

# Voluntary Voice

Autumn 2009



## Bringing you news from Shetland's Voluntary Sector

Voluntary Voice comes to you with news from the 'Third Sector'. Here you can see what training is available, what volunteer opportunities are out there, read about services available through the voluntary sector and find out about the huge range of good things young volunteers have been doing throughout Shetland who have just received their MV Awards.

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"

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  - Christmas Fair and Carers' Rights Day



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## MV Awards Autumn 2009



**Catherine Hughson, Tom Stove, Gwen Williamson and MV Award recipients. Photo: Roy Longmuir**

We held our eighth MV Award ceremony and our first as Voluntary Action Shetland on 29th September 2009, at the Shetland Museum and Archives. Twenty-six young people received their awards from seasoned volunteer, former SIC Convenor Tom Stove.

Ten young volunteers received their Award of Excellence for 200 hours of volunteering at the ceremony: Robert Anderson, for volunteering with Bridges and Uyeasound School; Graham Farmer, Brae High School and Splinters Youth Theatre; Joseph Fraser, Shetland Budokai; Cheryl Goodlad, Peerie Foxes and British Red Cross; Neil Hamilton, Moving On Employment Project and COPE; Katie Jamieson, Bridges and Moving On Employment Project; Nicole Mouat, Scottish Youth Parliament and Shetland Youth Voice and 1st Lerwick Rainbows; Christopher Sinclair, Moving On Employment Project and Cope; Richard Summers, Sound School; and Caitlin Watt, Shetland Amateur Athletics Club.

Receiving their 100 hour awards were: Harley Gear, with Shetland Young Promoters Group; Jacqueline Halcrow, with Moving On Employment

Project and Cunningsburgh Show; Jodie Leask, Bridges, COPE and Edward Thomason House; Karen Leask, Lerwick Pre-school Playgroup, Moving On Employment Project, BlydeHaven and Hay's Dock; Ryan Stevenson, Shetland Young Promoters Group; and Clare Stout, Brae High School.

Thomas Ewenson, Amy Harper, Margaret Johnson, Natalie Leask, Adam Parsons, Karl Smiles, Bobby Sutherland, Lana Thomson, Alec Watt and Christopher Wright all received their 50 hour awards.

A further 20 young people were unable to attend: James Brewster, Danny Farnworth, Kyle Jarrett, Amanda Manson, Deborah Ratter, John Shewan and James Spanswick (all 100 hours) and Ben Clifton, Robert Burgess, Sigmund Danielsen, Hayley Davies, Tara Dempster, Vicky Irvine, Zoe Henry, Ashley Hunter, Jason Hunter, Samantha McKimm, Ricky McLaren, Tom Raikes and Orri Smith (all 50 hour awardees).

The evening was rounded-off with a buffet prepared by the Hay's Dock restaurant, and musical entertainment from young musicians Brak da Bröd.



MV Awards are for young volunteers aged from 16 to 25. Scottish Government endorsed, they give positive recognition of the volunteer's achievements.

MV Awards are available after 50 or 100 hours of volunteering; the Award of Excellence is awarded to those who complete 200 hours.

If you are volunteering, getting your MV Award is simple: you and your supervisor fill in some forms, and we can help. You can register as soon as you are 16, and hours that you've already given count (as do training time, and time spent travelling within Shetland). MV Awards must be completed within 2 years.

To find out more contact: Youth Volunteering Development Worker, Voluntary Action Shetland  
Gwen Williamson 01595 743911 [gwen.williamson@shetland.org](mailto:gwen.williamson@shetland.org)

# Volunteering Opportunities

Would you like to learn new skills, are you thinking about changing your career, do you want to put something back into the community or do you just want to make new friends and have fun?

Bring your previous expertise and experience to use to help out others, or try your hand at doing something completely different for a change.

Here are some of the many varied volunteering opportunities available in Shetland today.

## SUPPORT ROLES

### Befriending and mentoring

Various organisations are looking for "befriending" volunteers, a range of client groups of different ages, backgrounds and abilities are looking for befrienders and mentors.

### Witness Service

Supporting people who have to attend court in Lerwick; full training given and all expenses paid. You will need good communication skills.

### Telephone Volunteering

Provide advice, support and befriending over the phone, from home; training provided and expenses reimbursed.

### Awareness Volunteer

You can choose a volunteer role to suit your interests and availability - to raise awareness of different health issues or career paths.

## DRIVING, ESCORTING, SHOPPING etc

### Volunteer Drivers

Needed to transport elderly or disabled people to and from non-urgent medical appointments - most parts of Shetland. Mileage reimbursed

### WRVS:

Have many volunteering opportunities: they are looking for volunteers in the South Mainland, Northmavine, Unst & Yell; and throughout Shetland to take part in their **Good Neighbours Scheme**, where you can help with shopping tasks, gardening, DIY and provide companionship.

## MONEY RAISING & CHARITY SHOP HELP

### Charity shops

Need volunteers to help with sorting, pricing, ironing, serving customers. Hours are flexible.

### Collecting box collectors

Needed in all parts of Shetland; deliver and collect donation boxes in your area.

## HEALTH & WELFARE

### Consumer Network

Help keep Consumer Focus Scotland informed about consumer concerns, identify local issues and investigate services and facilities, so that local provision can be improved.

### Hyperbaric Chamber

The MS Society is looking for volunteers at the newly refurbished hyperbaric chamber, to help people who need to use the hyperbaric chamber for health concerns. Training would be given. Other voluntary roles available with the Society.

### Shetland Voluntary Nailcutting Service

Providing an essential service to the elderly and disabled to enhance their quality of life; this is an opportunity for volunteers to access high quality training, be part of a team and gain experience in care of the elderly.

## ACTIVE GROUP WORK HELPERS

Groups that work with children and vulnerable adults run disclosure checks on their volunteers; ask us if you want more information about this.

### Active Schools

People required throughout Shetland to deliver or assist with running physical activity opportunities for children. No experience necessary, just lots of enthusiasm! Any activity considered.

### Rainbows / Brownies / Guides / Scouts

Helpers required in various parts of Shetland. Great opportunities to gain experience in working with young people and learning new skills.

### Disability Shetland

Are looking for volunteers for their weekly Saturday Club helping with Arts & Crafts, outings and visits; also with the Recreation Club, All Stars Football Club and Wootton Lass.

### Ranger

Help to look after and promote a section of the National Cycle Network near your home and so encourage more people to walk and cycle.

## ANIMAL CHARITIES

Various opportunities for volunteering with animals - please contact us for more details.

To find out more about these and other opportunities, please contact:

Sue, Gwen or Kathleen at  
Voluntary Action Shetland

01595 743910 [kathleen.williamson@shetland.org](mailto:kathleen.williamson@shetland.org)



# Pictures from the Agricultural Shows



**Pictured, clockwise from top left:**

Kathleen Williamson and Anne Robertson at the Cunningsburgh Show; Wendy Hand and Jo Jack at the Walls Show, Chris Bunyan & Finlay, Walls Show, Roberto Getto at the Unst Show, Alison, Alena and Rhys Anderson and Sue Beer at the Unst Show, Colleen Inkster of Shetland Befriending Scheme speaking to Alan, Arlene and Isla Wilmore at the Yell Show.



## Shetland Passport Video Interview Service

Voluntary Action Shetland is working in partnership with the Video Interview Service launched by the Identity and Passport Service last August.

This high-tech initiative, designed to help prevent passport fraud and stop those set on using other people's identities to carry out serious crimes, is proving successful in Shetland. This means first time adult passport customers do not have to travel to mainland Scotland to be interviewed. The secure video link connects applicants to trained staff hundreds of miles away in passport interview offices and has been used by more than 100 applicants in Shetland. Since the scheme started in August 2008, Shetland has been one of the busiest Passport Video Interview Service delivery points.

Passport application forms are available from the Post Office or Market House reception.

# What's happening in Shetland's Voluntary Sector



Do you need support to help you access the job market? Moving On is a registered charity with over eleven years of experience of successfully supporting people with barriers to employment such as health problems/disabilities or lack of confidence into employment, training and volunteering. We offer our service to anyone aged 16 and over who has a barrier to employment.

Moving On's service is free and confidential, you will be allocated a Support Worker who will meet with you and help you to identify your interests, strengths and employment preference. We will help to assess your health, skills and experience and find out what type of work you would like to do.

Types of placement: voluntary, work experience, training, part-time paid work (including supported permitted work), job crews (a team of clients, support workers and volunteers work together on indoor and outdoor projects around Shetland).

Contact us if you think that you, or someone you know could benefit from Moving On's assistance in seeking full or part-time paid employment.

**Open: 9am-5pm Monday-Friday**

**Moving On Employment Project, Market House,  
14 Market Street, Lerwick, Shetland ZE1 OJP  
tel:01595 743926 email:movingon@shetland.org**



## VAS Website

The content of the former Volunteer Centre Shetland website has been moved to the Voluntary Action Shetland (VAS) website, to reflect the conjunction of the former SCSS and VCS into the one organisation. We've kept all the old favourites, including the photos of past MV Award winners. We always welcome suggestions and ideas for inclusion on the website and in the Voluntary Voice. The address for the volunteering section of the website is:

**<http://www.va-shetland.org.uk/volunteering>**

## Shetland Befriending Scheme

### Children & Young Persons' Development Worker

Amanda Rosie was recruited to the post of Children and Young Persons' Development Worker in June 2009 and works in the Children and Young Persons at Risk section, with those aged 7 to 15 years.

Amanda's role involves accepting and processing referrals from a number of agencies. She is also responsible for undertaking recruitment drives to encourage new volunteers to come forward from the Shetland community. Amanda will then undertake appropriate checks to ensure volunteer suitability, provide 8 weeks' training and give on-going support when each volunteer is matched.

For more information about the scheme, either to access it for someone or to volunteer:

Visit our website

**[www.shetland-communities.org/shetland-befriending](http://www.shetland-communities.org/shetland-befriending)**

**Contact us on tel: (01595) 743907**

**or e-mail: [befriending@shetland.org](mailto:befriending@shetland.org)**

**Photos: Left, Amanda Rosie (see above)**

**Right, Stephanie Bain (see below)**

## Disability Shetland - Children and Young Persons' Coordinator

Disability Shetland has been helping "To support the efforts of Disabled people to realise their full potential in all areas of life" for over 20 years. Stephanie Bain has recently joined the staff of Disability Shetland. Stephanie's role includes responsibility for the Saturday Club, in which children and young people aged 4-18, with additional support needs, enjoy club activities: e.g. crafts, swimming, and attending local events. She also provides information and advice to these young people, their parents and families, represents them on local groups and provides advice and support to keep them up-to-date with topical and current issues. Stephanie has 10 years experience of supporting young people with additional support needs and their families, and would be glad to hear from potential new clients.

**She can be contacted on Monday, Wednesday & Thursday:**

**01595 743919 [stephanie.bain@shetland.org](mailto:stephanie.bain@shetland.org) [www.shetland-communities.org.uk/disability-shetland/](http://www.shetland-communities.org.uk/disability-shetland/)**



## Learning Opportunities

Voluntary Action Shetland is delivering the following short courses, which are aimed at voluntary groups and volunteers, but open to all, and are free of charge.

### MAKING FUNDING APPLICATIONS

What you will cover:

- Exploring application preparation
- An understanding of why funding bids fail
- Identifying what funders are looking for and who they are

North Mainland

Learning Centre, Brae 16<sup>th</sup> January 2010

Scalloway Junior High 13<sup>th</sup> March 2010

### PROJECT PLANNING

What you will cover:

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

Whalsay Junior High 30<sup>th</sup> January 2010

Mid Yell Junior High 20<sup>th</sup> February 2010

Scalloway Junior High 20<sup>th</sup> March 2010

### HEALTH & SAFETY & RISK MANAGEMENT

What you will cover:

- Health and safety issues with regard to volunteering
- Knowledge of the risk management process
- Development of an action plan to implement appropriate healthy and safety and risk management strategies for their organisation

Market House 14<sup>th</sup> November 2009

Sandwick Junior High 13<sup>th</sup> February 2010

Scalloway Junior High 27<sup>th</sup> February 2010

Aith Junior High 20<sup>th</sup> March 2010

To book your place, suggest further courses or for more information,

Contact: Wendy Hand

VAS Development Worker

01595 743905 [wendy.hand@shetland.org](mailto:wendy.hand@shetland.org)



### REPORT WRITING including OSCR RETURNS

What you will cover:

- Guidance on how to structure and write reports that communicate information efficiently and accurately
- Develop skills in report writing to meet their target audience
- Complete their Annual Return for Office of the Scottish Charity Regulator (OSCR)

Aith Junior High School 31<sup>st</sup> October 2009

Mid Yell Junior High 7<sup>th</sup> November 2009

Sandwick Junior High 21<sup>st</sup> November 2009

Whalsay Junior High 28<sup>th</sup> November 2009

Scalloway Junior High 5<sup>th</sup> December 2009

Brae High School 6<sup>th</sup> February 2010

Market House 1<sup>st</sup> March 2010

## Shetland Islands Credit Union

Shetland Islands Credit Union will shortly be open for business at 8 Hillhead, Lerwick. It will offer affordable banking and low cost loans to Credit Union members who live and work in Shetland.

The Credit Union is run by a voluntary committee, now assisted by three new volunteers: Cath Ratter, Christina Daly and Steven Coutts. These volunteers found placements with the Credit Union after registering with Voluntary Action Shetland (VAS) as volunteers.

Watch the local press for more information about the Shetland Islands Credit Union and when they will be open for business.

If you are interested in becoming a volunteer or offering a volunteering opportunity please contact **Volunteering Placement and Support Coordinator**

**Kathleen Williamson, 01595 743910**

[kathleen.williamson@shetland.org](mailto:kathleen.williamson@shetland.org)

## Christmas Fair & Carers' Rights

Join us from 11am - 3pm on 5<sup>th</sup> December at Market House for this event which combines a range of craft activities and gift workshops for all the family to enjoy, games, raffles etc.

with useful information and advice

for carers for Carers Rights Day.

No charge for craft activities.

No entry fee.

For more information contact:

**Jo Jack 01595 743923**

[jo.jack@shetland.org](mailto:jo.jack@shetland.org)



## Volunteering Awards Consultation

Voluntary Action Shetland has been consulting on local volunteering awards. Currently we present awards to 16-25 year old volunteers for the hours that they have contributed under the 'MV Award' scheme. This in itself has thrown up a number of categories that do not currently receive awards: the under 16s, the over 25s and more mature volunteers, and finally those in the 16-25 age range who have completed their 200 hour award.

A consultation event was held on 6th June with representation both from volunteers and from those who supervise volunteers. As well as being asked to think about the extension of the age range for volunteer awards, those invited were asked to propose themed volunteer awards.

The results of this consultation were used to generate a questionnaire for use at the five county agricultural shows in Shetland during August and September 2009, in order to include a larger body of opinion in the consultation process. 78 people completed these questionnaires, and a summary of the quantitative results is given here.

1. Thinking about the following groups of people who volunteer, how do you feel about them receiving some form of <b>recognition</b> for their volunteering:	<b>Good Idea</b>	<b>Bad Idea</b>	<b>Don't Know</b>
1.1. Young people aged under 16	73	0	5
1.2. Young people who have already completed 200 hours and who are continuing to volunteer	72	1	5
1.3. Mature volunteers (over the age of 25)	69	3	5
2. What <b>type of reward</b> do you think appropriate for each?	<b>Under 16s</b>	<b>200+ hours</b>	<b>More mature</b>
2.1. Certificate to recognise volunteering contributed	51	36	31
2.2. Badge, medal or similar	36	27	20
2.3. Formal presentation of a reference from the group/body with whom the person volunteers	39	36	39
3. <b>What</b> do you think should be recognised/measured?	<b>Under 16s</b>	<b>200+ hours</b>	<b>More mature</b>
3.1. Amount of time spent volunteering (e.g. hours)	64	44	29
3.2. Length of time spent volunteering (e.g. years)	29	40	40
4. Thinking about further potential <b>categories of award</b> , how do you feel about the following suggestions:	<b>Good Idea</b>	<b>Bad Idea</b>	<b>Don't Know</b>
4.1. Retail volunteers (e.g. in charity shops)	67	3	9
4.2. Good neighbours	64	1	13
4.3. Long service awards	67	1	8
4.4. Exemplary service awards	63	1	14
4.5. Cultural volunteers (e.g. for Arts/Amenity Trust)	50	1	26
4.6. Team awards	65	2	9
4.7. Volunteer of the year award	58	9	10
5. How do you feel about local business sponsorship for volunteering awards?	65	0	11

For more information, including full questionnaire, suggestions provided, etc., please visit our website: [www.va-shetland.org.uk/volunteering](http://www.va-shetland.org.uk/volunteering) or contact: Sue Beer 01595 743909 [sue.beer@shetland.org](mailto:sue.beer@shetland.org)

## Market House Resident Organisations

Organisation	Phone: 01595	Email address
Advocacy Shetland	743929	advocacy@shetland.org
Art Psychotherapy and Counselling	743916	art.therapist@shetland.org
Association of Shetland Community Councils	743906	ascc@shetland.org
Community Mediation Team	743934	alyson.keiller@shetland.org
Crossroads Shetland	743931	crossroads@shetland.org
Disability Shetland	743920	disability.shetland@shetland.org
Family Mediation	743859	Shona.Manson@shetland.org
Moving On Employment Project	743926	kellie.naulls@shetland.org
Relationships Scotland Couple Counselling Shetland	692719	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@zetnet.co.uk
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](mailto:reception@shetland.org)

## Market House Facilities

Market House is administered and owned by Voluntary Action Shetland. Market House acts as a voluntary sector hub for Shetland and includes all the resident organisations listed above. It also provides facilities for voluntary and community groups such as room and equipment hire and a drop-in centre for do-it-yourself administration and for the low-cost production of: minutes, newsletters, posters, flyers, correspondence, leaflets, sending faxes, etc. Also available is access to FunderFinder for help in targeting your funding applications to achieve more effective bids. Phone Reception, 01595 743900 for more details.

**The Shetland Community Portal** <http://www.shetland-communities.org/>

Has your group joined the Shetland Community Portal yet? It provides quick access to relevant material for Shetland residents and visitors, allows community groups a cheap and easy route to creating their own website, and provides information through the Community Toolkit.

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