



Transforming passion into power: volunteering at the heart of social change

# Volunteering England National Convention

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Hilton Newcastle Gateshead

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**Volunteering  
Magazine**

# Volunteering England National Convention

**Transforming passion into power: volunteering at the heart of social change**

Current public policy interest in volunteering is staggering. Barely a week goes by without one or other of the main political parties outlining a new initiative which includes volunteering at its heart.

At one level this is most encouraging. Politicians have at last woken up to the power of volunteering to transform society and the higher profile it now commands will surely help us in our work to place it centre stage in our communities.

And yet this political embrace also raises concerns: concerns over the blurring of boundaries between volunteering and civic service; and concerns over repeated ministerial preference for new initiatives at the expense of investment in a properly funded, sustainable infrastructure.

It is within this context that we welcome your attendance at our National Convention, which we are delighted to be holding for the very first time in the North East, to debate the big issues facing volunteering today.

We have put together an exciting programme, with big name plenary speakers combined with a huge variety of break-out sessions and discussion forums and opportunities to network. We would also like to open up the debate on the leadership role you would like Volunteering England to be taking on your behalf in the future.

I look forward very much to seeing you at the convention.

Best wishes



**Justin Davis Smith**  
*Chief Executive*

## About Volunteering England

**Volunteering England is the national volunteering development agency for England, committed to its vision of a society where the potential and passion of people to transform lives and communities through volunteering is fully realised.**

Our work links research, policy, innovation, good practice and grant making in the involvement of volunteers. Our members and partners range from national charities to voluntary agencies across the length and breadth of England, from NHS Trusts to arts organisations, from local community projects to government thinktanks.

Volunteering England is at the centre – bringing ideas and people together, developing better networks and structures, and initiating projects to support volunteering in a wide range of fields.

## What to expect?

There will be something for everyone at the volunteering Convention of the year. Hear from third sector leaders at one of our plenary sessions and take your pick from 71 tailored workshops over the Convention's three days. At any workshop you will gain an invaluable insight into the work of Volunteering England and of key organisations working in and with the third sector, enhancing your work to ensure that volunteering remains at the heart of social change. Make sure you take advantage of the numerous networking opportunities too, including the Gala Dinner - the perfect place to meet a variety of people with an interest in volunteering from the public, private and third sectors.

## Social Events

### **Gala Dinner Wednesday 23 April, Hilton Newcastle Gateshead**

Come and join us in celebrating volunteering at the Volunteering England Gala Dinner. The evening will start with a drinks reception where guests will have the opportunity to network informally with colleagues from across the sector and to visit the exhibition. Dinner will take place in the Gateshead suite and will include after-dinner speeches. Gala Dinner tickets are £50.00 per person.

### **Social evening Thursday 24 April**

Another opportunity to network informally with colleagues. The cost of this event has been incorporated into the delegate fee. Please visit our website at [www.volunteering.org.uk/convention](http://www.volunteering.org.uk/convention) for further details.

## Who should attend?

Volunteer Centre managers/co-ordinators

Corporate Social Responsibility or  
Community Affairs representatives

Volunteer Managers/Coordinators or  
those with responsibility for volunteers in  
both large and small organisations

Trustees/Chairs/Information Officers at  
voluntary and community organisations

## The Venue

### **Hilton Newcastle Gateshead**

Imposingly positioned between the famous Tyne and Swing Bridges on the Gateshead side of the river, the Hilton Newcastle Gateshead offers, above-all-else, sweeping views of the river Tyne, its bridges, the Quayside and the vibrant city of Newcastle. Almost 10 years in the planning, this long awaited hotel is the first Hilton to open in the North East of England, it represents the very best of what is synonymous with the Hilton brand; the best products and the best service.

## Newcastle Gateshead

Located in the North East of England, Newcastle (on the north bank of the River Tyne) and Gateshead (on the south bank) have been transformed into a single visitor destination called Newcastle Gateshead.

Newcastle Gateshead is a mix of the modern and historic, renowned for its excellent shopping and amazing nightlife. But Newcastle Gateshead has much more to offer - explore the beautiful architecture, including the ancient city walls and castle; enjoy the stunning quayside with its waterfront bars and galleries;

and don't miss the fantastic public art such as the Angel of the North.

## How to get there

Newcastle Gateshead has excellent access links by rail, air, road or rail.

### **By rail**

Newcastle Central Station is right in the heart of Newcastle city centre and is served by National Express, Virgin Trains and TransPennine Express operating direct train services from most cities in Britain.

For train information, times, destinations and prices contact train operators directly or visit National Rail Enquiries website at [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

A BritRail pass offers cheap and flexible fares to overseas visitors and is usually available from tour operators or travel agents before travel to the UK.

Newcastle Central Station is within easy walking distance of many central destinations and is well connected by Metro, QuayLink, bus and taxi. Station facilities include travel information, left luggage, toilets, cafés, a bar and cash machines. The Hilton Newcastle Gateshead is approximately 10 minutes by taxi from Newcastle Central Station.

### **By air**

Newcastle International Airport is served by many airlines providing direct links from top international and UK destinations, and is only 8 miles from the city centre. Visit the airports website at [www.newcastleairport.com](http://www.newcastleairport.com) for information on flights and flight operators. *Book early to take advantage of low fares.*

### **By road**

The A1(M) passes through Newcastle Gateshead linking the area to London, the south, Scotland and major routes across the country. The A69 links west to Carlisle, the Lake District and, via the M6, to the south and west of England.

Central car parks are situated only a short distance from both routes and are well signposted. The Hilton Newcastle Gateshead has 184 parking spaces on-site with a charge per day. There are also 11 dedicated spaces for blue badge holders which are available to use free of charge.

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## The programme

### Day one

08.30 -10.15	Registration
10.15	Welcome and introduction from <b>Dr Mike Nussbaum</b> , Chair, Volunteering England
10:25	Welcome to Gateshead from <b>Cllr David Lynn</b> , Mayor of Gateshead
10:35	Setting the scene, address by <b>Dr Justin Davis Smith</b> Chief Executive, Volunteering England
11.00	Address by <b>Phil Hope MP</b> Minister for the Third Sector
11.15	<b>Question time: a volunteering special</b> A panel of politicians, with responsibilities for volunteering, from the three major political parties and chaired by a major political broadcaster <i>Panellists:</i> <b>Phil Hope MP</b> (Labour) <b>Greg Clark MP</b> (Conservative) <b>Susan Kramer MP</b> (Liberal Democrats)
12.15	Refreshment break
12.30	<b>Volunteering now and in the future</b> Commissioners from the Commission on the Future of Volunteering will discuss the Commission's findings and key recommendations. <i>Panellists:</i> <b>Kathleen Duncan</b> Consultant <b>Andrew Hind</b> Chief Executive, Charity Commission <b>Monawar Hussain</b> Muslim Tutor, Eton College
13.00	Lunch
14.00	<b>Workshop session A</b>
15:00	Break
15.15	<b>Workshop session B</b>
16.30	Fringe events
18.30	Close
20.00	Gala Dinner

### Day two

09.00	Introduction to day two by <b>Dr Justin Davis Smith</b> Chief Executive, Volunteering England
09.15	<b>Power through the people: volunteers and campaigning</b> Presentation by <b>Ben Summerskill</b> Chief Executive, Stonewall
10.15	Panel debate: <b>Volunteering: A means to integration?</b> Volunteering and it's affect on community cohesion and isolated communities <i>Panellists:</i> <b>Ruth Wilson</b> Tandem Communications and Research (Chair) <b>Geoff Mulgan</b> Director, the Young Foundation <b>Dr Tony Sewell</b> Founder, Generating Genius <b>Dr Mohamed Nasreldin</b> Refugee Employment Project Manager, North East Refugee Service
11.15	Refreshment break
11.45	Panel debate: <b>Volunteering and 2012: a lasting legacy or a publicity stunt?</b> <i>Panellists:</i> <b>Tiger de Souza</b> Programme Infrastructure Manager, (Chair) <b>Jean Tomlin</b> Head of Human Resources, LOCOG <b>Tim Lamb</b> Chief Executive, Central Council for Physical Recreation <b>Dr Justin Davis Smith</b> Chief Executive, Volunteering England
12.45	Lunch
14.00	<b>Workshop session C</b>
15:00	Break
15.15	<b>Workshop session D</b>
18.00	Close
20.30	<b>Evening social event</b> please visit our website at: <a href="http://www.volunteering.org.uk/convention">www.volunteering.org.uk/convention</a> for further details



### Day three

- 09.00 Workshop session E**
- 10.15 Workshop session F**
- 11.15** Break
- 11.30 Workshop session G**
- 12.30** Lunch
- 13.30 Volunteers and the Law: next steps**  
What needs to be changed in terms of the law?  
**Mark Restall**,  
Head of Information, Volunteering England,  
discusses the Criminal Records Bureau,  
what a volunteer is (and the arguments over  
definitions), and getting your own house  
in order.
- 14.15** Refreshment break
- 14.45 Is volunteering a way of finding happiness  
in a 'me' society?**  
Presentation by **Dr Pete Hawkins**,  
world expert on career and life management  
and author of *The Art of Building Windmills*.
- 15.15** Summing up and closing remarks from  
**Dr Mike Nussbaum**, Chair, Volunteering  
England and **Dr Justin Davis Smith**,  
Chief Executive, Volunteering England
- 15.45 Close**

## Seminar and workshop programme highlights

### New research

A number of exciting new reports will be launched at the Convention including the *Volunteer Management Capacity Survey*, *Developing the tools for Building on Success*, *The impact of volunteering on government and social policy* and the *Commission on the Future of Volunteering*.

### Information and best practice

There will be a number of workshops sharing information and best practice for all, including all aspects of volunteer management, recruiting volunteers, dealing with difficult situations, the Independent Safeguarding Authority, Criminal Records Bureau checks, empowering people within the local community and dealing with risk.

### Employer-supported volunteering

We will be holding a series of seminars, workshops and networking sessions over the three days for organisations interested in employer-supported volunteering schemes, brokers and charities.

### New policies

Workshops and seminars examining a range of new policy areas including local area agreements, Compact Advocacy and funding bids.

### Volunteer Centre strand

Integrated into the Convention programme we are delivering a strand specifically designed for Volunteer Centres, but open to all delegates. This programme includes a wide range of sessions sharing best practice and examining different issues including:

- quality standards
- engaging the private sector
- youth volunteering
- funding
- working at a regional level
- sub-regional development
- modernisation
- strategic engagement with sports
- working with and influencing local authorities

Volunteer Centres are also invited to an open space forum where you can meet senior members of the Volunteering England team to talk about what Volunteering England can do for you.

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## Seminar and workshop programme in detail

**Wednesday 23 April - Workshop session A. 14.00 - 15.00**

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>VC1</b>	<p><b>VCQA Wave 3 - Working together to make Volunteer Centre quality accreditation a success</b></p> <p>This session uses VCQA wave 3 as a case study of a quality standard that has moved towards using impact-based evidence. It explores:</p> <ul style="list-style-type: none"> <li>the range of quality standards out there and how VCQA fits in with them</li> <li>the sector's movement towards using impact-based assessment</li> <li>why this is happening</li> <li>the potential benefits</li> <li>the potential problems we need to overcome</li> </ul>	<p><b>Elaine Willis</b> and <b>Tina Cook</b>, Consultants</p>	<p>Volunteer Centre Managers</p>
<b>A1</b>	<p><b>The Approved Provider Standard, a national benchmark of mentoring and befriending</b></p> <p>The workshops will introduce you to the Approved Provider Standard, the national benchmark for organisations providing one-to-one, volunteer mentoring and/or befriending in England. Gain an awareness of the standard and get help with encouragement, information and support needed to complete an application.</p>	<p><b>Salim Nazir</b>, Quality Standards Co-ordinator, Mentoring and Befriending Foundation</p>	<p>Anyone wanting to improve their quality standards, seeking further insight into the benefits of accreditation and/ or running one to one voluntary mentoring and befriending projects</p>
<b>A2</b>	<p><b>Common ground: volunteering and inclusive practice</b></p> <p>This seminar works towards opening up volunteer opportunities to all. Speakers will discuss involving volunteers from potentially excluded groups such as homeless, LGBT and disabled people. This session look for common themes, and concrete steps organisations can take to make their volunteering more accessible.</p>	<p><b>Kate Bowgett</b>, Off the Streets and into Work, <b>Emma Foxall</b>, Consortium for LGBT Voluntary and Community Organisations and <b>Kathryn Skillings</b> Inclusive Volunteering Manager, Scope</p>	<p>Volunteer involving organisations</p>
<b>A3</b>	<p><b>Volunteering - transforming society through development</b></p> <p>VSO works in partnership with government, civil society, media and private sector organisations to promote and support a culture of volunteering for the sustainable development of local communities. VSO does this through:</p> <ol style="list-style-type: none"> <li>building the capacity of these organisations</li> <li>promoting the spirit of volunteerism and active participation</li> <li>sharing and developing innovative systems and programmes</li> <li>advocating for an enabling environment for volunteering</li> </ol> <p>Come and share your experiences with us.</p>	<p><b>Michele Turner</b>, Head of UK Volunteering <b>Violeta Vajda</b>, Volunteering Development Officer, VSO</p>	<p>Anyone with an interest in working with other agencies to promote and support a culture of volunteering</p>
<b>A4</b>	<p><b>Volunteering and the media</b></p> <p>This workshop explores findings from IVR's evaluation of the Voluntary Action Media Unit's project to improve voluntary sector engagement with the media. It also provides practical tips on how organisations can secure media coverage.</p>	<p><b>Joanna Machin</b>, Research Officer, Institute for Volunteering Research and <b>Nick Ockenden</b>, Research Officer, Institute for Volunteering Research</p>	<p>Delegates with little or no media experience</p>
<b>A5</b>	<p><b>The impact of volunteering on the NHS</b></p> <p>In this presentation we describe the work done by Volunteering England and the Institute for Volunteering Research, assessing the impact of volunteering in six NHS trusts across England.</p>	<p><b>Sheila Hawkins</b>, Head of Volunteering (Health and Social Care), Volunteering England</p>	<p>Anyone with an interest in health and social care volunteering, either in the NHS or commissioned by a PCT</p>
<b>A6</b>	<p><b>How to set up a successful local CSR network</b></p> <p>A practical look at involving businesses in local community activities and developing the local model as a countywide project involving 10 Volunteers Centres, CVS's, BITC and other key partners.</p>	<p><b>Heather Allen</b>, Chief Executive, Volunteer Centre Dacorum &amp; Connect Dacorum and <b>Jeoff Colls</b>, Project Manager, Connect Dacorum</p>	<p>Anyone interested in employer-supported volunteering</p>
<b>A7</b>	<p><b>Yorkshire Water: the benefits and processes of achieving iIVE</b></p> <p>Yorkshire Water discuss the processes and the benefits of achieving iIVE.</p>	<p><b>Anne Reed</b> Yorkshire Water representative and an iIV Assessor</p>	<p>Anyone interested in, achieving iIVE, its benefits and requirements</p>

### Wednesday 23 April - Workshop session A. 14.00 - 15.00 (continued)

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>A8</b>	<b>How to run a successful volunteer programme in a statutory service</b> A session exploring the challenges and opportunities in developing a successful volunteering programme in the Metropolitan Police.	<b>Sara Davison</b> , Programme Manager, Metropolitan Police Volunteering Programme and <b>Sue Rich</b> , Metropolitan Police Volunteering Programme	Anyone interested in volunteering in statutory services
<b>A9</b>	<b>Creativity on a budget</b> Just because you don't have the cash, does not mean you can't do a great campaign. Discover the design process for organisations that cannot afford big budget agencies. In this workshop Mike Marshall will demonstrate how to write a targeted brief, find the correct designer and produce creative promotions without having to spend lots of cash.	<b>Mike Marshall</b> , Creative Director, eatsleepthink	Anyone who would like to improve their organisations brand perception on a tight budget

### Wednesday 23 April - Workshop session B. 15.15 - 16.15

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>VC2</b>	<b>Untapped potential? The role of volunteering in the Government's plans for sustainable communities</b> Starting with the role of volunteering in Local Area Agreements and what the Government means by sustainable communities, this session explores how volunteering can make a bigger contribution to this key government agenda and what is needed to make that contribution possible. Includes debate and discussion of the points raised.	<b>Rob Jackson</b> , Director of Volunteering Development and Grant Making, Volunteering England	Volunteer Centres interested in government plans for sustainable
<b>VC3</b>	<b>Supporting youth volunteering: v projects and Volunteer Centres working together</b> This seminar examines recent developments in supporting youth volunteering, particularly relationships between Volunteer Centres and v-funded projects. How do we ensure that they work well together, ensuring quality services for all those involved in developing youth volunteering?	<b>Rena Sodhi, v</b> and a Volunteer Centre representative	Volunteer Centres who are involved in the delivery of v funded projects
<b>VC4</b>	<b>VCQA core functions 1 and 2 Good Practice development: focus on trusteeship</b> This session showcases the work of a collaborative project between VE and the Governance Hub around the recruitment and support of trustees, via the development of practical resources. The workshop will draw on the outstanding good practice work of two or three Volunteer Centres.	<b>Stephanie Willatts</b> , Consultant	Volunteer Centre Managers
<b>VC5</b>	<b>What can Volunteer Centres get out of working at a regional level?</b> What does it mean working at a regional level? How do Volunteer Centres get involved regionally? What are the benefits? Drawing on experiences from different regions, this workshop looks at what is needed for effective regional working.	<b>Kerry Tweed</b> , Development Worker, Greater London Volunteering	Volunteer Centres working at a regional level
<b>VC6</b>	<b>Corporate Sporty Social Responsibility: Corporates and sport volunteering</b> Partnerships between sport organisations and employer supported volunteering are unusual for sports that aren't football or cricket. Find out how Deloitte and Parasport forged a partnership, how corporate social responsibility forms the heart of that partnership and their approach to their employer supported volunteering. Parasport is a joint initiative between the British Paralympic Association and Deloitte.	<b>Deloitte</b> and <b>British Paralympic Association</b> plus <b>SportAid</b> and their corporate partner	Volunteer Centres that provide ESV support/ sports organisations/ corporates
<b>B1</b>	<b>Engaging volunteers in the private sector – missed opportunity or no go area?</b> Care homes for older people are mostly in the private sector; what are the implications for volunteering?	<b>Rose Heatley</b> , Freelance Researcher	Anyone with an interest in volunteering with and within the private sector

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## Seminar and workshop programme in detail

**Wednesday 23 April - Workshop session B. 15.15 - 16.15 (continued)**

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>B2</b>	<b>Introduction to volunteer management</b> Ten things a volunteer manager should know!	<b>Mark Restall</b> , Head of Information, Volunteering England	Anyone managing volunteers or interested in managing volunteers
<b>B3</b>	<b>Happy endings: dealing with the leaving process</b> Like it or not, all volunteers leave eventually. Some volunteers go reluctantly; some can't wait to get away. This workshop looks at how you can deal with the exit process, and learn from it. Looking at smoothing the path, learning from leavers, and how to handle dismissing a volunteer.	<b>Lynne Gillett</b> , Trainer	Anyone managing volunteers
<b>B4</b>	<b>Working safely with vulnerable people</b> Too much discussion on protection of vulnerable clients concentrates on Criminal Record Bureau checks. This workshop redresses the balance by examining day-to-day safe practice: <ul style="list-style-type: none"> <li>• designing safer roles</li> <li>• having policies in place</li> <li>• monitoring</li> <li>• how to deal with concerns</li> </ul>	<b>Udeni Salmon</b> , Leonard Cheshire	Anyone working with vulnerable people or managing volunteers working with vulnerable people
<b>B5</b>	<b>Exploring the capacity of organisations to involve volunteers</b> This workshop explores the findings of IVR's Volunteer Management Capacity Survey, our major survey of volunteer involving organisations, completed in 2007.	<b>Joanna Machin</b> , Research Officer, Institute for Volunteering Research and <b>Mike Locke</b> , Assistant Director Research, Institute for Volunteering Research	Volunteer managers
<b>B6</b>	<b>The process and benefits of achieving Investing in Volunteers</b> A first-hand account of an organisation and its assessor of working through IiV.	<b>Janet Compton</b> , Head of Volunteering, PDSA	Anyone with an interest in achieving IiV

**Thursday 24 April - Workshop session C. 14.00 - 15.00**

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>VC7</b>	<b>Developing the tools for Building on Success</b> Roehampton University have been undertaking a piece of work funded by the Volunteering Hub to: <ul style="list-style-type: none"> <li>• identify strategies for implementing change in volunteering infrastructure at a local level</li> <li>• develop resources to help Volunteer Centres successfully modernise</li> </ul> This seminar presents the research findings and outlines future strategies for the modernisation of the Volunteer Centre network.	<b>Colin Rochester</b> and <b>Jurgen Grotz</b> , Roehampton University	Volunteer Centres
<b>C1</b>	<b>Sabotage – How volunteer managers undermine their programmes</b> Martin J Cowling, is the author and co-author of four articles in the Sabotage series including "The Five Lethal Factors Volunteer Managers Employ to Harm Their Programs" <a href="http://www.evoluterism.com">www.evoluterism.com</a> ). It's not suggested that sabotage undertaken by volunteer managers and organisations is deliberate but it is very serious and very concerning. This interactive session will consider: <ul style="list-style-type: none"> <li>How volunteer programmes are viewed globally?</li> <li>How your volunteer programme might be viewed by your organisation</li> <li>What are the five lethal factors that managers and organisations are using to undermine the volunteer programme?</li> <li>How are these five lethal factors impacting on your organisation?</li> <li>What are some actions that can be taken to overcome these?</li> </ul>	<b>Martin J Cowling</b> , CEO People First -Total Solutions, Australia	Volunteer managers and volunteer involving organisations



## Thursday 24 April - Workshop session C. 14.00 - 15.00 (continued)

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>C2</b>	<b>Recruiting volunteers</b> Go beyond asking for volunteers – sell the opportunity to volunteer! This workshop helps you to market your roles, making them more attractive to potential volunteers.	<b>Fraser Dyer</b> , consultant and author	Volunteer managers
<b>C3</b>	<b>Keeping track: what do you need from a volunteer database?</b> There are a bewildering number of volunteer databases for sale out there. How do you decide what's right for you? Leonard Cheshire designed its own database in-house. This process meant that they had to be clear on what their needs were and how they could be met. Whether buying a database off the peg or knocking something up in Access, learn how to decide what's right for you.	<b>Udeni Salmon</b> , Leonard Cheshire	Anyone interested in volunteer databases
<b>C4</b>	<b>Dealing with difficult situations</b> Volunteer involvement isn't always plain sailing. Sometimes situations occur that no planning can prepare you for. How do you cope? This workshop helps you deal with the unexpected, and gain some basic principles and skills that will see you through a crisis.	<b>Adam and Robin May</b> , AM Training	Volunteer managers
<b>C5</b>	<b>The impact of volunteering on government and social policy</b> This workshop explores some of the research that informs IVR and VE's latest publication, Volunteering Works. It explains the relevance of volunteering to government policies at the national, regional and local level.	<b>Nick Ockenden</b> , Research Officer, Institute for Volunteering Research and <b>Mike Locke</b> , Assistant Director Research, Institute for Volunteering Research	Anyone working with or within government at the local, regional or national level
<b>C6</b>	<b>Excellence in Volunteer Management - the new unit on employer supported volunteering</b> A bite-sized taster of the new 10 hour training module launched on 2 April this year.	<b>Amanda Jones</b> and <b>Sam Stotland</b> , Volunteer Centre Southwark	Anyone interested in EVM and ESV but with little or no experience
<b>C7</b>	<b>Learning Loops</b> Learning Loops are a development tool, a place where volunteer managers can identify their learning needs and learn to manage how these needs are met, supported by a learning advisor and other group members. Find out more about how you can get involved as a participant. Or learn how to train to facilitate your own Learning Loop as the concept and delivery model is developed to include virtual Loops, which can be offered by Volunteer Centres and other infrastructure bodies.	<b>Dane Gould</b> , Make it Happen	Volunteer Managers
<b>C8</b>	<b>Is your sport organisation winning when looking after its volunteers?</b> Is your sport organisation looking for ways to improve volunteer management? Do you want a sport-specific discussion on how Volunteering England can work with you?  Come to this surgery for national or regional sport organisations to discover what elements of Volunteering England and our networks can help you improve your volunteering in sport.	<b>Laura Ferguson</b> , Strategic Development Manager – sport at Volunteering England	National or regional sport organisations
<b>C9</b>	<b>Introduction to business plans</b> A brief run through the key content you should ensure are in any business plan together with suggestions for format and layout.	<b>Dennis Treleaven</b> , Grants Manager, Volunteering England	Anyone considering whether and how to develop a business plan for organisational development purposes or as one element of a bid for funding.

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## Seminar and workshop programme in detail

**Thursday 24 April - Workshop session D. 15.15 - 16.15**

*Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates*

Code	Title and Description	Presenter(s)	Who's it for?
<b>VC8</b>	<b>VCQA core functions 3 and 4 Influence and change: practical tips for running effective campaigns</b> This session highlights campaigns that have been successful in the past in and draws out some key campaigning principles and tips that can be applied to Volunteer Centres.	<b>Patrick Scott</b> , Training and Development Co-ordinator, Volunteering England and <b>Miles Atkinson</b> , Business Development Assistant, Volunteering England	Volunteer Centres
<b>VC9</b>	<b>Volunteer Centres engaging with sport: who's who and how to strategically engage</b> Volunteer Centres are engaging with sport strategically, as well as operationally. This session is to share what is happening. Share in the discussion of how your Volunteer Centre or sport organisation can engage and take forward partnership working to improve volunteering in sport.	<b>Laura Ferguson</b> , Strategic Development Manager - Sport, Volunteering England and <b>Carrie McKenzie</b> , Sports Partnership Strategic Advisor, NAVCA	Volunteer Centres and sport organisations
<b>D1</b>	<b>Measuring Success</b> Developing an outcomes approach to developing your project.	<b>Dennis Treleven</b> , Grants Manager, Volunteering England	Anyone with an interest in measuring the outcomes and impacts of their projects
<b>D2</b>	<b>The Independent Safeguarding Authority</b> The way we vet volunteers will soon change. A new system is being created which will place legal duties on organisations to check whether or not people seeking to volunteer with vulnerable people have been barred from such work. A new body, the Independent Safeguarding Authority, will oversee this process. Learn about how the scheme will work, and what you need to do to prepare for it.	<b>ISA Implementation Team</b>	Anyone with an interest in the new volunteer vetting system
<b>D3</b>	<b>Capturing the spirit: local volunteer action</b> How do you work with local people to empower them to work in their own community without stifling them with bureaucracy or taking over? Learn about the inspiring work carried out at community level, and how you can support active citizenship at its most powerful.	<b>Gary Blake</b> , Manager People's Hive Project	Anyone involved in or interested in local volunteering and community action
<b>D4</b>	<b>Risk: dispelling the myths</b> What are the genuine risks involved in volunteer management programmes? How to implement risk management strategies.	<b>Mark Restall</b> , Head of Information, Volunteering England, <b>Justin Davis Smith</b> , Chief Executive, Volunteering England	Anyone interested in finding out what the risks in volunteer management really are
<b>D5</b>	<b>The impact of government policy on volunteering in community based organisations</b> This workshop explores the findings from one of IVR's research projects, funded by the Volunteering Hub. It examines the impact of government policies on volunteering within CBOs, building up evidence from a series of case studies.	<b>Nick Ockenden</b> , Research Officer, Institute for Volunteering Research	Anyone working with, or within government at the local, regional or national level
<b>D6</b>	<b>Professional skills for employer-supported volunteering</b> A discussion on the benefits of engaging with pro bono volunteering, with the opportunity to share ideas on how to access this specific type of employer supported volunteer.	<b>Lisa Parker</b> , Chief Executive, Nationwide Foundation, representative from the SMART company, <b>Alan Eagle</b> , Head, Abbey Charitable Trust, <b>Cathy McBain</b> , Head of Employer Supported Volunteering, Volunteering England	Anyone with an interest in employer-supported volunteering

## Thursday 24 April - Workshop session D. 15.15 - 16.15 (continued)

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>D7</b>	<p><b>Is social entrepreneurship the new volunteering?</b></p> <p>More and more people are taking action on community and social issues that they feel passionate about, by setting up their own projects and activities, often beyond the confines of a structured charity or community group. This movement of people is being hailed as social entrepreneurs and a growing network of support and infrastructure services is developing to assist them get their ideas off the ground.</p> <p>But is this really a new movement? Volunteers have been campaigning for change on issues that they care about for decades. Is social entrepreneurship simply a way of re-branding community led volunteering or does it genuinely represent a new way of thinking and doing that enables people led action to thrive? Does this represent new opportunities for the volunteering sector or should we be concerned that volunteering is no longer catering for people that want to do their own thing?</p>	<b>Jamie Thomas</b> , Director, the Red Foundation and a panel of experts	Anyone with an interest in social entrepreneurship and the future of volunteering
<b>D8</b>	<p><b>School Governors One Stop Shop:</b></p> <p>A practical example of good practice in governance.</p>	<b>Steve Acklam</b> , Chief Executive, School Governor's One Stop Shop	Anyone involved in governance and setting governance policies.

## Friday 25 April - Workshop session E. 09.00 - 10.00

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>VC10</b>	<p><b>Where do we go from here? Volunteer Centre open space forum</b></p> <p>An open workshop for Volunteer Centres to bring forward the issues that matter to them. What are your most pressing concerns? What should be done to address these issues? This is your space to think about how we strengthen and develop Volunteer Centres.</p>	<b>Simon Richards</b> , Strategic Development Manager (Volunteering Infrastructure), Volunteering England and <b>Rob Jackson</b> , Director, Volunteer Development and Grantmaking, Volunteering England.	All Volunteer Centres wishing to engage with Volunteering England
<b>VC11</b>	<p><b>Effective employer supported volunteering partnerships.</b></p> <p>A sharing of best practice on how volunteer centres can work in partnership with Business in the Community Cares</p>	<b>Cathy McBain</b> , Head of Employer-Supported Volunteering, Volunteering England, <b>Rob Compton</b> , National Cares Manager, BITC and <b>Alison Semmence</b> , VC Manager, Chelmsford and Russ Cottey, Manager, Essex Cares	Volunteer centres and anyone with an interest in employer-supported volunteering
<b>E1</b>	<p><b>How to lose a volunteer in ten days</b></p> <p>A light-hearted examination into good practice for taking a volunteer-eye view of your organisation's volunteering programme.</p>	<b>Mark Restall</b> , Head of Information, Volunteering England	Anyone interested in good practice in volunteering programmes
<b>E2</b>	<p><b>Findings from the Helping Out survey</b></p> <p>This workshop will examine some of findings from 'Helping Out: a national survey of volunteering and charitable giving'. Helping Out was completed in 2007 by IVR and NatCen on behalf of the Cabinet Office, and is the most comprehensive and up-to-date collection of evidence on volunteering within England.</p>	<b>Mike Locke</b> , Assistant Director Research, Institute for Volunteering Research	Anyone who works with or supports volunteers or who has an interest in volunteering
<b>E3</b>	<p><b>Compact Advocacy workshop</b></p> <p>What is the Compact Advocacy Programme, how does it work and how can volunteer involving organisations access the service?</p>	<b>National Council for Voluntary Organisations</b>	Volunteer involving organisations
<b>E4</b>	<p><b>Web wise – workshop</b></p> <p>Planning and achieving excellence in content, functionality and design of your site. Simple steps to help get the most from your new site.</p>	<b>Strudel Communications</b>	Anyone interested in getting the most from their website
<b>E5</b>	<p><b>Theartofcrazy paving</b></p> <p>A practical tool for volunteers to map their careers and use volunteering to get there.</p>	<b>Lizzie Cole</b> , Head of Student Volunteering, Volunteering England, <b>Swatee Deepak</b> , Policy and Development Coordinator (SVMT), Volunteering England	Volunteer Centres, volunteer managers and volunteer involving organisations

# Volunteering England National Convention

## Transforming passion into power: volunteering at the heart of social change

### Seminar and workshop programme in detail

**Friday 25 April - Workshop session E. 09.00 - 10.00** *(continued)*

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>E6</b>	<b>Volunteering and the Cultural Olympiad</b> Robin Simpson, CEO of the Voluntary Arts Network will give an overview of the Cultural Olympiad - explaining the three tiers of activity. He will focus on opportunities for volunteering through local activities in the UK-wide cultural festival (the third tier of the Cultural Olympiad) rather than through the official ceremonies and specific national projects. This will provide an opportunity to discuss how to connect the widespread enthusiasm to volunteer in relation to the Olympics with the local voluntary arts groups who will form a major part of the UK festival. This will include the idea of developing links between cultural organisations and the volunteering infrastructure. Robin will also be looking at how the increase in volunteering levels might be sustained beyond 2012 by embedding new volunteers in existing cultural organisations.	<b>Robin Simpson</b> , Chief Executive Officer, Voluntary Arts Network	Voluntary arts groups or organisations interested in the arts and volunteering
<b>E7</b>	<b>Ten reasons why your funding bid failed</b> The 'do's and don'ts' of applying for funding – some suggestions for things to watch out for when putting together bids for funding.	<b>Dennis Treleaven</b> , Grants Manager, Volunteering England	Anyone who has had a bid for funding rejected or is considering submitting a bid for funding to a grant maker
<b>E8</b>	<b>Excellence in Volunteer Management Programme</b> EVM is a 'blended-learning' programme, designed to enable managers of volunteers to take charge of their own learning and gain an endorsed award if they want their learning to be accredited. It provides multiple options to suit specific learning needs and preferences. This workshop will provide an overview of the programme including a taster or two from the bite-sized learning opportunities which enable managers to top-up existing knowledge and learn in a manner that suits their preferred learning style.	<b>Adrian Tearle</b> , SSAFA	Managers of volunteers interested in Excellence in Volunteer Management
<b>E9</b>	<b>Brand New Intentions</b> The nature of small not-for-profit organisations is such that a comprehensive brand launch can be prohibitive due to budget and time constraints. This one-hour workshop will explore a simple but effective approach to brand effectiveness in the third sector.	<b>Source Communications</b>	Anyone interested in brand effectiveness

**Friday 25 April - Workshop session F. 10.15 - 11.15**

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>VC12</b>	<b>Where do we go from here? Volunteer Centre open space forum</b> (continued)	<b>Simon Richards</b> and <b>Rob Jackson</b>	Volunteer Centres
<b>VC13</b>	<b>Modernising the Volunteer Centre network: making a difference sub-regionally</b> Volunteer Centres are being encouraged to move towards a model of delivery that more closely aligns to Local Authority areas at a county and unitary level. What is the impact of operating at this level? What are the benefits? What problems does it present? Hear from those that have moved towards this model of delivery.	Speaker to be confirmed	Volunteer Centres
<b>F1</b>	<b>Assessing the impact of your Volunteer Development Agency</b> This session will guide Volunteer Development Agencies through the new toolkit, Check it Out, to help them assess the impact of their work.	<b>Joanna Machin</b> , Research Officer, Institute for Volunteering Research	Managers and co-ordinators in Volunteer Centres and other volunteer development agencies

## Friday 25 April - Workshop session F. 10.15 - 11.15 (continued)

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>F2</b>	<b>Completing the Annual Membership Return</b> This workshop will give information on how to complete Volunteering England's Annual Membership Return, providing advice and assistance to Volunteer Centres.	<b>Mike Locke</b> , Assistant Director, Institute for Volunteering Research and <b>Mimmi Brostromer</b> , Research and Dissemination Admin Assistant, Institute for Volunteering Research	Volunteer Centres, especially staff responsible for completing Volunteering England's Annual Membership Return
<b>F3</b>	<b>Youth volunteering</b> What issues affect youth volunteering? How can you tap into the energy and enthusiasm of young people? This workshop looks at how to attract young volunteers, designing suitable roles, what steps you need to take to ensure their safety, and how to provide adequate support.	<b>Mukith Miah</b> , Youth Action Network	Anyone interested in youth volunteering
<b>F4</b>	<b>Innovative corporate &amp; community partnership working to achieve Investing in Volunteers</b> A first hand account of a corporate and its community partner working together to achieve iIV detailing the benefits and process.	<b>Alan Hands</b> , Sponsorship and Donations Manager, Barclays and <b>Udeni Salmon</b> , Leonard Cheshire	Anyone with an interest in working in partnership with corporate or community organisations
<b>F5</b>	<b>Volunteering towards employability</b> Utilising a model from higher education, this session will examine how to encourage volunteers to think about their volunteering and how the skills gained can be adapted for use in gaining employment.	<b>Lizzie Cole</b> , Head of Student Volunteering, Volunteering England and <b>Swatee Deepak</b> , Policy and Development Coordinator (SVM), Volunteering England	Volunteer managers and Volunteer Centres
<b>F6</b>	<b>Volunteering by and with offenders</b> Volunteering has a considerable impact on the lives of offenders within prisons and on probation. This workshop explores the results of research carried out in 2006 by IVR, and features practical tips and guidance on volunteering with and by, offenders.	<b>Mark Restall</b> , Head of Information, Volunteering England and <b>Martin Cooke</b> , NACRO	Anyone working with volunteers within prison
<b>F7</b>	<b>Patrons, Presidents and Personalities</b> Many charities are unsure how to approach high profile volunteers including celebrities. This session looks at where to find them, how to get them on board, how to make the best of their involvement and key points in managing them and maintaining a relationship.	<b>Eileen Hammond</b> , Independent Consultant and Trainer, Director of Association of Fundraising Consultants and Fellow of the Institute of Fundraising	Organisations looking to recruit and work with high profile volunteers

## Friday 25 April - Workshop session G. 11.30 - 12.30

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>VC14</b>	<b>VCQA core functions 5 and 6 What makes an excellent brokerage service in the 21st century tick?</b> This session explores some key issues in brokerage, drawing on the experiences of a variety of VCs: <ul style="list-style-type: none"> <li>• What training is available for staff and volunteers</li> <li>• running a brokerage service? What should be available?</li> <li>• How many volunteers who express an interest in volunteering opportunities actually go on to volunteer?</li> <li>• What is the future of brokerage?</li> <li>• How will it need to change in the next few decades?</li> </ul>	<b>Patrick Scott</b> , Training and Development Co-ordinator, Volunteering England and <b>Miles Atkinson</b> , Business Development Assistant, Volunteering England	Volunteer Centres
<b>VC15</b>	<b>Volunteer Centres: how to work with and influence your local authority</b> Having a good relationship with local authorities is essential for Volunteer Centres. As the primary funders of Volunteer Centres, they are at the centre of developing local policy priorities. How do you develop good working relationships with your local authority? How can you influence them to ensure that volunteering is recognised as a high priority?	Representative from the LGA and a Volunteer Centre	Volunteer Centres



# Volunteering England National Convention

**Transforming passion into power: volunteering at the heart of social change**

## Seminar and workshop programme in detail

**Friday 25 April - Workshop session G. 11.30 - 12.30 (continued)**

Sessions coded **VC** are of particular interest to Volunteer Centres but open to all delegates

Code	Title and Description	Presenter(s)	Who's it for?
<b>G1</b>	<b>Office of the Third Sector and Government's Volunteering Policy</b> Sarah Benioff will give an overview of all of the work of the Cabinet Office's Office of the Third Sector and will focus on volunteering related policy and issues including support for v and youth volunteering, adult volunteering, work to overcome barriers to volunteering, volunteering in public services and Olympics related volunteering.	<b>Sarah Benioff</b> , Deputy Director - Participation Office of the Third Sector	All delegates
<b>G2</b>	<b>Assessing the impact of volunteering</b> This is an interactive session to introduce delegates to IVR's Volunteering Impact Assessment Toolkit, designed to help organisations undertake their own research to assess the impacts of volunteering.	<b>Joanna Machin</b> , Research Officer, Institute for Volunteering Research	Volunteer managers within voluntary organisations
<b>G3</b>	<b>Exploring the connection between research and policy</b> This workshop discusses the extent to which there is a relationship link between research and policy in the world of volunteering, drawing on the wide range of projects that IVR have undertaken in the past ten years.	<b>Mike Locke</b> , Assistant Director, Institute for Volunteering Research	Managers and Co-ordinators in Volunteer Centres and other Volunteer Development Agencies
<b>G4</b>	<b>Improving customer care in volunteering</b> Research by YouthNet and the Institute of Volunteering has highlighted the need for a different approach to handling and placing volunteers who apply via do-it.org.uk and the Internet. This session will highlight key information from the studies and will involve participants in shaping best practice and exploring potential new ways of handling enquiries.	<b>YouthNet</b>	Anyone interested in customer care in volunteering
<b>G5</b>	<b>A route to professionalising your sector for managers of volunteers</b> Developing sector-wide qualifications for managers of volunteers. This session explains how RunningSports has contextualised the EVM programme for managers of sports volunteers and will enable critical resources and routes for professional qualifications for managers in your sector.	<b>RunningSports</b> and <b>Volunteer Centre Warrington</b>	Managers of volunteers
<b>G6</b>	<b>How Excellence in Volunteer Management (EVM) can develop your business and be customised for your sector or organisation.</b> EVM can be delivered in bite-size chunks, as an endorsed award or contextualised to suit your sectoral or organisational needs. Two trail-blazing EVM Training Providers point the way, by showcasing their work – rolling-out the EVM award to north-west England and developing EVM into a qualification for managers of sports volunteers.	<b>Louise Hunter</b> , Corporate Responsibility Manager, Northumbrian Water.	Training deliverers, Volunteer Centres, managers of volunteers, volunteer-involving organisations.
<b>G7</b>	<b>Different approaches for funding organisations to achieve Investing in Volunteers</b> A first-hand account of an liV Volunteer Centre Partner that has secured funding to fund local organisations to achieve liV - detailing the benefits and process of the grants programme and the Volunteer Centre's advisory role.	<b>Caty Collier</b> Volunteering Development Worker, Volunteer Centre Nottingham	Anyone interested in assisting local organisations to receive funding to achieve liV and anyone interested in receiving funding to achieve liV
<b>G8</b>	<b>Volunteer Motivation –Key to Transformation</b> Martin has been participating in research into volunteer motivation since 1997. He has collaborated on a number of research projects in this area including conducting what was Australia's largest study on volunteer motivation in 2000. Martin believes that understanding what is driving your volunteers can be the key to building a lasting volunteer programme or driving volunteers away. This interactive session will consider: 1. What is motivating and de-motivating your volunteers? 2. Why understanding what is motivating your volunteers is important 3. What are the key motivating factors? 4. Structuring your organisation to ensure that volunteer motivations are being met or exceeded 5. Identification of actions	<b>Martin J Cowling</b> , People First -Total Solutions, Australia	Anyone managing and or working with volunteers

# Registration form

## Volunteering England National Convention

**Transforming passion into power:  
volunteering at the heart of social change**  
**23 – 25 April 2008**

### Your details (please use BLOCK capitals)

Title \_\_\_\_\_

Name \_\_\_\_\_

Job title \_\_\_\_\_

Organisation \_\_\_\_\_

Organisation address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone (work) \_\_\_\_\_

Telephone (mobile) \_\_\_\_\_

Email \_\_\_\_\_

### Delegate rates

Please note that the rates listed here include VAT  
Please note that to qualify for the early bird rate, completed registration forms and full payment MUST be received before February 25 2008

### Members

Membership number

If you are unsure of your membership number please contact our membership department on 020 7520 8936 or email [membership@volunteering.org](mailto:membership@volunteering.org)

Voluntary sector members early bird £364.25 ☐

Voluntary sector members full £399.50 ☐

Corporate/private sector members early bird £399.50 ☐

Corporate/private sector members full £434.75 ☐

### Non-members

Voluntary sector £423.00 ☐

Corporate/private sector £481.75 ☐

### Shared Rates

The shared rate enables one organisation to register 3 delegates to attend the convention on different days. Please note that this only allows for one delegate per day.

Voluntary sector shared rate £470.00 ☐

Corporate/private sector shared rate £528.75 ☐

### Presenters

Presenters' rate £258.50 ☐

Session code: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

### Gala Dinner

Wednesday 23rd April 2008 £58.75 ☐

**Total payment** £ \_\_\_\_\_

**For booking conditions and the Workshop  
booking form please see overleaf**

### Payment

Payment must be received with your booking form in order to guarantee your place. No places will be reserved without FULL payment, including VAT.

### Cheque

Please find enclosed my cheque for £ \_\_\_\_\_  
(Cheques must be made payable to Volunteering England)

### Debit/credit card

Please debit my card for £ \_\_\_\_\_

Card details

Credit ☐ Debit ☐

Visa ☐ Mastercard ☐ Maestro/Switch ☐

Card holder's name: \_\_\_\_\_

\_\_\_\_\_

Address card is registered at: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Card number

Security code

(last three digit code on the reverse of the card)

Valid from date

Expiry date

Issue number

(Maestro/Switch only)

Card holder's signature: \_\_\_\_\_

VAT Registration number: 832 636233

### For office use only

Events ☐ Membership ☐ Finance ☐ 35400/UNR/004

### Special requirements

Dietary: \_\_\_\_\_

Other: \_\_\_\_\_

### Accommodation

Please note that accommodation is NOT included in the above rates.

To book accommodation, please visit the Volunteering England National Convention page on Newcastle Gateshead's website at:

**[www.VE.NewcastleGateshead.com](http://www.VE.NewcastleGateshead.com)**

### Marketing

How did you hear about the Volunteering England National Convention

☐ Volunteering England members' e-newsletter ☐ Society Guardian

☐ Volunteering England members' postal mailing ☐ From a colleague

☐ Volunteering England website ☐ Another website, please specify \_\_\_\_\_

☐ Volunteering England website

☐ Volunteering magazine

☐ Third Sector Magazine

☐ Another e-newsletter, please specify \_\_\_\_\_

### Data protection

☐ If you would like to receive information about future Volunteering England events please tick

☐ If you would like to receive an email about the benefits of membership of Volunteering England please tick

☐ If you would like to receive general information about Volunteering England please tick

# Workshop booking form

## Volunteering England National Convention

**Transforming passion into power:  
volunteering at the heart of social change**  
**23 – 25 April 2008**

**Your details** (please use **BLOCK** capitals)

Full name \_\_\_\_\_

Organisation \_\_\_\_\_

### Workshop selection

Delegates are asked to make three choices for each time slot, specifying first, second and third preference. We will endeavour to place all delegates in their first choice workshop. However if this is full or cancelled we will place you in your second or third choice.

Please note to book the session, **Where do we go from here?**

**Volunteer Centre open space forum** please put it as your first choice in sessions E and F.

### Example

Wednesday 23 April Workshop session B 15.15 - 16.15		
Choice	Workshop code	Workshop title
1st	VC3	VC&A core functions 1 & 2...
2nd	VC2	Supporting Youth Volunteering...
3rd	B3	Happy Ending: Dealing with...

Wednesday 23 April Workshop session A 14.00 - 15.00		
Choice	Workshop code	Workshop title

Wednesday 23 April Workshop session B 15.15 - 16.15		
Choice	Workshop code	Workshop title

Thursday 24 April Workshop session C 14.00 - 15.00		
Choice	Workshop code	Workshop title

Thursday 24 April Workshop session D 15.15 - 16.15		
Choice	Workshop code	Workshop title

Friday 25 April Workshop session E 09.00 - 10.00		
Choice	Workshop code	Workshop title

Friday 25 April Workshop session F 10.15 - 11.15		
Choice	Workshop code	Workshop title

Friday 25 April Workshop session G 11.30 - 12.30		
Choice	Workshop code	Workshop title

Please note that places on seminars and workshop sessions will be allocated on a first-come first-served basis. Seminar and workshop sessions may be cancelled at short notice due to circumstances beyond Volunteering England's control. In this event, we will endeavour to allocate delegates booked on cancelled seminars/workshops on to their second or third choice or a suitable alternative and to inform them of any changes.

Please return all parts of your completed registration form to:

**Volunteering England National Convention**  
**Volunteering England**  
**Regent's Wharf**  
**8 All Saints Street**  
**London**  
**N1 9RL**

Tel: 0845 305 6979

Fax: 020 7520 8910

Email: [events@volunteeringengland.org](mailto:events@volunteeringengland.org)

**Please note that registration forms will only be accepted if they have been completed in full and FULL payment (including VAT) is received. Any registration forms received incomplete, without payment or partial payment, will be returned to the sender, unprocessed.**

Booking forms and payment must be received by

**Wednesday 16 April 2008.**

**Please send me information about:**

exhibiting at the Convention ☐  
advertising in the Convention programme ☐

**Volunteering England may wish to use your details to contact you with information about volunteering and related issues.**

Please tick this box ☐ if you would prefer NOT to be contacted by Volunteering England (except in relation to the National Volunteering Convention)

### Booking conditions/disclaimer

**All cancellations must be received in writing by the Volunteering England Events Officer, Regent's Wharf, 8 All Saints Street, London, N1 9RL, before Friday 11 April 2008. Cancellations received before 11 April 2008 will receive a full refund minus a 10% administration fee, cancellations received after this date will not be refunded. Substitutions can be made at any time in writing to the address above or via email to: [events@volunteeringengland.org](mailto:events@volunteeringengland.org)**

The organisers reserve the right to alter the contents of the programme without notice. If the Convention should be cancelled, the organisers' liability will be limited to a refund of delegate fees only. The organisers are not responsible for consequential loss.