



Government
Events

The Volunteer Conference: Managing, Enabling and Inspiring Volunteers

Tuesday 8th September
Event Guide





Our Loyalty Discount

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How to Claim Your CPD Points

Regarding CPD credits, it is the individual delegate's responsibility to evaluate their learning and record it appropriately into their CPD portfolios according to your institute's requirements.

For this Conference, you are entitled to 8 CPD points.



Logging into EventsAir

You will receive you login details 24 hours prior to the event taking place

Please [click here](#) for an example of how the online platform will look.



Welcome Letter

Dear Delegate,

Welcome to The Volunteer Conference: Managing, Enabling and Inspiring Volunteers

In January 2019, the National Council for Voluntary Organisations (NCVO) published their National Survey on the Volunteer Experience. The findings from the report revealed that overall volunteering is time well spent, along with different features which contribute towards quality experiences for volunteers, including being enjoyable, flexible, and impactful. However, the report also identifies ongoing challenges faced by voluntary organisations, something which volunteers themselves are aware of, with 82% of volunteers believing charities face more challenges today compared to three years ago.

One of the most significant challenges for charities is volunteer management. This comes at a time when 45% of the public have lost trust and confidence in charities in the last two years and rates of volunteering are gradually declining. Between 2013/14 and 2017/18, rates of volunteering once a month decreased from 27% to 22%, respectively, and rates of volunteering once a year also fell from 45% to 38% within the same period.

Join us to discover how we can better establish strong partnerships between charities of varying sizes, regulatory bodies, and academics to develop skills and share knowledge in helping improve and transform approaches to volunteer management.

We hope you have a rewarding and enjoyable day.

Yours Truly,

David Blake
Government Events



Our Future Events

Please look at our website, www.GovernmentEvents.co.uk,
to view our future events. These include:

[The Future of Safeguarding in the Voluntary Sector Event 2020](#)

20th October 2020, Online

[The Public Sector Customer Service Conference](#)

3rd February 2021, Central London

[The Preventing Child Sexual Exploitation Conference](#)

9th February 2021, Central London

[The Children in Care Conference](#)

11th February 2021, Central London

For any enquiries, please call 0330 0584 285 or email Enquiries@governmentevents.co.uk

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Agenda AM

09:00-09:40

Registration and Networking

09:40-09:50

Chair's Welcome Address

Robin Burgess, CEO, Northampton Hope Centre

09:50-10:10

Keynote Address: Why the Clues to how we Increase Volunteering Engagement may lie Outside of our Sector not from Within

Paul Reddish, Chief Executive, Volunteering Matters

10:10-10:30

Keynote Address: Involving Volunteers to Reduce Loneliness and Social Isolation for People with Complex Disabilities

Charlotte Witteridge, Head of Volunteering, Sense

10:30-10:50

Question and Answer Session

10:50-11:05

Comfort Break

11:05-11:35

Breakout Networking Session

11:35-11:55

Case Study: Engaging Volunteers through Effective Staff Training to Improve Safeguarding of Children

Sarah Harris, Director of Bereavement Support and Education, Child Bereavement UK

11:55-12:15

Case Study: How to Support Youth Volunteering and Social Action

Jason Arthur, Deputy Chief Executive, Step Up To Serve

12:15-12:35

Question and Answer Session

12:35-13:15

Lunch Break

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Agenda PM

13:15-13:35

Keynote Address: Implementing Safeguarding Measures Through Volunteer Management
Catherine Edgington, Senior Safeguarding Lead, Charity Commission for England and Wales

13:35-13:55

Case Study: Caring for Volunteers: Providing Emotional and Mental Support to Voluntary Staff
Jess Wood, Volunteer Support Lead, Blind Veterans UK

13:55-14:15

Questions and Answers Session

14:15-14:30

Comfort Break

14:30-14:50

Case Study: Supporting Management in Reviewing and Monitoring Volunteers
Tina Wilson, Chief Safeguarding Officer, The Scouts Association

14:50-15:10

Case Study: Communicating and Engaging with Volunteers during Covid-19
Kate Van Der Plank, Head of Volunteering and Community Strategy, PDSA

15:10-15:30

Question and Answer Session

15:30

Chair's Summary and Close

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Speaker Biographies

Robin Burgess

CEO, Northampton Hope Centre

Robin has worked in the charity or public sector for nearly forty years, spending most of that time in the third sector as a charity CEO (4 times, including two national charities); or in policy and strategy within larger public sector bodies, and in both sectors mostly working on addictions, homelessness, problem gambling, and on quality improvement in the NHS. He has worked in senior NHS management and Home Office policy roles, and in commissioning, but is happiest and most fulfilled delivering frontline services to people in acute need, where he can make the most difference and achieve the most impact. He has been a trustee of a variety of organisations and spoken at or chaired many conferences. Robin has been a volunteer and managed or worked with volunteers throughout his career. His current charity, the Northampton Hope Centre, holds the NCVO Investing in Volunteers accreditation.

Paul Reddish

Chief Executive, Volunteering Matters

Paul Reddish took up the post of Chief Executive of Volunteering Matters in September 2019. Volunteering Matters supports over 100 volunteering programmes throughout the UK, which in turn involve 30,000 volunteers. They support communities to lead social change in critical areas such as isolation and loneliness, skills development, youth social action and the improvement of mental health and wellbeing. Paul is currently chairing the national volunteering co-ordination response, made up of key leaders from across both government and the voluntary sector.

Prior to his current role, Paul was CEO of ProjectScotland help hundreds of young unemployed Scots every year to get on in life by helping them increase their skills and find what they really want to do through meaningful placements within Scotland's not for profit sector, and also has held a number of senior roles in Royal Bank of Scotland Group. As a volunteer, he is a founding trustee of one of the Scotland's first community sports hubs – Inch Park Community Sports Club – who use sport as a tool to engage young people in some of Edinburgh's most deprived areas.

Charlotte Witteridge

Head of Volunteering, Sense

Charlotte is Head of Volunteering at Sense, responsible for developing and delivering a new volunteering strategy to enhance and extend the impact of volunteers across Sense. Having worked with volunteers since 2006 she has experience of both operational and strategic volunteering development, in a regional hospice, public service and now a disability setting. Charlotte cares passionately about the difference that the successful engagement of volunteers has on enabling an organisation to meet its strategic aims. Charlotte is enthusiastic about supporting others to develop their skills in managing volunteers, and spent a number of years volunteering as part of the Association of Volunteer Services Managers (AVSM), bringing together volunteer managers from hospices across the Midlands region to share best practice and network.

Sarah Harris

Director of Bereavement Support and Education, Child Bereavement UK

Sarah is a Qualified Registered Child and Family Social Worker with over 20 year post qualifying experienced working with children, young people and their families. Prior to becoming a Qualified Social Worker, Sarah worked in social care and the voluntary sector, working within the areas of Adult Mental Health and Disability. Prior to joining Child Bereavement UK, Sarah worked in the statutory sector, specialising in adult and child protection, safeguarding, safer recruitment, safe working practices, supervision and service development. Sarah's previous role before joining Child Bereavement UK was as Principal Child and Family Social Worker, developing and leading nine Centres of Excellence. Sarah is an experienced training facilitator and has designed and delivered training to statutory agencies, including Schools and NHS trusts as well as to third sector and voluntary organisations.



Jason Arthur

Deputy Chief Executive, Step Up To Serve

Jason Arthur is Deputy Chief Executive of Step Up To Serve, the charity that coordinates the #iwill campaign. Between 2014-18, Jason was a local councillor, serving as the Cabinet Member for Finance and Health for the London Borough of Haringey. His professional background is in the education sector. Prior to joining Step Up To Serve, Jason was a teacher at an outstanding secondary school in south London. He also spent five years at Teach First, where he led on strategy and partnership development. Jason is a trustee of two national charities - Teach First and Young Citizens.

Catherine Edginton

Senior Safeguarding Lead, Charity Commission for England and Wales

Cath joined the Charity Commission in January 2019 from the Metropolitan Police after 31 years of service. Throughout her police service Cath has been involved in the policing areas of safeguarding and public protection working across a wide range of diverse and vulnerable groups to challenge crime and promote safeguarding. Her current role is to drive the external and internal implementation of the Commission's safeguarding strategy and to develop the Commission's operational safeguarding capabilities through the provision of guidance and advice on policy and operational casework. She intends to develop new and existing relationships with external partners in order to raise awareness of the Commission and to have an impact on how safeguarding issues across the charity sector are approached and managed.

Jess Wood

Volunteer Support Lead, Blind Veterans UK

Jess joined Blind Veterans UK back in September 2018, following over 14 years within the charity sector. As a qualified Youth and Community worker, Jess has gained substantial experience in Volunteer management and development, and now leads on the Volunteer service within Blind Veterans UK. Working for Blind Veterans UK has allowed her to combine her Volunteer Management skills and military family connection. Volunteer management has played a fundamental part throughout her career and the vital role it plays in supporting any organisation's mission. Specialising in leading on Volunteer led projects, and recognising the impact made by volunteers, has remained her focus throughout her roles. During her spare time, she is an Independent Advisor to the local Police, whilst also volunteering at an animal rescue and fulfilling the role as Chair of Trustees for a local family charity.

Tina Wilson

Chief Safeguarding Officer, The Scouts Association

Tina Wilson is the Chief Safeguarding Officer for the Scouts, the UK's largest coeducational youth movement. Tina is passionate about her work in Scouting, especially with its renewed focus on helping young people from harder to reach communities develop #SkillsForLife. Tina was previously Head of Safeguarding and Looked After Children for Suffolk County Council. She has a strong values base which underpins all of her work and believes in strong leadership that motivates and supports all in the delivery of safeguarding.

Tina has 29 years' experience in local authority children's services managing social work teams, children's homes. She had held a variety of senior management positions over the last 17 years. She has also undertaken serious case reviews for local authorities where significant issues have been identified. Tina has also presented at many local and national conferences, leading on legislative change and issues that face young people today. She has received national recognition for her work with mothers who continued to have children removed in the care system.



Kate Van Der Plank

Head of Volunteering & Community Strategy, PDSA

Kate is Head of Volunteering & Safeguarding at PDSA and is a recognised expert in volunteering and employee engagement across multiple sectors. She has worked with government on developing policy and chaired the Cabinet Office skills based volunteering campaign. As a champion of youth social action, Kate was one of the founding members of the #iwill campaign going on to become a Director for the charity Step up to Serve developing and leading the business engagement strategy for the #iwill campaign, working across stakeholders in all sectors.

Kate's background is in the corporate sector where she has over 20 years' CSR experience firstly as Head of Community Affairs at Cadbury and then Head of Community Investment at National Grid. Her pioneering approach was recognised by BITC in awarding National Grid Responsible Business of the Year 2014. Kate is an active volunteer herself. She is both a District and Parish Councillor a charity trustee and at a more practical level, she rescues and fosters dogs from Romania.



Delegate List

Assistant Director - Quality & Governance, **RMBI Care Company**
Business support Facilitator, **BCHA**
Business Support Service Manager, **BCHA**
Community Engagement Specialist, **Financial Conduct Authority**
Customer Experience and Operations Manager, **The National Gallery**
Deputy Director innovation and Impac, **Social Interest group**
Director of Corporate Services, **Joseph Rowntree Foundation**,
Director of Local Services, **Epilepsy Action**
Director, Membership and Professional Standards, **Royal Aeronautical Society**
Employment and Training Coordinator, **Gateway Housing Association**
Eyes On, Hands On Project Manager, **CWGC**
Group Chief Executive, **Social Interest Group**
Head of Community Engagement, **Phoenix Community Housing**
Head of Customer Experience, **Wales Millennium Centre**
Head of North region and national lead on community engagement and volunteering, **Churches Conservation Trust**
Head of People Development and Engagement, **Age UK**
Head of People Policy and Field Support, **RNLI**
Head of Voluntary Services, **St Barnabas Hospices**
Head of Volunteer Transformation & Innovation, **British Red Cross**
Head of Volunteering, **The Charity for Civil Servants**
Head of Volunteering, **Aberlour Child Care Trust**
Head of Volunteering Transformation and Innovation, **British Red Cross**
Mission Advisor, **Africa Inland Mission Europe**
National Programme Co-ordinator for Volunteering with Hft, **Hf Trust**
Operations Manager, **CWGC**
Operations Manager, **British Red Cross**
Participation Development Officer, **Aquarius**
Phoenix Academy Manager, **Phoenix Community Housing**
PR and Media Executive, **AQA**
project manager, **AQA**
Retail Training Manager, **St Margaret's Hospice Retail**
Retail Volunteer Development Manager, **Age UK**
Safe Practice Manager, **Girlguiding**
Safeguarding & Data Protection Practitioner, **Walsingham Support**
Senior Events Projects Officer, **WaterAid**
Senior Manager - Governance and Education, **The Kennel Club**
Senior Officer (Internal Communications), **CAS**
Teams Co-ordinator, **BMS World Mission**
Voluntary Services Coordinator, **St Margaret's Hospice**
Volunteer Assistant, **Historic Royal Palaces**
Volunteer Centre Support Officer, **Community Action Isle of Wight**
Volunteer Coordinator, **CWGC**
Volunteer Coordinator, **Milestones Trust**
Volunteer Co-Ordinator, **Hft**
Volunteer Co-ordinator, **Islamic Help**
Volunteer Co-ordinator., **Wales Millennium Centre**
Volunteer Development Manager, **Claire House Children's Hospice**
Volunteer Development Manager, **Dorothy House**
Volunteer Engagement Manager, **The Charity for Civil Servants**
Volunteer Experience Lead, **RNLI**
Volunteer Experience Manager, **RNLI**
Volunteer Manager, **Carers in Hertfordshire**
Volunteer Manager, **The Passage**
Volunteer Manager, **Historic Royal Palaces**



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*Volunteer Partner, **Royal Voluntary Service***

*Volunteering Business Partner, **Anthony Nolan***

*Volunteering Development Co-ordinator, **Blackwood***

*Volunteering Development Manager, **Versus Arthritis***

*Volunteering Development Manager, **RNLI***

*Volunteers Coordinator, **Tate***

*Volunteers Coordinator, **Tate***

*Volunteers Manager, **Tate Modern***

*Volunteer Engagement Manager, **YHA England & Wales***



Thank you for attending our conference.

We hope you found the day interesting and insightful. Speaker presentations will be made available to download on completing the post show survey which will be emailed to you within one week after the event.

We wish you a safe journey home.

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