

Principal sponsor:

CCLA



Unleashing the power of advice

Annual Conference & Annual General Meeting

1 October 2009, Birmingham

advice UK

The voice of independent advice

Welcome

It seems like it was just yesterday that so many of us gathered in Coventry for AdviceUK's first annual conference. It was a great success and I am delighted to invite you to join us in Birmingham on 1st October 2009 for our second annual conference entitled **Unleashing the power of advice**.

The advice sector faces many challenges just at the time when our services are needed by so many more people. But in the most difficult times, advice agencies gain a unique insight into the problems experienced by the thousands of individuals they help every day. In helping with immediate problems they see trends, consequences and causes but the power of this insight is rarely tapped – which constitutes a continuing waste. “Unleashing the Power of Advice” will invite us all to look at our potential for change and our relationships with government, stakeholders and the people we help.

We are delighted to welcome Lord Bach, the Parliamentary Under Secretary of State for Justice, Henry Bellingham, Shadow Justice Minister and Clare Short, MP for Birmingham Ladywood to the conference to take part in this vital debate on the future of our sector.

Like last year 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 meeting you in Birmingham in October.



Steve Johnson
Chief Executive

Programme

08.30 – 09.30 Registration and refreshments

09.30 – 09.45 Steve Johnson, Chief Executive, AdviceUK

09.45 – 10.15 Mapping the future role of free legal advice
Lord Bach, Parliamentary Under Secretary of State for Justice

10.15 – 10.45 Reinventing the advice sector for a new era
Mick McAteer, Director, The Financial Inclusion Centre

10.45 – 11.05 Refreshment break – don't forget to visit the exhibition area for your chance to win an iPod.

11.05 – 11.35 Alternative futures for advice
Henry Bellingham, Shadow Spokesman for Justice

NB: A statement on the future of free legal advice from David Howarth, Justice Spokesman for the Liberal Democrats, will also be available at the conference.

	Stream A The big changes in advice – and how to make the most of them	Stream B Managing a successful advice centre	Stream C Developing strong practices in the advice sector	Stream D Helping you help others
11.40 – 12.40	<p>A1 Mergers and consortia – where next? Sue Brown, Chief Executive, Tower Hamlets Law Centre & Stephanie Dickinson, Chief Executive, Island Gardens Advice Centre</p>	<p>B1 Management committees – a help or a hindrance? Wesley Harcourt, London Manager, AdviceUK</p>	<p>C1 The advice sector quality standard – update Karen Conway, Quality Work Stream Manager, Citizens Advice</p>	<p>D1 Helping clients with money maximization through online and telephone services Jolanta Lasota, Chief Executive, Turn2Us</p>

12.40 – 13.50 Lunch will be served for all delegates.
Remember to visit the exhibition and you could win an iPod.

13.50 – 14.20 Working together for the vulnerable
Clare Short, Member of Parliament for Birmingham Ladywood

14.25 – 15.25	A2 Commissioning of advice services and the BOLD Project Simon Johnson, BOLD Project Co-ordinator, AdviceUK	B2 Making the most of your resources – sharing best practice for smaller advice centres Alison Rooks, Welfare Rights Manager, Bradford Cancer Support	C2 Collaborative working Enhancing frontline advice team Working together for advice AdviceUK	D2 Using case management software to help you help your clients Chris Lansdell, Business Manager, Resolution Case Management
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15.25 – 15.45 Refreshment break in our exhibition area

15.45 – 16.45	A3 Current issues in money advice David Hawkes, National Money Advice Co-ordinator, AdviceUK	B3 Supporting advice for young people – The Justrights Coalition James Kenrick, Advice Services Development Manager, Youth Access	C3 Moving beyond equal opportunities to managing diversity Savita Narain & Rachel Allan, Development Consultants, AdviceUK	D3 Reinventing advice services for older people Mark Tomlinson, Advice Services Manager, AgeUK
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16.45 – 17.30 Please join us for the AdviceUK Annual General Meeting – It's your network – let us know what you think.

Booking Form

Annual Conference, 1st October 2009, Birmingham

Please complete in black ink and block capitals. For multiple bookings, please photocopy and complete one form per delegate. Fax the completed form to: 020 7469 5701, scan and email to: events@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: _____

Do you have 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*) £63.25 (inc VAT)
- Band 3 or 4 members (Between 3 and 10 paid staff) £86.35 (inc VAT)
- Band 5 or 6 members (More than 11 staff) £109.25 (inc VAT)

Non members

- Other voluntary sector organisations £126.50 (inc VAT)
- Public sector organisations £143.75 (inc VAT)
- Private sector organisations £161.00 (inc VAT)

If you are not sure of your banding or whether you are an AdviceUK member call 020 7469 5702 or email events@adviceuk.org.uk

*Band 1 or 2 members only

- We would like to be considered for financial assistance for our delegate fees and to attend the conference. Please contact me at the telephone number above.

Workshop choices

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

	1st Choice (e.g. B1)	2nd Choice	3rd Choice
11.40 – 12.40			
14.25 – 15.25			
15.45 – 16.45			

I would like to sign up for:

- AdvicePro refresher training (11.40–12.40 / 14.25–15.25 / 15.45–16.45)*
*Please delete as appropriate
- A training drop-in session – my preferred time is _____

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 p.8)

Signed: _____ Date: __/__/__

AdvicePro Refresher Training

AdvicePro user? Got a burning question about creating ad hoc reports, management tools or online submissions? Alasdair McLaren, Software Engineer from Resolution Case Management, will be running AdvicePro refresher training sessions during the conference. Make sure you sign up on the order form.

The AdviceUK Training drop-in corner

Are your staff always giving people the best possible service? Do you have any burning questions about ongoing training? If so our training team will be on hand throughout the day for 15 minute sessions to give you instant tips for helping to develop your staff. Book a session on the order form.

Principal Sponsor



Staff have better things to do than constantly research banks and rates, and trustees don't want to spend every meeting worrying about where they should put their money. CCLA's carefully managed deposit fund

for charities has a sole focus on the security of cash and consistently delivers competitive interest rates. It complements any charities' banking arrangements. No minimum balance. No need to lock money away. Free BACS transfers. No charges. CCLA is the UK's leading manager of charity investments, dedicated to the charity sector since for more than 50 years. CCLA is owned by its charitable clients and is authorised and regulated by the Financial Services Authority.

We would like to thank the following:



Allied International Credit

Allied International Credit for sponsoring five spaces for smaller members at this year's conference.

www.aiccorp.com

Please see booking form for details.

Exhibiting at the AdviceUK conference



If you would like to join these exhibitors in our exhibition area, there are limited spaces still available. Please contact Jonathan Moles on 020 7469 5702.

Cancellation policy

All cancellations must be received in writing. Cancellations received before 18 September 2009 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. 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

The Studio is a modern, innovative conference venue on Cannon Street, just five minutes from New Street station in Birmingham. Please note that the venue has no parking. However there are several NCP car parks within walking distance. 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.orangestudio.co.uk

Need any more information?

If you have any questions we are here to help. Please call the Membership & Marketing team on 020 7469 5702 or email events@adviceuk.org.uk

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in alternative formats on request.**

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