31 March 2012

	£	2012 £	£	2011 £
FIXED ASSETS				
Tangible assets		1,663,872		1,764,286
CURRENT ASSETS				
Debtors	22,675		30,814	
Cash at bank and in hand	305,360		240,853	
		<u>328,035</u>		<u>271,667</u>
CREDITORS:				
Amounts falling due within one year	(20,894)		(42,260)	
NET CURRENT ASSETS		<u>307,141</u>		<u>229,407</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,971,013</u>		<u>1,993,693</u>
REPRESENTED BY				
Restricted capital funds		1,661,894		1,762,228
Restricted income funds		227,452		138,681
Unrestricted income funds		81,667		92,784
TOTAL FUNDS		<u>1,971,013</u>		<u>1,993,693</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 19th June 2012.

A copy of the company's audited financial statements for the year ended 31st March 2012 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)



Market House staff wearing purple for Epilepsy Scotland. Back L-R: Kate Massie, Mhairi Garnier, Val Walterson, Lynette Nicol, Amanda Brown, Anne Robertson, Wendy Hand, Jo Jack, Elaine Mouat. Front L-R: Ellen Hughson, Lynn Tulloch, Kellie Naulls.



VAS staff getting fit with a Wii Dance: Lynette Nicol, Laura Russell, Colleen Flaws and Christina O'Rourke

Voluntary Action Shetland

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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. SC017286

