

Thursday 9 November 2017

Dear conference attendee,

“Sustainability and Organisational Robustness”

Welcome to the Community Works Autumn conference which we hope will be an exciting and engaging day of learning and networking. Our new style conferences will now take place twice a year. They will have a strong focus on learning and skills development, to ensure our members can access the skills they need to operate in this difficult climate.

In this pack you'll find the all information you need during the day: a programme, an information sheet about GDPR, and our equalities monitoring form.

A networking lunch is available in the main auditorium between 13.00 and 14.00, during which you can browse our marketplace stalls.

All rooms are accessible via the lift. Toilets are available on the ground floor, 1st floor, 2nd floor and basement (those on the ground floor and first floor are all-gender).

No fire drills or tests are planned, so if the alarm sounds please leave the building as quickly and calmly as possible and remember not to use the lift. The assembly point is outside in **Brighthelm Gardens**. If you aren't able to use the stairs in the event of an evacuation then please alert a member of staff who can work with you to make a plan for how you would exit the building (if you haven't done so already).

We would be grateful if you could spare some time to consider after the event how our conference worked for you, what you enjoyed and also any ideas for the future. You can submit your feedback online via our survey. A link for this will be emailed to you after the event.

We would be grateful if you could also complete the paper equal opportunities monitoring form, which is anonymous. This is in your delegate pack on bright green paper.

The next Conference will take place on **Thursday 22 March 2018**. Bookings will open 6-8 weeks before the event.

Finally, for those of you who are on Twitter, please do share your updates throughout the day using our conference hashtag, which is **#cwconf**

If you require further information about Community Works or you would like to know how your organisation could further benefit from our services, head over to our stall at lunch time or, talk to a member of our team.

We hope you enjoy the conference,
Community Works team.

Autumn Conference programme

Sustainability and financial robustness

9.15 – 16.00, Thursday 9 November 2017

Brighthelm Centre, North Road, Brighton BN1 1YD

9.15 – 9.45	Arrivals and refreshments
9.45 – 10.00	Welcome from Community Works
10.00 – 10.50	<p>Keynote speaker: General Data Protection Regulations (GDPR)</p> <p>In 2018 new General Data Protection Regulations will enable individuals to have greater control over how their personal data is used and will change how charities work with data.</p> <p>In this session, The Information Commissioner’s Office will present an overview of GDPR, talk about what community & voluntary sector organisations should be doing now and in the future, highlight the responsibilities of staff, trustees and volunteers and signpost to available support and resources.</p>
10.50 – 11.00	Break
11.00 – 13.00	<p>Morning sessions</p> <ul style="list-style-type: none"> • a. How to cover your costs in a small group or • b. Is your organisation ready for GDPR? or • c. Making partnerships work for your organisations or • d. Volunteer Coordinators’ Forum
13.00 – 14.00	Free networking lunch and marketplace
14.00 – 16.00	<p>Afternoon sessions</p> <ul style="list-style-type: none"> • e. Tools for navigating growth or • f. Leading with one paid member of staff or • g. Turning values into behaviour

Keynote speaker: General Data Protection Regulations (GDPR)

10.00 – 10.50

Speaker: Catherine Halaas, Group Manager, Assurance, Information Commissioner's Office (ICO)

Catherine has been with the ICO for 18 months. Prior to that she worked in the business division of one of the largest UK telecoms companies for 15 years. She has spent her last 10 years in business improvement, promoting quality management, and dabbled in Lean Sigma, a methodology promoting business and operational excellence. She also ensured the organisation complied with the ISO9001 QM standard. For the ICO she looks after the Assurance teams that predominately audit local authorities. Her colleagues know her to be a fan of effective processes, making things clear, understandable and always aiming for high-quality, consistent standards.

Introduction: In this session, the ICO will present an overview of GDPR, talk about what community and voluntary sector organisations should be doing now and in the future, highlight the responsibilities of staff, trustees and volunteers and signpost to available support and resources

Morning Sessions, 11.00 – 13.00

a. Small Groups: How to cover your costs in a small group (income below £35k p.a.)

Speaker: Katie Rabone, Fundraising consultant, Fundraising Action Limited

Katie has been a professional fundraiser for 16 years, working across all disciplines including bid writing, individual giving and corporates. She is a keen exponent of a strong vision statement to drive fundraising messages. She delivers training to a wide variety of organisations in the South East and London region. She is also an Associate Trainer with the Directory of Social Change.

Session overview: So-called 'hidden' costs such as administration and management are essential for any voluntary and community sector organisation, but not always easy to get funded by grants and contracts. This workshop will look at how using a full cost recovery model can help to secure core costs for your organisation.

A toolkit for success will be shared during the session, to ensure that your organisation can move beyond chasing short-term project funding and look to a more sustainable and confident future.

b. Get data protection ready: Is your organisation ready for GDPR?

This session is in addition to our Keynote Session and is open to anyone who has lead responsibility for implementing General Data Protection Regulations within their organisation.

Speaker: Sarah Carr, Lead Auditor – Assurance and Paul Hamill, Audit Team Manager – Assurance, Information Commissioner's Office

Sarah is a Lead Auditor in the Assurance department of the ICO. This role involves visiting organisations to promote good practice and consider whether their business practices and processes are compliant with current data protection law, whilst bearing in mind the requirements of GDPR. Previously, Sarah worked in the ICO's Advice Services department, providing advice to both organisations and individuals on the Data Protection Act and the incoming GDPR regulations. Prior to this, she worked for a large environmental training charity for a number of years before spending some time overseas.

Paul has over 35 years' experience in the private and public sectors in a variety of technical underwriting and audit roles. Specifically over the last 10 years he has been involved in compliance and information governance in the insurance industry and now at the ICO where he is a team manager in the Assurance department within the local government sector. His role focuses on helping organisations implement appropriate and effective controls in relation to their information rights obligations through delivering professional and proactive audit and advisory services.

Session overview: This session will start with a quiz, which will give you an indication of where your organisation currently sits in the GDPR timetable. There will then be time to work on your plan for implementing GDPR within your organisation. There will be an opportunities for Q&A.

c. Making partnerships work for your organisation (medium-large organisations)

Speaker: Jane Ide, Chief Executive, National Association for Voluntary and Community Action (NAVCA)

Jane joined NAVCA as Head of Member Engagement in September 2016 and was appointed Chief Executive in July 2017. She has an extensive background leading communications, stakeholder engagement and member services at the most senior level in the NHS and the wider public sector as well as the independent private sector. She has a particular interest in organisation development and change and a long history of consultancy experience, particularly working with small charities and voluntary organisations to develop their vision, values and strategic direction.

Session overview: Working in partnership is an effective way of ensuring reach, sharing expertise and resources, and maintaining funding in a difficult climate. But partnerships often challenge organisations in a number of ways: financially, strategically, technically, maintaining values or in managing relationships. Through an exploration of different partnership models and case studies this session will explore the 'trials and tribulations' of partnership working. You will leave with knowledge of both national and local structures and experiences that will help you implement partnership working in your own organisation. The session will include:

- An outline of the Single Point of Contact Model (SPOC) and other partnership structures available by Jane Ide, CEO NAVCA
- The experiences of NAVCA and local partnerships; the challenges they have faced in setting up and delivering and how they have overcome them
- And an opportunity to reflect on your experiences with peers and how you might implement things differently in your own organisation
- An opportunity to design some key messages to take to Commissioners when commissioning partnerships

d. Volunteer Coordinators' Forum (for volunteer managers or coordinators)

Speaker: Maddie Moralee, Digital Communications Coordinator, EDF Energy

Maddie currently works within EDF Energy's corporate digital team, developing digital communication activities for their website and social channels. She loves digital and work with a range of tools and software to help her to do her job, from content management systems to planning tools and analytics software. As a volunteer herself and having previously worked for two charities, CoppaFeel! and ShelterBox, it's a sector she is really passionate about. Maddie is looking forward to coming along to the Volunteer Coordinators' Forum to talk about how digital can be utilised in the voluntary sector and why everyone, from volunteers to trustees, needs to embrace digital!

Session overview: This session will examine how media and technology can be used to recruit volunteers. We will explore a range of media; from the traditional, such as newspaper, radio, and television, to new alternatives including smart screens and social media. The session will also provide an introduction to Volunteer Plus, the new volunteering platform for Brighton and Hove.

Afternoon sessions, 14.00 – 16.00

e. Tools for growth: strengthening your charity's resilience (for senior managers of medium-large voluntary organisations)

Speaker: Janine Edwards, Head of Business Development, Foundation for Social Improvement

Janine leads the FSI's consultancy and development service and brings significant experience from the private and charity sector including strategic development, governance, diversifying income/developing earned income streams and impact measurement. Janine is a qualified teacher and action learning facilitator, with a wealth of experience in designing and developing outcome-based support solutions for clients in the public, private and charity sector. She is also an accredited Social Return on Investment practitioner. Janine is a Trustee of the Gordon Moody Association, a UK charity providing advice, education and innovative therapeutic support to problem gamblers and those affected by problem gambling. Janine has worked with hundreds of charities at the FSI to help them explore new income opportunities, and to diversify and strengthen their fundraising strategies - ultimately ensuring they continue to deliver their vital programmes and activities.

Session overview: It is a challenging time for the charity sector. The widely reported trend of an increased demand for services, coupled with income flat lining at best and decreasing for many, shows no signs of slowing. This workshop led by Janine Edwards from the Foundation for Social Improvement will consider what steps charities can take to strengthen their resilience, to diversify and expand their income in order to meet increased demand – and ultimately, continue to deliver impact.

Using case studies to illustrate and provide real-world examples, the workshop will cover three key ingredients for charity resilience:

- The importance of strategic planning and some suggested approaches
- Considerations when diversifying income – what are the opportunities and areas for growth
- Ensuring you measure – and manage – your impact in order to secure support for your work

f. Leading with one paid member of staff

Speaker: Kaye Duerdoth, Consultant, Community Works.

With speaker contributions from: Isabel Emerson (Open Strings CIC), Clair Barnard (Early Years Childhood Project) and Marian Tipler (Extratime)

Kaye has worked in the voluntary and community sector for over 25 years. She specialises in community development, engagement, training and facilitation. Recent roles include supporting organisations to develop neighbourhood and strategic plans and reviewing engagement strategies with Council departments. With Community Works, Kaye builds connections between the voluntary and community sector and health and adult social care. In particular supporting the sustainability of befriending and social prescribing and sector involvement in the Clinical Commissioning Group's Caring Together Programme.

Marian is co-founder of Extratime, a Brighton-based charity providing inclusive out-of-school activities for children and young people with severe and complex disabilities. The charity opened its first after-school club in 2003 for just 10 children and now works with around 200 children each year, 80% of whom have

additional needs. Marian is interested in how organisations can keep in touch with their founding principles as they grow and develop. Marian has a 19 year old son who has KCNH1 Disorder, a rare genetic condition that causes severe learning and physical disabilities, and epilepsy. She was a school governor for 12 years, and is a trustee of local charities Brighton Pebbles and the Friends of Hillside School and currently works as Fundraiser for Extratime.

Isabel is founder-director of Open Strings Music CIC (www.openstrings.co.uk), a Brighton-based organisation founded in 2013, offering participatory music-making as a tool for engagement and wellbeing. OSM currently works in a range of settings, including later-starter community string band Silver Strings, for mental health, and with adults with learning disabilities, as well as being commissioned by Brighton & Hove CCG to run community-based sessions for people living with dementia and their carers.

Clair has been involved with the Early Childhood Project, an independent education charity, from the start in 1988. They champion children's rights and equalities. Their work centres on their wonderful toy library where they work with young children encouraging, supporting and developing anti-bias play, care and education. Clair has also been a community activist for decades, representing those children and their families whose voices are rarely heard. When not running play sessions, tutoring or fundraising, she is likely to be thinking about it.

Session overview: Being the only paid member of staff in an organisation can often feel daunting; with a unique set of challenges and circumstances. This interactive session led by Kaye Duerdoth will explore some of the issues that a sole member of staff encounters along with the opportunity to hear from people who have been in this very situation. The time will then be used to share different methods for problem-solving and overcoming the challenges of being the only paid member of staff which typically relate to the following areas:

- Delegating effectively
- Managing volunteers
- Staying well and avoiding burnout
- Succession planning – ensuring sustainability
- Balancing delivery and development
- Managing growth
- Working with trustees and/or committee members

g. Turning values into behaviour

Speaker: Yvonne Rivers, Consultant

Translating values into action has been at the heart of Yvonne's work, over many years, with community and voluntary sector organisations. She is enthusiastic about the potential and possibilities that come from defining and using values. She is also well aware of the possible pitfalls when we are not proactive about how values enhance our work.

Session overview: Having a shared set of values and beliefs is beneficial for organisations both in terms of individual behaviour and wider organisational success. Facilitated by Yvonne Rivers the session will explore ideas such as teamwork and value consensus and will identify how to embed values into the everyday reality.

Whether or not your organisation has agreed its values this workshop is for you if:

- You would like a sharpened understanding of how everyone in your organisation could work better together
- You have challenges around how staff, volunteers, and trustees work together.

GDPR: General data protection regulations

The new General Data Protection Regulation legislation comes into effect on Friday 25 May 2018

The new legislation

On 25 May 2018, data protection law will change with the introduction of the European General Data Protection Regulation (GDPR). It is a significant change for all organisations that hold and process personal data. Voluntary and community organisations will need to overhaul their privacy and data policies in order to be compliant with the new and more stringent regulatory framework.

Brexit will not affect the introduction of this legislation as the UK will still be a member of the European Union (EU) at the date of implementation, and the government plans to use the new Data Protection Bill to incorporate the GDPR into UK law.

Impact of GDPR

The GDPR will affect voluntary and community organisations in one way or another. If your organisation holds personal data on anyone, including service users and beneficiaries, members, donors and supporters, employees and volunteers this legislation applies to you.

It includes all types of data whether in the form of contact information or any other sort of personal data eg. information about ethnicity, religious belief, or bank account or credit card information.

What will change?

A lot of what's in the GDPR mirrors current law under the Data Protection Act 1998 and guidance published by the Information Commissioner's Office (ICO). However, GDPR also introduces some new rights and obligations and makes changes to some existing concepts.

Many of the regulations in the GDPR are designed to promote increased transparency and accountability. The legislation demands more rigorous and accountable data practices. Whilst not an exhaustive list some of the key differences to be aware of are:

- **increased enforcement powers:** maximum fines of up to €20 million or 4% of total annual worldwide turnover of the preceding year, whichever is higher
- **extended geographical scope:** non-EU businesses will be subject to the regulation if they provide their service to EU organisations or monitor the behaviour of EU residents
- **consent:** more rigorous criteria will be applied to obtaining individuals' consent. It must be freely given, specific, informed and unambiguous eg fundraising consent may not be valid if it is given when grouped with non-fundraising matters
- **opt-in:** crucially, where consent is involved, you must gain explicit, opt-in consent
- **profiling:** individuals will have the right to object to profiling, which includes most forms of online tracking and wealth screening
- **the right to be forgotten:** individuals will have the right to request that you delete all their personal data

- **enhanced individual rights:** individuals will have enhanced rights with new provisions covering the right to access data (replacing subject access requests), the right to be forgotten (the right to request that an organisation delete all their personal data) and the right to data portability
- **reporting obligations:** you will also have a duty to report certain types of data breach to the ICO and, in some cases, to the individuals affected

What you will need to do?

In most cases you will need to review your existing practices and introduce new or enhanced data practices from 25 May 2018 onwards. This may include, for example:

- updating your **privacy notices** which tell people how and why their data is being collected and what it will be used for
- embedding data protection **by design and default** as part of day-to-day business as usual will no longer be a nicety but an obligation of GDPR
- conducting data protection **privacy impact assessments** to identify the most effective way to comply with your data protection obligations
- maintaining **records of your data processing activities**, including how long data is kept for and security measures you have in place
- appointing a **data protection officer**, which in some instances will be obligatory but will also be considered good practice
- a review of agreements with any **third parties** that process personal data on your behalf, such as external payroll providers or IT support companies

The above information is taken from our website. If you would like to see a full version, including a full list of available resources which will help you to get ready for GDPR please visit:

<http://www.bhcommunityworks.org.uk/voluntary-sector/resources/data-protection/>

Additional GDPR support

We are offering an opportunity for Trustees to talk through GDPR concerns and queries at our Governance Advice Session before our AGM.

When? Wednesday 29 November 2017, 17:00-18:30

Where? Ropetackle Arts Centre, Little High Street, Shoreham-by-Sea, West Sussex, BN43 5EG

Booking essential via our website:

<http://www.bhcommunityworks.org.uk/governance-surgery/>

For full AGM details and booking visit website:

<http://www.bhcommunityworks.org.uk/agm-and-surgery/>