



St Vincent
de Paul Society
England and Wales
Turning Concern into Action

Frequently Asked Questions from Members

Where can I order membership leaflets and Conference meeting items?

Membership leaflets, meeting resources and other Conference materials can be ordered through the SVP online shop [here](#) under the “SVP Members Resources”. This includes items such as membership packs, leaflets, posters, prayer books and other materials used by Conferences.

How do I sign up to SVP online training sessions such as safeguarding workshops, treasurer training and secretarial return training?

Training sessions are advertised regularly on the “Dates for your Diary” section of the monthly Members’ e-newsletter. You can view upcoming sessions and register your interest online via the SVP Knowledge Hub [here](#). If you need help booking a session, you can also contact the Knowledge Hub team: knowledge@svp.org.uk.

Where do I find the email address and phone numbers for each SVP department?

A full directory of SVP departments, including email addresses, is available on the “Staff and Members’ Contacts” [here](#) page.

How do I report a safeguarding concern?

If you have a safeguarding concern, it should be reported immediately to the SVP Safeguarding Team by emailing Catherine Kerr: catherinek@svp.org.uk. Guidance on how to report concerns, including reporting procedures and policies, is available on the “Safeguarding and Governance” [here](#) page.



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Do you have spiritual readings or reflections available for Conference meetings?

Yes, a range of spiritual reflections for Conference meetings are available on the "Catholic Life" page [here](#). These resources can help support the spiritual reflection part of Conference meetings. We also have physical reflection guides and books available on the SVP online shop [here](#).

Are there templates available for the treasurer quarterly returns and secretarial annual returns?

Yes, templates in different formats and guidance for completing quarterly returns and the online template for secretarial returns are available on the "Admin and Resources" page [here](#). These include documents for Secretaries and Treasurers.

How do I order a long service certificate?

Long service certificates can be requested through the SVP Membership Team: membership@svp.org.uk.

You can also order a long service medal through the SVP online shop [here](#).

How does our Conference apply to the SVP Emergency Fund?

Information about eligibility and the application process for the SVP Emergency Fund can be found on the "Admin and Resources" [here](#). Conferences can complete the online application form if they meet the criteria.



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What fundraising resources are available for Conferences?

The SVP has various fundraising resources to help Conferences raise funds locally. The 'Members Fundraising Pack' can be found [here](#).

How do I order an ID card?

SVP ID cards can be requested [here](#). The completed form will need to be emailed along with a passport-sized photo to: giuliaf@svp.org.uk.

How do I order SVP roller banners?

Roller banners and other larger items for community events and parish promotion are not available through the SVP online shop as they are made to order. Please email the SVP Membership Team to request a quote: membership@svp.org.uk.

How do I order Gift Aid envelopes?

Gift Aid envelopes can be requested via the SVP Fundraising Team by emailing: fundraising@svp.org.uk.

For Gift Aid advice, please contact the SVP Gift Aid Team: giftaid@svp.org.uk.

How do I locate the nearest Conference to a beneficiary who is moving?

If a beneficiary is moving to another area, you can identify the nearest Conference by using our interactive Conference map which can be found [here](#).

If you would like to make an introduction to another Conference, please email the SVP Membership Team who can pass your details to the relevant SVP Member: membership@svp.org.uk.



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How do I access my SVP email address?

If you need help accessing your existing SVP email account, please contact the SVP IT support Team: itsupport@svp.org.uk.

If you would like to request a new SVP email account, please email: giuliaf@svp.org.uk.

How do I share a story for the Members e-newsletter?

We always welcome stories of what our SVP Conferences are doing in their day-to-day volunteering. If you have a 'good news' story and/or photographs (with consent of the people being photographed), please contact the SVP Membership Team who can arrange for these to be included in a future edition of the Members e-newsletter: membership@svp.org.uk.