

bringing leaders together



Guide to
membership
benefits

Join our network of inspiring leaders
changing the world for the better

acevo

imagine, inspire, improve

acevo.org.uk @acevo

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Welcome to ACEVO

Supporting, inspiring
and empowering you
through every stage
of your career as a
civil society leader



ACEVO's vision is to see civil society leaders making the biggest possible difference.

Together with our network we inspire and support civil society leaders by providing connections, advocacy and skills.

For over 30 years, we have provided support, development and an inspiring, collective campaigning voice for our members across the UK. Our network includes the leaders of small, community

based groups, ambitious medium-sized organisations, and well known, well-loved national and international not-for-profits.

This handbook highlights all the benefits that being part of our network brings, from strengthening your leadership skills to getting the most out of your board and teams, and connecting with your peers.

Strengthen your leadership skills

Great leaders never stop learning. That's why ACEVO is dedicated to providing our members with first class support and training



- Advice
- Good governance
- CEO in Crisis
- Workshops & training
- Mentoring
- Coaching
- Tools & resources

Advice

ACEVO helps you with all aspects of your leadership role. We are here to answer your queries, offer advice and connect you with fellow civil society leaders within your own community of peers.

We know there is no such thing as a 'one size fits all' solution and whenever you need our support we will bear in mind not only the size and type of your organisation but also their personal needs and aspirations.

Specialist advice

Your ACEVO membership also includes access to a number of exclusive advice lines run by our corporate partners.

These include:

- Ellis Whittam employment law helpline
- Ellis Whittam health and safety helpline
- Hempsons' health and social care legal advice line
- MCM Net digital marketing session

→ [For full details please visit our website](#)

Good governance

As CEOs and senior leaders, you are responsible for ensuring good governance is a top priority at your organisation.

Ensuring your organisation is being run legally, safely and productively. It's a vital part of how civil society organisations operate and are held accountable.

Governance helpline

Our Governance helpline can help you to improve communication with your board before a situation reaches a crisis point.

The helpline can advise you on:

- A specific issue, challenge or area for development
- How to grow the sustainability and resilience of your organisation
- How to improve the working relationships between CEO, chair and trustees

→ [Access the helpline through our online inquiry form](#)



I joined ACEVO when I was chief executive of Leeds University Union. I wanted my next job to be in the mainstream third sector but without ACEVO I would have struggled. Many years on ACEVO is still important to me – I value the networks it provides, the learning it enables and the support it gives.

Lesley Dixon, CEO, Person Shaped Support (PSS), Member since 2006

CEO in Crisis Workshops & training

With pressure and expectation from all sides, being a CEO can sometimes be a lonely and difficult experience.

Sometimes when a CEO's relationship with the chair has broken down they need support in trying to repair the relationship. Alternatively, a CEO may believe their job is at risk and want to understand their rights and options.

CEO in Crisis service

Since its creation, our CEO in Crisis service has been a lifeline to many third sector CEOs looking for support with a number of different issues they encounter.

Our CEO in Crisis service offers:

- A free assessment call with ACEVO experts in strict confidence
- Where required, up to four hours of legal support and advice from leading experts

If you feel this service is appropriate to your current situation, please contact the ACEVO team.

This service is only available to full members who have been in membership for three months or more.

We are passionate about leadership development, improving skills and nurturing the leaders of tomorrow.

That's why we offer a range of workshops and courses, some available for non-members as well as members, which address the specific needs of chief executive and senior leadership roles.

Leadership learning workshops

Our one day courses cover all aspects of the CEO and senior leadership role. They are designed to strengthen your leadership skills in areas such as governance and personal resilience.

→ [Visit our website for more information](#)

Emerging leaders programme

Supporting senior managers to explore how they can be at their best in their current role and progress their career.

→ [Visit our website for more information](#)



Being a CEO can sometimes be a lonely and difficult experience. Our confidential and bespoke helplines will support you through tough times.

Jenny Berry, ACEVO director of leadership development

Mentoring

Peer mentoring

Our peer mentoring scheme is a personal matching service run exclusively for our members.

Being a mentee

Peer mentoring is based around sharing knowledge and experience, and is a fantastic way of receiving guidance from those in the know while improving your professional development. As an ACEVO member you gain access to our personal matching service to identify a mentor who will help you meet your challenges and fulfil your career goals.

Being a mentor

Being a mentor develops your own coaching and managerial skills and gives you unexpected insights and understanding. If you feel you have experience and knowledge to share, we'd welcome your involvement: please do get in touch.

→ [Visit our website for more information](#)

Coaching

Executive coaching

Coaching can increase your self-awareness, build confidence and increase resilience. ACEVO membership offers you access to a pool of qualified and highly recommended executive coaches with a wide range of experience who offer their services at a discounted rate.

→ [Visit our website for more information](#)

Coaching for excellence

Designed to give CEOs a 'fast-track' to increased confidence and competence as social leaders.

→ [Visit our website for more information](#)

Henley Business School coaching

The leading executive education provider Henley Business School has a limited number of free coaching opportunities for ACEVO members, who are matched with postgraduate students with extensive experience of business and management.

→ [Visit our website for more information](#)



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ACEVO has never been more important to find ways for leaders in our sector to connect, share good practice, support and indeed challenge each other. ACEVO helps provide this valuable function. I personally have found the regional forums, and national links to the wider sector most useful.

Brendan Hill, CEO, Mental Health Concern, Member since 2013

Tools & resources

Leadership development planning

Leadership development is all about building your knowledge, skills and capabilities.

We support you to become a better leader by continuing your personal development.

A free consultation with our leadership development expert will help you to reflect and explore your development needs, and create a tailored plan to meet them.

Our suite of online tools includes:

- Leadership development questionnaire and template plan
- Leadership development reflection plan
- Career development planner
- Stakeholder management tool

→ [Visit our website for more information](#)

Publications

Acevo publications are a great resource for members on topics such as governance, leadership and developing policy. Members can purchase all our publications at a discounted rate. Our most popular include:

- Leading the CEO and Chair to Effective Governance
- The Chief Executive's first 100 days
- Pay and Equalities Survey

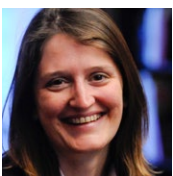
→ [Visit our website for more information](#)

Reports

We work with our members, experts and specialist institutions, as well as other sector bodies, to investigate, research and report on subjects that directly relate to our members. All our reports are free of charge. Recent reports include:

- In plain sight: workplace bullying in charities and the implications for leadership
- Trust in charities, and why it matters
- Racial diversity in the charity sector
- Leading with values: creating a safe organisational culture

→ [Visit our website for more information](#)



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As a senior leader aspiring to become a CEO, I was really pleased to be able to join ACEVO. From where I am now, becoming a charity CEO is a tough and daunting challenge. Membership of ACEVO is helping me shape and develop my skills.

Wendy Baverstock, Working Chance, Member since 2015

Expand your network

Opportunities to build key relationships and connect with peers



- CEO forums
- Special interest groups
- New member lunches
- Annual conference

One of the things our members value most is the opportunity to network with peers regionally and nationally. Our range of events, forums and meetings provide you with the opportunity to do just that.

CEO forums

Open to full members, our regular CEO forums are ideal for meeting fellow members from your area in an informal setting. During these two hour forums, you will hear from inspiring speakers and industry professionals and have the opportunity to discuss your challenges in a safe space with your peers.

We currently hold our forums in the following locations:



You are welcome to attend any of our forums, anywhere across the country.

→ [Check dates and book your place on our website](#)

Special interest groups

Open to all members, our special interest groups (SIGs) allow you to network with your peers, hear from trend setters within your area of interest, and discuss your experiences and challenges.

Current SIGs include:

- Health and social care
- Arts and heritage
- Women in leadership
- Faith-based charities

→ [Check dates and book your place on our website](#)

New member lunches

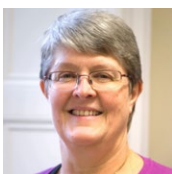
To welcome you into the ACEVO network, we hold frequent new member lunches. These events will give you the opportunity to network with other new members, learn more about our benefits and meet the ACEVO team.

→ [Book your place on the next new members lunch](#)

Annual conference

Sometimes we need to look beyond business as usual. Our annual conference is a stimulating and inspiring day of peer sharing and learning, bringing together knowledge and insight from some of the sector's leading CEOs and other experts.

→ [Join us at our annual conference](#)



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ACEVO has been part of my life as a CEO for the last eight years. I have regularly taken part in the North East CEO Forums, made good friends and been able to share the highs and occasional lows of my role with people who are on the same journey.

Kate Welch, Social Enterprise Acumen, Member since 2009

Campaigning and advocacy

Representing, lobbying
and campaigning for
our members' interests



- Policy & research
- Policy briefings & responses

The ACEVO policy team is uniquely positioned to represent our members' voices. From engaging directly with Westminster, to working with local groups and politicians, we work to represent your views and keep you abreast with the latest developments.

ACEVO's campaigning and lobbying priorities and areas of expertise are determined in direct consultation with our network of members.

We welcome your engagement so please contact the policy team.

020 7014 4600

→ policy@acevo.org.uk

Policy and research

We carry out policy and research that represents the interests of civil society leaders and creates positive impact for our members.

Our policy work focuses on five key areas: campaigning, commissioning, diversity, regulation and 'Brexit'. By focusing on areas which are directly relevant to our members, we are able to make a tangible difference to, and for, them.

Recent work has included our flagship report on the importance of charity campaigning, our annual Pay and Equalities Survey and engagement with our members to begin to portray what the impact of Brexit might be on their organisations.

→ [Read more about our research priorities on our website](#)

Policy briefings and responses

We are committed to keeping our members up to date on the big issues of the day. This is why we produce regular briefings on political events – from the Budget to key conferences – which are sent to all members. You can view our recent briefings here.

→ [For all the latest briefings](#)



“

The sector needs a strong, focused and thoughtful voice in this most complex of times. ACEVO does this with great effect. It's good to see an organisation that not only talks the talk but also delivers on its promise.

Rob Owen, St Giles Trust, Member since 2007

Trusted suppliers

Giving you the tools
to boost your business



- ACEVO strategic partners
- ACEVO premium and corporate supporters

ACEVO is proud to partner with a range of corporate organisations which share our vision of encouraging effective and inspiring civil society leadership. Many of our corporate partners supply goods and services to charities and social enterprises and are pleased to offer preferential rates to our members.

ACEVO strategic partners

Access



Access is the UK's largest software supplier to Not For Profit organisations and Access thankQ CRM is the most trusted CRM for fundraising and membership in the UK.

The Access thankQ CRM is focussed on the specific needs of NFP organisations and has powerful tools to allow you to understand and manage your key relationships with all your supporters, from individuals to major donors and grant awarding bodies, across complex communication channels.

With over 25 years experience of the UK Charity sector, our CRM software is constantly being developed, with features which demonstrate a deep understanding of UK regulation, including the requirements of Gift Aid, and the new GDPR.

→ nfp@theaccessgroup.com

→ theaccessgroup.com/not-for-profit

CAF



CAF have been committed to supporting non-profit organisations for over 90 years, helping them achieve their mission and maximising the value from their fundraising.

And because they're a charity, they understand the pressures that you face as a leader in the sector. CAF know that generating income and achieving financial sustainability is one of the most pressing challenges facing charity leaders. Here are some of the ways they can help you manage this:

- Advice and consultancy
- Secured and unsecured loans
- Fundraising tools and advice

→ [To get in touch visit the CAF website](#)

CCLA

CCLA invests money for more charities than any other fund manager in the UK. The organisation is owned by its charity and public sector clients and manages the business for their benefit.

CCLA's segregated management service and wide range of pooled funds enables it to meet the needs of organisations of all sizes. It also offers cash management and a free asset allocation advice service to support trustees and investment committees in their decision making.

Long-term funds:

Heather Lamont

heather.lamont@ccla.co.uk

Cash management:

Mark Davies

mark.davies@ccla.co.uk

CCLA

EnergyCentric



Energycentric has been an ACEVO strategic partner for many years providing energy management and procurement advice to its members. In that time, we have helped many third sector clients achieve thousands of pounds of savings on their gas and electric contracts.

The ACEVO Energy Basket has been specifically designed so that it can be used by all organisations that are members of ACEVO, regardless of size. Following the success of it's launch in 2013, the ACEVO energy basket has grown allowing Energycentric to achieve savings through a competitively priced group contract.

Helen O'Brien

acevo@energycentric.co.uk

0800 0832 655

Ellis Whittam



Ellis Whittam provides unlimited, professional, high quality, employment law and health & safety support for a fixed fee, at a significantly lower cost than solicitors, consultants or your internal resource. It has significant experience of assisting the third sector with a wide range of issues including: restructures redundancy, employment tribunals, appraisals and performance, health & safety risk assessments.

For more information on how Ellis Whittam can help you at ACEVO preferential rates, please contact:

enquiries@elliswhittam.com

01244 688 454

ACEVO members are entitled to the following from Ellis Whittam:

- One free session of telephone advice from the Employment Law Helpline
- One free session of telephone advice from the Health & Safety Helpline
- A free Employment Law/HR and Health & Safety Compliance Check
- Significant discounts on the price of Ellis Whittam's full services
- Free access to Ellis Whittam's Employment Law and Health & Safety online resource

→ *Please see ACEVO website for member access details for the above*

Hempsons

HEMPSONS

Hempsons has an established charities and social enterprise practice and reputation with a dedicated national team across the firm's four offices in London, Manchester, Harrogate and Newcastle.

As a top 10 specialist legal advisor to the UK's top charities, Hempsons' team has worked within this sector for many years and advises on all aspects from start up options and legal structures, to expansion and collaborations.

Ian Hempseed, Partner, head of charities and social enterprise
i.hempseed@hempsons.co.uk
020 7484 7530

Ruffer



At Ruffer, we have a distinctive approach to investing which we believe is well suited to the needs and goals of charities and their trustees. We focus on delivering 'all weather' investment returns and protecting and growing the value of our client's assets throughout the market cycle.

A dedicated portfolio manager works with each charity to build a portfolio, taking into consideration the charity's responsible investment concerns, where appropriate.

Jenny Renton
jrenton@ruffer.uk
020 7963 8100

Second-sight



Auto-enrolment, employee benefits and communication.

As the dedicated multi-award winning pension and employee benefits division of Foster Denovo, Second-sight has been working with ACEVO, and advising its members, for more than 10 years. It provides innovative and cost effective pension, employee benefit and communication solutions.

ACEVO members receive special terms on:

- Helping you set up a workplace pension to comply with automatic enrolment
- Improving employee communication and engagement through Second-sight's online HR benefits

second-sight.com

ACEVO DBS and pre-employment screening

Our online service for managing the Disclosure and Barring Service (DBS) will save ACEVO members time and money.

→ [For more information visit our website](#)

ACEVO Jobs

The only job board specifically created for charity and social enterprise leadership recruitment. ACEVO members receive a discount when advertising.

→ [For full details visit our jobsboard](#)

ACEVO premium and corporate supporters

We are proud to work with the following preferred suppliers.

Accountancy

Buzzacott Katharine Patel patelK@buzzacott.co.uk buzzacott.co.uk

haysmacintyre Anna Bennett abennett@haysmacintyre.com
020 7969 5500

Kingston Smith Neil Finlayson nfinlayson@ks.co.uk ks.co.uk/charities

Sayer Vincent Judith Miller svinfo@sayervincent.co.uk
sayervincent.co.uk

Business support

Blackbaud Europe solutions@blackbaud.co.uk blackbaud.co.uk

Digithouse Justin Smith justin@digithouse.co.uk
digithouse.co.uk

Consultancy and training

The Athena Programme info@theathenaprogramme.co.uk
theathenaprogramme.co.uk

Campbell Tickell Zina Smith zina@campbelltickell.com 020 3434 0977

Digi-Board support@thedigiboard.co.uk thedigiboard.co.uk

Skills for Care information.team@skillsforcare.org.uk 0113 241 1275

Digital

Digi-Board Frank Bennett and Helen Michaels
support@thedigiboard.co.uk thedigiboard.co.uk

MCM Net Limited Deon Kloppers dek@mcmnet.co.uk mcmnet.co.uk

Employee benefits

SecondSight acevo@second-sight.com second-sight.com

Finance and investment

Brewin Dolphin	Ruth Murphy ruth.murphy@brewin.co.uk 020 3201 3924
CAF	cafonline.org/charities
CCLA	ccla.co.uk
Charles Stanley	Nic Muston nicholas.muston@charles-stanley.co.uk 020 7149 6610
Rothschild	Nandu Patel nandu.patel@rothschild.com 020 7280 1732
Ruffer	Jenny Renton jrenton@ruffer.uk 020 7963 8100
Sarasin and Partners	John Handford john.handford@sarasin.co.uk 020 7038 7000

Insurance

aQmen Limited	Elaine Denny elainedenny@aqmen.co.uk aqmen.co.uk
Endsleigh	Charlotte Bell charlotte.bell@endsleigh.co.uk

IT & Telecoms

Access	nfp@theaccessgroup.com theaccessgroup.com
Total Enterprise Solutions	Andrew Lees enquiries@totalenterprisesolutions.co.uk totalenterprisesolutions.co.uk

Legal

BDB Pitmans	bdbpitmans.co.uk
Ellis Whittam	acevo.elliswhittam.com elliswhittam.com/charities
Freeths LLP	Kevin Poulter kevin.poulter@freeths.co.uk 0845 404 4133
Hempsons	Ian Hempseed i.hempseed@hempsons.co.uk 020 7484 7530
Pothecary Witham Weld	info@pwwsolicitors.co.uk 020 7821 8211
Stone King LLP	HannahKubie@stoneking.co.uk 020 7324 1756
Womble Bond Dickinson	info@wbd-uk.com 0345 415 0000
Wrigleys Solicitors	wrigleys.co.uk

Market Research

nfpSynergy nfpsynergy.net

Marketing & Data protection

GBG James.Birks@gbgplc.com gbgplc.com

Latcham Direct David Lonie david.lonie@latchamdirect.co.uk
latchamdirect.co.uk

Protecture Gary Shipsey gary.shipsey@protecture.co.uk
020 3691 5731

Recruitment

ACEVO Jobs jobs.acevo.org.uk

Compass Executives Abigail Hobden-Bada abigail@compassexecs.co.uk
compassexecs.co.uk

Peridot Partners Grant Taylor grant@peridotpartners.co.uk 07958 690 184

Russam GMS Ian Joseph ian.joseph@russam-gms.co.uk
020 7099 2222

Utilities

Energycentric Helen O'Brien acevo@energycentric.co.uk
energycentric.co.uk/acevo

For further information about all our corporate partner services, including business helplines available exclusively to ACEVO members, please [visit our website](#).

FAQs

Responsive services for our members



We're always keen to hear from our members, so if you have a question about your membership, or a suggestion of how we can support you better, please don't hesitate to get in touch with the membership team on 020 7014 4600 membership@acevo.org.uk

FAQs

What is my membership number?

If you have forgotten your membership number, you can locate it by logging onto the ACEVO website and clicking on the 'My Membership' tab.

Alternatively, email the membership team at membership@acevo.org.uk

I've forgotten my log in details to access the website – can you help?

Yes, please email the membership team on membership@acevo.org.uk with your details and if possible your membership number and a member of the team will get back to you promptly. Alternatively, please contact us on **020 7014 4600**.

How can I renew my membership?

You will receive a membership notice two months before your membership is due for renewal with further instructions on how you can renew. Alternatively call the membership team on **020 7014 4600** and we'll be happy to process your renewal over the telephone.

I want to renew my membership, what methods of payment do you accept?

We accept all major credit/debit cards, cheques and electronic bank transfers. You can also receive a 5% discount by making payment via direct debit.

Can membership be paid in instalments?

Membership payment must be made in total before you can receive the benefits of membership with ACEVO.

What happens to my membership if I leave my organisation?

We can transfer your membership to your new organisation. Simply provide your new company details and the system can be updated accordingly.

Alternatively, if your membership was paid via your current organisation, please provide the details of your successor and we can transfer the membership over to them.

How can I access the CEO in Crisis service?

Simply call us on **020 7014 4600** and provide us with an overview of your situation. We will then arrange to get a specialist consultant to contact you to discuss the matter in greater detail.

I have ordered an ACEVO publication but it has not yet arrived?

Email us at info@acevo.org.uk with the details of your order and a member of the team will get back to you as soon as possible.

Alternatively, please call us on **020 7014 4600** to discuss the matter further. Please remember all publications are shipped within five working days via second class post.

What benefits can I access with my membership?

Benefits	Full member	Associate member
Local CEO forums	■	
Special interest groups (SIGs)	■	■
CEO in crisis service (available after three months)	■	
1-2-1 support service	■	
Governance helpline	■	
Leadership learning workshops	■	■
Emerging leaders programme		■
Free <i>Henley Business School</i> coaching	■	■
Free peer mentoring	■	■
Free leadership development planning	■	■
Free business advice lines	■	■
Discounted DBS checks	■	■
Discounted <i>Coaching for Excellence</i> programme	■	■
Discounted workplace mediation service	■	
Free and discounted ACEVO publications	■	■
Practical tools and resources	■	■
Discounted job advertising	■	■
Financial appraisal tools	■	■
Briefings and consultation responses	■	■
Policy publications and reports	■	■

Which type of member are you?

Full member	CEO (or equivalent) at charities and social enterprises
Associate member	<ul style="list-style-type: none"> ■ Next generation chief executives ■ Retired chief executives ■ Out of post chief executives

ACEVO membership is strictly those working in not-for-profit organisations. Anyone working for a commercial organisation or operating as a sole trader doesn't qualify for membership. If you are unsure whether you can join ACEVO please contact membership@acevo.org.uk

acevo

imagine, inspire, improve

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