

# growing good leaders



Guide to  
membership



Join our network of civil society leaders  
making the biggest possible difference

**acevo**

imagine, inspire, improve

[acevo.org.uk](https://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 through connection, skills and influence.

For nearly 40 years, we have provided support, development and a collective campaigning voice for our members across the UK. Our network includes the leaders of small, community based groups,

ambitious medium-sized organisations, and large well known 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

Good leaders never stop learning. That's why ACEVO is dedicated to providing our members with tailored support, training and development



- Talk to us
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# Talk to us

## **ACEVO helps you with all aspects of your leadership role.**

Being a CEO can sometimes feel quite lonely. We're here to help you when you need it most by providing confidential advice and support.

As a busy CEO it's hard to know where to turn to for good advice and to share the load, no matter what you are facing we are here for you. Reach out to our advice and support team with any questions you may have, they are here to listen and support you. If they can't help directly, they'll point you in the right direction from within ACEVO's resources, an expert partner or another member.

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

# 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](#)

“

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**

“

I don't think I could have done my job this year without that Community. There have been so many occasions this year where I've had to find someone, or find a policy, and I'd be scratching my head thinking where do I go? And I've gone to that Community and they have always delivered me an answer, a solution, somewhere to go, someone to speak to, or a recommendation. It has been absolutely life changing for me.”

**Paul Whiteing, chief executive, Action against Medical Accidents**

# 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 advice line

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

### The advice line 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

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

## Governance resources

We have a range of governance resources, tools and templates available to members as a starting point to be developed with their chair and board. They can be adapted to suit your own charity and governance arrangements.

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

## Dynamic Duo

This one-day workshop explores how to balance the roles of CEO and chair and bring out the best in each other, looking at the relationship from both perspectives. It is also an opportunity for you to hear from and share ideas with your peers. Topics include:

- What does the CEO/chair relationship look like when it works well?
- Practical realities and experiences from chairs and CEOs
- How to establish and develop a supportive culture
- How to deal with conflict

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

## Leading the CEO and Chair to effective governance

Discounted to members, this publication will enhance the governance and leadership ability of those at the top by updating third sector leaders on developments in third sector governance and best practice in other sectors; supporting CEOs in developing a constructive working relationship with their chairs and provide tools that will support CEOs in agreeing an effective appraisal system with their boards.

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



ACEVO's governance advice line is a wonderful resource for CEOs. I benefited enormously from their experience, expertise and support when I was handling a protracted and very thorny governance problem with my board. As a CEO you can feel isolated and under great pressure at these times so it's great to know that you have ACEVO's confidential support and guidance."

**France Longley, CEO, FIGO**

# CEO in Crisis

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

Sometimes when a CEO's relationship with their 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, legal advice and emotional support 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**

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

\* Third party legal advice and emotional support will only be available to full members who have been in membership for three months or more.



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 senior support advisor**

# Peer support and learning

## Peer support

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](#)

## Peer learning

Peer learning groups provide a scheduled, safe and structured space, offering the time and space to think, reflect and learn alongside others. Engaging in peer learning can be an excellent way to develop and to gain support, constructive challenge and different perspectives on issues that you are facing in your leadership. It can also help you build close connections and relationships with a network of peers all over the country.

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

## Action Learning Sets

We recognise that being a CEO is demanding and that sometimes creating the space to gain perspective on complex issues is challenging.

Action Learning Sets provide a space for up to eight charity CEOs to gather together every month to explore the issues they are currently navigating. This cohort will remain the same for six months, so trust and mutual understanding grows over this period.

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



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**



# Leadership development

**We are passionate about leadership development, improving skills and nurturing the leaders of today and 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 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](#)

## 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, building teams, change management and personal resilience.

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

## Aspiring CEO programme

We are passionate about nurturing aspiring CEOs and have put together a programme to help explore how they can be at their best in their current role and also progress their career. Designed to balance individual requirements in terms of knowledge and skills development, with the demands of a busy schedule, the programme blends a variety of approaches to suit all learning styles and preferences.

→ [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**

## Coaching

Coaching is helpful in supporting civil society leaders resolve a wide range of challenges at work. It enhances leadership development and helps to apply new skills to delivering change and managing workplace stress. While it does not offer a 'magic solution', coaching provides a useful space to talk about an issue, and having someone who is independent to listen, support and challenge you as you work out a solution, can lead to more constructive outcomes. 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 to find out more](#)

### Free coaching with My Coaching Place

ACEVO has 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 nine sessions of 60 or 90 minutes each.

### Coaching for excellence

This exclusive six month or one year coaching programme for ACEVO members, delivered by First Position Performance Development, will help you gain new perspectives on familiar problems.

### Leadership coaching

Facilitative from our partner Gary Buxton provides a one-on-one experience designed to give you time to focus on your own leadership and performance. It offers a unique space to gain insight in the challenges and opportunities faced by leaders, with a discount in excess of 40%.

### Resilience coaching

If you are navigating a challenging time at work, our partner coaches at Bird will help you to create a space to come back to your whole self, and reconnect with you purpose, values and vision.

### Executive coaching

Our partner Ruth Sutherland offers ACEVO members a 40% reduction in coaching fees. Her approach is curious in supporting clients to explore, play and be creative in discovering and developing your strengths and assets, constantly asking and what else?

### New leader coaching programme

A 16-week programme, comprising of six one-hour 1:1 coaching sessions, to help you gain confidence so you can excel in your new senior leadership position and have the impact you want with ease; provided with a 50% discount for ACEVO members.

### Therapeutic coaching

Coach Lucinda Shaw offers ACEVO members an exclusive discounted rate of up to 50%. Her coaching method and style will enable you to access your self-belief, confidence and resilience – things that some of us might forget we have or have never found it within ourselves.

### Conflict coaching

Conflict coaching is a powerful tool to help staff to resolve existing issues and prevent further disputes from escalating. Engage Coaching's executive coaches support the coachee by blending coaching, mentoring and advising to achieve the best results, with a 15% discount for ACEVO members.

### Return to work coaching

A programme of three, one hour coaching sessions, to ease you back in to the workplace with confidence after a period of leave due to either maternity leave or parental leave, with a 50% discount for ACEVO members.

# Resources

## Guide, tools and templates

This range of tailored tools have been collated to help you to streamline your workload and make time-consuming tasks easier to manage. A range of templates, toolkits, forms and straightforward guides to complex codes and procedures, which can be adapted to the needs of your organisation. Topics cover governance, operations, personal, EDI, climate emergency, employment law, Care Quality Commission, health and safety, IT and insurance risk management.

→ [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:

- Warm Words, Cold Comfort – UK Civil Society's ongoing racism problem
- 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
- Webinars
- ACEVOFest

# Expand your network

**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

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](#)

## 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 ACEVOFest](#)

# Help to raise your voice

We provide an inspiring, collective influencing voice for our members



- Policy and influencing
- Updates and briefings

# Help to raise your voice

**ACEVO helps to shape the agenda and is a conduit for civil society leaders' voices in the places that matter. By encouraging and providing a space for discussion, we lead the improvement of the sector and stronger leadership and achieve political change by influencing and pursuing reforms.**

## Policy and influencing

ACEVO champions the voices of its members and represent their interests in key areas of importance to civil society.

ACEVO helps to shape the agenda and is a conduit for civil society leaders' voices in the places that matter. By encouraging and providing a space for discussion, we lead the improvement of the sector and stronger leadership and achieve political change by influencing 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. We're working with stakeholders across civil society to offer

practical resources and guidance through a targeted anti racism leadership programme for CEOs and the Race Equity Series of events and resources, open to all in civil society. The elements of the programme will contribute to converting the positive words from mainstream civil society on anti-racism and race equity into practical and powerful change'.

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

## Updates and briefings

ACEVO keeps members updated on issues ranging from the climate crisis, equity and inclusion and parliamentary matters. We produce regular blogs and member briefings and a monthly policy roundup which are published on the website and authored by the ACEVO team or our expert partners.

→ [Check our monthly policy updates](#)



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 service providers



# ACEVO strategic partners

**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 DBS vetting and screening service**

ACEVO DBS vetting and screening service, powered by **uCheck**, allows you to efficiently process multiple background screening checks in a matter of minutes.

→ [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 Brighton-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.co.uk](https://ansvar.co.uk)  
[ansvar.insurance@ansvar.co.uk](mailto: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.

[ccla.co.uk](https://ccla.co.uk)  
Sharika Sharma  
[sharika.sharma@ccla.co.uk](mailto:sharika.sharma@ccla.co.uk)  
020 7489 6102

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.

[energycentric.co.uk](http://energycentric.co.uk)

Helen O'Brien

[acevo@energycentric.co.uk](mailto:acevo@energycentric.co.uk)

0800 0832 655

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.

[hempsons.co.uk](http://hempsons.co.uk)

Ian Hempseed

[i.hempseed@hempsons.co.uk](mailto:i.hempseed@hempsons.co.uk)

020 7484 7530

Over three million volunteers are managed through Rosterfy's volunteer management software platform every year.

Charities, non-profit organisations, sporting federations and more turn to Rosterfy to help them engage with their volunteers, reduce admin and support their causes. Our fully scalable, feature rich platform empowers you to create an engaging experience for volunteers, greater operational visibility and deliver more impact to your cause or communities.

With our highly customizable platform, these organisations, along with many others, have been able to streamline their administrative processes, simplify the volunteer onboarding steps and save valuable time through automated tasks

[rosterfy.com](http://rosterfy.com)

[hello@rosterfy.com](mailto:hello@rosterfy.com)

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:

worknest.com  
[acevo@worknest.com](mailto: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 service providers

We are proud to work with the following preferred suppliers.

## Accountancy

**Crowe UK** Naziar Hashemi [Naziar.Hashemi@crowe.co.uk](mailto:Naziar.Hashemi@crowe.co.uk)  
020 7842 7229 [crowe.com/uk/industries/non-profits](https://crowe.com/uk/industries/non-profits)

**Digithouse** Justin Smith [Justin@digithouse.co.uk](mailto:Justin@digithouse.co.uk)  
020 3951 0665 [digithouse.co.uk](https://digithouse.co.uk)

**Sayer Vincent** Judith Miller [svinfo@sayervincent.co.uk](mailto:svinfo@sayervincent.co.uk) 020 7841 6360  
[sayervincent.co.uk](https://sayervincent.co.uk)

## Consultancy & training

**Action Planning** David Saint [david.saint@actionplanning.co.uk](mailto:david.saint@actionplanning.co.uk)  
[actionplanning.co.uk](https://actionplanning.co.uk)

**Alder** Charles Howard [charles.howard@alder-uk.com](mailto:charles.howard@alder-uk.com) 020 7692  
5675 [alder-uk.com](https://alder-uk.com)

**Altair** Paul Findlay [paul.findlay@altairltd.co.uk](mailto:paul.findlay@altairltd.co.uk)  
07899 871 812 [altairltd.co.uk](https://altairltd.co.uk)

**Atkinson HR** [ao@atkinsonhrconsulting.co.uk](mailto:ao@atkinsonhrconsulting.co.uk) [atkinsonhrconsulting.co.uk](https://atkinsonhrconsulting.co.uk)

**Digi-Board** [support@thedigiboard.co.uk](mailto:support@thedigiboard.co.uk) [thedigiboard.co.uk](https://thedigiboard.co.uk)

**Eastside People** Sarah Cunningham [sarahc@ep-uk.org](mailto:sarahc@ep-uk.org) 020 3821 6174

**Energise** Adam Wright [adam@energise.com](mailto:adam@energise.com) 01480 220 280

**Forster Communications** Peter Gilheany [peter@forster.co.uk](mailto:peter@forster.co.uk) [forster.co.uk](https://forster.co.uk)

**Rosterfy** [hello@rosterfy.com](mailto:hello@rosterfy.com) [rosterfy.com](https://rosterfy.com)

## Digital & insights

**Qlic IT for Charities** Jenny Phipps [jenny.p@qlicit.com](mailto:jenny.p@qlicit.com) 020 3904 3464  
[qlicnfp.com](https://qlicnfp.com)

**Smartdesc** [acevo@smartdesc.co.uk](mailto:acevo@smartdesc.co.uk) 020 3440 2445 [smartdesc.co.uk](https://smartdesc.co.uk)

## Finance

Barclays	Naz Visram <a href="mailto:nazreen.visram@barclays.com">nazreen.visram@barclays.com</a> <a href="http://barclayscorporate.com">barclayscorporate.com</a>
Brewin Dolphin	Ruth Murphy <a href="mailto:ruth.murphy@brewin.co.uk">ruth.murphy@brewin.co.uk</a> 020 3201 3924 <a href="http://brewin.co.uk">brewin.co.uk</a>
CCLA	<a href="http://ccla.co.uk">ccla.co.uk</a>
Evelyn Partners	Joshua Gillam <a href="mailto:joshua.gillam@evelyn.com">joshua.gillam@evelyn.com</a> 020 7936 7355
Rathbone Investment Management	Natalie Yapp <a href="mailto:natalie.yapp@rathbones.com">natalie.yapp@rathbones.com</a> <a href="http://rathbones.com/charities">rathbones.com/charities</a>
Ruffer	Jenny Renton <a href="mailto:jrenton@ruffer.uk">jrenton@ruffer.uk</a> 020 7963 8100
Sarasin & Partners	John Handford <a href="mailto:john.handford@sarasin.co.uk">john.handford@sarasin.co.uk</a> 020 7038 7000
Triodos Bank	Paul Nicoll <a href="mailto:paul.nicoll@triodos.co.uk">paul.nicoll@triodos.co.uk</a> <a href="http://triodos.co.uk">triodos.co.uk</a>

## Fundraising

Action Planning	David Saint <a href="mailto:david.saint@actionplanning.co.uk">david.saint@actionplanning.co.uk</a> 01737 814758 <a href="http://actionplanning.co.uk">actionplanning.co.uk</a>
Charitylog	Jane Price <a href="mailto:info@charitylog.co.uk">info@charitylog.co.uk</a> <a href="http://charitylog.co.uk">charitylog.co.uk</a>
Eastside People	Sarah Cunningham <a href="mailto:sarahc@ep-uk.org">sarahc@ep-uk.org</a> 020 3821 6174

## HR & recruitment

ACEVO Jobs board	<a href="http://jobs.acevo.org.uk">jobs.acevo.org.uk</a>
Atkinson HR	Angus-Owain (A-O) Roberts <a href="mailto:ao@atkinsonhrconsulting.co.uk">ao@atkinsonhrconsulting.co.uk</a> 07807 905 155 <a href="http://atkinsonhrconsulting.co.uk">atkinsonhrconsulting.co.uk</a>
Eastside People	Sarah Cunningham <a href="mailto:sarahc@eastsidepeople.org">sarahc@eastsidepeople.org</a> 020 3821 6174 <a href="http://eastsidepeople.org">eastsidepeople.org</a>
WorkNest HR	Jo Chambers <a href="mailto:HRConsultancy@worknest.com">HRConsultancy@worknest.com</a> 01403 240205 <a href="http://worknest.com/employment-law-hr/hr-consultancy">worknest.com/employment-law-hr/hr-consultancy</a>

## Insurance

Ansvar	<a href="mailto:ansvar.insurance@ansvar.co.uk">ansvar.insurance@ansvar.co.uk</a> 0345 60 20 999
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## Legal

**BDB Pitmans**                      [bdbpitmans.com](http://bdbpitmans.com) 0345 222 9222

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**Hempsons**                         Ian Hempseed [i.hempseed@hempsons.co.uk](mailto:i.hempseed@hempsons.co.uk)  
020 7484 7530 [hempsons.co.uk](http://hempsons.co.uk)

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**Womble Bond Dickinson**    [info@wbd-uk.com](mailto:info@wbd-uk.com) 0345 415 0000

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**WorkNest**                          [acevo@worknest.com](mailto:acevo@worknest.com) [worknest.com](http://worknest.com)

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**Wrigleys Solicitors**             Malcom Lynch [malcolm.lynch@wrigleys.co.uk](mailto:malcolm.lynch@wrigleys.co.uk)  
0113 244 6100 [wrigleys.co.uk](http://wrigleys.co.uk)

## Utilities

**Energycentric**                     Helen O'Brien [acevo@energycentric.co.uk](mailto:acevo@energycentric.co.uk)  
[energycentric.co.uk/acevo](http://energycentric.co.uk/acevo)

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**For further information about all our service providers, 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](mailto:membership@acevo.org.uk)

# FAQs

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## 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](mailto:membership@acevo.org.uk)

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## 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](mailto: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**.

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## 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.

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

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

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## Can membership be paid in instalments?

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

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## 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.

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## 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.

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

Email us at [info@acevo.org.uk](mailto: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.

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## What benefits can I access with my membership?

Benefits	Full member	Associate member
Digital member meetings	■	■
CEO in Crisis service (available after three months)	■	
Talk to us	■	
Governance advice line	■	
Discounted Leadership Learning workshops	■	■
Aspiring CEO programme		■
Coaching	■	■
Peer mentoring	■	■
Leadership development planning	■	■
Access to the <b>ACEVO Community</b>	■	■
Business advice lines	■	■
Discounted DBS checks	■	■
Discounted workplace mediation service	■	
Free and discounted ACEVO publications	■	■
Practical tools and resources	■	■
Discounted job advertising	■	■
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](mailto:membership@acevo.org.uk)**

*→ If you are not a member of a ACEVO please visit the website to join today.*

