

2017 charitytimes Awards

THE WINNERS

18TH ANNUAL CHARITY TIMES AWARDS



www.charitytimes.com/awards

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Review and meet the Judges

Review

The excitement and celebrations of the Awards cannot be contained within a review, but we hope that we can convey some sense of the evening that was the 18th Charity Times Awards in these pages. As was said in the night's opening speech, the real winner is the sector itself, with all the nominees presenting a picture of a sector in health and full of innovative and successful solutions – whatever the challenges that it is facing right now. A quick word of thanks should also be reserved for the judges who read the hundred and hundreds of submissions to arrive at the final results. In short, the best Awards just keep getting better!

2017 Judging panel



Esther Foreman
 Director
 The Social Change Agency



Cathy Pharoah
 Visiting Professor of Charity Funding
 Cass Business School



Ellie Hale
 Associate
 CAST



Stephen Pidgeon
 Visiting Professor of Direct Response Fundraising
 Plymouth University



Julie Howell
 Julie Howell Communications



Vicky Rooke
 Senior Analyst
 Asset Risk Consultants



Dame Mary Marsh
 Independent Director



Louise Thomson
 Head of Policy (NFP)
 FCIS



Andrew O'Brien
 Head of Policy and Engagement
 Charity Finance Group (CFG)



Jenny Turner
 Managing Director & Founder
 Turner PR



Professor Paul Palmer
 Professor of Voluntary Sector Management
 Cass Centre for Charity Effectiveness



Raya Wexler
 Co-Founder & Director
 CharityJob



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2017

charitytimes Awards
Recognising leadership and professionalism

2017 Charity Times Awards Winners

WINNER: Bates Wells Braithwaite

It was an honour to be recognised by Charity Times and have the opportunity to learn so much about the work of other nominees. What an inspiring evening!

WINNER: James Hambro & Partners

We are proud that the Charity Times has recognised our commitment to the sector. Thank you to all of our friends who have helped us to achieve this success.



Charity Investment Manager of the Year



Boutique Investment Management

Advisory Provider of the Year



Best Use of the Web

Best Use of Technology



WINNER: Rathbone Investment Management

We are thrilled to have won this award from Charity Times for the second year running.



WINNER: Independent Age

We are absolutely delighted to win this award. Winning a Charity Times award is very special, and we will carry on working to support more older people and their families in the future.

WINNER: seAp Advocacy

The achievement of this prestigious award is welcomed as a recognition of the partnership between seAp, our clients, our funders, and NeonTribe. We are excited that this will raise awareness of the desperately needed c-App.

www.charitytimes.com/awards

2017 Charity Times Awards Winners

WINNER: Alzheimer's Society

We are delighted to receive the award, and it is confirmation that we are on the right track. Internal engagement can unite and harness the efforts of everyone.

WINNER: St John's Hospice N. Lancashire & S. Lakes

Winning was a real honour for us and didn't dream that our work might be recognised at such a prestigious level. I'd encourage all organisations that make a difference to enter.



HR Management Award



Change Project of the Year

Excellence in Internal Communications



Campaigning Team of the Year

PR Team of the Year



WINNER: Addaction
 Addaction's HR function is simply exceptional – a truly remarkable group of dedicated HR professionals.



WINNER: Macmillan Cancer Support

We are delighted to have been awarded Charity Times PR Team. We have developed a measurement framework to capture the impact of our PR work, so we are really proud that this accolade recognises this activity as sector-leading.

WINNER: MS Society

We're delighted to have won Campaigning Team of the Year!



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2017 Charity Times Awards Winners

WINNER: Family Holiday Association

We are thrilled to receive this award, which recognises the tireless work of our talented team.

WINNER: British Red Cross Society and Co-op

We are really proud the CharityTimes judges have recognised our work together to tackle loneliness in communities across the UK.



Corporate National Partnership of the Year with a Financial Institution



Corporate National Partnership of the Year with a Retailer

Fundraising Team of the Year

Corporate Community Local Involvement



Corporate Social Responsibility Project of the Year



WINNER: Marie Curie and Yorkshire Building Society

It was wonderful to win the CharityTimes Award for our partnership with Marie Curie. It was our most successful campaign to date and to be recognised externally is a real honour.



WINNER: Northumberland Domestic Abuse Services and Raw London

It's humbling to have been recognised at such a prestigious event – and against some tough competition!

WINNER: School Food Matters & Whole Foods Market

We are thrilled to receive this award in recognition of a partnership that has run successfully for five years. Whole Foods Market and the Whole Kids Foundation have been exemplary in their support of food education.

2017 Charity Times Awards Winners

WINNER: NSPCC and O2

We recently celebrated the two year birthday of our partnership with NSPCC, so it's great to get this recognition of our achievements to date.

WINNER: Everton in the Community, Mersey Care NHS Foundation Trust and Edge Hill University

My colleagues and I were delighted to collect this award in recognition of the genuine impact that our partnership has delivered.



Community Award



Cross-sector Partnership of the Year

Corporate National Partnership Champion



Supporting Executive of the Year

Social Investment Initiative



WINNER: St Joseph's Hospice Charity
 We're thrilled to have won the award and delighted for the hundreds of people who give their time, passion and commitment to this amazing project.



WINNER: Charlotte Augst, Richmond Group of Charities

It was very lovely to be nominated and winning is just the icing on the cake, of course. So thank you.

WINNER: Family Action

Family Action is proud and delighted our Safe Haven pilot won the Social Investment Initiative category. Safe Haven demonstrates the potential of social investment to be a catalyst for positive change if we all work together.



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2017 Charity Times Awards Winners

WINNER: Yvonne Harrison, GreaterSport

Winning is a huge achievement, both personally and organisationally. For me, it really does signify the difference I am making and the impact I have had benchmarked against other high quality leaders.

WINNER: Alex Ford, Pancreatic Cancer UK

I was hugely surprised, but completely delighted to have won. I am privileged to have my contribution recognised – it's a fantastic comment on what the team has achieved.



International Charity



Charity Principal of the Year

Rising CEO Star



Outstanding Individual Achievement

Best New Charity



WINNER: Shivia

We were over the moon to win, especially given past winners and shortlists were charities we deeply admire. It is wonderful to know our life-changing work has been recognised and this will encourage us to help change more lives.



WINNER: Judith Moran, Director, Quaker Social Action (QSA)

The awards themselves were absolutely wonderful – first class venue, food and host. A real evening to remember.

WINNER: SAPPER Support

The awards were a great success, not only because we won our category but because of the wonderful atmosphere and first class organisation.

2017 Charity Times Awards Winners

WINNER: The Encephalitis Society

This recognition by the Charity Times means the world to our passionate team. This award will take us one step closer to our vision of a world aware of encephalitis.



Charity of the Year: with an income of less than £1 million

Charity of the Year: with an income of £5 million - £10 million – sponsored by Quilter Cheviot

WINNER: FareShare UK

By demonstrating initiative, collaboration and industry knowledge, more food across the supply chain can get to where there is need.



Charity of the Year: with an income of £1 million - £5 million – sponsored by Quilter Cheviot

Charity of the Year: with an income of more than £10 million



WINNER: ClientEarth

We're delighted and humbled to be named Charity of the Year, among some fierce and very deserving competition. Recognition from our peers in the charity sphere is immensely valuable to us.



WINNER: BPAS

We are so delighted to have won Charity of the Year, it is fabulous recognition of the work done by a marvellous team of staff who help women with problem pregnancies.



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Investment Manager

WINNER: Rathbone Investment Management

Rathbone Investment Management was the clear winner as Charity Investment Manager of the Year at the 18th annual Charity Times Awards.

Rathbones is one of the fastest growing houses serving the charity sector, but its focus on best practice and understanding and delivering to clients swayed the judges in this category.

The judges recognised Rathbones for its strong commitment to customer service, exemplified by the personal relationship each charity client has with the investment director of its portfolio. There are no relationship managers between the charities and the people investing on their behalf.

Clients receive an investment service tailored to their specific requirements, and given the range of organisations that Rathbones serves, this requires significant flexibility.

Rathbones' offer also includes the ethical considerations which are increasingly important to charities. Working with its ethical and sustainable arm, Rathbone Greenbank Investments, Rathbones can cater for a range of ethical requirements. In addition to screening out investments that clash with a client's principles, Rathbone Greenbank's innovative process screens in the best ethical investment opportunities. In September 2017, Rathbones hosted a seminar on fossil fuel divestment aimed at helping universities and colleges navigate the



Andrew Pitt, Rathbone Investment Management, James Brennan, Rathbone Investment Management, Andrew O'Brien Charity Finance Group, Host Shappi Khorsandi

debate around why and how a progressive policy on withdrawing from investments in coal, oil and gas companies can be implemented.

The firm goes above and beyond investment matters in the support it offers its clients, regularly providing trustee training.

Rathbones offers broader events to clients and the wider charity sector, with its Charity Symposium as the centrepiece. As well as providing an invaluable networking opportunity, the event gives trustees insights into investment topics and issues relevant to the charity sector with lively debate and keynote speakers.

Rathbones leads the way in thought leadership, producing a series of charity investment reports, aiming to help trustees understand their options. In 2017, they published their report on

'Active vs. Passive' investing and sponsored the publication of Financial Governance: a gentle guide to the non-financial charity trustee to help trustees understand – in a simple and practical manner – what is expected of them when it comes to the governance of their charity's finances.

Andrew Pitt, Head of Charities, London said: "We are thrilled to have won this award from Charity Times for the second year running. As investment managers, we do everything we can to support the work that the sector does and promoting best practice is an important part of our relationship with charities."

Rathbones
Look forward

O₂ 😊 NSPCC

Let's keep kids safe online

Since 2015



11 million

interactions with our
online safety tools, services
and support

So far, **2.2 million** actions have
been taken by parents to keep
their children safe online



We've joined the
**Royal Foundation's
Cyberbullying
Taskforce**

working with like minded
companies to help young
people and parents
tackle cyberbullying

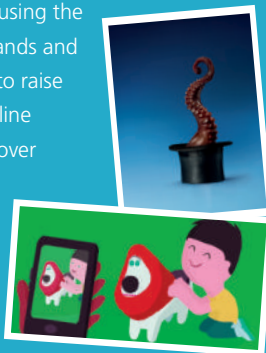
"Great for kids – Perfect for little
fingers, keeps them quiet and entertained"

Mummyoftwo
(June 2017)

Launched new
family tablet bundle



We've also been running national
campaigns like **Top Hat** and
#ShareAware, using the
power of our brands and
our partnership to raise
awareness of online
safety, inspiring over
1.3m actions
by parents
to keep kids
safe online.



We launched our icebreakers
email series, sending online
safety advice direct to
parents' inboxes and are
on track to reach
10,000 sign ups



NetAware products accessed
406,478 times



Our NetAware app

now includes push notifications
to update parents on the latest
apps and games

"Calling the Helpline helped me feel
reassured that I was doing the right
thing. The technical advice and extra
hints and tips were definitely helpful"

Mother of 10 year old girl

O₂ Guru

Just over 16,922 individual parents
have taken part in online safety workshops, called our
Helpline or accessed guru advice and support in our stores



Staff fundraised over **£400,000**
for the O₂ NSPCC partnership.
With everything from climbing
the Gherkin to running the
marathon to skydiving at
50,000 feet

Online Safety
Small

Talks

Stores committed to embedding online safety into
every customer conversation **#O2SmallTalks**

For more details about our partnership, visit o2.co.uk/nspcc

Registered charity number 216401. NSPCC, charity registered in Scotland, charity number SC037717 photography by Tom Hull

Corporate National Partnership Champion

WINNER: O2 & NSPCC – let's keep kids safe online

The internet is full of exciting things. And while kids seem to know what they're doing, apps and technology change so quickly, it can be hard for parents to keep up. But it's important they do. Because for kids, online life is real life. And just like real life, it comes with risks.

That's why O2 has teamed up with the UK's leading children's charity, the NSPCC, to develop a ground-breaking partnership, designed to help parents understand their kids' online world and how to keep them safe within it.

We've helped them get to know the devices, games and networks their kids are using through our Net Aware website and app, as well as offering in-store tutorials and one-to-one appointments with fully trained Gurus.

We've got loads of great safety tips and advice on our Online Hub. And by signing up to our 'ice-breaker' email series at nsppc.o2.co.uk, parents get information, advice and activities sent straight to their inbox – helping them have regular conversations with their children about how to stay safe online.

And when they can't find the answers themselves, our free helpline (0808 800 5002) and web chat (o2.co.uk/nsppc) gives parents access to online safety experts who can help them with things like social networks, privacy setting and



Claire Lilley, NSPCC, Bill Eyres, O2, Cathy Pharoah, Cass Business School, Host Shappi Khorsandi

controls, seven days a week.

We've also been running national campaigns like Top Hat and Share Aware, using the power of our brands and partnership to make people aware of the importance of online safety, and help parents have the right conversations with their kids. We've even been visiting local schools, workplaces and communities to run free online safety workshops.

As well as working with parents, we're also encouraging others in the industry to do more to keep kids safe online. For example, by making it free for our customers to access the NSPCC website and Childline, and urging others to do the same. And by

tackling cyberbullying with other like-minded companies.

Thanks to our partnership, we've created a UK-wide network of support and information parents can rely on. Wherever and whenever they need to. Together, we're helping families and children across the UK to enjoy the digital world, safely and with confidence.

For more details about our partnership, visit o2.co.uk/nsppc



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2017

charitytimes Awards
Recognising leadership and professionalism

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