



# HomeAid



## Caithness & Sutherland

Helping people in the local community

Charity No.SCO 26882

### December 2010



**Merry**   
**Christmas**  
*and a happy new year*

### **Congratulations to HomeAid's new Shop manager**

**Stephen Lay** was appointed on 1<sup>st</sup> October to manage the Charity shop in Princes Street Thurso. I have been living now in Scrabster in beautiful Caithness for the last 6 years with my wife Elizabeth, Bobby the dog, 3 cats and 5 hens. Elizabeth lived in Thurso in her teens and always wanted to return. Before moving I was part of the "Rat Race" commuting in and around London working for the Inland Revenue and latterly for the Department for Transport's Mobility and Inclusion Unit. I moved to the mobility job as I have always had an interest in developing and educating people to create a more accessible & inclusive environment. When I heard about the Shop Managers vacancy at HomeAid I was delighted. I could see this post as an opportunity for me to work for a local community based organisation giving both individual and families in need, support to enable them to set up home and acquire the essentials for everyday living. I could also see there was a win/win situation in working at HomeAid as it allows me to participate in facilitating people to donate their unwanted items for the benefit of those in need and also preventing unnecessary waste. I look forward to working/meeting with everyone at HomeAid and thank you all for welcoming me to the HomeAid family.



### **Can you help HomeAid save money?**

HomeAid tries to encourage members to submit their email address at the time of joining HomeAid. Unfortunately, many of the email addresses are now obsolete or for some reason cannot be used and newsletters are being sent by post to members. Please help HomeAid to save money on postage costs and send your email address to: [homeaidcaithness@tiscali.co.uk](mailto:homeaidcaithness@tiscali.co.uk)

**Christmas Holidays**  
**HomeAid will be closed on**  
**24<sup>th</sup> December**  
**and will re-open on**  
**5<sup>th</sup> January (Thurso)**  
**6<sup>th</sup> January (Wick)**

**Members only**  
**Visit the Thurso or Wick shop in**  
**the month of January and receive**  
**£5 off**  
**When you spend £20 or more**  
**(limited to a single transaction)**



**Izzy Livesey**  
**Management Support Officer**

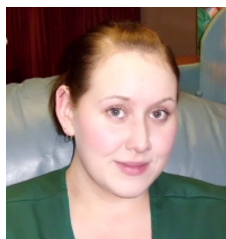
The Robertson Trust pledged a donation to HomeAid to help finance a Management Support Officer's position for a two year period.

Izzy Livesey who has been a volunteer with HomeAid since 2008 has successfully taken up the role.

Izzy will support both Shop Managers on a part-time basis and will be helping the General Manager with marketing in 2011.

***Congratulations Izzy and welcome aboard!***

**HomeAid relies heavily on its team of very loyal and dedicated volunteers; without them HomeAid would struggle to operate.**  
**HomeAid asked Amy Whitehead why she has returned as a volunteer**



***She writes...***

I came to HomeAid through my 13 week course with the jobcentre. I loved the working atmosphere and the friendly nature of the staff, trainees and the volunteers. My time with HomeAid gave me a lot of confidence and improved my skills so I decided to come back as a volunteer after my course was over. I recently got through to the interview stage for the position of management support officer and although I didn't have enough experience for the job I was offered the position of volunteer supervisor and took it without hesitation.

I'm a very people orientated person and enjoy socialising and meeting new people which helps with the job. I recently managed to regain contact with a close friend through my 13 week course that I lost contact with when we finished school and she is now the shop assistant in Wick. I have been told that I am a very different person from when I started with HomeAid and that my customer care skills have improved dramatically. I appreciate that I am a genuine and sincere person and I think that it is through my time here that I have gained and furthered my skills.

**“Volunteers don't get paid not because they're worthless  
but because they're priceless”**

**HomeAid would like to  
thank everyone for their  
support and generosity**

**If you need help?  
Or want to donate  
Telephone: 01847 890696**