



cover story

38 What CRM means to charities

Keeping them in the loop



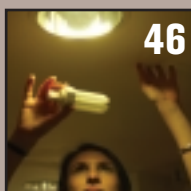
41

features

41 You can take a horse to water

Looking at the results from the PKF risk management survey

Risk management



46

42 Making the grade

How new occupational standards aim to raise the bar in charity governance

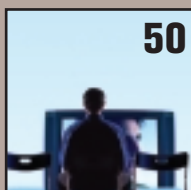
44 Strength in numbers

Details of a new campaign to improve the rights of voluntary sector workers

The environment

46 Steps in the right direction

How charities can reduce their environmental footprints



50

49 Code breaking

The Employment Practices Code will clarify employers' data protection responsibilities

Banned MPH ad

50 Clicked off

The reasoning behind the banning of MakePovertyHistory's 'Click' adverts

Investment supplement



34

34 The IQ Review

How increasing performance in equity markets made the last quarter a winner

35 Considering the alternatives

Should charities consider investing in offshore property funds?



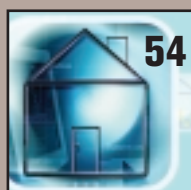
36

36 A tactical approach

The pros and cons of global tactical asset allocation

Banking focus

Sponsored by CAF



54

53 Market overview

Greater choice brings flexibility for charities

54 Searching high and low

How to find an affordable mortgage

56 Banking survey

Cost and services listings

charitytimes

FIRST CHOICE FOR NON-PROFIT MANAGEMENT

News

06 News analysis

Public service delivery, the National Lottery funders, emergency aid and tax

10 News round up

13 International news

14 Debate forum

The issue of public benefit rears its head again

16 Events

Action Planning's Earned Income for Charities conference, plus diary listings

17 Letters & publications

Reader feedback and new books

Columns

18 What's the big idea?

Knowledge management

19 Research review

A look at why people volunteer

20 At the commission

Moves by the regulator to make partnership work easier

21 Policy & politics

A reminder for charities to make their presence known to politicians

22 Would like to meet...

Richard Curtis, advocate of the poor and this year's Lifetime Achievement winner at the UK Charity Awards

UKCharityAwards **35**

The winners – page 25

Details of the celebrations

Charity Services

58-60 58 Event Network and Conference Venue Guide: Venue listings and details

61 Market Guide: Comprehensive listings of products and services for the sector