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2 July 2015

9:00 am to 3:15 pm

International Lawn Tennis Centre,
Eastbourne

**SHAKE IT UP:
Fresh Approaches
to Volunteering**

7th
ANNUAL

**ADVICE
FAIR**

**MASTER
CLASSES**

CONFERENCE

NETWORKING

SPEAKERS



SpeakUp
Countywide Forum

01273 72 78 72 // www.speakupforum.org.uk // speakup@3va.org.uk

SpeakUp Forum is delighted that you are joining us for our 7th Big Event, **Shake it Up: Fresh Approaches to Volunteering!** Please come in, grab a cup of tea and make yourself comfortable.



With the increasing demand for volunteers, volunteer recruitment remains one of the top three challenges that local organisations face. Can this challenge be met or have we reached a peak in East Sussex? Today we will explore different ways to grow and strengthen your volunteer base.

On the next few pages, you will find all the information you need for today's event, including the programme and venue layout. If you have questions throughout the day, just approach one of our helpful volunteers in the reception area or when you see them around the venue.

Many thanks to **UK Charity Insurance**, our headline sponsor for this year's Big Event. UK Charity Insurance will deliver a master class this afternoon and are available for a chat throughout the day.

Please make sure to complete a feedback form before you leave today so that we can continue to improve the Big Event.

Thank you for being part of the Big Event 2015. We hope you enjoy an information-filled day!

Miriam Wilkinson & Anke Thurm
SpeakUp Forum Team

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9:00 **ARRIVAL AND REGISTRATION**

9:00 **ADVICE FAIR** (Ground Floor)

11:15 **CONFERENCE** (Hardwick Suite - Level 3)

Opening Speech

Kristen Stephenson

Volunteering Development Manager, NCVO

Micro-volunteering

Learn how this could benefit your organisation and potential volunteers.

Kristen Stephenson, NCVO

Supported Volunteering

Ways to involve a more diverse range of volunteers.

Angie Lowe, Hastings Furniture Service (HFS)

Good Neighbours & Community Involvement

What works locally, what are the barriers and challenges and what could work for your organisation?

Teresa Gittins, Action in Rural Sussex (AirS)

Successful Volunteer Recruitment

Tips to attract more people to your organisation.

Lee Shepherd, Volunteer Centre East Sussex (VCES)

1:15 **LUNCH & NETWORKING** (Hardwick Suite - Level 3)

2:15 **MASTER CLASSES** (Levels 2 & 3)

Micro-volunteering (Spencer Suite)

Supported Volunteering (Spencer Suite)

Successful Volunteer Recruitment (Hardwick Suite)

Good Neighbours & Community Involvement

(discussion group) (Spencer Room)

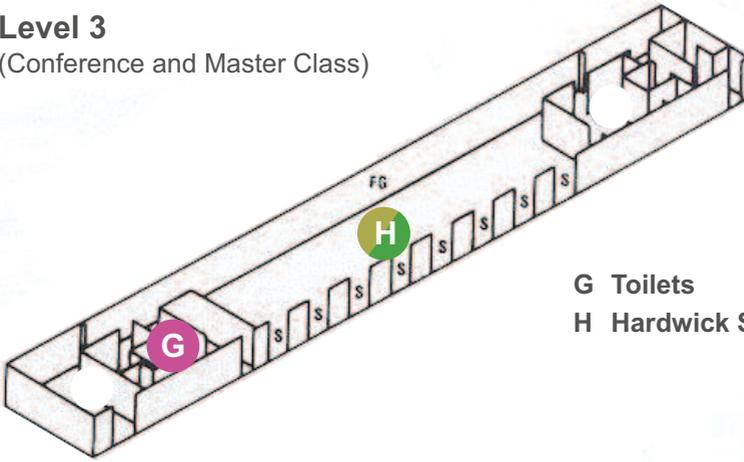
Managing the 'People' Risk – Getting it Right

(Spencer Suite)

3:15 **CLOSE OF BIG EVENT**

Level 3

(Conference and Master Class)

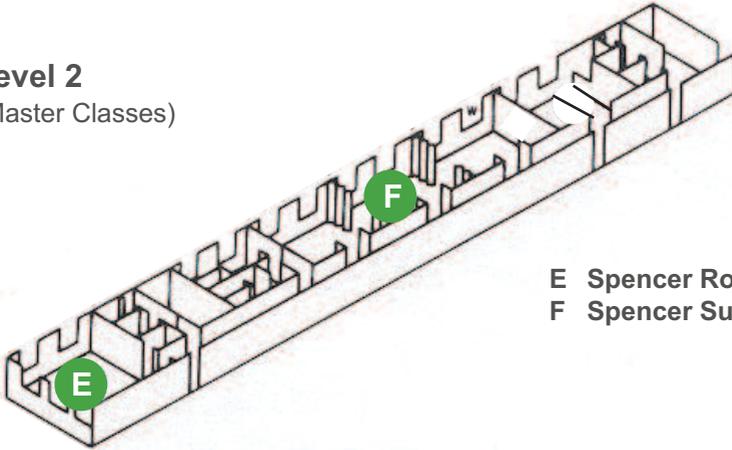


G Toilets

H Hardwick Suite

Level 2

(Master Classes)

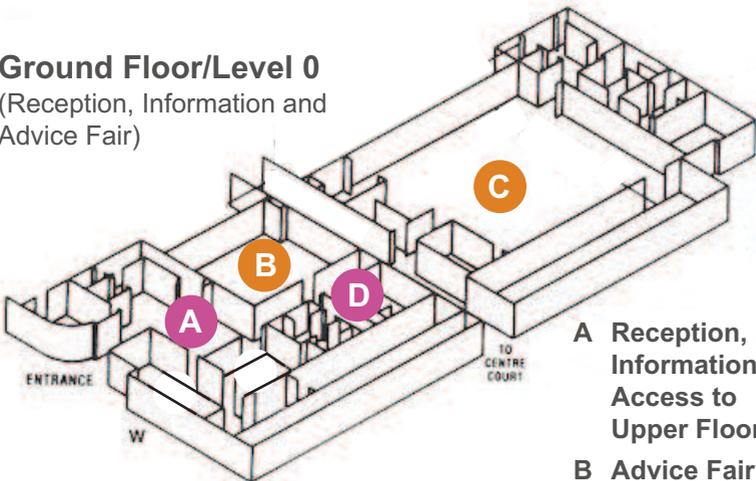


E Spencer Room

F Spencer Suite

Ground Floor/Level 0

(Reception, Information and Advice Fair)



A Reception, Information, Access to Upper Floors

B Advice Fair

C Advice Fair

D Toilets

VENUE LAYOUT

ADVICE FAIR

3VA

Action in rural Sussex (AirS)

Active Sussex

Age Concern Eastbourne

Autism Sussex

Care for the Carers

Chances4Change

Computers for Charities

CUPP and Active Student

East Sussex Access Groups

East Sussex Community Voice and Healthwatch East Sussex

East Sussex County Council

 ChoicES

 East Sussex 1 Space and Support with Confidence

 Funding Advice and East Sussex in Figures

East Sussex Disability Association

ESFRS Volunteer Scheme/Health & Wellbeing Visits Project

East Sussex Hearing Resource Centre

Eastbourne Advice Network

Eastbourne Talking Newspaper

Furniture Now!

Hastings Voluntary Action (HVA)

Julie Eason Consulting and Bid Wizards

Lawson Lewis Blakers Solicitors

McCrudden Training

National Council of Voluntary Organisations (NCVO)

Reid Briggs Insurance Brokers

Rother Voluntary Action (RVA)

Rotherfield St Martin

SEAP

Southdown Housing and Homeworks

SPARK

SpeakUp Forum

Sussex Community Development Association (SCDA) and

 Neighbourhood Health Champion Scheme

Sussex Police (Police Support Volunteers)

thebestof Eastbourne

UK Charity Insurance (Big Event 2015 sponsor)

Volunteer Centre East Sussex (VCES)

WOW Exchange

The Health and Wellbeing Visits Project

Covering East Sussex and Brighton & Hove, trained volunteers visit people in their own homes to talk about their health and wellbeing, offer advice and information and put them in touch with the most appropriate source of help.



This project is funded by the Department of Health.

HELPING TO REDUCE HEALTH INEQUALITIES FOR VULNERABLE OLDER PEOPLE

To find out more about this or other volunteering opportunities, please visit www.healthandwellbeingproject.org or contact us on 01323 462 437 or at ceilidh.jackson-baker@esfrs.org.



Supporting **Voluntary Action** across Eastbourne, Lewes District and Wealden



East Sussex
Fire & Rescue Service

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Volunteer Centre
East Sussex

www.vces.org.uk

Our new website offers lots of advice and a growing number of **FREE** resources developed specifically for the needs of the local groups.

The way you can advertise volunteering opportunities online (via the Do-it website) is changing. Check out our website or talk to us to learn more!



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We are a specialist consulting and training group working with government departments, NGOs, individuals and local communities.

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Bid Wizards

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www.bidwizards.org

BID WIZARDS is a new charitable venture, set up to embed bid-writing and community fundraising skills within communities who are economically, socially or otherwise excluded or subject to inequality. 100% of our profits will be re-invested in our purpose which is to develop fundraisers and fundraising skills within disadvantaged communities.

We are starting our work in East Sussex, in the area of grant and foundation trust bid-writing, but looking to expand quickly into other areas of fundraising and localities.

If you wish to find out more about our mentoring programmes, and whether they would be right for you, or your organisation, please contact Julie: 07588 639675 or email: info@bidwizards.org

Opening Speech

Kristen Stephenson, Volunteer Management and Good Practice Manager, NCVO

Blog: blogs.ncvo.org.uk/author/kristen-stephenson

Email: Kristen.Stephenson@ncvo.org.uk

Twitter: [@KristenVols](https://twitter.com/KristenVols)

Kristen has worked extensively with organisations across the country on volunteering-related topics. She is interested in raising the profile of volunteer management as a profession and developing approaches that can help volunteering deliver results for people, organisations and communities. Kristen will share a number of examples, including hands-on resources that can be used to develop new ways of working. Kristen will also introduce the topic of micro-volunteering.

Micro-volunteering

Author of *Giving a little time: A practical guide to exploring and developing the potential of micro-volunteering for your organisation*, Kristen has collaborated with colleagues at the Institute for Volunteering Research and with many organisations across the country on understanding and developing micro-volunteering.

Supported Volunteering

Angie Lowe, Support Worker at Hastings Furniture Service (HFS)

Website: www.hfs.org.uk

Email: angie@hfs.org.uk

Angie has years of experience engaging with volunteers from diverse backgrounds and with diverse abilities, who helped HFS grow as an organisation and improve the support it gives to local communities.

Theresa Hodge, SENDPO (South East Network of Disabled People's Organisations) and Equal Access Consultancy

Websites: www.sendpo.org and www.eaconsultancy.co.uk

Email: theresa@sendpo.org

Theresa has been working in the field of disability for over 25 years. She is an experienced equalities trainer and researcher and has worked with and for a number of voluntary and public sector organisations. In her consultancy role she helps organisations find reasonable and practical ways of ensuring that services are user-friendly to disabled people, especially regarding employment and volunteering. In her role with SENDPO, Theresa manages a network

of organisations managed by disabled people, many of which use volunteers regularly in their work.

Good Neighbours & Community Involvement

Four East Sussex-based organisations will speak of their experience in supporting local communities to develop the good neighbours initiative. They will share what works, as well as the barriers and challenges they have encountered. Working in different areas across the county, including rural, urban and semi-urban settings, each organisation has trialled different approaches. They all currently deliver the pilot programme called Building Stronger Bridges.

Jan Cutting, Head of Services and Projects, Rother Voluntary Action (RVA)

Website: www.rva.uk.com

Email: jan.cutting@rva.uk.com

Teresa Gittins, Deputy Chief Executive and Head of Services, Action in rural Sussex (AirS)

Website: www.ruralsussex.org.uk

Email: Teresa.Gittins@ruralsussex.org.uk

Linda Warner, Community Development Project Manager, Age Concern Eastbourne

Website: www.ageconcerneastbourne.org.uk

Email: linda.warner@ageconcerneastbourne.co.uk

Peter Sutcliffe, Project Development Worker (Hailsham), Sussex Community Development Association (SCDA)

Website: www.sussexcommunity.org.uk/hailsham

Email: peter@sussexcommunity.org.uk

Successful Volunteer Recruitment

Lee Shepherd, Volunteering Development Officer, Volunteer Centre East Sussex (VCES)

Website: www.vces.org.uk

Email: lee.shepherd@vces.org.uk

Twitter: [@VolCenES](https://twitter.com/VolCenES)

Lee has over 20 years' experience working with volunteer centres, volunteer managers and volunteering programmes in London and the South East. In this presentation, Lee will share tips on attracting more people to your organisation, including some of the most common mistakes and simple ideas that can make a real difference.

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Your pre-booked master class (as indicated on your name badge) will give you the opportunity to learn more on the topic of your choice. You'll learn some top tips, hear about available resources and toolkits and discuss the topic with our expert speakers.

Four of the master classes are linked directly to the morning presentations, which are:

- Micro-volunteering
- Supported Volunteering
- Successful Volunteer Recruitment
- Good Neighbours & Community Involvement (discussion group)

Additionally, the fifth master class will be delivered by the Big Event 2015 headline sponsor, **UK Charity Insurance**:

Managing the 'People' Risk – Getting it Right

Neil Franklin, Managing Director, UK Charity Insurance

Website: www.ukcharityinsurance.co.uk

Email: neil.franklin@chrisknott.co.uk

“It was all fine until we started working with people” – how many times have you heard, or even used, that phrase? The thing is, while having the potential to be your greatest asset, your people are also capable of causing both the most problems and the most damage. If you work with volunteers, you need to understand both the responsibilities and risks they bring to your organisation.

As experts in the third sector, UK Charity Insurance's master class will help organisations consider the implications of recruiting staff and engaging volunteers. You'll come away with a clear understanding of your role and an action plan for managing or reducing the risks to give you the best chance of making volunteering work most effectively for you. In addition, you'll be guided through the roles and responsibilities of perhaps the most crucial of volunteers – the trustee – exploring the impact on them as individuals and the organisation if they fail to fulfil their roles effectively.

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- Mortgages, borrowing, appeals and trading



Contact: Lucy Robinson on 01323 720142
email: lucy.robinson@lawsonlewisblakers.co.uk
www.lawsonlewisblakers.co.uk

Today's presentations, this brochure and all direct links to documents below are available online at www.speakupforum.org.uk.

Micro-volunteering

For a full list of resources and useful links, visit the new micro-volunteering page (live later this summer) on **Volunteer Centre East Sussex's** website at www.vces.org.uk.

Help from Home serves as a directory of non-profit run micro-volunteering actions in an effort to promote and encourage individuals and the voluntary sector to embrace the concept. Help from Home also act as a repository of information in the micro-volunteering arena, connecting the dots and sharing information with volunteer-involving organisations so that they are not organising micro-volunteering activities and events in isolation of one another.

Check out Help from Home's *Microvolunteering Action Ideas* on their website at www.helpfromhome.org, which covers 16 different causes.

SpeakUp and Volunteer Centre East Sussex have agreed a fantastic offer of free support from Help from Home. Mike Bright, Founder, is happy to talk to organisations about the micro-volunteering concept. For more information, please email challenge@helpfromhome.org.

Go to **NCVO's** blogs.ncvo.org.uk - search for Kristen Stephenson's *Giving a Little Time: A practical guide to exploring and developing the potential of micro-volunteering for your organisation*.

Visit knowhownonprofit.org and search for *How to Set up a Microvolunteering Project*.

skillsforchange.com is a useful website where you can see the skilled online micro-tasks that other organisations ask for. Sign up to view.

Read a brief article about the **Southwark Hour** initiative at www.volunteercentres.org.uk and search for *#SouthwarkHour – Give a little time, make a big difference*.

Supported Volunteering

Volunteer Centre East Sussex

Essential Guide to Recruiting Diverse Volunteers

<http://www.vces.org.uk/wp-content/uploads/2014/07/Essential-Guide-to-Recruiting-Diverse-Volunteers.pdf>

Comprehensive information and a number of resources are available on **Volunteering England's** website (part of NCVO) at www.volunteering.org.uk - search 'Supported Volunteering'.

Go to www.scope.org.uk and search for **SCOPE's** *Top 10 Tips to Include Disabled Volunteers*.

Volunteer Recruitment

Volunteer Centre East Sussex guides and advice are available at www.vces.org.uk/organisations/recruit/

Do-It, the national online volunteering opportunities website, is available to advertise free local opportunities at www.do-it.org.



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We are now taking applications for September 2015

To find out more visit:
www.utc-harbourside.org

Real skills
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SpeakUp Forum is the countywide representation forum for the voluntary and community sector in East Sussex.

We bring together chief executives and senior staff from countywide organisations, networks and the local CVSs (Councils for Voluntary Services). We support them in developing effective relationships with the public sector and representing the voluntary sector at key decision-making and strategic meetings at county level. We work towards achieving a strong, informed and influential voluntary sector in East Sussex.

Sitting on 21 countywide partnerships, our 28 **SpeakUp representatives** are chief executives, senior managers or chairs from voluntary and community sector organisations that work in East Sussex. The representatives do not only represent their own organisations but derive knowledge from a wider section of the sector. The Forum meets bi-monthly to discuss issues, exchange information and prepare for key partnerships. Representatives also communicate regularly by e-mail and meet in working groups to address specific issues or topics. To learn more visit our website at www.speakupforum.org.uk, find us at the Advice Fair or speak to one of our representatives present on the day.

The Big Event

SpeakUp annually organises the Big Event to address relevant topics and changes affecting the voluntary sector in East Sussex. The largest voluntary sector conference in the county is accompanied by an Advice Fair and master classes, as well as networking opportunities. SpeakUp Forum has been organising the Big Event for the last seven years. Since its beginning in 2009, it has grown in size and popularity, and is now reaching up to 200 delegates and hosts around 40 organisations at its Advice Fair.



We would sincerely like to thank **UK Charity Insurance** for sponsoring the Big Event this year!

We also want to express our gratitude and thanks to our fantastic volunteers, both those who have supported the Big Event for years now and those who have newly joined our team. We couldn't have done this without you!



We are very grateful to all of our talented and knowledgeable colleagues who have made the event what it is. Amongst those, our speakers, master class facilitators and Advice Fair exhibitors.

A big thumbs up and thank you to Help from Home for sharing with us their knowledge on micro-volunteering.

Special thanks to our SpeakUp representatives, East Sussex County Council (ESCC) and SpeakUp Forum funder, Paul Rideout, Third Sector Manager at ESCC, who are all big supporters of the event.

Thank you to everyone else who has given advice and support throughout the process of organising and running this event.

We hope you enjoyed the Big Event 2015 – Shake it Up: Fresh Approaches to Volunteering.

See you next year!

Miriam & Anke



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