



Redefining advice

achieving real change for people

Annual Conference &
Annual General Meeting

13 October 2011, Birmingham

advice UK

Welcome

I'm delighted to invite you to join us at Maple House in Birmingham on 13 October 2011 for our fourth annual conference entitled 'Redefining advice – achieving real change for people'.

Our conference last year was held shortly before the Coalition Government's Comprehensive Spending Review was announced, and we did some crystal ball gazing on the likely impact that public spending cuts would have on the future provision of advice services. One year later we now know all too well what the cuts mean for the advice sector. There was a last minute, 12 month reprieve for the Financial Inclusion Fund's Face to Face Debt Advice Project; a few enlightened local authorities have increased their funding of advice services but most of our members have seen their grants cut by their local authority. The Government is insistent that legal aid must be severely restricted in scope and meanwhile we are told that we must do 'more for less'. Independent advice centres, born out of a local response to community need, have always had a chameleon-like ability to reinvent themselves. It is clear that this ability is going to be needed more than ever, and that we are going to have to re-think what advice service delivery means in practice. This year's conference presents a timely opportunity for us to debate these issues together.

In planning this year's event, our conference team has paid close attention to the feedback on last year's event. This was overwhelmingly positive. For this reason, we have decided to return to the same venue as last year and to leave the format of the conference largely unchanged. Once again we are offering a choice of four bite sized learning slots, each of which we will be running twice. Our focus is still to offer practical learning sessions that will provide tools, resources and ideas that you can adapt and use when you return to your agency. Last year's interactive voting session was especially popular, so we will be running a similar session again this year. As our members seek to develop new funding streams, charging for advice has become an increasingly topical issue. This year's conference will therefore conclude with a debate on this often contentious subject.

We are also pleased to welcome back journalist and broadcaster Liz Barclay as our Conference Chair.

We are sure that you will find our fourth conference to be not only a useful and stimulating day but also excellent value for money.

This year, as for the last three years, we will be holding our Annual General Meeting at the end of the conference. Please come along and be part of this annual conversation about AdviceUK's past performance and future prospects.

I look forward to seeing you in Birmingham in October.



Steve Johnson
Chief Executive

Programme

09.00 – 10.00 Registration and refreshments

10.00 – 10.15 **Conference opening**
Liz Barclay, Conference Chair
Steve Johnson, Chief Executive, AdviceUK

10.15 – 11.00 **Redefining advice**
Interactive voting session
This is your opportunity to vote and debate on the future direction of the advice sector

11.00 – 11.20 Refreshment break in the exhibition area

Bite sized learning slots

	Stream A Campaigning	Stream B Legislation	Stream C Quality	Stream D Funding
11.20 – 12.35	How to hit the headlines Alison Morris, Communications Development Manager, Media Trust	Welfare reform Lee Healey, Managing Director, IncomeMAX	Building new partnerships Dan Hopewell, Director of Services, Bromley by Bow Centre	Avoid the bin Alan Eagle, Foundation Manager, Santander Foundation

12.35 – 13.45 Lunch will be served for all delegates.
Remember to visit the exhibition and you could win an iPod – kindly donated by Paymex.

Bite sized learning slots

	Stream A Campaigning	Stream B Legislation	Stream C Quality	Stream D Funding
13.45 – 15.00	<p>How to hit the headlines</p> <p>Alison Morris, Communications Development Manager, Media Trust</p>	<p>Welfare reform</p> <p>Lee Healey, Managing Director, IncomeMAX</p>	<p>Building new partnerships</p> <p>Dan Hopewell, Director of Services, Bromley by Bow Centre</p>	<p>Avoid the bin</p> <p>Alan Eagle, Foundation Manager, Santander Foundation</p>
15.00 – 15.20	Refreshment break in our exhibition area			
15.20 – 15.35	<p>Welcome back</p> <p>Liz Barclay, Conference Chair</p>			
15.35 – 16.05	<p>Debate: charging for advice</p>			
16.05 – 16.15	<p>Closing remarks</p> <p>Liz Barclay, Conference Chair</p>			
16.30 – 17.15	<p>Please join us for the AdviceUK Annual General Meeting – It's your network – let us know what you think.</p>			

Booking Form

Annual Conference, 13 October 2011, Birmingham

Please complete in black ink and block capitals. For multiple bookings, please photocopy and complete one form per delegate. Scan and email the completed form/s to conference@adviceuk.org.uk or post it to: AdviceUK, 6th Floor, 63 St Mary Axe, London EC3A 8AA

About you

Title (Mr/Mrs/Ms...) _____ First name: _____ Surname: _____

Job title: _____ Organisation: _____

Address: _____

_____ Post code: _____

Telephone: _____ Fax: _____

Email: _____

Please state any dietary or access requirements: _____

Fees

Please select your category from the choices below:

AdviceUK members only

- Band 1 or 2 members (Volunteers only or up to 2 paid staff*) £72.00 (inc VAT)
- Band 3 or 4 members (Between 3 and 10 paid staff) £96.00 (inc VAT)
- Band 5 or 6 members (More than 11 staff) £120.00 (inc VAT)

Non members

- Other voluntary sector organisations £144.00 (inc VAT)
- Public sector organisations £162.00 (inc VAT)
- Private sector organisations £180.00 (inc VAT)

If you are not sure of your banding or whether you are an AdviceUK member call 020 7469 5700 or email conference@adviceuk.org.uk

Bite sized learning slot choices*

Please indicate your 1st, 2nd and 3rd choices for these sessions.

1st Choice (e.g. A)	2nd Choice	3rd Choice

Please indicate here if you are only able to attend in the morning or afternoon:

Morning only: Afternoon only:

* Please note that we cannot guarantee you a place in your first choice slot.

Annual General Meeting (AGM)

All AdviceUK members are entitled to attend the Annual General Meeting free of charge but must pay for the conference itself.

I will be attending the AGM

Delegate list

We will give all delegates and organisations attending the conference a delegate list with name, job title and organisation. If you would prefer not to be included on the list please tick here:

Payment

You can pay by:

enclosing a cheque made payable to "AdviceUK" for the sum of £____.____

authorising AdviceUK to charge my credit/ debit card with the sum of £____.____

Card number: _____

Cardholder's name: _____

Valid from: __/__/__ Valid to: __/__/__ Issue number: __ Security code: ___

Cardholder's address: _____

Post code: _____

Cardholder's signature: _____ Date: __/__/____

Please invoice me at the address above

I have read and agree with the cancellation policy and privacy and data protection statement (see back cover):

Signed: _____ Date: __/__/____

Cancellation policy

All cancellations must be received in writing. Cancellations received before 30 September 2011 will receive a full refund minus an administration fee of 10% of the booking fee. If you cancel after this time or do not attend on the day, you will be charged the full fee. You may substitute delegates at any time before the date of the conference, subject to our agreement and payment of an administration fee of 10% of the booking fee. We reserve the right to make changes or cancellations to the programme as necessary.

Privacy and data protection statement

Information submitted on the booking form may be stored and processed electronically for the purposes of delivering services, marketing, supplying information and to enable statistical analysis. Data may be passed to other parts of the organisation, partner organisations, companies or contractors operating on our behalf to enable this to take place. This may include transferring your data outside the European Economic Area (EEA). However, we will ensure that your data is stored and handled securely.

The venue

Ideally situated on Corporation Street, Maple House is easily accessible from New Street and Snow Hill stations and has convenient parking nearby. A full map and details on how to get to the venue will be sent with your welcome pack. However, if you would like to find out more about this exciting venue please visit www.etcvenues.co.uk

Need any more information?

If you have any questions we are here to help. Please call AdviceUK on 020 7469 5700, email conference@adviceuk.org.uk or see the conference webpage at: www.adviceuk.org.uk/about-us/annualconference

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