



HomeAid Caithness & Sutherland Spring newsletter 2011 Scottish Charity Number SCO 26882



HomeAid has been awarded funding to support a Management Support Officer's part-time salary for two years. Izzy Livesey pictured above was offered the position in November last year and splits her time between the two charity shops in Thurso and Wick. Izzy is not a stranger to HomeAid having been an active volunteer since 2008 in Wick and a Supervisor on a Saturday in Thurso. Due to Izzy's appointment and the support of the Robertson Trust HomeAid is now able to open the Wick shop in Dempster Street on a Wednesday. Congratulations Izzy from everyone at HomeAid.



Accredited Repair and Reuse Network - level 1

HomeAid has successfully achieved level one of the accreditation for furniture re-use projects. This accreditation ensures that good working practices are maintained throughout HomeAid.

Newsletter costs to be cut

Due to the recent rise in postage charges HomeAid's newsletters will no longer be sent to members every quarter. You will be able to view the newsletter online at www.homeaid.org.uk or we can email it to you. Alternatively, you can collect the newsletter at the charity shops next time you visit.



Chip and Pin machines are coming to HomeAid

You will soon be able to use your chip and pin card at HomeAid for any purchases over £5.



Why pay the Council to pick up when we pick up for FREE

Spring is here, the daffodils are blooming, so why not spring clean your house and donate to HomeAid. We will pick up your unwanted items for FREE



Free uplift call 01847 890696



Reduce Reuse Recycle

News from the Thurso shop by Stephen Lay Shop Manager



Roselle McNeill came to work in the Thurso HomeAid shop on the 24/01/2011 on a 13 week New Deal placement. Initially Roselle was apprehensive about starting her placement as she was unsure what HomeAid did. After working in the shop for just a few days she said "I fell right at home here" and that she was enjoying working with all the staff. She particularly likes sorting all the donations the customers leave in the shop and meeting and greeting all the customers. Roselle said she does not even mind having to commute all the way from Wick as it is such a pleasant place to work. Roselle always likes to keep busy and is keen on helping with all the shop activities and does not hesitate to do any tasks asked of her. Whilst working here she

said her confidence has been really boosted and now realises how many people HomeAid helps.

After finishing her placement Roselle will be setting up her own business in Wick. She said the skills she has acquired working in the shop will be of great help in her new business. Roselle intends to keep in touch after she finishes her placement and is considering volunteering if she has any spare time.

As Roselle has been an exemplary member of staff and demonstrated initiative, commitment and reliability whilst on her placement she has been recognised by the issue of the HomeAid "Certificate of Achievement".



Donations come in all shapes and sizes...



We never know quite what will be in the many boxes and bags we receive as donations. The false teeth were certainly a surprise but unfortunately went to landfill as we cannot recycle them.

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Easter
Raffle
50p strip
Thurso
shop

News from the Wick shop by Karen Hoyle Shop Manager



ENJOY SPRING WITH HOMEAID, WICK

Spring is in the air and our thoughts are turning to a new year!

HomeAid Wick has in turn embraced the New Year with a few changes:

our Dempster Street shop is now open Wednesdays with established and newer trainees and volunteers, we are working in partnership with other local community groups and charities, and progress with our top floor renovations is nearing completion, with planned opening later this year - watch our space and watch this space!

Over the past few months HomeAid Wick has received continuing positive support from our local and wider community; even through these difficult economic times our customers have valued us and have given many and varied wonderful donations and we are responding with leaflet drops, continuing to spread the word! Our recent customer survey has indeed also confirmed customer dedication and customer satisfaction with HomeAid Wick shop, with our team and with our service. A big thank you to everyone who has considered HomeAid Wick, we really appreciate your commitment.

Our Christmas fun and fayre proved a roaring success and was enjoyed by all. In response our team at HomeAid Wick decided to beat the winter blues and offer our community something to celebrate each month: in January we held a sensational half price sale, in February we had our first Donation Day and in March we offered £5 money off vouchers. April brings to HomeAid Wick more fun and games with our Chase the Chicken and Hatch, Match and Dispatch games! And Easter wouldn't be Easter without an Easter raffle: our prizes include a portable flat-screen DVD player, USB hub, fine wine and toiletries, cds and toys and many more. Come and enjoy Easter with HomeAid Wick!

HomeAid Wick is constantly canvassing the Caithness and Sutherland communities for new ideas and new initiatives: what can our shop offer you, what do you want and need, and how can we best meet these requirements? Talk to us, tell us, let us know; help us build a charity right for you, right for the community and right now! We are currently looking for new volunteers for our Wick shop and are able to offer our volunteers training and support, opportunities to meet new people, a reference after three months and so much more. And don't worry about experience as full shop training will be given. If you have some spare time to do something worthwhile, would like to learn new skills and make new friends, please call or pop into HomeAid Wick. We're here for you.



Our volunteers are priceless – we need you

HomeAid cannot operate without its loyal and dedicated volunteers – come and join our friendly team and help support the vulnerable members of our community. We are working towards a volunteer accreditation which ensures all our volunteers are treated fairly and equally and given the recognition that they truly deserve.



Our champion!

One of our volunteers David Gunn recently represented Caithness Disability Multi Sports in the Highland Disability Sports Event held at Inverness Swimming Pool on 5th April 2011. He was proud to inform us he had won a gold medal and three silver medals in the events he participated in. David has been given a framed copy of the picture on the left so he can show everyone how well he has done.

Do you need HomeAid's help?

If you are on a low income or going through a crisis and you need furniture or household items please call us on **01847 890696**

Since 1996 HomeAid has received over **5,000** requests for help and redistributed over **40,000** items

Meet Ronald our new Trainee in the Wick shop



Ronald Farmer joined HomeAid on 28th March on the New Deal Training Scheme and is based in the Wick charity shop. Ronald said 'I asked to join HomeAid because I like the friendly staff and I think they are all doing a good job helping people get furniture who are on low benefits'. Ronald wants to gain work experience in a retail environment and meet new people in the Wick community.



**Are you buying a new carpet?
Please donate your old one to HomeAid
We have people waiting**

Free advertising for members

**Roselle's taxi's
Private hire**

01955 604024

**Fast, friendly
service**

**Roselle McNeill
Taxi operator**

Pressed for Time

Pressed for time or
hate doing it,

let me do it for you

Ironing service

Sheila Plowman

07743150758

pressedfortime@btconnect.com

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