



empower 
services

www.empowersvs.co.uk

Putting the Third Sector First!



Empower Support for the Voluntary Sector was founded in 2004 and is based in Abercynon in south Wales

Our mission is to provide the highest quality, current and accessible support for the voluntary, community and statutory sectors. We will achieve this through continuous dialogue with our clients and placing their needs at the centre of everything we do. Empower strives to be the leader in our field and develop relationships with our clients through which we can support and enhance the very valuable work they undertake.

We provide training, conference and event management and a range of professional services to the voluntary, community and statutory sectors. We have grown through our commitment to the quality of our work and always aiming to exceed our client's expectations. We engage in regular dialogue with our customers to ensure that the services we offer meet the current challenges and provide real lasting solutions.

Empower has a unique approach to partnership working and we work with organisations from across the sectors in ways which provide mutually beneficial outcomes.



Interim Management

Empower has a number of experienced project and programme managers who operate at an extremely high level.

Our team approach ensures that the role has the right mix of skills to deliver all the priorities of the post and if necessary respond to critical issues that may arise. Interim managers become very much part of the team and provide valuable support to senior staff and trustee boards. We can either be instructed for a fixed period or on a month by month basis (ideal to cover roles while staff are off for an indeterminate absence).

We can provide cover for key management roles within your organisation, providing total peace of mind and flexibility for as little or as long as you need us

Business Development/Sustainability Strategies

Organisations that do not have a robust strategy for business development will often struggle to develop strategically and run the risk of reeling from one short term funding stream to the next. Empower works with charities, social enterprises and community groups to establish their core purpose, their area of expertise and then work with them to develop a sound business development model which will position the organisation to take advantage of the widest variety of income streams that include grants and trading. One of the biggest risks facing the sustainability of any organisation is an over reliance on one income stream and one delivery model. We work with trustee boards; directors and staff to create a culture of opportunity and a shared responsibility for income generation.



Strategic Planning

Strategic planning provides a road map, with long term aims and objectives

Many organisations appear to lurch from crisis to crisis, blaming the economic downturn, loss of funding, inability to get appropriate staff and difficulty delivering on planned outcomes. More often than not, these organisations struggle because they fail to read the current climate and identify risks before they occur. Strategic planning provides the organisation with a structure and a discipline which enables the organisation to grow and make the most of opportunities that arise, whilst predicting and avoiding many of the risks previously seen as inevitable. Empower will work with trustees and directors to develop a strategic plan which the organisation will own and manage, enabling them to take most direct route to their declared destination.

“ We valued your practical and business-like approach and preferred your package to a commission or consultancy day rate. An external critical appraisal of where we are now will together with new Kent County Council process enable us to move forward with this. ”

Anne Cullen, Kent Adult Education Service



Empower has a strong track record as a training organisation

📌 Team Building

Empower provides a wide range of team building activities to create a bespoke team building event for you which offers a mix of fun; accessible team activities and reflection. We have already enabled a large number of teams to develop greater understanding and respond collectively to issues affecting their organisation. Team building can be used to facilitate a whole team response to a particular problem or issue.

Empower team facilitators are experienced in managing challenging events within team days including the examination of team culture; difficult relationships and hidden agendas.

Team building can be a fun away day to promote understanding of team members

📌 Bespoke Training

We run a programme of training anywhere in Wales but we also deliver bespoke training to organisations anywhere in the UK designed to develop the knowledge and skills of the whole team. All our training is supported by a bound workbook for all participants and we can provide resources on disc as part of the training and offer follow up work and a report of the event if required (see our website for a full list of our training www.empowersvs.co.uk).

“ *Bev makes a valuable contribution and professional approach to all the work she has been involved with, with me.* ”

Steve Thacker, London Action Trust



📌 Sales and Marketing Strategies for Social Enterprise

Many new and existing social enterprises struggle to sell either products or services and can find themselves falling back on grant dependency. Empower can work with boards, CEOs and whole staff teams to establish a sales and marketing strategy for the organisation. We involve everyone in identifying the USP, the customers and the competitors and then work to develop a strategy which connects customers with the services offered and increase expertise to secure and keep customers. We share our experience and secrets; enabling social enterprises to become sustainable through trading.

📌 Critical Intervention Management

There are occasions when an organisation or project, experiences critical issues which require swift and decisive action. Sometimes the staff or trustees either lack the experience or confidence to intervene to bring about the necessary change. Empower has a substantial track record in facilitating this change. Empower also manages the winding up of organisations where the directors believe the organisation does not have future, ensuring staff redundancy is managed and partners are kept informed. This can be a painful process, but Empower will ensure all stakeholders are informed and the integrity of the organisation and directors is retained throughout.

We support staff, tackle the issues and re-engage partners, leaving the organisation when it is back at full strength and confidence both internally and externally has returned

📌 Business Planning and Feasibility Studies

Empower is unique in the breadth of the expertise we have to offer any organisation going through the planning business process. Our approach is to work with the board of trustees or directors to develop the business plan so that the capacity of all stakeholders is increased and the plan is owned by the organisation. The Empower team can provide professional financial and delivery expertise to establish how feasible a project is before a group invests valuable time and resources into it. We can also provide a feasibility study to support the business planning process.

📌 Governance and Strategic Development

The trustee board or board of directors is the strategic head of a charitable organisation and often individuals become trustees without really understanding the importance of the role. Occasionally trustee boards become fearful or disaffected and we can intervene to work with the organisation to help the board refocus and evaluate their position. This intervention is challenging but also empowering and has already had a profound impact on a number of boards.

“You have consistently worked above and beyond the agreed contract of work...I would like to thank Bev for all her help and support she has been a fantastic asset and without her DCEN would not have survived.”

Maureen Colohan, Derwentside Community Empowerment Network; County Durham



Empower is leading the way in event management and raising the bar in terms of quality and attendance

Conference and Event Management

Empower has planned and facilitated a number of high profile conferences and we can help make your event a success. From encouraging sponsorship to meet the cost of your conference, through to marketing and ensuring you reach your delegate numbers. Empower will engage with you every step of the way to ensure the event reflects the style and values of your organisation and raises your profile throughout the field you work. Let us make your event showcase your work to key partners and clients and bring together those stakeholders who can enable you to achieve your aims. Empower Conferences sell out and our events are a priority for exhibitors across the sectors.

“ I would like to say that the exhibition was a fantastic opportunity for speaking to the organisations Challenge Wales can work in partnership with. Being face to face with people, in one place, is always far more productive. We also didn't expect the amount of positive response and comments to our charity and our attendance at the exhibition and people actively hunting us out to talk to us. It was definitely a worthwhile investment for us to attend. ”

Vicky Williams, Challenge Wales
Communities First Annual Conference 2011



Community Consultation

We have substantial experience in engaging even the most marginalised members of our community and our experienced team work to ensure that everyone is heard. We can go door to door, facilitate focus groups and use the telephone to collect information. We have a range of testimonies to our success in this area. Effective community consultations can add considerable support to funding applications, ensure community buy in for a project, or establish the priorities for the organisation.

Coaching/Mentoring

We have within our team professional, qualified coaches and mentors who can provide individual and team support through executive coaching, life coaching and mentoring. Coaching is recognised as one of the most direct and effective means of individual and organisational development and Empower bring the latest thinking to the sector at affordable prices. We can also supply non managerial support for individuals or teams.

Project Start up

Delays in funding often mean that projects are playing catch up to meet targets whilst still trying to recruit key staff. Empower are experienced in setting up new projects from the outset; creating the monitoring processes, forming steering groups, developing policies and procedures and begin achieving outcomes, whilst staff can be recruited. We can pull the project back responding to slippage in order to hand over a successful project to incoming staff.



Change is an inevitable part of the landscape for organisations across the sectors

Change Management

Whether the change is the result of external pressures or initiated internally to increase effectiveness; the management of change process can have an enormous impact on the outcome.

The Empower team include qualified Change Agents who can work with organisations to plan and implement a change strategy. We ensure the process addresses the needs of individuals and enables teams to take control of the aspects which can be controlled. We manage the anxiety generated through uncertainty and share strategies to do this.

We can also help senior managers embed the change through assimilation with the organisational culture and plan periodic review of the progress.

Individuals and organisations respond differently to change and it is essential that the process is managed carefully from the start

“Bev works really hard and provides real value for money. Residents in Dollis Valley genuinely like and admire Bev. Bev has provided a positive people centred approach which has developed both capacity and enthusiasm amongst Dollis Valley residents. That lift in community activity is invaluable to us in our work.”

Ann Frankel, London Borough of Barnet



🌱 Products: Interactive DVDs, toolkits and E-books

Empower acknowledges that for some organisations attending training events is not always feasible and that lack of resources may limit the opportunity to train and develop everyone in an organisation. To meet this challenge, Empower is developing a range of products and services which will provide organisations with the opportunity to keep learning in their organisation through the use of our interactive DVDs and toolkits.

Details on the website www.empowersvs.co.uk

**NEW
PRODUCTS**
coming online all
the time



Checked first by our product testers, we ensure that the resources are accessible, easy to use and provide real learning opportunities.

“ I don't know what we'd have done without Bev...Excellent, responsive service that is highly professional. Excellent at all times...officers from other organisations have commented to me how good Bev Garside is and how quick she is to grasp complicated project details, nuances and funding streams. Empower have delivered a range of other services to us eg team building events etc. I would definitely recommend them as an organised and caring organisation that believe in delivering schemes that benefit and empower the community. ”

Suzanne Fysh, West Lindsey District County Council

empower *Exclusive*



Empower Exclusive is a unique membership organisation, led by Empower which provides opportunities for organisations from all sectors to come together and form win/win partnerships.

As a member of Empower Exclusive, we will work with you to establish how best you can use your membership to achieve your aims. Benefits include big discounts on all Empower products and services; priority access to Empower events including conferences and exhibitions and the opportunity to develop joint ventures with Empower and other members designed to promote your aims and deliver on your goals.

Visit: www.empowersvs.co.uk/eng/index.php/exclusive/

Become an Empower Reseller

Generate valuable, unrestricted funds for your organisation



Empower is constantly developing a range of products which will support the progress of the 3rd Sector. We also provide the prospect of generating a regular income for social enterprises by selling these products on a commission basis.

There is no financial outlay and no risk.

Empower provides the marketing materials and sales support, enabling groups to raise substantial unrestricted funds easily and without a financial outlay. Resellers introduce organisations to Empower products and services and receives 10% on every sale. This can be paid monthly or quarterly and provides valuable generation of unrestricted funds.

No risk. No limits on income generation.

We would love to talk to you

Empower aims to develop a relationship with all our clients; we want to understand your aims and priorities as well as your vision and values. This starts with our initial meeting to discuss your needs.

For a free no obligation meeting
please call 01443 749787
or email bev@empowersvs.co.uk



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