bringing leaders together



Guide to membership benefits •

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



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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.

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 & support
- Good governance
- CEO in Crisis
- Workshops & training
- Peer mentoring
- Coaching
- Tools & resources

Advice & support

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.

ACEVO Community

Our members have access to an online hub, where they ask and offer advice as well as start and engage in conversations on any relevant topics. It's our own social media, a safety net you can rely on.

→ Ask the Community

Member advice

You can reach out to ACEVO with any questions you have and we'll do our best to point you in the right direction to get the help you need.

→ Ask ACEVO

Specialist advice

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

→ 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
- → Find out more



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I have used the advice line a number of times and love the fact they make you feel like there are no stupid questions, they just do everything they can to support and provide information. I would recommend it to anyone who feels unsure about their next move in any situation. The advice given was a great confidence boost, friendly and extremely informative."

Katie Antill, joint CEO, Alzheimer's & Dementia Support Services, Member since 2019

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CEO in Crisis

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

- * third party legal advice and emotional support will only be available to full members who have been in membership for three months or more.
- → Visit our website for more information

CEO Action Learning Set

This programme provides space for up to eight charity CEOs to gather every two months to explore the issues they are currently navigating. The cohort stays together over the full 12 months and therefore the peer support, trust and mutual understanding grows and deepens over this period.

→ 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 crisis and governance lead

Workshops & training

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

New & Emerging Leaders programme

Supporting new chief executives and 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



This course covers so much! It gives you great frameworks and approaches to understanding yourself, your peers and your team. I learnt so much about myself, my strengths and where I can get in my own way! It was helpful to have regular, dedicated time every fortnight to talk through ideas and experiences with a great group of people from across the sector. The 360 review was a goldmine of learning and insight and came at just the right time in the course to add value to every session. I would really recommend if you're working on your career development, or are in a leadership role."

Charlotte Walshe, Partnerships & Impact Director, In Kind Direct



Peer mentoring

Coaching

Peer mentoring

Our 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

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

My Coaching Place

We have partnered with *My Coaching Place* to provide free coaching for ACEVO members. You can gain access to their platform to be matched with a coach and meet for up to 9 sessions of 60 or 90 minutes each.

→ Visit our website for more information



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Mentoring another CEO is more like peer support, you definitely get as much out of it as they do. It provides a space to take time out and reflect with another brain and a different perspective."

Anna Feuchtwang, CEO, National Children's Bureau, Member since 2019

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

Online resources

Our range of digital resources covers topics including board governance, leadership, well-being, finance, career development and everything in between. We frequently update our website with:

- Blogs
- Leadership Worth Sharing podcast
- Member briefings
- Leader to Leader newsletter
- → 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:

- Time to Flex
- Recruiting a chair, trustees and CEO
- Hidden Leaders
- Workforce wellbeing in charities
- Home Truths
- In plain sight
- 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



ACEVO's membership has been invaluable to me over the past decade in my development journey as CEO. I've gained great value from my membership, through the years, like building my network, developing my knowledge, gaining specialist leadership development and confidential support and advice in challenging times. Ten years on I still gain a lot from being a member of ACEVO and I think it's a vital network for civil society leaders."

Menai Owen-Jones, CEO, Latch Welsh Children's Cancer Charity

Expand your network

Opportunities to build key relationships and connect with peers



- Digital member meetings
- Member networking
- New members catch up
- Digital member meetings
- Webinars
- 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.

Digital member meetings - CEO only

Exclusively designed for our full (CEO) members. These regular online meetings tackle the topics that are unique to you. Hear from inspiring speakers, industry professionals or meet with our support team in a safe space where you can discuss the challenges in your role.

→ Book your place at one of our Digital member meetings

Member networking

Meet each other at our face-to-face networking events. Join us to meet and network with your peers, share concerns, learnings and advice in an informal setting.

→ Book your place at one of our member networking events

New members catch up

To welcome you into the ACEVO network, we hold frequent new member catch ups. These meetings 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 catch up

Digital member meetings

Our digital member meetings are a great opportunity for you to virtually meet peers from across the country to exchange ideas, issues, challenges and experiences in an informal way.

→ Book your place at one of our digital member meetings

Webinars

Dynamic one-hour presentations by experts in their fields, from resilience to mindfulness and governance to finance.

→ Book your place at a webinar

Past webinars

You can catch up on all past webinars on the website. So if you can't make it on the day you don't have to miss out.

→ Watch past webinars

#ACEVOFest

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

Raise your voice

We provide an inspiring, collective campaigning voice for our members



- Policy and research
- Policy updates and briefings

The ACEVO influencing 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 policy and advocacy priorities and areas of expertise are determined in direct consultation with our network of members.

Policy and research

ACEVO provide an inspiring, collective campaigning voice for its members and represent their interests in key areas of importance to civil society.

ACEVO helps to shape the agenda and ensure our members' voices are heard by those who have the power to effect change. By stimulating debate, we lead the improvement of the sector and stronger leadership, achieving political change by campaigning and pursuing reforms.

You can check the topics and themes ACEVO focus on in the influencing section of the website. In addition to upholding our core principles, we are also committed to providing proactive and responsive assistance to our members, especially during times of crisis like the Covid-19 pandemic and the cost of living crisis.

In 2023 we launched Home Truths 2, a new programme designed to challenge and support mainstream UK civil society to take serious practical action on anti-racism and race equity.

Policy updates and briefings

ACEVO keep members updated on big issues ranging from climate emergency, EDI and parliamentary matters. We produce regular blogs and member briefings which are published on the website and authored by the ACEVO team or our expert partners.



ACEVO is a distinctive voice for leaders in the third sector. It's important to me that there is a voice for sector leaders which is separate and distinct from the sector organisations. We have different things to say and we need to be able to say them, ACEVO is very effective at putting that voice across to whoever needs to hear it, whether that's to government, the media or to other sector bodies."

Paul Parker, Quakers in Britain, Member since 2011

Trusted partners & suppliers

Access to experts who can help save you money and boost your impact



- 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

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

Ansvar



Ansvar is an Eastbourne-based insurance company, exclusively serving brokers. With a focus on charity, not-for-profit, and faith insurance, they've been supporting altruistic endeavours for over sixty years.

They embody their ethics, with over 74% of staff actively engaged in charities, personally or through company fundraising initiatives.

ansvar.insurance@ansvar.co.uk 0345 60 20 999

CCLA



CCLA's purpose is to help our clients maximise their impact on society by harnessing the power of investment markets. We concentrate on working with charities, religious and public sector organisations, irrespective of their size. We aim to provide products and services that have a strong long-term performance record, are fairly priced and managed responsibly in a manner consistent with our clients' ethics. CCLA is also owned by our not-for-profit clients and staff, giving us stability of strategy and purpose, allowing us to take a long-term view consistent with the requirements of our clients.

Website: www.ccla.co.uk

Sharika Sharma Head of business development sharika.sharma@ccla.co.uk 020 7489 6102

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.

HEMPSONS

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.

As a top 10 specialist legal advisor to the

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

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

Worknest



Worknest 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 Worknest can help you at ACEVO preferential rates, please contact:

acevo@worknest.com 01244 688 454

ACEVO members are entitled to the following from Worknest:

- 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 Worknest's full services
- Free access to Worknest's Employment Law and Health & Safety online resource
- → Please see ACEVO website for member access details for the above

ACEVO premium and corporate supporters

We are proud to work with the following preferred suppliers.

Accountancy	
BDO	Fiona Condron fiona.condron@bdo.co.uk bdo.co.uk
Buzzacott	enquiries@buzzacott.co.uk 020 7556 1200
Sayer Vincent	Judith Miller svinfo@sayervincent.co.uk sayervincent.co.uk
Scrutton Bland	Adam Smith adam.smith@scruttonbland.co.uk
Business support	
uCheck	Liz Whiteoak Liz.whiteoak@ucheck.co.uk ucheck.co.uk
Consultancy and training	
Action Planning	David Saint david.saint@actionplanning.co.uk actionplanning.co.uk
Coppergate Communications	Zaiba Malik zaiba@coppergateconsultancy.com 07971 695 044
Digi-Board	support@thedigiboard.co.uk thedigiboard.co.uk
Eastside People	Sarah Cunningham sarahc@ep-uk.org 020 3821 6174
Energise	Adam Wright adam@energise.com 01480 220 280
Forster Communications	Peter Gilheany peter@forster.co.uk forster.co.uk
Digital	
Qlic IT for Charities	Jenny Phipps jenny.p@qlicit.com 020 3904 3464
Smartdesc	acevo@smartdesc.co.uk 020 3440 2445 smartdesc.co.uk
Employee benefits	
Secondsight	acevo@second-sight.com second-sight.com

Finance and investment	
Barclays	Naz Visram nazreen.visram@barclays.com barclayscorporate.com
Brewin Dolphin	Ruth Murphy ruth.murphy@brewin.co.uk 020 3201 3924 brewin.co.uk
CCLA	ccla.co.uk
Charles Stanley	Glenn Baker glenn.baker@charles-stanley.co.uk
Evelyn Partners	Joshua Gillam joshua.gillam@evelyn.com 020 7936 7355
Rathbone Investment Management	Natalie Yapp natalie.yapp@rathbones.com rathbones.com/charities
Ruffer	Jenny Renton jrenton@ruffer.uk 020 7963 8100
Sarasin & Partners	John Handford john.handford@sarasin.co.uk 020 7038 7000
Fundraising	
Action Planning	David Saint david.saint@actionplanning.co.uk actionplanning.co.uk
Eastside People	Sarah Cunningham sarahc@ep-uk.org 020 3821 6174
People's Fundraising	Nathan Pinkney nathan.pinkney@peoplesfundraising.com 07784 975 440
Insurance	
Access Insurance	Steven Hopkins charity@accessinsurance.co.uk
Ansvar	ansvar.insurance@ansvar.co.uk 0345 60 20 999
Scrutton Bland	Shirley Greer shirley.greer@scruttonbland.co.uk

Legal		
BDB Pitmans	bdbpitmans.co.uk 0345 222 9222	
Hempsons	lan Hempseed i.hempseed@hempsons.co.uk 020 7484 7530	
Muckle LLP	Samantha Pritchard samantha.pritchard@muckle-llp.com muckle-llp.com 0191 211 7905	
Womble Bond Dickinson	info@wbd-uk.com 0345 415 0000	
Worknest	acevo@worknest.com worknest.com	
Wrigleys Solicitors	Malcom Lynch malcolm.lynch@wrigleys.co.uk 0113 244 6100 wrigleys.co.uk	
Market research		
nfpResearch	Ben Robers ben.roberts@nfpresearch.com	
Marketing and data prote	ction	
Hope and May	Mark Burnett mark@hope-may.com 07817 779 006	
Recruitment		
ACEVO Jobs	jobs.acevo.org.uk	
Green Park	Kai Adams kai.adams@green-park.co.uk green-park.co.uk	
Software		
Smartdesc	acevo@smartdesc.co.uk 0203 440 2445 smartdesc.co.uk	
Utilities		
Energycentric	Helen O'Brien acevo@energycentric.co.uk energycentric.co.uk/acevo	
Utility Aid	Emily Berry eberry@utility-aid.com 0808 1788 170	

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?	If you have been a member for three months or more you can access the CEO in Crisis service, The first step is to complete a self referral form. We will get back to you within three working days to schedule an initial conversation.
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.

What benefits can I access with my membership?

Benefits	Full member	Associate member
Digital member meetings - CEO only	•	
CEO in Crisis service (available after three months)	•	
1-2-1 support service	•	
Governance advice line	•	
Discounted Leadership Learning workshops	•	
New & Emerging Leaders programme	•	
Free coaching through <i>The Growing Coaches</i>	•	•
Free peer mentoring	•	•
Free leadership development planning	•	
Access to the ACEVO Community	•	
Free business advice lines	•	•
Discounted DBS checks		
Discounted Coaching for Excellence 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	 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



