

# Newsletter October 2017

## VAO News

### Young People's Befriending Project reaches 10 year milestone!

VAO's very own Young People's Befriending Project is thrilled to be celebrating its 10th year this November.

The Project began as just a one year pilot in 2007, but has gone on to spend the last 10 years supporting young people all over Orkney, with the help of a great band of volunteers. These volunteers commit to meet with their young person 1-1 for a few hours every fortnight, taking part in a whole host of fun activities together. As our volunteers offer their care, encouragement, support and value, we hope to see our young people grow in confidence and self-worth, resilience and happiness. The Co-ordinators have been thrilled to see this aspiration come to fruition time and time again – Hannah says, *'There's nothing better than meeting with a young person and hearing about the impact that their volunteer has had on their life. It's so encouraging to know that the support offered by our volunteers can really make a lasting difference to our young people.'*

In its 10 years so far, the YBPB has supported 72 befriending matches, with the average match lasting for 1.5 years, although the longest is still going strong at 7 years! *'When you add up the duration of all of the matches, our volunteers have spent a cumulative 93 years supporting our young people! That's something we're really proud of'* – Hannah.

The Project is always looking for more volunteers to join the Team, and will be holding an Information Evening in January followed by a training course in February – a great opportunity to make a New Year's Resolution that can actually make a difference! If you are friendly, reliable and enjoy spending time with children and young people, then [Hannah](#) and [Morgan](#) would love to hear from you!

### ROAR Quizarre night

The 2017-18 ROAR committee (events organising volunteers) got their year off to a good start with their 'Quizarre' night in the King St Hall. A good turnout saw eleven different teams taking part in quiz and bingo with some imaginative rounds dreamed up by the volunteers. The group also organised a lovely supper for everyone, and there was a bit of music from The Aim Family. All proceeds from the event are going to the Red Cross Hurricane Relief Appeal.



## Connect visit Westray and Papa Westray

In September the long planned trip by the Connect Project and Blide Trust to Westray and Papa Westray took place. The objectives were to visit the two outer Isles, learn some history and have a few days away teambuilding with the group. The weather started rather dull and wet but undeterred the group set off on the ferry and arrived eager to explore. First off was a visit to the Heritage centre where we learnt about the history of Westray and had a fascinating time looking at the many displays on offer. We stayed at Chalmersquoy where on the first night the group prepared and made a lovely tea for everyone followed by a visit to the local youth centre, the HÖfn, where we enjoyed some well-earned R&R.



The next day it was off to Papa Westray, where we saw Seals on the beach and Alpaca's in the field. We also visited the Heritage centre there, again learning about the island. We also had a good walk around the Island enjoying the lovely fine weather. Tea that night was at the the Groaties Buckie café, who open up especially for us, where we were treated to soup, sandwiches and lovely cakes.

The next day we visited Notland Castle and the cheese factory, where we got to sample the cheese and to visit the cows whose lovely milk goes into the cheese. Before heading back to the ferry we went beachcombing to see who could make the best find. A few hardy souls even paddled in the sea! Both groups thoroughly enjoyed the time and the opportunity to visit the two Islands, which was a first time for many of them. Back at the Connect project the experience was documented and will count towards their youth awards.

## Local Third Sector News

### Orkney Men's Shed – open for business!

This September saw the official opening of the Orkney Men's Shed. It's a project that we at VAO have been very much involved in and are thrilled to see come to fruition. Following a long and sometimes frustrating process, the Men finally secured a Shed in Finstown and are now open for business on Tuesdays from 10.30 – 2.00 and Thursdays from 5.30-8.30.

In May last year we met with Morgan Marcus, Chair of Orkney Men's Shed, who explained the role and importance of Men's Sheds. *'Basically Men's Sheds are about combatting loneliness. It's a lonely place to be a man on your own. Women have lunch dates and meet for coffee, but men just don't do that. The idea of a Men's Shed is to get men together, to get them out of the house and to get them talking to each other.'* He told us that a slogan used by the Men's Shed movement is "men will not talk face to face, but they will talk shoulder to shoulder". Whether that talk is about football, the weather or far more personal things, the contact can provide a lifeline. *'Men are very shy about talking about personal things, they wouldn't sit over a coffee and say "I think I might have prostate cancer", but they might slip it into a conversation with the guy working next to them.'*

Liam McArthur MSP has been a huge supporter of the Orkney Shed and following the opening event told us *'I am delighted that Orkney's Men's Sheds has a home at last and it was a real privilege to be invited to take part in the formal opening of the premises in Finstown.*

*'This is a wonderful initiative and one that has delivered benefits to communities across the country over recent years. By providing a place where men can come and share ideas, skills and resources, as well as a cup of tea and chat, Orkney's Men's Shed will undoubtedly help reduce the risk of isolation and poor mental health, while also churning out some top quality handiwork.*

*'Men often find it more difficult to ask for help or even seek out company. Orkney's Men's Sheds can help in this regard and the support the group has already had from within the local community shows how much this is recognised. Morgan Marcus and all those involved deserve huge credit for their hard work and perseverance in getting things up and running, as does Tam Marcus for helping provide OMS with its new home.'*

Men of all ages and abilities are welcome at the Shed. For more information please visit the Men's Shed [website](#) or call Andy on 850218.

## Orkney Health Walks

Health Walks are short, gentle, friendly walks led by trained walk leaders and aimed at people who want to improve their health and wellbeing through walking. Walks are free to take part in, last no longer than an hour and open to everyone. Click [here](#) for details of dates and times of local walks.

For more information on the health and wellbeing benefits of walking, Orkney health walks or becoming a Volunteer Health Walk Leader and leading a walk in your local area contact [Jessica Jones](#) on 01856 888180 or go on line at [www.pathsforall.org.uk](http://www.pathsforall.org.uk)

## Mind Your head poster

Health Promotions have produced a poster detailing activities that can assist in maintaining a healthy mind and body, click [here](#) to download the poster for display in your offices, board rooms, Halls or wherever!

## Orkney Drugs Dog

A new Orkney charity which aims to provide a drugs dog for the county has officially launched its fundraising drive.

Following concerns originally raised by the Community Safety Partnership around the level of drug misuse and abuse, and the disruption caused to family life in the county, Orkney Drugs Dog has been set up to provide drugs education and detection services in Orkney.



The main aim of the charity is to provide education and awareness in local schools and Orkney College. The dog and handler will also provide detection support to Police Scotland, for example at ferry and air ports and in other areas where local detection is required.

More information can be found on their [website](#).





## Who's behind the Blue Door?



<b>Orkney Drugs Dog</b>	<b>30 October – 4 November</b>
<b>Christmas Week</b>	<b>6 – 11 November</b>
<b>Orkney Charitable Trust</b>	<b>13 – 18 November</b>
<b>Orkney 8 Ball Pool</b>	<b>20 – 25 November</b>
<b>Cancer Research</b>	<b>27 Nov – 2 December</b>

## Also in the news

### A new online tool aims to provide instant support to those struck by crisis

[Shelter Scotland](#) has launched an online, mobile friendly I Need Help button aimed at providing immediate support for people in crisis or facing homelessness in Scotland.

When someone accesses the button via their mobile phone or online, the geo-positioning enabled tool points people to their nearest help point – such as their local authority housing/homelessness support team or third sector organisation.

Read more in [Third Force News](#).

## Legislation & Guidance

### National Third Sector GIRFEC Project – Policy Papers

The National Third Sector GIRFEC Project has produced a few papers regarding Children's Services and recently on Education Reform which may be of interest to you. The papers provide a summary of key policies and aim to help readers to understand its impact/relevance to the third sector. Click on the links below for your copy.

[Collaborative Commissioning of Children's Services](#)  
[Educational Reform and Educational Attainment](#)  
[Child Poverty In Scotland](#)

### Fraud and cybercrime: Prevention tips

OSCR and Police Scotland's Cybercrime Unit, have developed a new factsheet on fraud and cybercrime which provides Scottish charities with top tips and highlights sources of further support and advice. Click [here](#) for your copy.



## Publicise your charitable status by using the registration logo



Everyone running a charity should be aware of the legal requirement to promote charitable status to the public. To help charities do this in a clear and consistent way, OSCR have produced a charity registration logo that can be downloaded free of charge and used on a charity's website, email signatures and publications, including hard copy. Every logo contains the individual Scottish charity's number on it.

OSCR have recently updated the logo to say 'Registered SCIO' when the organisation is a SCIO and included monochrome versions of the logo as well.

Read more about how to get your charity's logo [here](#).

## OSCR advice on creating an effective Trustees' Annual Report

Later this year, OSCR will be publishing guidance on how to create an effective Trustees' Annual Report (TAR).

In the meantime, they have produced a video that contains a presentation on the TAR from the 2017 round of 'Meet the Regulator' events. The video was filmed at their Dundee event and is presented by their Head of Professional Advice and Intelligence, Laura Anderson, who speaks about what makes a great TAR and highlights some specific examples of TARs that tell a great narrative.

Click [here](#) to view the video.

## Funding & Finance

### Orkney ADP Commissioning for Outcomes 2018–20: Now Open for Applications

The Orkney Alcohol and Drugs Partnership (ADP) has announced its Commissioning for Outcomes (2018-20). The £100,000 fund for applications up to £35,000 is now open.

The ADP is seeking to commission the following services:

- Children and Young People's Service
- Adults and Older Adults Service
- Families and Wider Communities Service

The closing date for applications is 1pm on Friday 1 December 2017. If you would like to discuss the commissioning opportunity further or request an application pack, please contact [Katie Spence](#) on 01856 888 116.

## Community Development and Capacity Building Fund

The Scottish Government announced in 2014 additional resources to be made available to local health and social care partnerships to support the delivery of improved health and social care outcomes, focus on prevention and strengthen the approach to tackling inequalities.

Small grants from this fund are now being offered to communities/community groups in association with the Community Planning Partnership's Positive Ageing Delivery Group. Please click [here](#) for more information.

Funding is being made available to support the establishment and, or development of new and innovative activities in local communities that will help to keep people with long term health conditions, including older people, active and socially engaged.

Applicants will be asked to explain how they will sustain the activity following the period of 'pilot' funding; however it will be important to ensure that there are measurable outcomes at the end of the funding period.

Any organisation that is interested should contact [Gail](#) or [Meghan](#) at VAO on 01856 872897.

## Volunteering opportunities

### Orkney Islands Cat's Protection Need Volunteers

Orkney Island's cat's Protection are looking for new volunteers to help them in their valuable work in looking after the welfare of the island's cat population. There are five areas of work in which volunteers can be involved in.

**Shop Volunteer** - Why not help out in the Stromness shop?

**Fund Raising Volunteer** – Co-ordinating and running fundraising activities throughout the year, the fund raising volunteer will organise OICP presence at events and liaise with HQ on developing new ideas for Orkney.



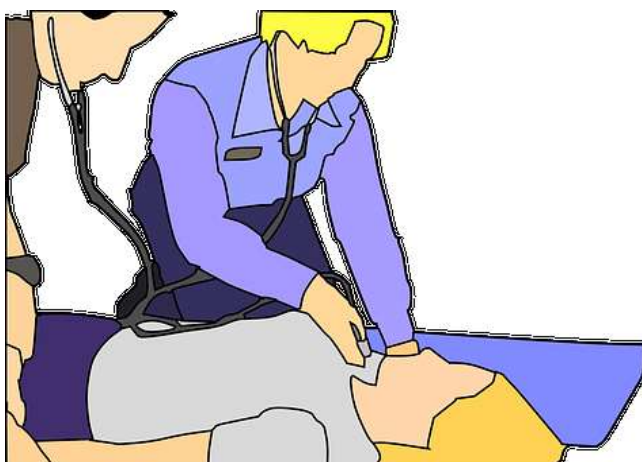
**Transport Volunteer** – We are looking for volunteers with a full, clean driving licence who will take cats/kittens to and from the vets to ferries and the airport and to fosterers. They will need to be available during the day, on weekdays, for short periods. A van can be provided. If volunteers live in the Kirkwall area OICP would particularly like to hear from them.

**Fosterers** – Fostering cats is a rewarding experience and can mean looking after kittens in a single room, adult cats in cabins and OICP's own cosy lap fostering (if you have no other cats).

**Welfare Volunteer** – We are looking for volunteers who have what it takes to organise cat welfare in Orkney. They will be responsible for bringing cats/kittens into care and matching cats to potential adopters. Volunteers will need good people skills and will work with fosterers to find forever homes.

For more information Contact [Rob](#) at VAO on 872 897 or Janet Rendall at Cat's protection on 01857 600 716 or 07702 563 002

### Train as a First Aider!



The Emergency Care Group require First Aiders to provide medical cover at public events such as agricultural shows, sporting events, half marathons, vintage rallies etc. They may also have the opportunity of driving one of the emergency vehicles when required. (You must be over 25 and have a full licence for any driving duties.)

Volunteers are given full training in all aspects of first aid and ambulance work by an experienced and competent trainer, including a certificated full first aid at work course and

additional training in using collapsible stretchers and Automated External Defibrillator (AED).

So if you are able to keep calm in an emergency, have the ability to follow instructions and protocols, work as a team member, are a good communicator and willing to show commitment to the role then this may be the opportunity for you.

If you are interested in this opportunity and would like to know more please contact Rob McGregor at VAO on 872 897.

## Great News for Archaeology Buffs!

The Archeology Institute based at Orkney College have announced that they have nine new volunteering opportunities for people who want to take part in the processing and recording of Orkney's unique history and heritage.

The opportunities range from hands on work with the finds to research, cataloguing, inventorying and data assessment. The new opportunities are:

- **The Cairns Broch Finds cataloguing** - Quantifying finds by bag and material (bone, shell etc), Compiling inventory to form a finds catalogue.
- **Mapping Magnus Project Archive Research** - Research all properties in the Barony of Birsay. Create a database of properties. Contribute original research to the project.
- **ORCA Report Inventory** - The Orkney Research Centre for Archaeology produces numerous professional technical reports from its various field projects. These need to be catalogued.
- **Student Dissertation Inventory** - Create dissertation inventory. Read abstract /introductions and summarise each dissertation on a pro forma sheet.
- **Scanning and Copying** - Primary site archives and records for Ness of Brodgar Project.
- **Volunteer Data Assessment** - Data input using excel spreadsheet to record and credit volunteer hours,
- **Finds Processing (The Cairns Broch, Mapping Magnus Project)** - Finds processing involves handling finds, familiarisation with artefacts, careful cleaning in water, air drying, re-bagging and labelling. This opportunity is ideal if you want to get some hands on experience with archaeological material.
- **ORCA Offprint Inventory** - Create ORCA offprint inventory of professional technical reports relating to archaeological field and management practice. Including Printing, binding and stamping offprints
- **Cataloguing Archaeological Archive Box Files** - Work with the Regional Archaeologist to improve cataloguing and searchability of records. Number shelves and box files. Creating a catalogue of box file contents in an Access database. Ordering and sorting other records held.



If you are interested in any of these opportunities contact [Rob](#) at VAO on 872897.



## Treasurer needed by Marie Curie Fundraisers



Marie Curie Fundraising Group Orkney is looking for a new Treasurer. The current Treasurer will be stepping down at the AGM to be held in May 2018 but would like time to be able to go through her duties with the new person and to introduce them to the group before then.

The group are looking for a volunteer who is organised, has their own transport, has access to their own computer and is good with money.

Training will be given in all aspects of the Treasurers role and Marie Curie fundraising procedures.

Contact [Rob](#) on 872897 for more information.

**For details of other volunteering opportunities, please visit the [VAO website](#) or contact [Rob](#) on 872897.**

## Have your say.....

### Your Kirkwall

Over the next 8 months, Orkney Islands Council will be preparing a new plan for Kirkwall. Rather than do it alone, they want to make sure the plan is what the community wants.

Local people might have ideas they'd like to see happen – or you might even have a project you want to do yourself.

Your Kirkwall is a series of community conversations and events where people are encouraged to come together to discuss and share ideas for the future of Kirkwall over the next 10-20 years – to help improve Kirkwall as a place to live, work and visit. The project aims to involve residents, schools, community groups, local businesses, voluntary organisations, the council, and others. It will feed into a Community Action Plan and guide the Council's future planning, design and transport policies for Kirkwall.

Your Kirkwall is a community led exercise delivered by a community-focused charity called [PAS](#). PAS is working with Orkney Islands Council to facilitate this process and ensure that the future vision for Kirkwall is an inclusive one.

The first community event will take place on **22 and 23 of November** in Kirkwall and St Ola Community Centre, Broad Street. All are welcome to attend. To help plan for this event, OIC are asking people to complete this short [survey](#). If you would prefer to complete a paper copy, please return it to the reception desk at Customer Services One Stop Shop, Council Offices.

For further information please contact [Julia](#) at PAS or [Michael Harvey](#) at Orkney Islands Council on 873535. You can find out more via [Facebook](#), Twitter pages ([@yourkirkwall](#)) and [website](#). Click [here](#) for a flyer with information about the consultation events.

### Consultation on OSCR fundraising guidance

OSCR is seeking your views on its draft Fundraising Guidance. Click [here](#) to have your say. The consultation closes on 1 December.

### Consultation on Data Protection within the Code of Fundraising Practice.

The Fundraising Regulator are currently consulting on proposed changes to the Code of Fundraising Practice regarding Data Protection and Consent ahead of GDPR. Click [here](#) to have your say before 8 December.



## OSCR asks – Share your story!

OSCR loves to promote the good work going on in Scottish charities. They are looking to update the Charities at Work section of their website with a small number of case studies to provide the public with an illustration of the sector's impact and diversity.

If you believe that your charity gives a great snapshot of some of the fantastic work of the sector, they're keen to hear from you!

A case study would involve:

- a short text description of your charity's work
- if possible, a video interview with a trustee describing the work of your charity
- some pictures of the charity's work.

Email [OSCR](#) for more information.

## Education & Training



### Training courses: Employing Staff, Understanding the Finances and Playing Your Part (as a Board Member!)

These three courses will be offered in the run up to and including Trustees Week 2017. Subject to numbers, the training will be offered as a free session, booking essential. All courses will be held at VAO, Anchor Buildings, Kirkwall.

#### **Employing Staff**

**Tuesday 31 October, 7.00-9.30pm or**

**Thursday 2nd November, 2.00-4.30pm**

Are you sure of your responsibilities as an employer?

This workshop will provide an introduction to being an employer. We will explore the employment process from recruitment, issuing contracts, managing holidays and absence, dealing with discipline and grievance through to ending the employment relationship.

#### **Understanding the Finances**

**Tuesday 7 November, 6.30 - 9.00pm or**

**Wednesday 9 November 9.30am - 12.00 noon**

Do you understand the financial information that is presented to you?

One of your most important duties as a trustee or director is to understand the finances of your organisation. This workshop will help you to develop the knowledge and confidence to understand, monitor and question financial information and to use this to contribute to Board decisions regarding financial planning and expenditure.

#### **Playing your part**

**Wednesday 15 November, 6.30 - 9.00pm or**

**Thursday 16 November, 2.00 - 4.30 pm**

Do you know what your responsibilities are or do you just focus on meetings?

This is an informative and relaxed session aimed at ensuring that you understand your role within your organisation. The workshop will explore a range of topics including the basics of charity law, your responsibilities as a company director and the function of the CIC regulator as appropriate to your organisation.

Please click [here](#) for a leaflet about the training. For more information or to book your place please contact [VAO](#) on 872897.

## UK Safer Internet Centre brings an online safety event to Orkney

14 November, Kirkwall

The UK Safer Internet Centre is bringing an online safety event to Kirkwall on Tuesday, 14 November 2017 10.00 – 12:00 in The Supper Room, Kirkwall Community Centre. The session is for people working with children and young people.



Click [here](#) to register or [here](#) for more information.

They are expecting a positive uptake of places from a wide spread of agencies so book early to avoid disappointment.

## Erasmus+ Workshops

17 November, 10.30-12.30 or 1.30-3.30, Ayre Hotel, Kirkwall



The workshop will provide organisations with the necessary information to apply for an Erasmus+ project that's best suited to their needs and interests, including the practicalities of funding applications and the benefits organisations can hope to gain through applying.

The interactive session will include first-hand accounts of what it's like to go on an international exchange.

VAO would like to hear your thoughts before the session, for example:

- Have you or your organisation taken part in any international exchanges previously?
- What would you like to get out of the session on the 17th November?
- Are you interested in youth exchanges, international training (available to all ages and in a lot of cases, fully funded?)
- Would you be interested in applying for Erasmus+ funding in 2018?

Please click [here](#) for information about Erasmus+ or contact [VAO](#) on 872897 for more information about the workshop or to book your place.

## A one-day course on Self-Harm Mitigation and Suicide Prevent (STORM)

23 November, time TBC

STORM training addresses how one can identify people at risk of self-harm and suicide. It has been provided across Scotland for many years (via Choose Life) including Orkney, and this day course is for those working in the voluntary sector in Orkney who may not previously have had access to STORM training.

In this course, led by Professor Linda Gask, you will:

- Explore attitudes and beliefs about suicide and self-harm

- Acquire the skills required to engage a person at risk of self-harm and suicide in a helpful conversation
- Acquire the knowledge and skills to assess the situation in collaboration with the person- including immediate risk.
- Acquire the knowledge and skills to co-create a current safety plan.
- Acquire the knowledge and skills to co-create a future safety plan after the immediate crisis has passed.



There will be ample opportunity for watching demonstrations, discussion and role rehearsal of skills in a small group setting.

The courses costs £10. To book your place contact Edwina Lloyd at [VAO](#) on 872897.

## Stay Warm, Stay Well

6th December 2017, Kirkwall (venue tbc)

Free one day training for front line staff who look after the health, wellbeing and social welfare of vulnerable clients. The one day course aims to improve understanding of domestic energy efficiency and the impact of fuel poverty on vulnerable, low income households; raise awareness of schemes/grants and other support mechanisms for energy efficiency improvements, creating an effective means for linking those in need with the help that's available.

Click [here](#) for more information or contact [Rose-Ann Porteous](#) on 0141 226 306

## Dates for your Diary

### Our Voice Workshop and Drop in session

9 November, 2.00-4.00 (Workshop) and 4.30-6.30 (Drop in), Kirkwall Community Centre

If you are part of an organisation supporting people who use health or social care services in Orkney and are interested in engaging people who use services to make improvements, this workshop is for you.



The Scottish Health Council invite you to an information session to explore mutual benefits: how can Our Voice support you and members of your organisation and how can you support Our Voice?

Our Voice is a partnership initiative with the Scottish Government, COSLA, Healthcare Improvement Scotland, the Scottish Health Council and the ALLIANCE and aims to strengthen the voices of people who use health and social care services, their carers and families.

Our Voice is all about engaging the people of Scotland to make health and social care better. It is about engagement, listening and improvement. Our Voice is for everyone who wants to get involved. Our Voice will help the Scottish Government, as well as staff and managers who work in health and social care services to listen more and make improvements based on what people and communities say.

Many Third sector organisations have already been involved in the development of Our Voice and the Scottish Health Council are keen to explore future collaborations. Chest Heart Stroke Scotland, for example, have already contributed through providing workshops and you will hear more about this and other initiatives underway as part of Our Voice that may be useful to members of your organisation.

For more information or to confirm attendance please contact [orkney@scottishhealthcouncil.org](mailto:orkney@scottishhealthcouncil.org)

# Focus on.....THAW

This month Stacy Johnston, Senior Development and Support Officer, tells us what's going on at THAW (Tackling Household Affordable Warmth).

## **Please sum up the main role of your organisation.**

THAW's aim is 'To work for households in all Orkney communities to reduce levels of fuel poverty and achieve affordable warmth'

## **Now sum up in three words.**

Making homes cosy

## **What are you working on just now?**

We are working closely with the Citizens Advice Bureau and opening up a new service called WellBeing Orkney. We are aiming to assist those households who find their homes difficult to heat, or that their fuel bills are expensive, or if they are on a low income, or struggling with debt.

This is a project funded 50% by European Social Fund monies through a contract with Orkney Islands Council but also with 50% matched funding through a local partnership of 17 organisations, namely, THAW, Orkney Citizens Advice Bureau, National Health Service Orkney, The Robertson Trust, The Ronald F Slater Charitable Trust, Eday Partnership, Rousay, Egilsay & Wyre, Sanday Development Trust, Stronsay Development Trust, Orkney Housing Association Ltd, Firefly Energi, S & J D Robertson Group Ltd and the Community Councils of Papay Westray, Evie and Rendall, Kirkwall and St Ola, Orphir and Shapinsay.

## **How many staff and volunteers does your organisation have?**

THAW is a relatively small charity with 3.8 FTEs paid staff and we have only 'dipped our toes' in volunteering to date.

## **Are you looking for volunteers? If so, who are you looking for?**

Come and speak to us please. We have a number of ideas we'd like to develop.

## **Roughly how many people use your service annually?**

During the last financial year, we assisted 404 households totalling around 750 individuals.

## **How long have you been operating in Orkney?**

THAW was established as a SCIO in December 2014 following two community workshops and began service provision in January 2016.



*L-R: Michael Butler, Development and Support Officer; Kate Fereday Eshete, Project Administrator; Stacy Johnston, Senior Development and Support Officer; Peter Rickard, Manager.*

## **Please give an example of how your organisation has helped an individual service user.**

Client 'A' first came to us for support in March 2016, enquiring about any help for a new central heating system. She explained that she only had a solid fuel coal fire, which was costing her a large



amount of money to heat her home. She also informed us that she had no heating at night and very little during the day and because she had ill health complications, she found it very difficult to collect and carry coal to fuel her system. THAW went for a home visit two weeks after her initial contact with us and found out that the client needed as much assistance as possible due to how cold her home was.

Client A suffers from a complicated and painful health condition and the doctors are still trying to diagnose the condition. She fell gravely ill the previous year (2015), so this was of a great concern for us to help her have adequate heat in her home.

To begin with client 'A' initially thought that we wouldn't be able to help, she said, *'It was difficult with other programmes, I didn't have any faith before. I've been down every avenue with every other scheme and didn't hold out much hope with THAW but I was completely wrong.'*

We were able to help with a new air to air system, a new shower and 3 x replacement windows with the work project managed by Orkney Care and Repair.

She now says, *'It's 150% warmer! I'm more than satisfied, there is now no condensation and it's made such a difference. I couldn't get problems across to other people before, as they can't understand. When I was told, what was being offered, I had no idea I was going to be given additional measures like the shower and the windows, I thought it was just the heating. I was flabbergasted, just over the moon!'*

When asked whether she thought that the installations have helped her to be warmer compared to last winter she said *'The last 14 winters! I no longer have to use the calor gas heater but I still use the fire.'* She is unsure how much exactly she will save as her electricity has gone up but she thinks it is around £500 a year as she will no longer have to buy coal.

**How do you think people perceive your organisation? If you think they have the wrong perception, now's your chance to put them right.**

We haven't yet conducted a survey of non-users of THAW to see what the general public perception is. However, we undertook a major client satisfaction survey earlier this year and from the question 'would you recommend THAW's services to others', 96% said 'yes'.

**What one thing would you ask people to do that would have a positive impact on the work your organisation is involved with?**

Please think about your neighbours or people you work with or know, and consider whether they may need THAW's assistance. If they agree, then please refer them to THAW.

You can refer easily through our [website](#).

**Where would you like to see your organisation in 5 years' time?**

If fuel poverty no longer existed in 5 years then there would not be any need for THAW. However, as Orkney has the highest rates of fuel poverty in Scotland, 63% of all households rising to 85% for those of pensionable age, then without being pessimistic it's likely that THAW will still be necessary!

So, within 5 years, we would like to see THAW as a member of an Orkney-wide formal partnership of statutory, voluntary and private sector agencies that tackles fuel poverty and its associated negative impacts.

**What would you do with a donation of £1,000,000?**

Set up a local priority fund for vulnerable households that potentially don't meet the criteria for national programmes.

### **How did you end up in your job?**

Following an MSc in Renewable Energy Development at ICIT, I became aware of the high levels of fuel poverty within Orkney and was passionate in being involved in trying to alleviate the negative impacts it has both on individuals and families in terms of their physical and mental health.

### **What's the best thing about working for your organisation?**

That I am able to help to make a positive difference to people's lives.

### **What's the worst?**

Not having sufficient funds to help everyone.

### **What does a typical day in the office involve?**

No two days are the same but each day will usually involve undertaking client casework in the office, home visiting with clients or liaising with partner organisations.

### **What's surprised you most while working for your organisation?**

The harrowing property conditions some people are currently living in within Orkney.

### **What's the most important thing you've learnt while working in your organisation?**

Partnership working is key: working in a team and with other organisations is the most effective way to maximise the impact we can have for the benefit of folk in Orkney.



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