

## Who does what in the London office

Team/Role	Things we can help you with include:	Telephone	Email
Advisory Services	Offering information and support on all aspects of living with Parkinson's on our free confidential helpline. We can signpost to local and other support within Parkinson's UK. We administer the Mali Jenkins Fund, offering grants of up to £1,500 for general items, respite care and specialist equipment and adaptations. We provide moderation for the Parkinsons UK forum and manage the telephone peer support service.	0808 800 0303	hello@parkinsons.org.uk
Business Support Manager (Local Groups)	Giving support on specific processes such as Legacies, including preparing Legacy reports for the Parkinson's UK Board of Trustees on behalf of the Director of Support and Local Groups. Also, checking Service Level Agreements and managing branch inauguration requests for Board meetings.	020 7963 9386	lbeale@parkinsons.org.uk
Chief Executive's office	Getting in touch with Steve Ford and arranging for him to visit local groups.	020 7963 9310	chiefexec@parkinsons.org.uk
Corporate Fundraising	Help with sourcing appropriate corporate support and providing templates for proposals.	020 7963 9323	corporate@parkinsons.org.uk
Customer Care	Taking on your suggestions, compliments, complaints on our services/work, giving you information about our open days in London and how to get involved in testing our customer care standards.	020 7963 9324	feedback@parkinsons.org.uk
Events	Support with participation in national/large scale fundraising events such as the Virgin London Marathon, Christmas Concert, overseas challenges and skydives. Also, giving advice about organising your own events, in support of your regional fundraiser.	020 7963 9319	events@parkinsons.org.uk
Facilities	Giving advice on health and safety, insurance and risk assessment issues.	020 7932 1302	facilitiesmanagement@parkinsons.org.uk
Finance - Group Network treasurer queries	Advising on group network finance issues and treasurers training.  For enquiries and support about donations sent to national office, please contact Supporter Services (see below).	020 7932 1324/1341	branchtreasurers@parkinsons.org.uk
Finance - Volunteer expenses queries	Advising on processing centrally paid volunteer expense claims and payments.	020 7932 1343	sconquest@parkinsons.org.uk
Governance	Providing advice on the governance of the charity, branch rules and help organising branch visits by the Trustees.	020 7932 1327	governance@parkinsons.org.uk
Head of Local Group Network	Working with the regional teams across the UK to provide guidance and support to our network of local groups, to ensure good practice and governance is followed. We can answer your questions about the activities undertaken by the group network. We can help you to reach and inform the network and identify ways of working together effectively. We also work with all parts of the charity to ensure that the potential impact of any activity on the group network is taken in to consideration.	020 7963 9374	groupnetwork@parkinsons.org.uk
Head of Volunteering	Help and support with enquiries about volunteering at Parkinson's UK.	020 7932 1333	volunteering@parkinsons.org.uk
HR	Looking after all aspects of people management and advising on recruitment and selection, employee relations, HR policy and learning and development.	020 7932 1310	recruit@parkinsons.org.uk
Individual Giving	Providing professional advice on how to write fundraising letters (and other literature) for support. We can also help with enquiries about appeals, raffles, in memoriam and in celebration giving.	020 7932 1307	appeals@parkinsons.org.uk
Information Systems	Helpdesk for problems with email/web access to our systems.	020 7932 1367	helpdesk@parkinsons.org.uk
Internal Communications	Making sure everyone across our group network has the information they need, when they need it, in the best format. And that we communicate across the organisation coherently, efficiently and with relevance.	020 7963 9385	internalcomms@parkinsons.org.uk
Legacies	Helping you plan how to promote gifts in Wills to supporters, and answer any questions you may have about leaving a Legacy to Parkinson's UK.	020 7963 9344	legacies@parkinsons.org.uk
Major Gifts	Giving advice and support on raising funds from charitable trusts and individuals.	020 7963 9360	majorgifts@parkinsons.org.uk
Marketing	Help and advice on producing promotional materials, answering questions about the brand and how to use logos.	020 7963 9347	brand@parkinsons.org.uk
Media	Publicising activities in local media, offering template press releases for local events/activities, offering media contacts locally and advice on the best way to get your story in the local paper. Supporting members to tell their personal Parkinson's story through the media to help raise awareness of the condition and of Parkinson's UK.	020 7963 9370	pr@parkinsons.org.uk
Membership	Updating you on the progress of our membership programme. We are working on improving and enhancing the membership programme on an ongoing basis and we are excited about sharing our developments with all our members, stakeholders and local groups.	020 7932 1353	membership@parkinsons.org.uk
Policy and Campaigns	Working to ensure that political and public sector decision makers understand Parkinson's. We campaign to make sure that they make changes that improve the lives of people affected by Parkinson's.	020 7963 9332	campaigns@parkinsons.org.uk

Professional Engagement and Education	Looking at different ways we can engage health and social care professionals with the charity and provide innovative solutions to raise awareness of Parkinson's and its management to health and social care professionals.	020 7932 1355	professionals@parkinsons.org.uk
Reception	Getting in touch with all staff through the main switchboard.	020 7931 8080	reception@parkinsons.org.uk
Regional Fundraising - see next page	If in doubt, speak to your regional fundraiser first for advice and support with fundraising activities.		
Regions/Countries - see next page			
Research - Lay Grant Reviewers	Helping you get involved in deciding which research grants we should fund. We consider it vital to incorporate the unique and valuable perspective of people affected by Parkinson's into this decision-making process, allowing the needs and interests of people affected by Parkinson's to be reflected in our research.	020 7963 9327	-
Research - The Parkinson's Audit	Assessing healthcare services provided to people with Parkinson's in the UK, comparing them with national standards, and encouraging improvement of these services.	020 7963 9315	pdaudit@parkinsons.org.uk
Research office	Help and support with general enquiries including the research funding programme, branch and site visits.	020 7963 9313/9352	research@parkinsons.org.uk
Research Support Network	Providing information about our Research Support Network and opportunities to actively support research.	020 7963 9376	rsn@parkinsons.org.uk
Resources and Diversity	Taking your comments, suggestions and ideas for The Parkinson and our publications and letting you know how you can help us create and improve resources. This team also leads on the charity's diversity work to ensure everything we do is inclusive and representative of everyone affected by Parkinson's.	020 7932 1359	publications@parkinsons.org.uk
Supporter Services	Answering enquiries and providing support related to donations sent to national office.	020 7932 1303	donorservices@parkinsons.org.uk
Trading and Merchandise	Providing information on any aspect of donating via shopping, including the Christmas catalogue, branded merchandise and online shop.	0207 963 9373	sittle@parkinsons.org.uk
Web/Digital	Updating contact details and other information on your local group pages on our website. Contact us if you have any feedback or questions about the website, forum or social media (Facebook, Twitter, YouTube etc).	020 7963 9379	web@parkinsons.org.uk