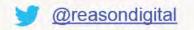


Greg Ashton Expert Trainer







### Like us on Facebook, and we will vaccinate zero children against polio.



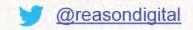
We have nothing against likes, but vaccine costs money. Please buy polio vaccine at unicef.se. It will only cost you 4 €, but will save the lives of 12 children.





### eActivism Slacktivism







# "84% [of people] share because it is a way to support causes or issues they care about"

The New York Times Customer Insight Group

### Introduction to the day and your trainer.

### What we'll cover today...

- Why use social media, and the key platforms.
- Using social media to reach and engage.
- What makes people give, and not give, digitally.
- Thinking about you and your team's strategy.
- Monitoring, measuring and optimising.
- What to do when you get back to the office and time for your problems, ideas and questions.



### We work on real campaigns...



















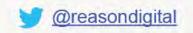


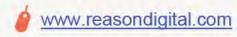


### Say hello

Who are you?
What organisation are you representing?
What do you hope to get out of today?







## Why social media matters to charity fundraisers.

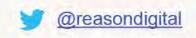
...the overabundance of information is both "confusing and harmful" to the mind.

access to so much information will make people forgetful... they won't use their memories any more.

it's exhausting children's brains... with complex information... and their being stuck indoors is ruining their fitness

it's hurting conversation, reading and the patterns of family living















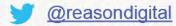


why do i

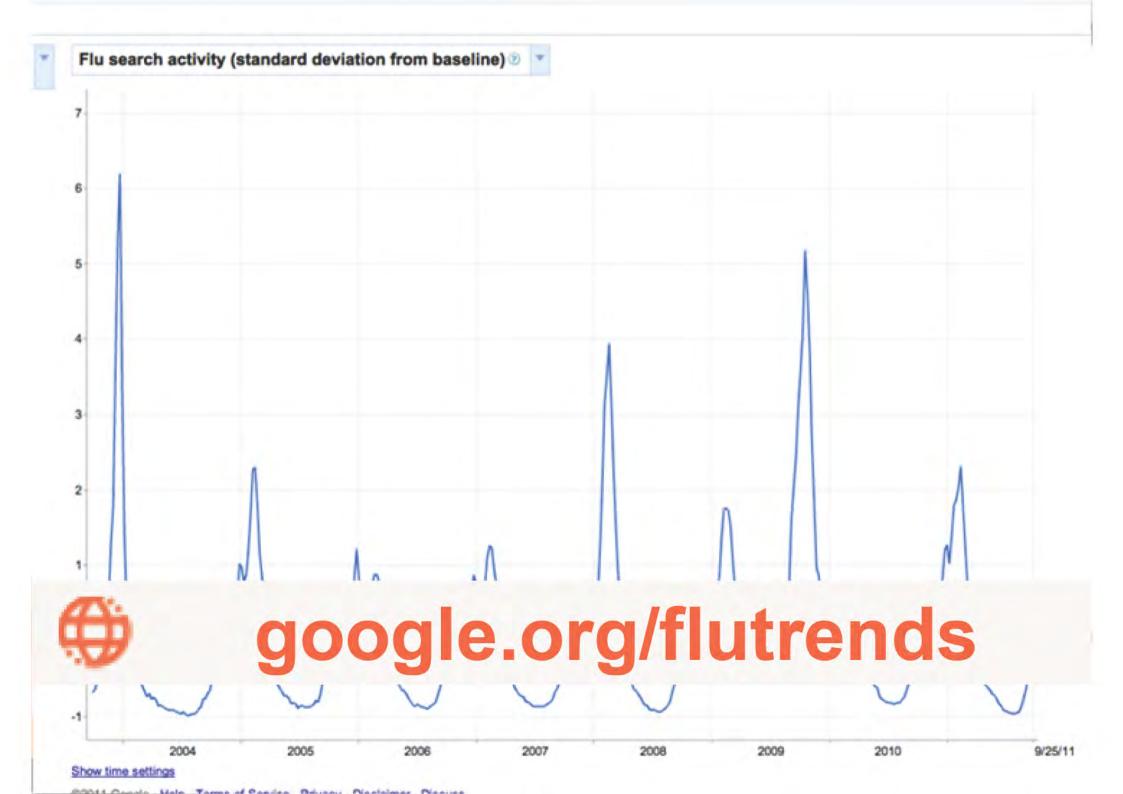
why do i sweat so much why do i feel tired all the time why do i fart so much why do i keep getting thrush

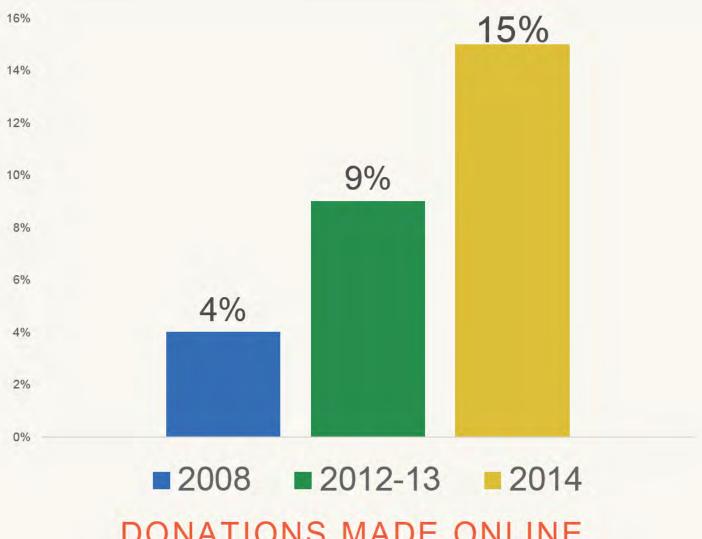
Press Enter to search.











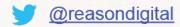
#### DONATIONS MADE ONLINE

(Charities Aid Foundation)



48% of 18 - 35 yr olds check Facebook when they wake up.



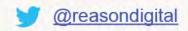




### **JustGiving**<sup>\*\*</sup>





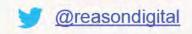




## via mobile in 2015





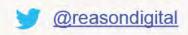




## of donations via Facebook









The DEC credit

social media

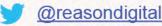
with helping
them raise



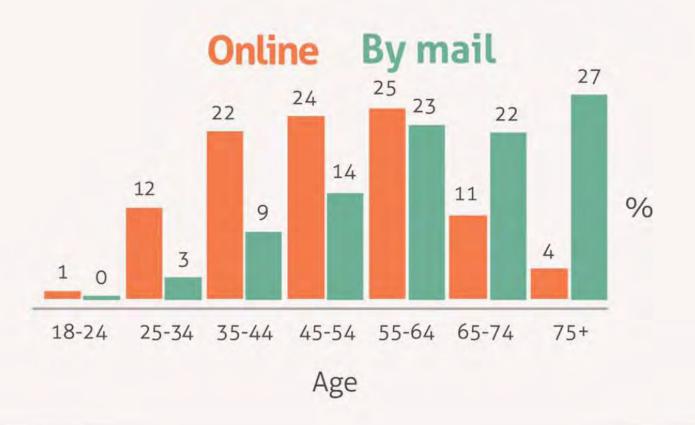


of the **£66million** via the internet.

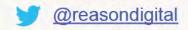








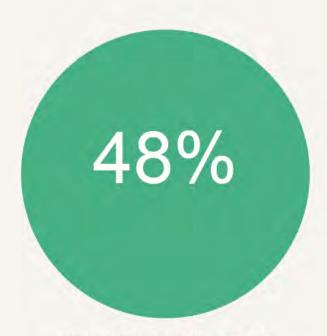






#### Barrier to online donations

Almost 50% of charities surveyed cited a barrier for donations as their target audience not being' tech savvy'



[The Future of Charitable Donations Report 2015 -Barclays]

#### Internet usage amongst adults

83% of adults in 2014 would go online, using any device, in any location.

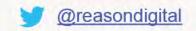


[Adults' Media Use and Attitudes Report 2014 - Ofcom]

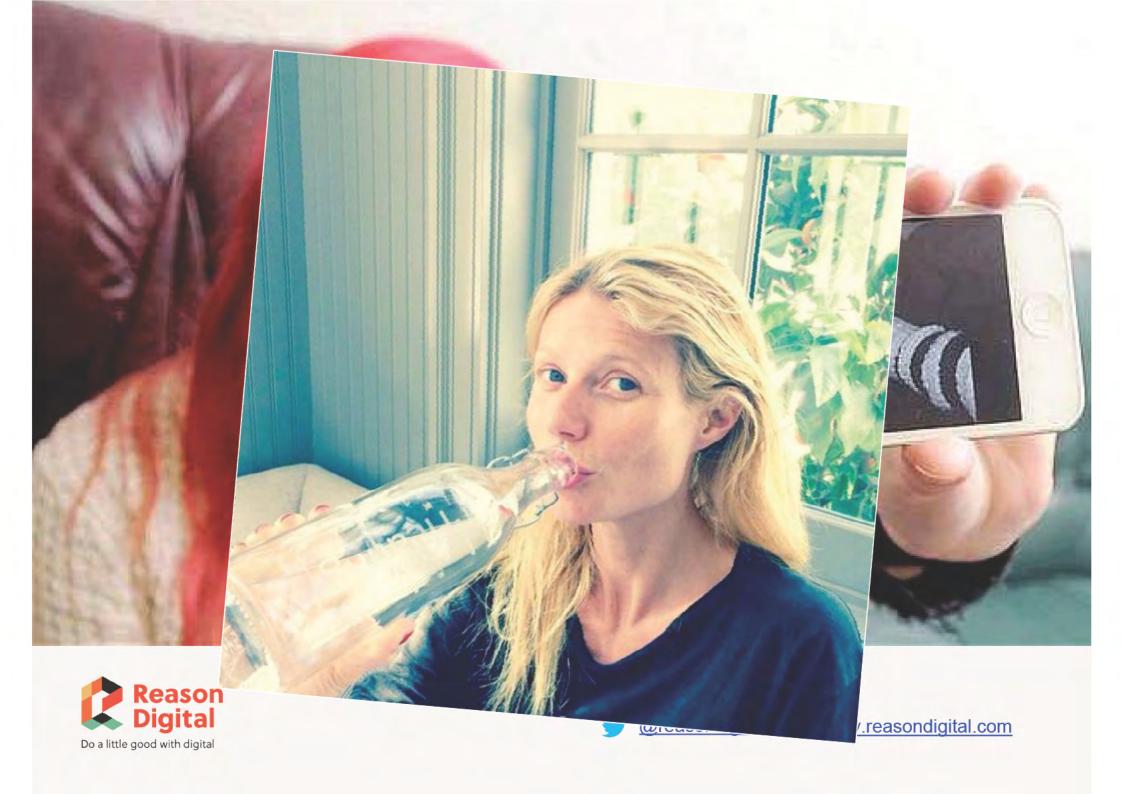
### Did you know?

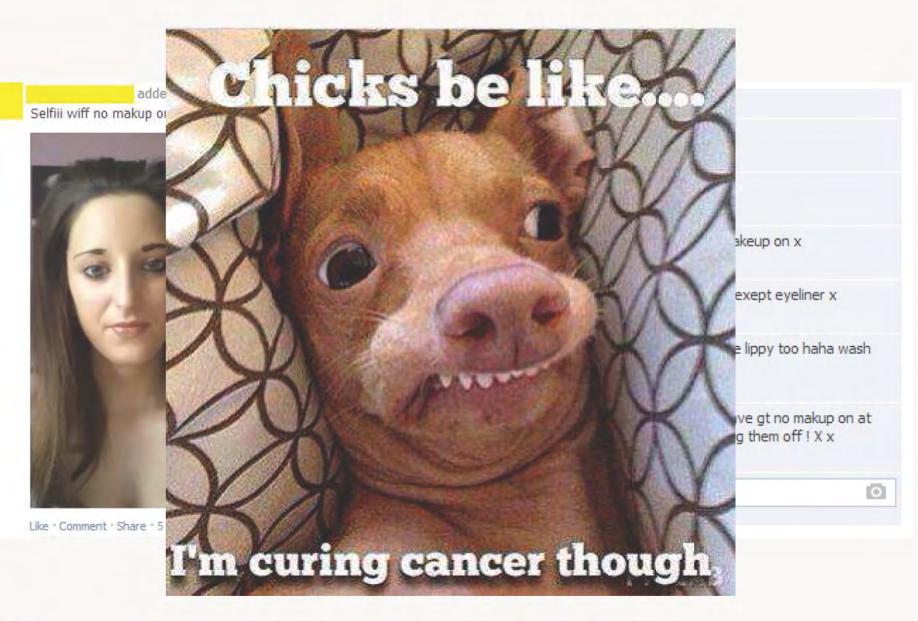




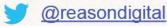


















22:17



70 007

Message Today 22:17

Thank you for donating to Cancer Research UK helping to beat cancer.

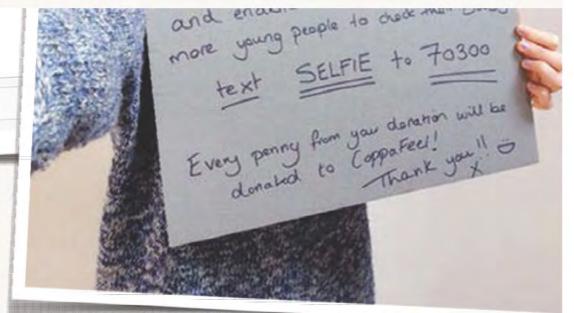






Message







### "Social Media is not free, not magic and not easy. But it does work"

BEX. ALL OF THE TIME.







#### WHAT TO REMEMBER

It takes time to achieve results

It takes **effort** to achieve results

It's an **important** platform. It's the most prolific public face of your company

It's not just for sales - it can also be used for **customer service** and brand awareness







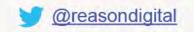




# "We don't have a choice on whether we DO social media, the question is how well we DO it."

- Erik Qualman

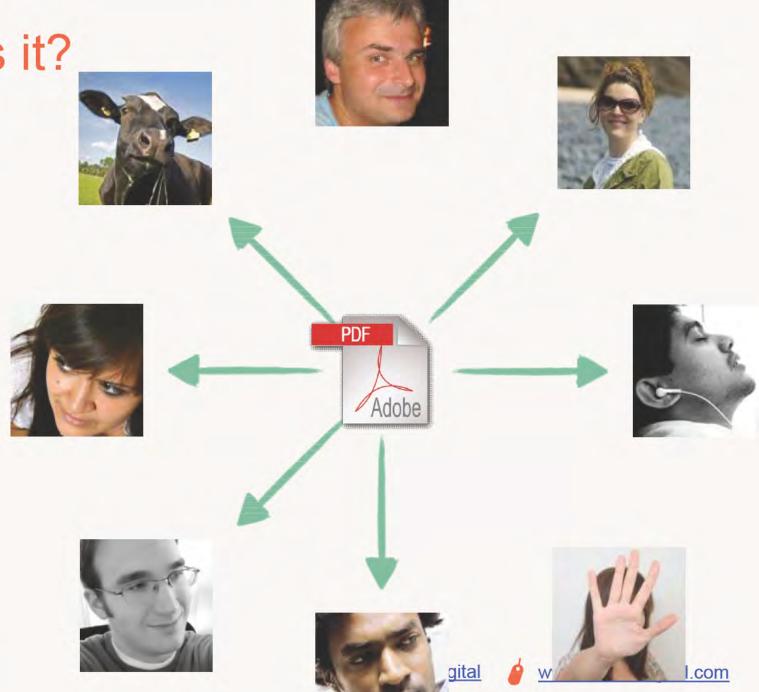






## The social media platforms that matter the most.

### What is it? Media









10,239 posts 122 months

#### loach said:

OK - well unless Ted says he'll organise something, or I'm told to do otherwise, I'll go ahead. Tallbloke, if you gave me details of a flowershop that takes Mastercard and is handy for you, you could collect the flowers (make sure they're OK) that I buy and oversee delivery and the inclusion of everyone's best wishes. Sound like a plan?

Cool, but best keep it to the card with a printout of a GWS thread pasted in for now, because they won't take flowers in the ICU.

May I suggest a collection for the Yorkshire air ambulance which saved his life instead?

It relies on our donations to keep going and My hike club donates every year. £500 from our annual

## £240,000

To be fair I would have expected clarkson to be doing a piece like that... but IIRC he's had major back trouble and was most likely pulled or decided not to do it, to be replaced by Hamster...

I'd say the bloke is likely to feel like shit <sup>(9)</sup>

#### fat richie

978 posts 57 months Thursday 21st September 2006



[news] [report]

From one Richard to another - hang in there guy!!

#### Selmer

2,760 posts 81 months Thursday 21st September 2006



[news] [report]

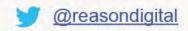
#### Los Angeles said:

What's Clarkson saying? Anyone got a quote? ....

## Platforms Multi-platform fundraising









#### **Platforms** Recognise these?



# Instagram Vine Pinterest Google+



















Publish













Share

Micro

Blogging

You Tube







MMO

KART IDER







Social Gaming





Virtual Worlds





















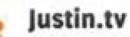


tweetpeek









Livecast

















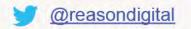
## Platforms The big three for fundraisers...













## Platforms Right format,

#### **Tweets**



#### You've Been Framed @Youvebinframed

4 Oct

A kitchen scene and mum's feeding the baby. A hissing goose pokes its head through the catflap. Baby cries.

Expand



#### You've Been Framed @Youvebinframed

3 Oct

'Dan' fixes ornate ceiling lamp atop rickety ladder. Ladder topples. Dan clutches at lamp & rips down ceiling rose. Dan lays still.



#### You've Been Framed @Youvebinframed

17 Sep

Man swings across stream on gossamer thin rope. Rope snaps. Tree trunk hidden beneath surface breaks fall. And two ribs. £250. Expand



#### You've Been Framed @Youveblnframed

5 Sep

Little lad struggles to put on jumper and gets his head stuck. Freaks out. Runs into closed door.

Expand



#### You've Been Framed @Youvebinframed

5 Sep

Parrot repeatedly says "cummerbund"

Expand



#### You've Been Framed @Youvebinframed

1 Sep

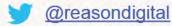
Carnival float of men dressed as sailors dancing to "In the navy".

One goes for an ill conceived high kick, stumbles, falls off float.

Expand

# facebook

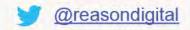






# 1.2 billion monthly users on facebook

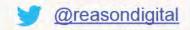


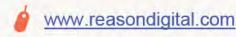




## nalf of the UK is on facebook

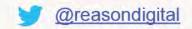






per share on facebook

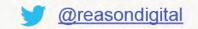














#### **FACEBOOK**

Search for people, places and things

What's on your mind?

Update Status Add Photo / Video

4 minutes ago (A

Like - Comment - Share

American Cancer Society shared a

Whose birthdays will you

Donate to the American Cancer Society

help save more birthdays and finish the figh

ebook

SIRES

**News Feed** 

Messages

Photography... Create Group...

Close Friends

Black & White

Los Catos Area

App Center

Music

Notes

Links

Events

Photos

Kris-Stang

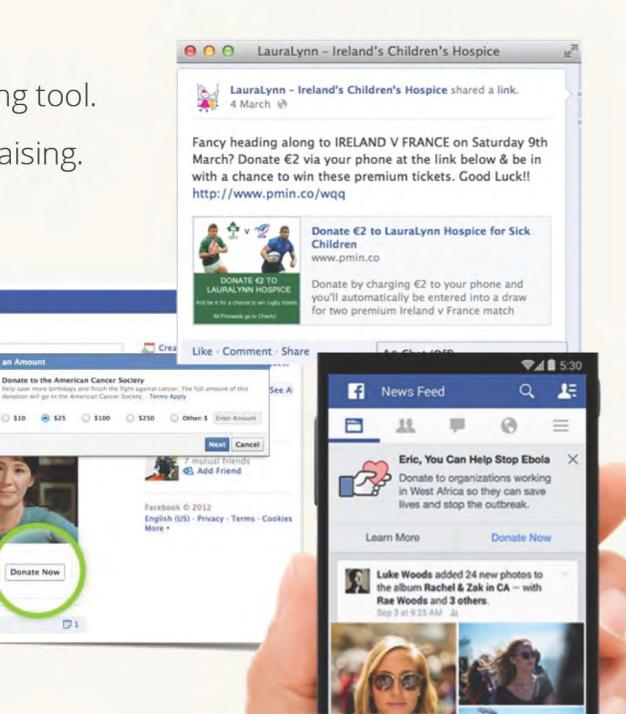
XX

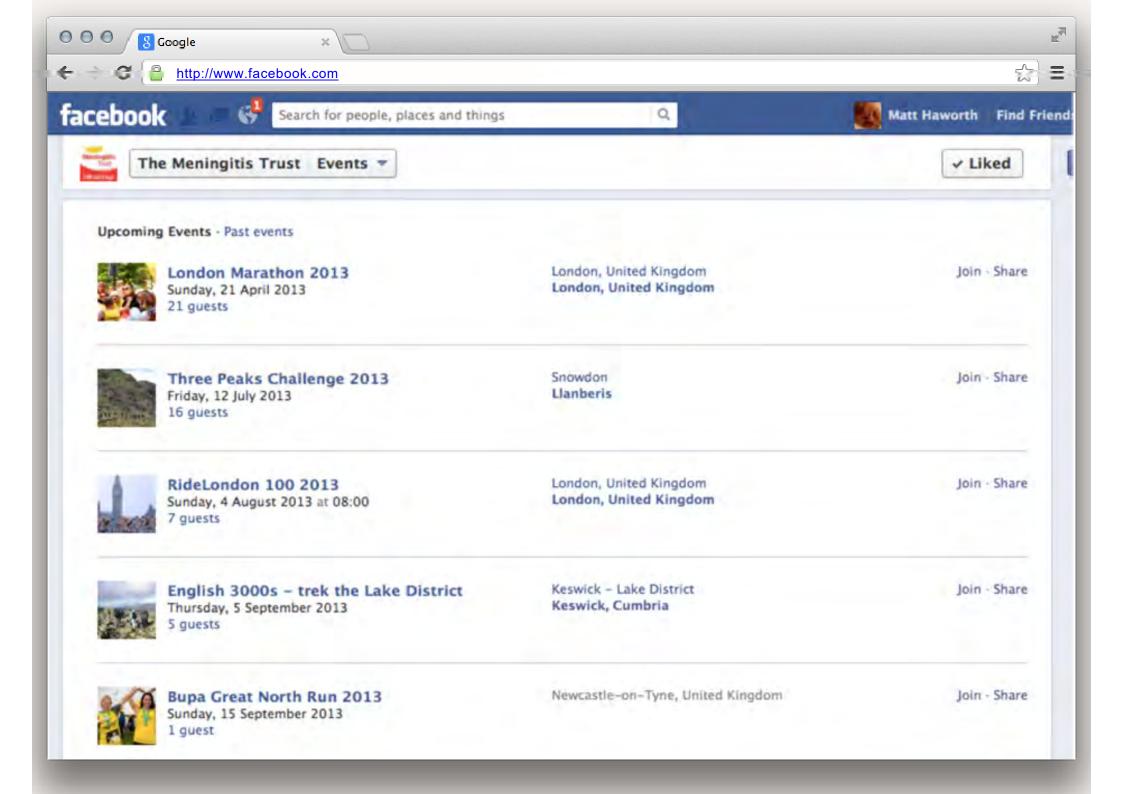
Relationship building tool. Sponsorship fundraising.

Choose an Amount

Donate Now

D1







#### Ice Bucket Challenge

### \$100 million for US ALS Association £7 million for UK MND Association



#### #NOMAKEUPSELFIE



#### **#NOMAKEUPSELFIE**



Raised over £8 million

#### #NOMAKEUPSELFIE

#### 19,000 GOOGLE RESULTS

www.cancerresearchuk.org/ \*

Set up a monthly Direct Debit donation today!

Fundraise For Us - World Cancer Day 2015 - Make a Monthly Don

No-makeup selfies raise £8m for Cancer Resea

www.theguardian.com > Society > Charities -

25 Mar 2014 - Cancer Research UK, which did not start the camp nomakeupselfie trend had resulted in an unprecedented increase

nomakeupselfie - Science blog - Cancer Resea

scienceblog.cancerresearchuk.org > ... > Cancer news > Scier 25 Mar 2014 - Today you might have seen the fantastic news that that started out as #nomakeupselfie, with women posting picture

#### 1,500 GOOGLE RESULTS

raik to us

Donate now

Cancer miormi

What can we learn from #nomakeupselfie? | To

www.togetherwerebetter.org.uk/blog/.../what-can-we-learn-nc 21 Mar 2014 - A number of cancer charities chose to ignore #non ... On Friday Male CEOs of Macmillan and Beating Bowel Cance

Ice bucket challenge: when can a charity hijack

www.theguardian.com > Voluntary Sector Network > charity m 21 Aug 2014 - But, is it OK for Macmillan Cancer Support to use with the case of #nomakeupselfie, the campaign was not started

VS

So £600,000?



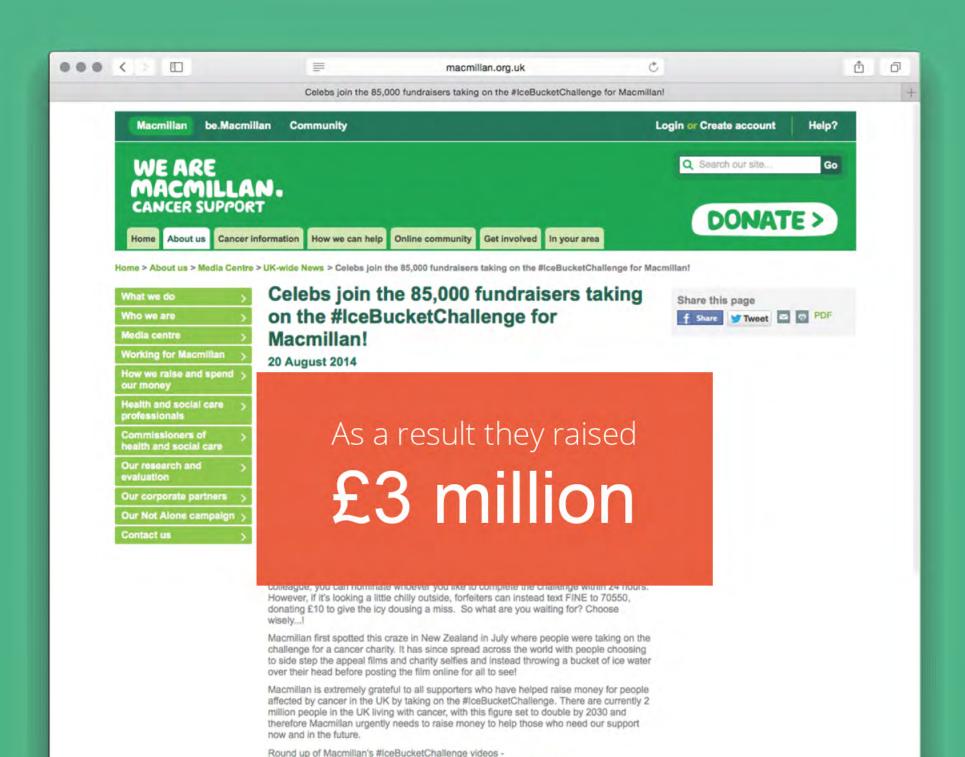
#### THE ICE BUCKET CHALLENGE

Print in Share 5



Get involved in the perfect summer fundraising challenge that's sweeping across social media. #IceBucketChallenge a friend and raise money to help people affected by cancer.

How does it work?





#### FACEBOOK FUNDRAISING TOOL

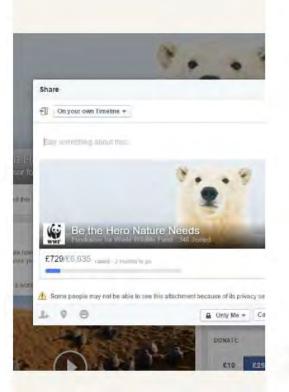
Campaign page.

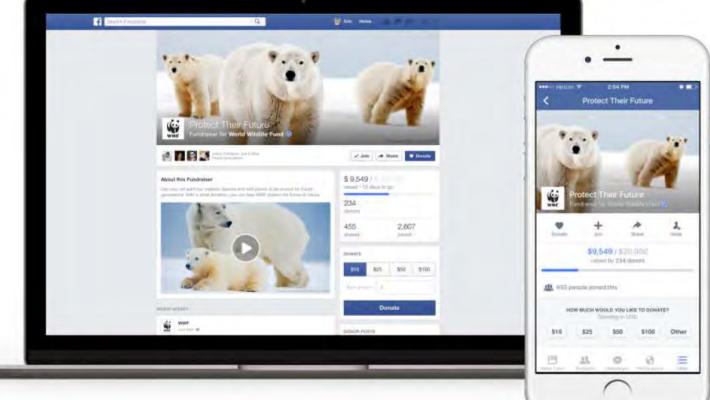
Simple donations.

Global donations.

Engagement



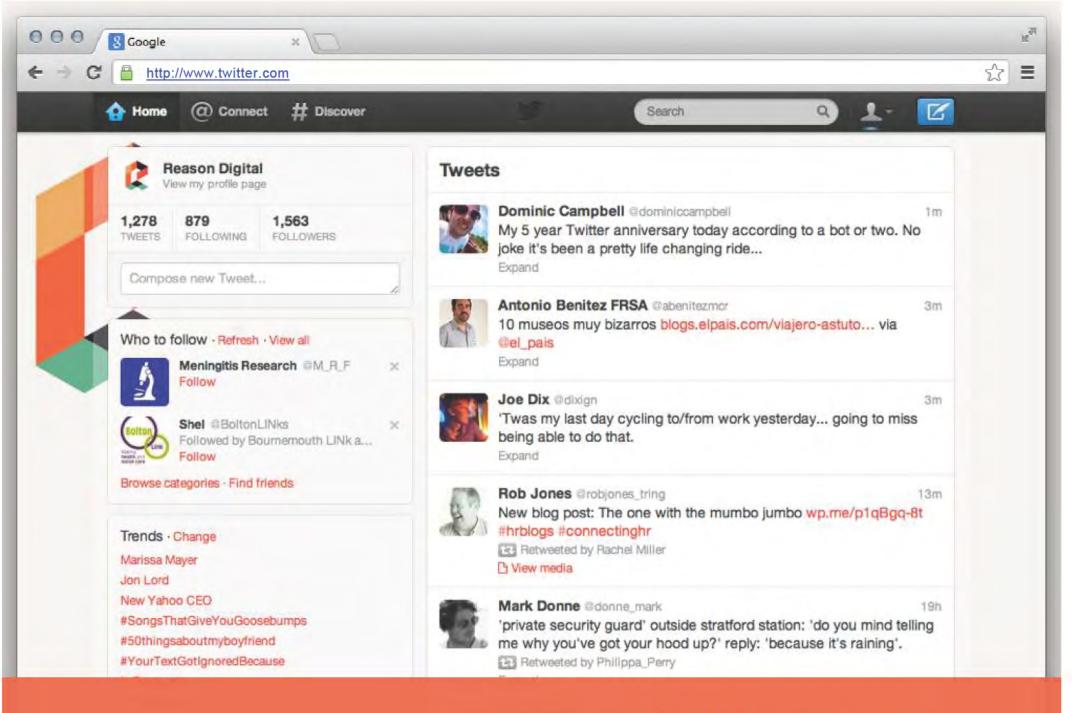


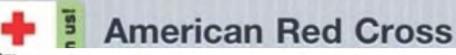


#### **TWITTER**

Mostly professional and influential audiences.
Journalists, MPs, celebs, etc.









@riaglo Gloria Huang

Ro! We've deleted the rogue tweet but rest

act we's

exc

HootSu

RT @Michael\_Hayek: #craftbeer @dogfishbeer fans, donate 2

@redcross 2day. Tweet with

#gettngslizzerd. Donate here

http://tinyurl.com/5s72obb

2 hours ago via TweetDeck Travorite Travet Retweet Reply









HabitatUK: #mms Our totally desirable Spring collection now has 20% off!www.habitat.co.uk/pws/Home.ice

2 days ago from web - Reply - View Tweet



HabitatUK: #Apple Our totally desirable Spring collection now has 20% off!www.habitat.co.uk/pws/Home.ice

2 days ago from web · Reply · View Tweet



HabitatUK: #Poh Our totally desirable Spring collection now has 20% off!www.habitat.co.uk/pws/Home.ice

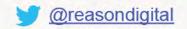
2 days ago from web · Reply · View Tweet



HabitatUK: #iPhone Our totally desirable Spring collection now has 20% off!www.habitat.co.uk/pws/Home.ice

2 days ago from web · Reply · View Tweet

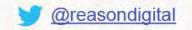
















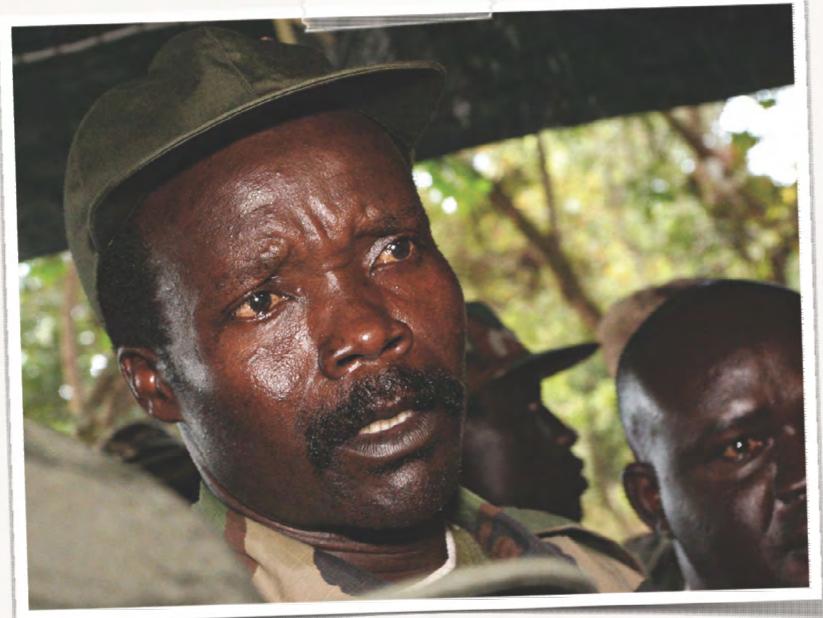
# 2 billion

unique users per month





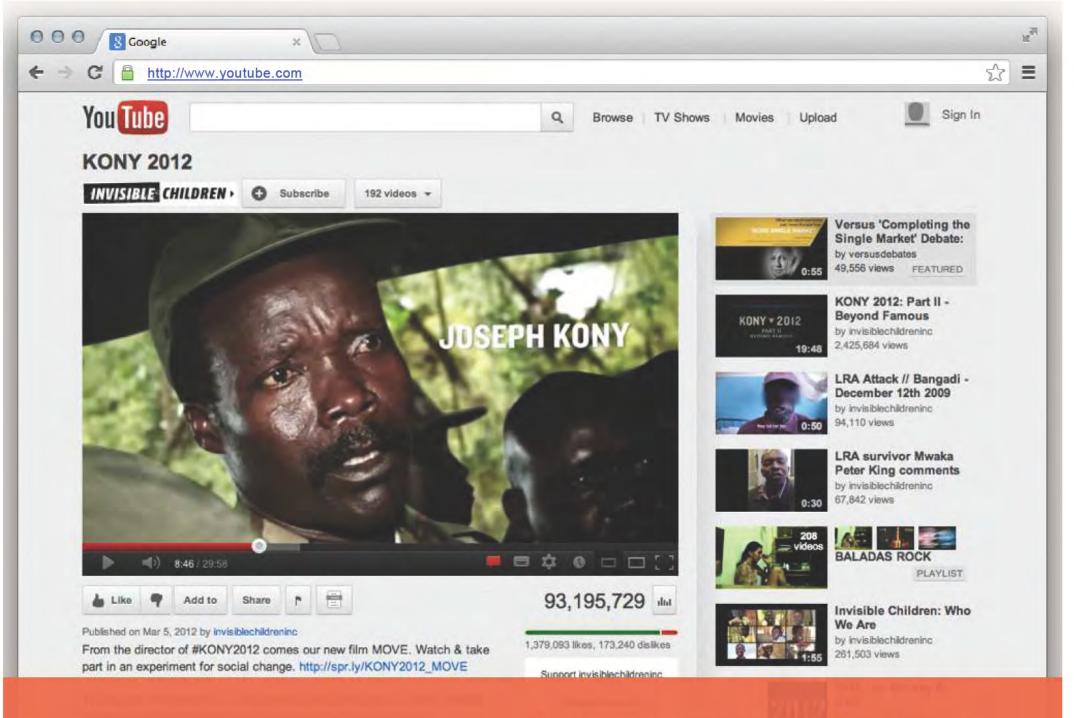








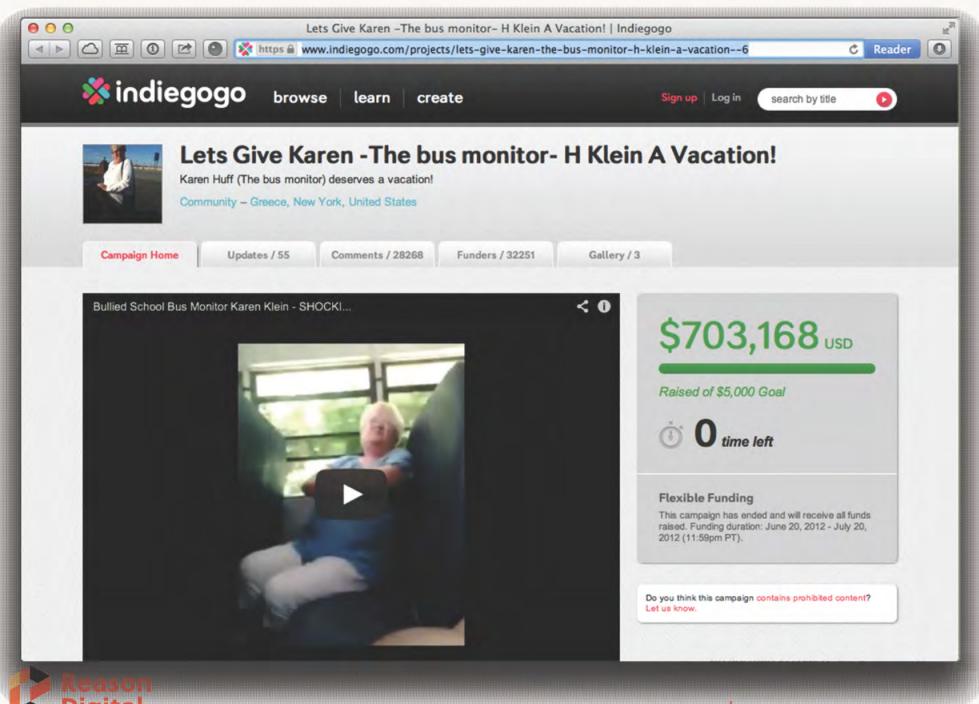








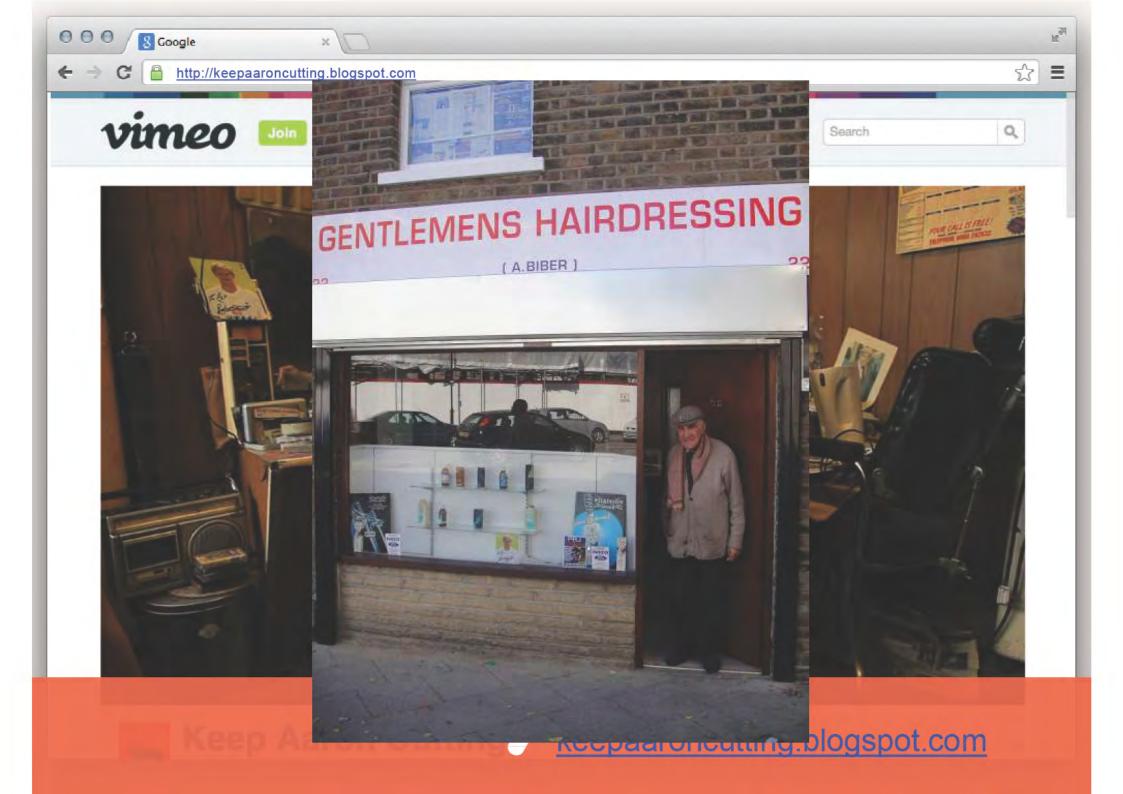








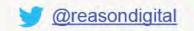




#### Choose

What social media channels will work for you? List them and why.







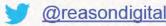
## Platforms Recognise these?



# Instagram Vine Pinterest Google+

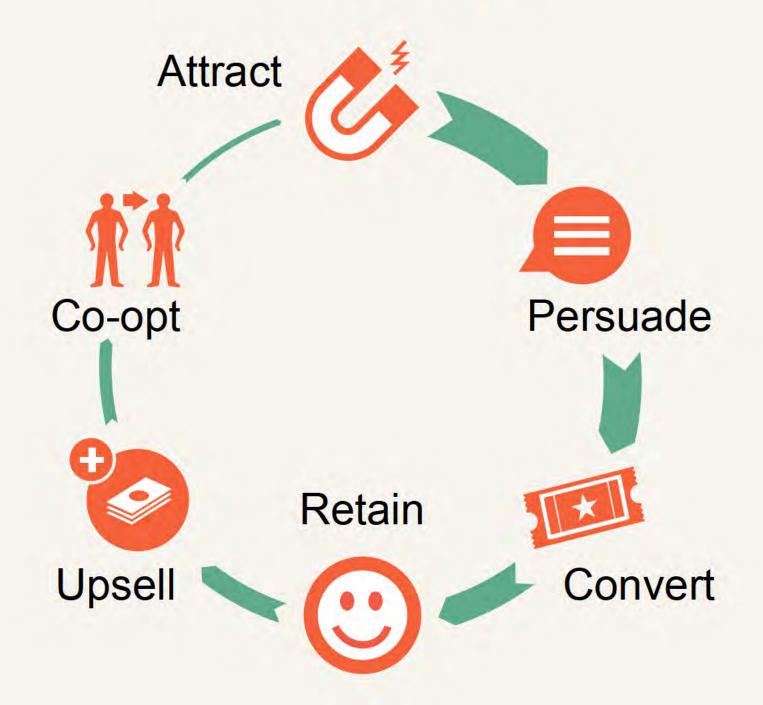




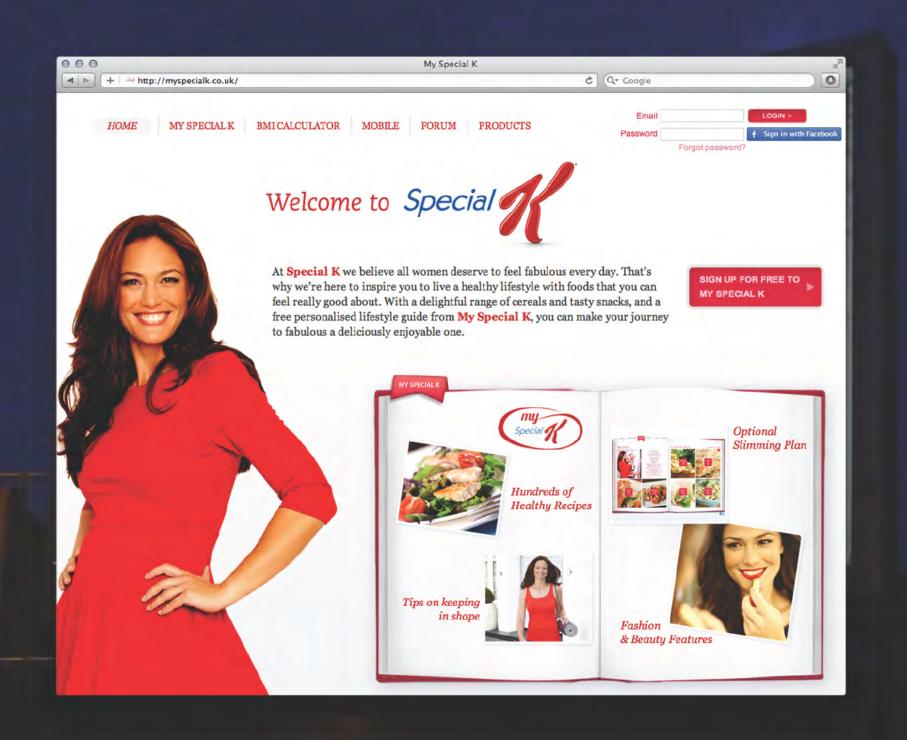




#### The first 3 stages.



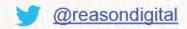
# Be interesting... around your cause.



Interesting

Useful















We LOVE this cheeky photo of Tango from our Bromsgrove centre. Do you have any pics of your animals grinning and loving life?





71

☆ 52 people like this.

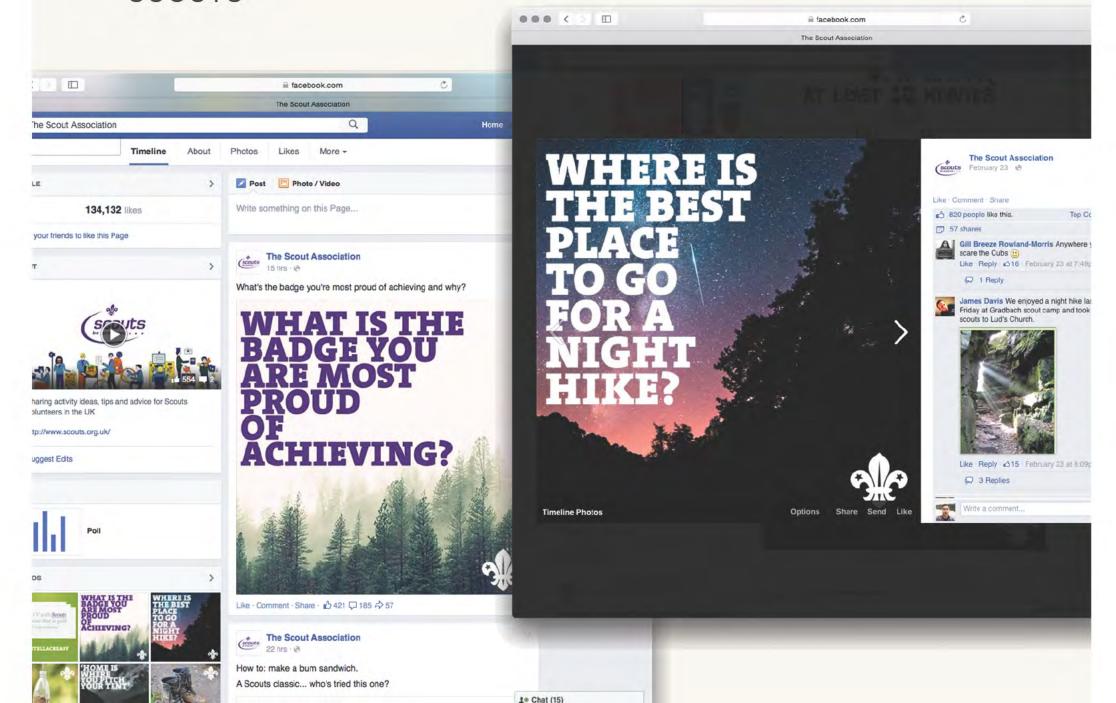


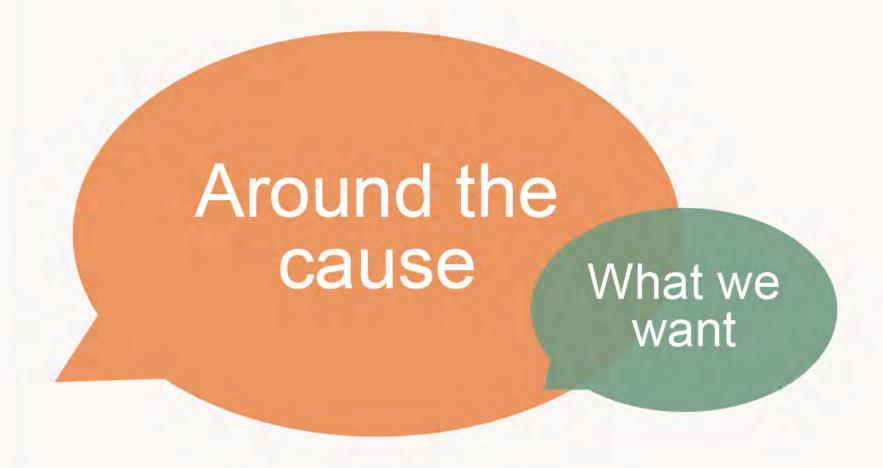
Teresa Giffard Tango is so cute but i wonder whereCash

17 April at 12:06 - Libe - A 1

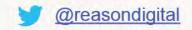
www.reasondigital.com

#### SCOUTS





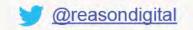




















Summer drink drive campaign launched: Motorists are being reminded they have just one simple cho... bit.ly/15xLguj

#sussexpolice



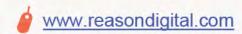


Solihull Police @SolihullPolice

Caught a shoplifter stealing from Thorntons, won't tell you where he hid the chocs- but them Soft Caramels aren't going back on the shelves.



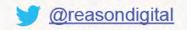




3d









# Twitter Less of...



Help us reach 50K followers! Please retweet if you know people looking for analysis of the foreign policy issues of the day. Thank you!



There is literally no other traffic on the line, and the 06:01 #uktrain out of Keighley is still delayed 4 minutes.

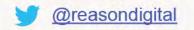


Free Cricket - Open to 11-18 Year Olds Where: West Lea School Haslebury Road Edmonton N9 9TU Contact James... fb.me/1ioGroY04



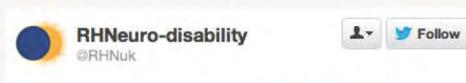
Press release on ICHR's Annual Report on the Status of #HumanRights in #Palestine http://www.maannews.net/eng/ViewDetails .aspx?ID=388575







# Twitter More of...



Good story here about #Huntington's disease and the choices families face around the genetic test - BBC bbc.in/Vqoemp



66% of young men, 55% of young women drink 'more than intended' at #workdrinks shows our new study ow.ly/dHXFV

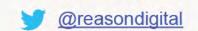


Online clinic on fertility and contraception now open nhs.uk/Conditions/onl... get your q's answered by experts



Gay milk? #Russia homophobes claim rainbow image on milk carton violates ban on promoting #homosexuality. READ: bit.ly/RHllsa #lgbt

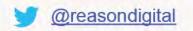






# Twitter Local context...









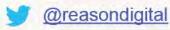
#### **Example Foundation** @examplefoundation

14hrs

Our new campaign to get better local support for examples and their families launches today! <a href="http://examp.co/SlfxTp">http://examp.co/SlfxTp">> please RT</a>

Retweeted by Andrew Marr







# Facebook Less of...









# Facebook More of...



Jonnie Peacock – meningitis survivor, world record holder and now Paralympic gold medallist, all at the age of just 19.

7 September @

Like this if you are as proud as we are :-)

Read our special blog - www.bit.ly/MTHero





Beating Bowel Cancer shared a link.



Please help prevent World War III from going off in our

office ;)

And while we're on the subject – is there a green version / alternative tactic? Ta  $\boldsymbol{x}$ 





Beautiful Rottweiler Tia was brought into our Burford rehoming centre after her owner suddenly passed away. She was having a very difficult stay in kennels until one of our behaviourists, Jenny, focused on helping her get the home she deser...See more



Like · Comment · Share

265 people like this.

☐ View all 26 comments

ondigital

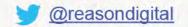


www.reasondigital.com

# Task

Bake sale







# Ask... persuasively.

# Communication









HEY EVERYONE! DONATE NOW. DO IT NOW. DONATE!!!!

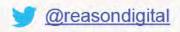




Our competitors are rubbish. Just give us your money instead.













#### Save Don Libs @doncasterlibs

27 Feb

bit.ly/zF0TEA, We need your money!!! Help Save Doncaster Libraries Judicial Review - donate & RT please #savelibraries



#### Save Don Libs @doncasterlibs

14 View media

26 Feb

bit.ly/zF0TEA, for details of how to help finance Save Doncaster Libraries Judicial Review - please help & please RT #savelibraries



#### Save Don Libs @doncasterlibs

26 Feb

bit.ly/zF0TEA - for details of how to help finance Save Doncaster Libraries Judicial Review - please help & please RT #savelibraries



#### Save Don Libs @doncasterlibs

25 Feb

help us fund our judicial review - URGENTLY - we need to match Legal Aid. Send paypal donations from your paypal to iohnshen50@talktalk\_net\_

bwitter

latest details from Save Doncaster Libraries bit.ly/GZoiyy, fundraising support needed, details how within. Please RT everywhere.

© 2012 Twitter About Help Terms Privacy



# SAVE DONCASTER LIBRARIES

# 14 DONCASTER LIBRARIES UNDER

Bawtry Wheatley Edenthorpe
Cantley Moore
Warmsworth Sprotbrough
Intake Rossington Carcroft Bessacar

savedoncasterlibrarie

Home

Contact

Events

In the Media

Template Letter to MPs

Volunteer-Run Libraries

Why Libraries Are Important

Ab

— We NEED your help – Legal Aid to match

Mayor refuses to save Denaby and Carcroft Libraries. -

Join 23 other fo

#### We need your money!!! And further information regarding DMBCs true efforts.

Posted on 04/03/2012 by LynneGAL

As we have said previously, we are making all manner of effort to match the Legal Aid funding granted to our campaign regarding a Judicial Review, which continues making its course. Donations are welcomed in different ways, you could simply pass cash to a member of the campaign who will ensure it gets to our Treasurer John Sheppard. You could log in to your own paypal account and send funds directly to our campaign using the email address johnshep50@talktalk.net or you could contact John directly to request an address to where you could send a cheque (payable to 'Save Our Libraries'), either by email or telephone on 07951382703.

Subscribe to t

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savedoncasterlil



## Focus on donor benefit

# Donate goods

Save lives, de-clutter yours!

How to donate to our shops

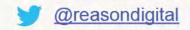


### Robin Hood Tax

Its a tiny tax that would have a massive impact. The Robin Hood Tax would raise money to help poor people, protect public services and tackle climate change.

The Robin Hood Tax

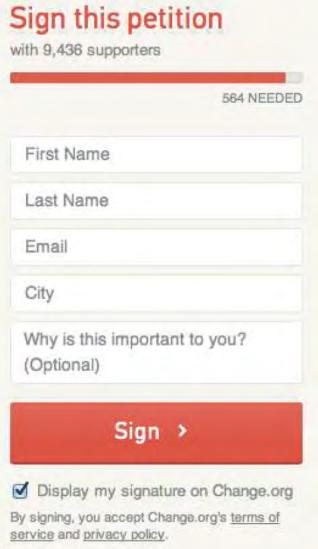






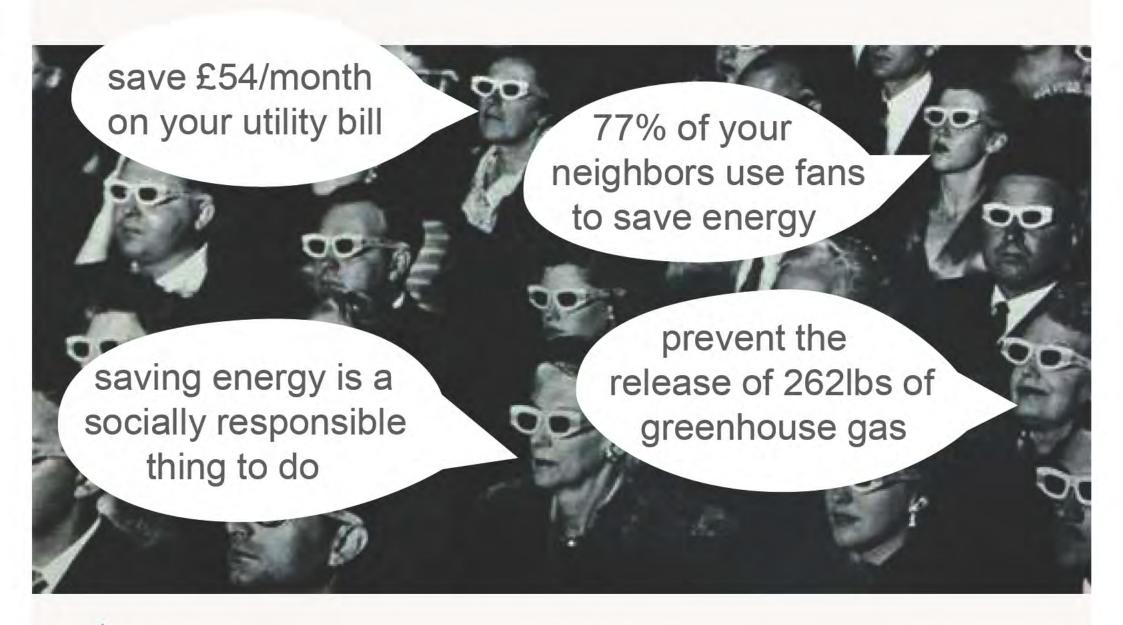
# Show others are doing it



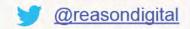






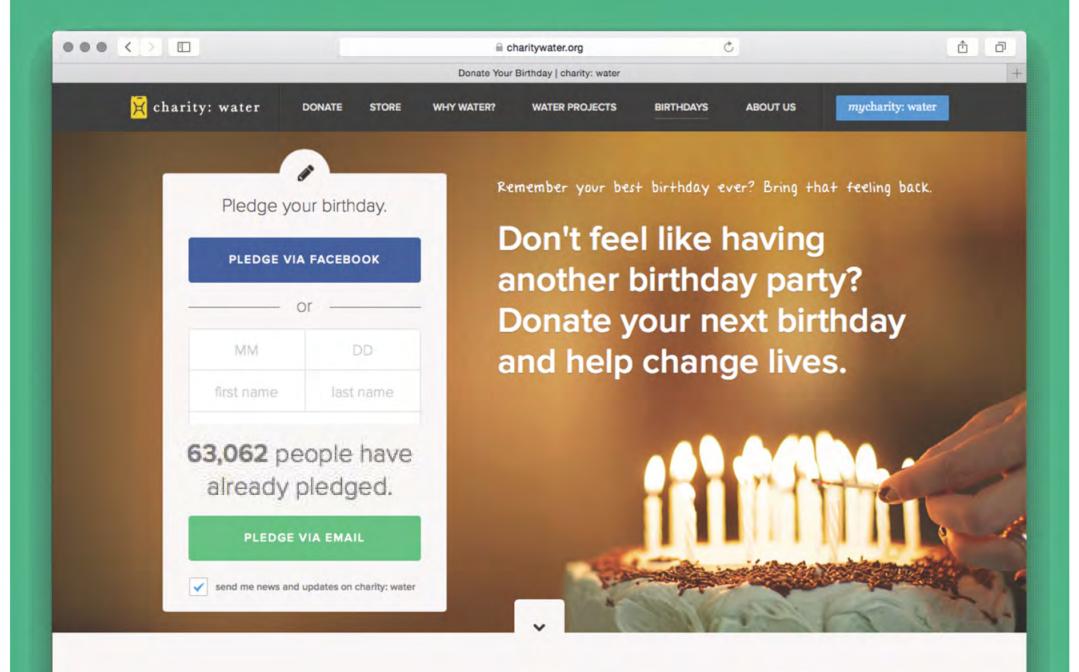








#### SOCIAL PROOF.



# Stats vs Stories





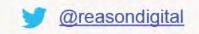


\$1.14

\$2.38

\$1.43





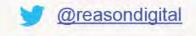


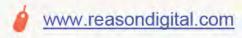
## Stats vs Stories

"More than 11 million people in Ethiopia need immediate food assistance."









# Say it with a story

# Challenging depression, Rocky style

Posted Tuesday 13 November 2012



Every single muscle in my body aches. If I extend my arm, I hurt. Bend down or turn my head? Ouch. Last week I did 11 training sessions (twice a day Monday–Friday and once on Saturday) in The Third Space, a fitness and health centre in Soho, and my schedule was pretty much the same the week before, and before that.

I'm training for a 'white collar' boxing fight in York Hall, Bethnal Green, on 16 November.

However, less than two months ago I had never stood in a ring and boxed against another person. Now my regime includes sprinting,



Merlin shared a link. 4 January

I went for my first post Christmas run yesterday and felt like I was running through syrup.

For anyone in Team Merlin who has just started their training be it for the London Marathon or your first 10k, Louise's blog below should offer some solace!

http://www.merlin.org.uk/wonder-what-wall



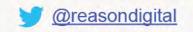
Wonder What Wall? | Merlin www.merlin.org.uk

Merlin is an international health charity who deliver medical expertise to the toughest places. From disasters to war torn countries,

Like · Comment · Share





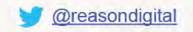




# But really?

# IT'S JUST A CONVERSATION







#### URGENCY.

crisis at Christmas

There's two ways to do this:

**One** is to focus on a sense of crisis, or on the cause.



000 (

HELP STOP THE SPREAD

## **EBOLA CRISIS APPEAL**

Ebola is devastating communities in West Africa with millions of lives at risk.

Oxfam is playing a vital role in preventing the disease – and helping ensure

ant, providing water for treatment and isolation centres, protective giene kits. But we urgently need your help to reach more people.

onate to the Ebola Crisis Appeal and your donation will be atched by The One Foundation.

he One Foundation have kindly pledged to match every single ound we receive up to a total of £100,000. This means your support ill have double the impact – helping prevent the spread of Ebola and helping families recover from the crisis.

iii donate.oxfam.org.uk
Oxfam GB :: Donate now

ut the crisis

to give an emergency donation of:

£60

£100

Own amount £ 60

Reserve a place for a homeless person this Christmas

community.crisis.org.uk

Crisis at Christmas Appeal 2014 - Crisis

**RESERVE NOW** 

£21.62 reserves one place at Crisis at Christmas and provides...

RESERVE NOW

Recent Donations

Mandatory fields are marked with a \*

Secure transaction

Title: --Select-- 

\* Name: \*



C

URGENCY.

There's two ways to do this:

The second can actually be more powerful: loss aversion.





#### IMPACT.

£10 could make a real difference.

It could keep five typical Macmillan information and support centres stocked with all the information resources they need to support people affected by cancer for an hour.





#### Make a donation



£50

could buy a child and their family one-to-one therapy/support with a practitioner who can, over time, help them find the road to recovery.

Donate now



£27

could buy a doll with clothes, to help abused children act out events that might be too painful for them to talk about.

Donate now



f10

could pay for a toy telephone which children may use in therapy sessions to say things to their family that they couldn't otherwise say.

Donate new



Help 13 girls in Tanzania go back to school

In Kibaha District, Tanzania, girls are at great risk of dropping out of school. For Debora, a high school student, Camfed's

£1,499 / £2,500

Kibaha, Tanzania

Donate

# Be clear about spend

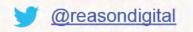
#### WHERE YOUR MONEY GOES

From every £1 you give us we spend 87p to benefit children and use the remaining 13p to raise the next £1. Find out more about our finances.



100% of the profit from our online shop sales goes to our life-saving work



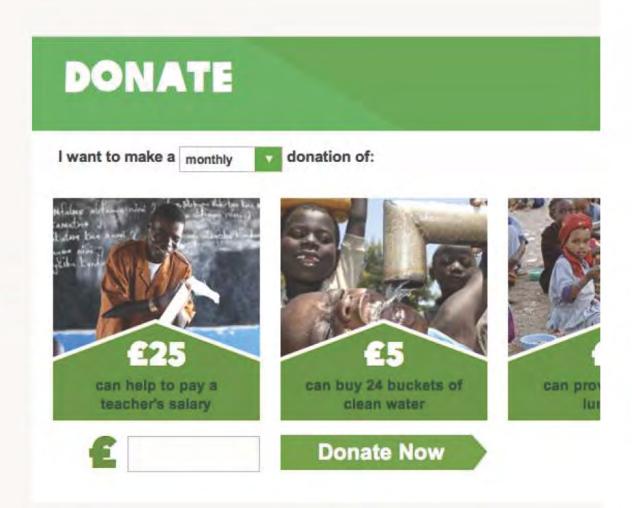




## Reduce the choice



VS









#### **FUN ONE: EYE CONTACT**

Eyes looking straight towards camera.

# VOLUNTEER WITH US

We have over 22,000 volunteers helping us keep the show on the road, every one of them a life-changer. A little of your time makes a lot of difference.

Volunteer with Oxfam



#### How your money helps



£18 can teach 50 women about their rights.



£50 can help farmers to grow more food to feed their families.

#### **FUN ONE: EYE CONTACT**

Images that lead the users eyeline.

## YOUR MONTHLY DONATION









Own amount:

If you are a UK taxpayer, the value of your gift can be increased by 25% under the Gift Aid scheme at no extra cost to you.

Yes, I am a UK tax payer and I would like
Oxfam to treat all the donations I make from 1
April 2010, until I notify you otherwise, as Gift
Aid donations.



£35 could buy a protective suit



£60 could provide 7 hygiene kits

#### THE VOICE ASKING.



In fact 58% of you said you'd donated online because of this,

VS

42% having donated from charity. The difference is much greater in other polling we've done.

39% of people whose friends post about a charitable donation online, subsequently donate themselves.

43% 'like' a charity's FB page because family or friends have already liked it.



## Softer asks







Join us on Facebook

### Things you can do:

- Save the Amazon: Veto the new Forest Code
- 69 Help get Facebook to Unfriend Coal
- Tell Chicken of the Sea to stop trashing our oceans
- Donate to Greenpeace
- Donate a Tweet a day
- Wear a T-shirt, give a mug
- Add this list to your blog
- More ways to help...

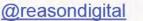
Join our mailing list! Each sign-up earns a girl in Africa a year's worth of pencils.

Enter email address

Sign up »





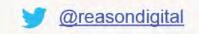


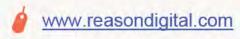


# Take them on a journey

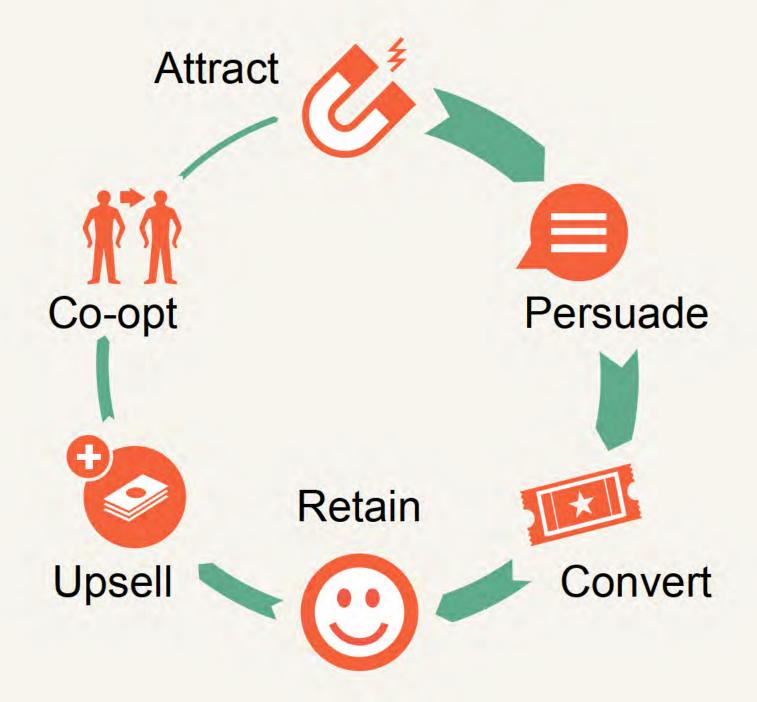








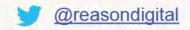
## The next 3 stages.



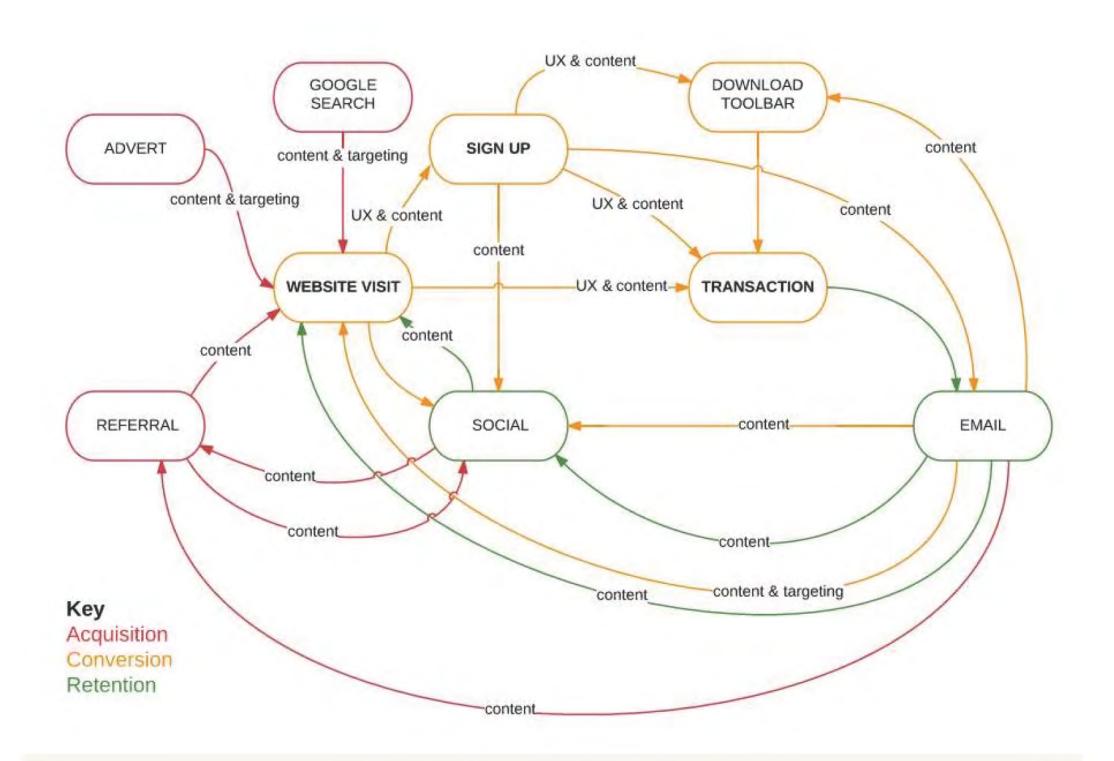
# Actually convert.

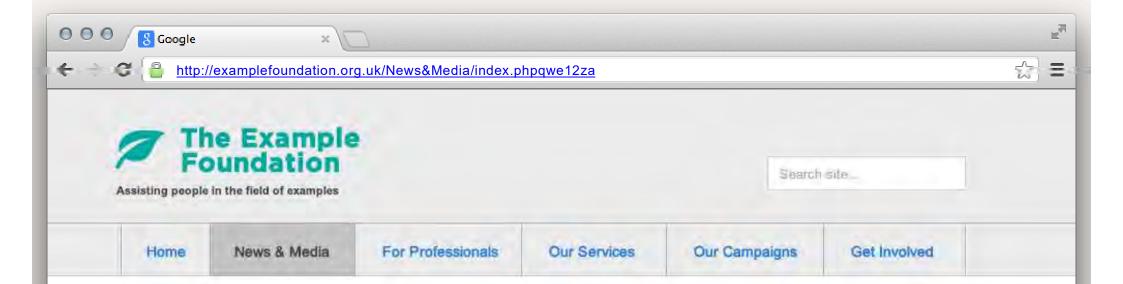
# **DONATE NOW**











20 Oct 2012

# New campaign to raise awareness of examples launches

Maecenas sed diam eget risus varius blandit sit amet non magna. Nulla vitae elit libero, a pharetra augue. Cras mattis consectetur purus sit amet fermentum. Donec ullamcorper nulla non metus auctor fringilla. Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor.

Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

Download the press release [3.5mb]

#### More news

20 Aug 2012

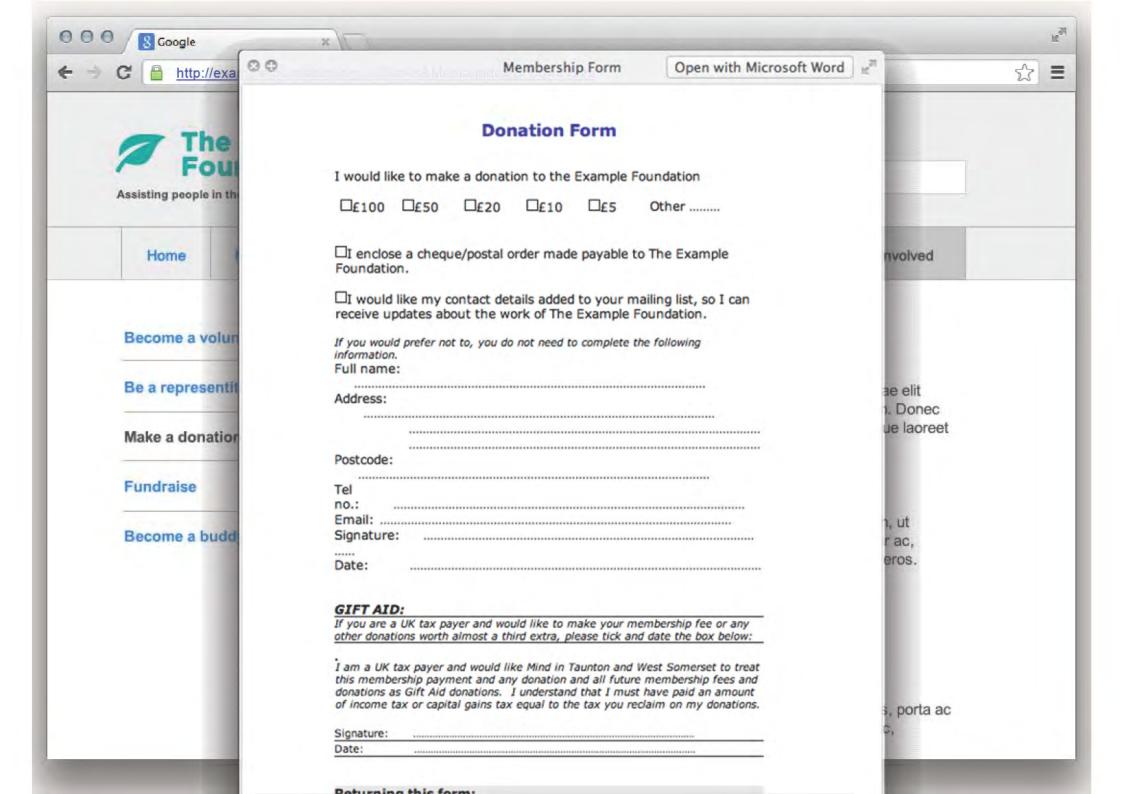
Example Foundation launches new report into ways to combat examitis

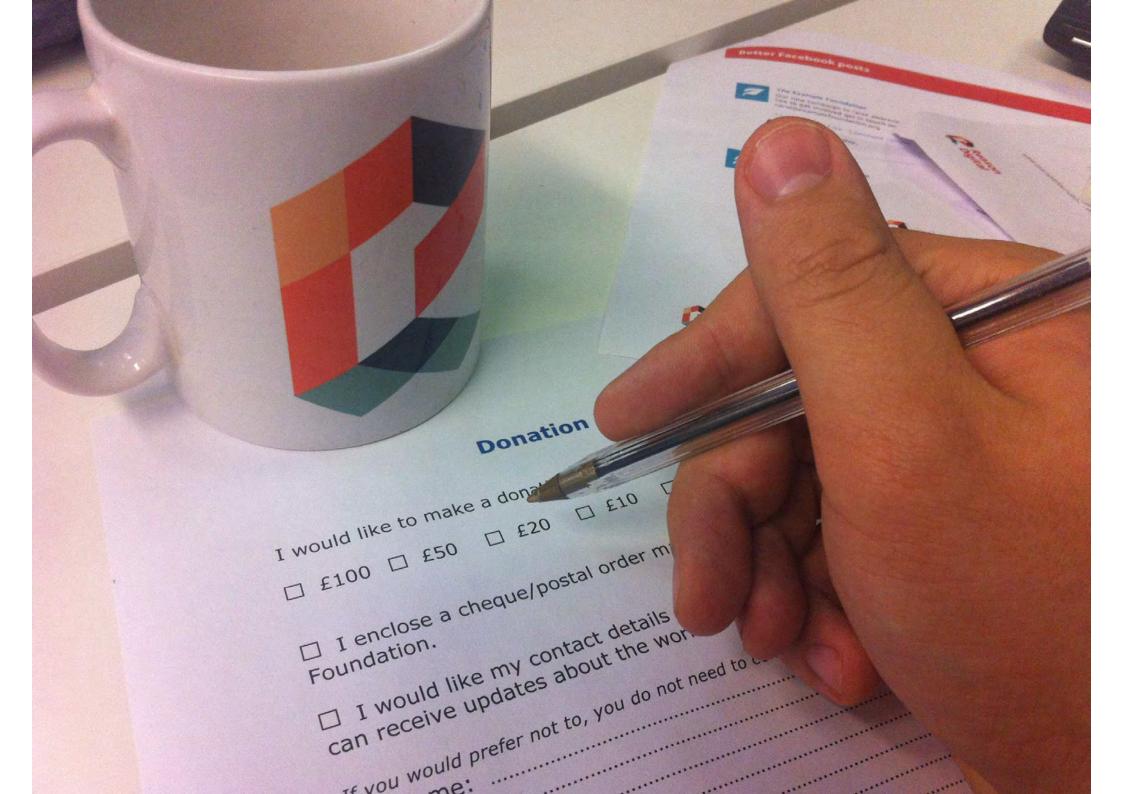
2 Jun 2012

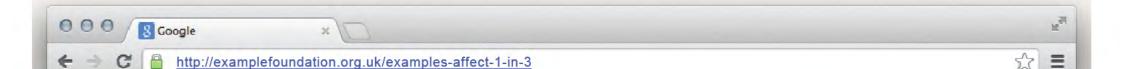
Volunteers positions available. Apply now!

2 Mar 2012

Example Foundation services launch in Wigan









Assisting people in the field of examples

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## Examples now affect 1 in 3

Examples now affect one in three. New research has uncovered the real affects of examples in the uk

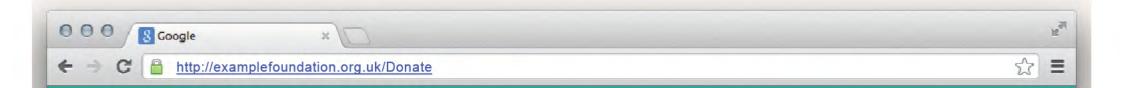




#### **Get Involved**

Aenean lacinia bibendum nulla sed consectetur. Donec id elit non mi porta gravida at eget metus.







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### Make a donation

One off donation

Monthly donation



£30

... could help 4 people



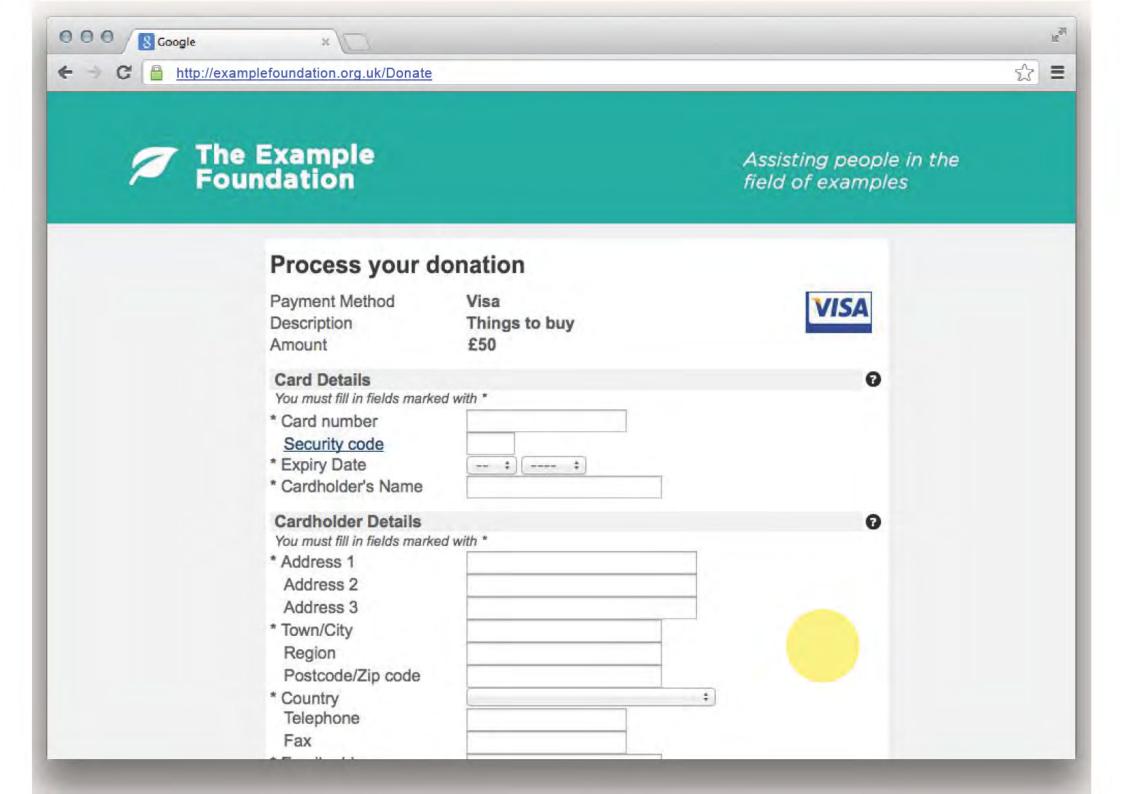
£50

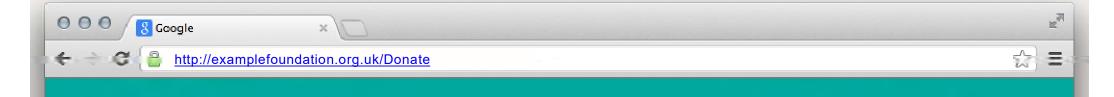
... could fund a full days



£100

... could get 100 people







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### Thank you for your donation!

Your donation will go towards helping the thousands of examples abroad and in the UK.



Share it on facebook!



Share it on Twitter!

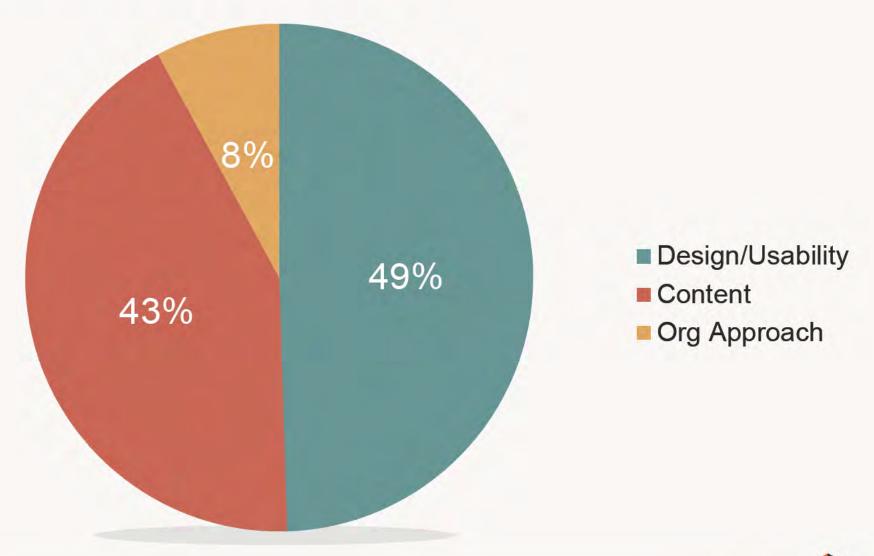
### How else can you help?



### Sign our petition against the cuts to example services

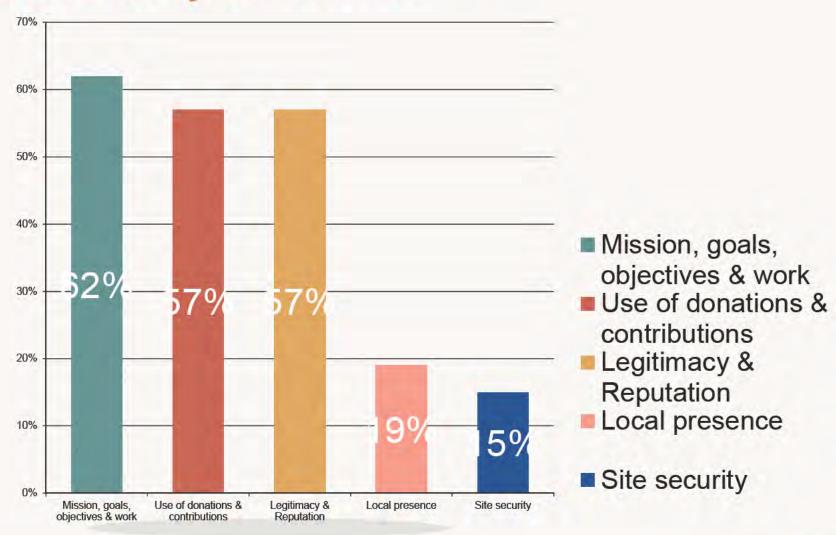
Maecenas sed diam eget risus varius blandit sit amet non magna. Nulla vitae

## What kills donations



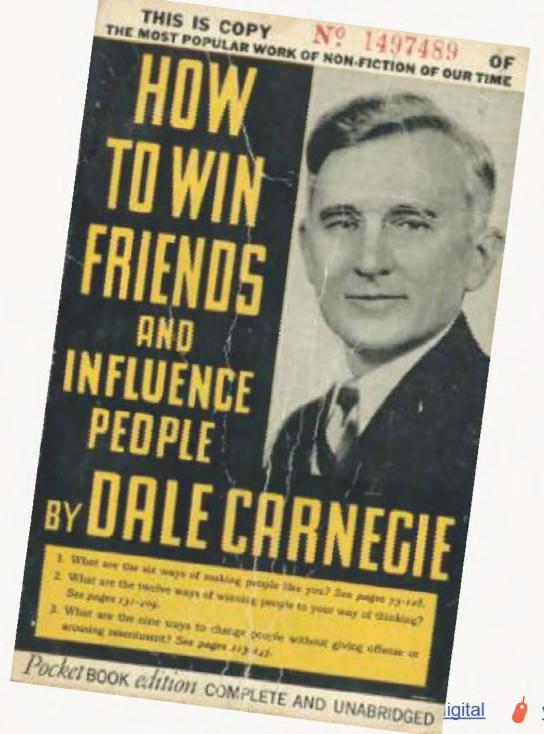


# What people need to know before they donate...





# Build relationships.







igital

# Why relationships matter...

# MailOnline

News

Home News U.S. Sport TV&Showbiz Femail Health Science Money Video Coffee Break Travel Fashion Finder

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Logir

### No ID, no checks... and vouchers for sob stories: The truth behind those shock food bank claims

- Mail on Sunday undercover film exposes abuse of charity
- Scroungers flout Trussell Trust's '9 visits' rule to stock up
- Repeat visits undermine the Trust's claim of 913,000 users
- After the investigation, the food was returned to the charity

By SIMON MURPHY, THE MAIL ON SUNDAY and SANCHEZ MANNING, THE MAIL ON SUNDAY

PUBLISHED: 22:06, 19 April 2014 | UPDATED: 17:31, 20 April 2014















Volunteers for a charity that blames welfare cuts for the soaring use of its food banks have admitted that fraudsters routinely 'take advantage' of the handouts.

The Trussell Trust, the UK's biggest provider of food banks - which highlighted a 'shocking' rise in demand for emergency food packages last











stuart petch @thelightoutside · Apr 20 Let's turn a negative story on its head...

Details











stuart petch @thelightoutside





The @TrussellTrust allow you to donate to #FoodBanks via your phone. It takes just 5 seconds. trusselltrust.org/easter-appeal



RETWEETS

10

FAVORITE

















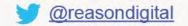






1:35 PM - 20 Apr 2014

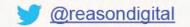
















#### Rebecca Watson @becclewatson

3h

@CharitySANE Hello - I was interviewed in my local paper about my experiences with anxiety & how I got help bit.ly/OwoFsI

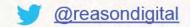
Details





@becciewatson Thanks, it's great you have spoken openly. It's the best way to tackle #stigma and encourage others not to suffer in silence

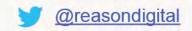




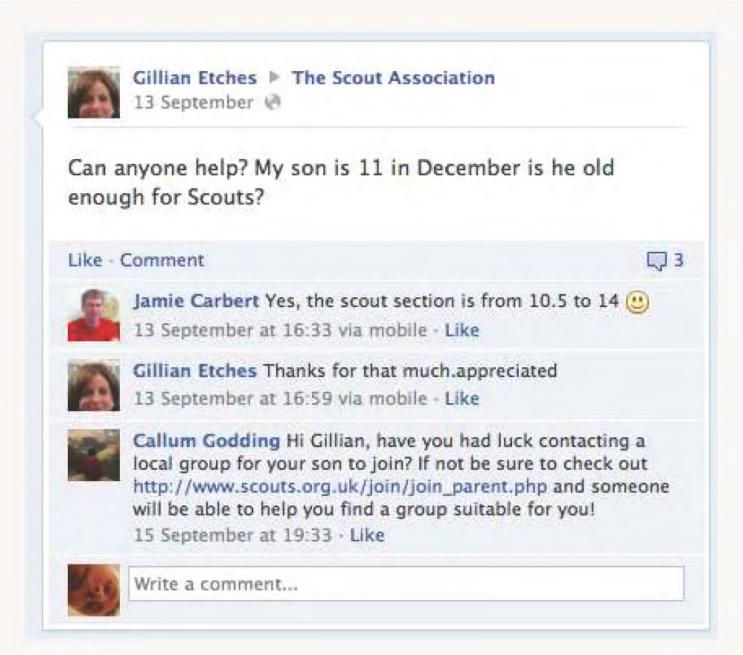


















#### **EDUCATE AND SUPPORT THEM**

"here's how you make a training video dairy"

"here's how you promote your JustGiving page on your facebook account"

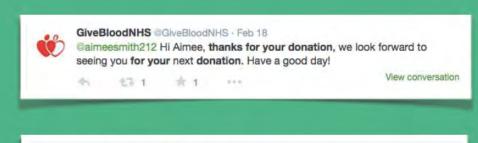
"5 tips to boost your sponsorship pages"

"Motivational quotes to inspire you to get training for the 10k!"

"What is GiftAid, and can I donate it?"

"What platforms can I use to raise money?" (i.e. other than JustGiving?)

### **RECOGNISE & THANK THEM**





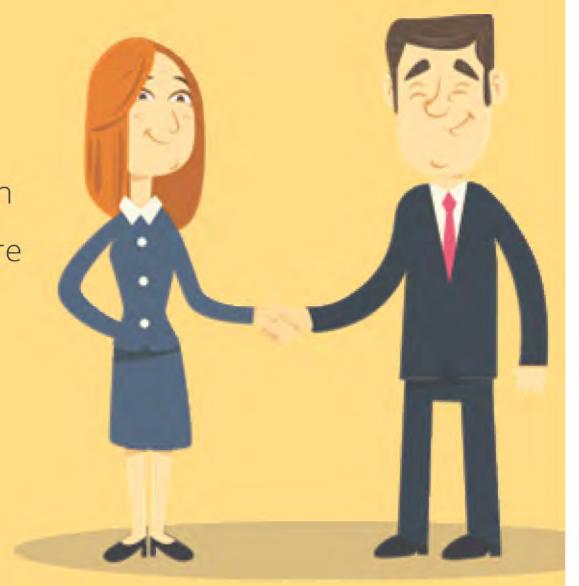




### **RECOGNISE & THANK THEM**

Donors who are thanked for an initial donation are 19% more likely to donate again.

with roughly twice as big an amount.





### Shappi Khorsandi @ShappiKhorsandi

15 Oct

@TeenageCancer would you mind following me for a sec so I can dm you? ta x

Expand



Teenage Cancer Trust @TeenageCancer

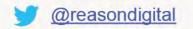
15 Oct

@ShappiKhorsandi No problem at all! Followed



11:47 AM - 15 Oct 12 · Details









Claire Wright Diabetes UK

24 September @

Very unhappy about the rude gentleman that just called "on behalf of diabetes uk" asking me to increase my monthly donation by 200%. Diabetes UK, I am very upset.

#### Like - Comment



Diabetes UK Hi Claire, we're very sorry to hear this. Would you be able to email an account of what happened, and the time of the call, so that we can look into this further?

supporterservices@diabetes.org.uk

Any more detail and feedback you can give us would really help so we can make sure this doesn't happen again. Thank you.

25 September at 11:49 - Edited - Like



Claire Wright I will send an email when I get home from work. I appreciate you getting back to me. Xx

25 September at 12:08 - Like



Diabetes UK You're more than welcome, Claire. Thanks for letting us know and for agreeing to email. Any info will really help, and we'll make sure we get back to you as soon as possible.

Thanks again (U)

25 September at 14:50 - Like



Claire Wright Email sent, Xx

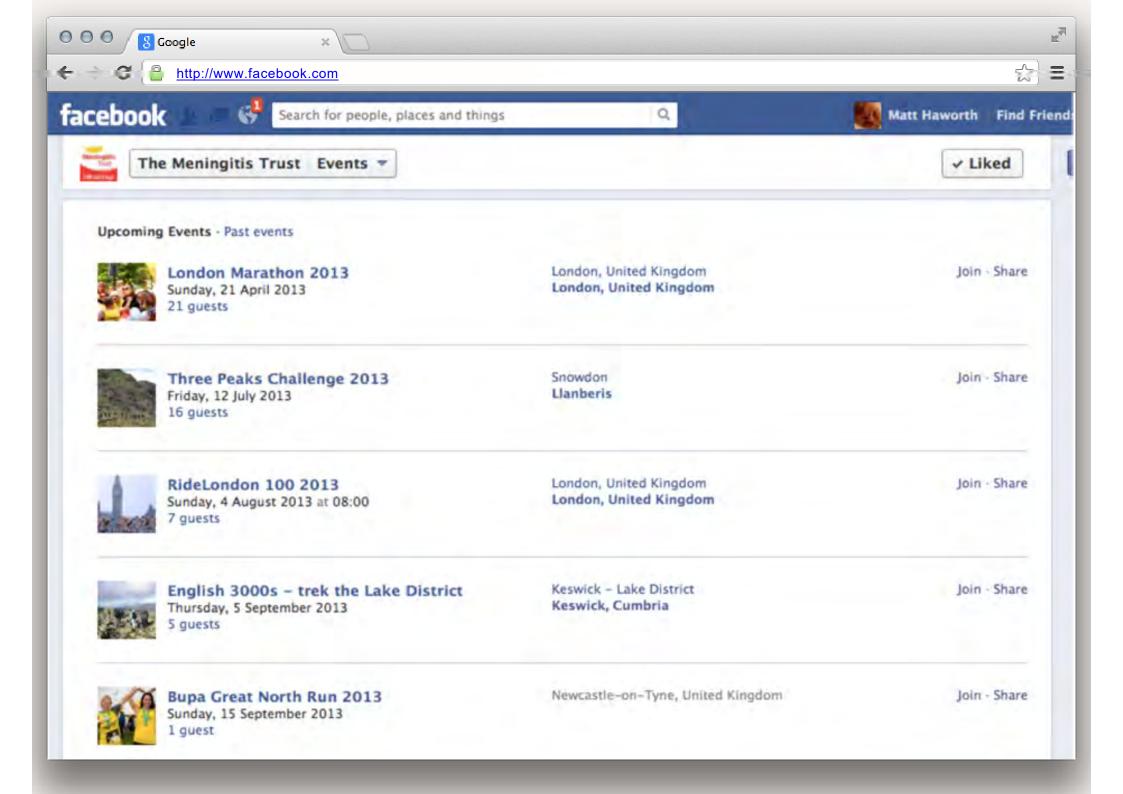
25 September at 16:05 - Like



Write a comment...

ww.reasondigital.com





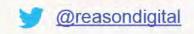
# Develop influence.

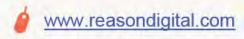
# It's all about...



We've just launched our new campaign about ending examples, check it out... bit.ly/examples #exampleaid



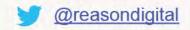




## It's all about influence





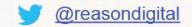




# A silly example...



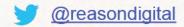








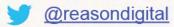








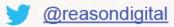








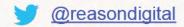




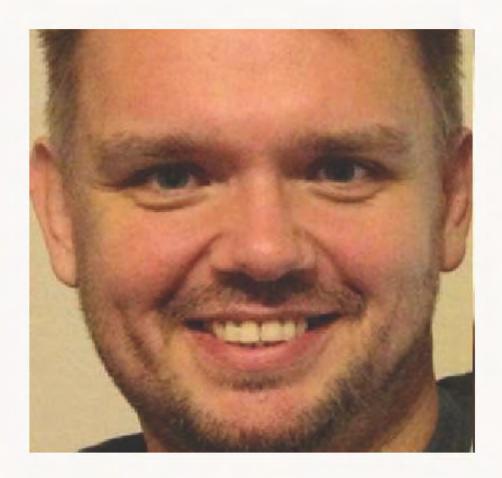












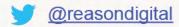












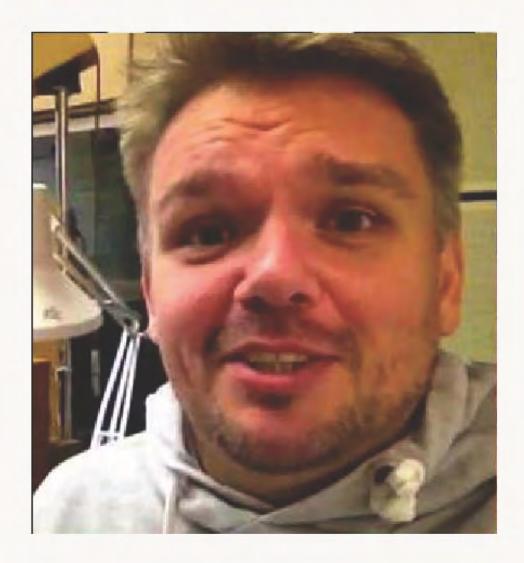




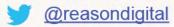








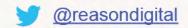








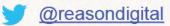














### Uh oh...



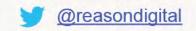
### The tweet...



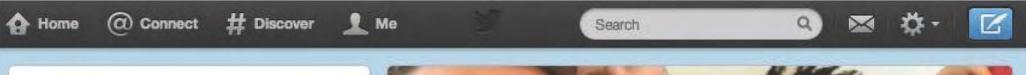


Dreamt I was in Bake Off. Everything was normal except @GlennCosby was an alpaca :/ I made this to illustrate #GBBO pic.twitter.com/xF81zQ4FMT













WIPRO

Follow







Glenn Cosby @GlennCosby 27 Oct @CogitoErgoBake @acrim @bake\_down Matt you are an evil genius

View conversation

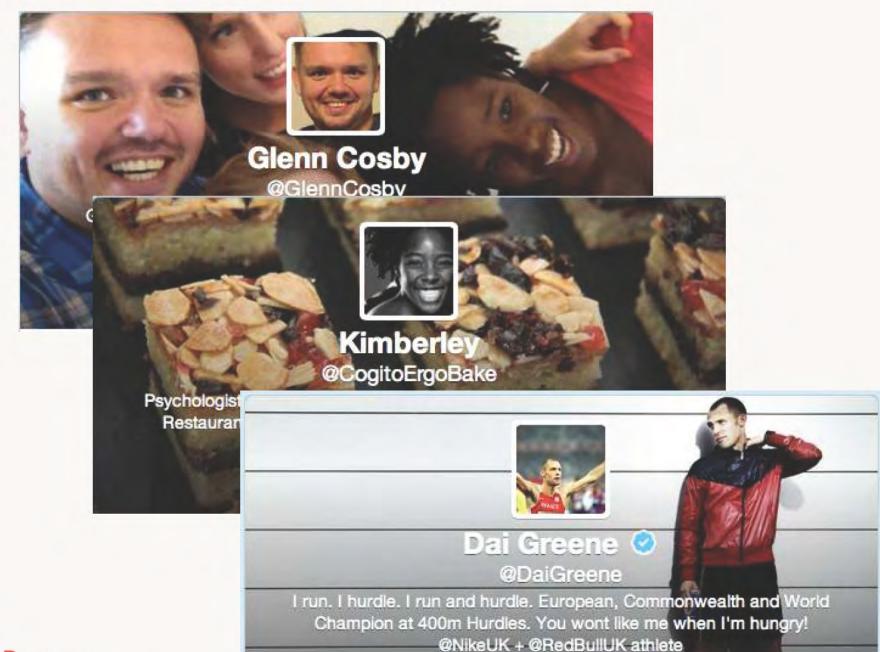
+ Reply 12 Retweet a Favorile \*\*\* More



Promoted



Matt Haworth @acrim 27 Oct Dreamt I was in Bake Off. Everything was normal except @GlennCosby was an alpaca :/ I made this to illustrate #GBBO pic.twitter.com/xF81zQ4FMT

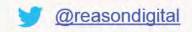


Bath

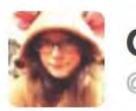


# 250,000 people reached









## **Charlotte Collett**





@lovesyourguts

@acrim @GlennCosby My pet alpaca had a baby a month few months ago, the baby was nameless, now it shall be known as Glenn.



Reply Retweet \* Favorite ••• More





RETWEET

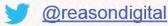
**FAVORITE** 





11:58 AM - 27 Oct 13





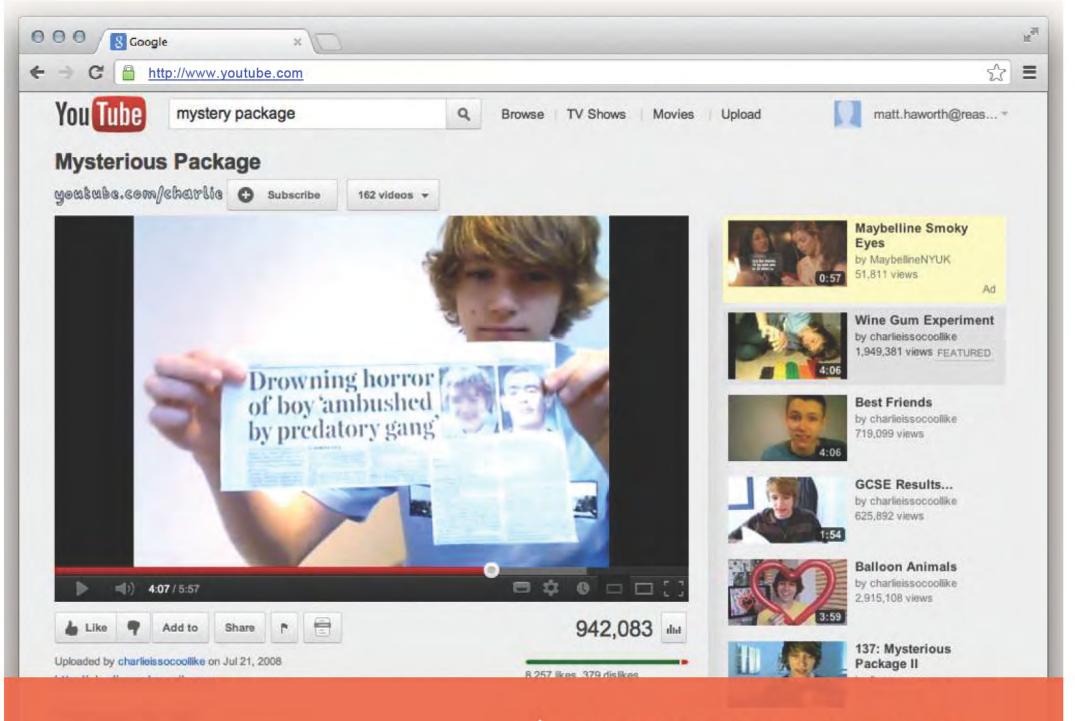




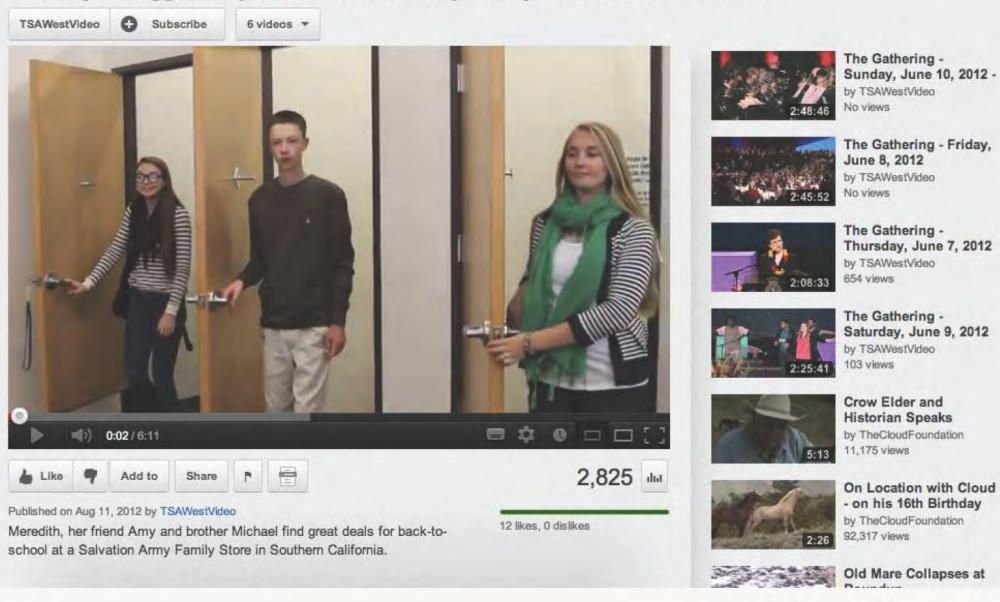




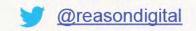




### Teen Style Vlogger Shops The Salvation Army Family Store for Back-to-School





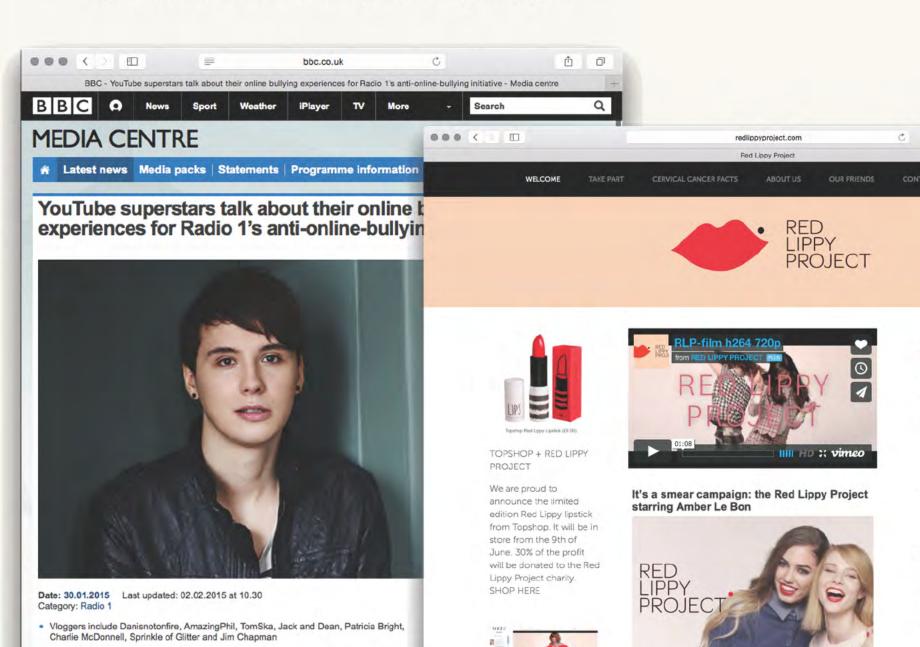




# Here's an example of some organisations that have done it very strategically...

BBC Radio 1 today revealed plans for a special week of content around the topic of anti-online-

bullying. Taking place from 7 to 13 February, Radio 1's anti-online-bullying week is part of the



some good and join the Red Lippy Project.

LATEST NEWS

Make a mark on cervical cancer. 8-14 JUNE

Don the brightest red lippy you can find during the awareness week, pucker up and spread the word about screening.

**DONATE NOW** 

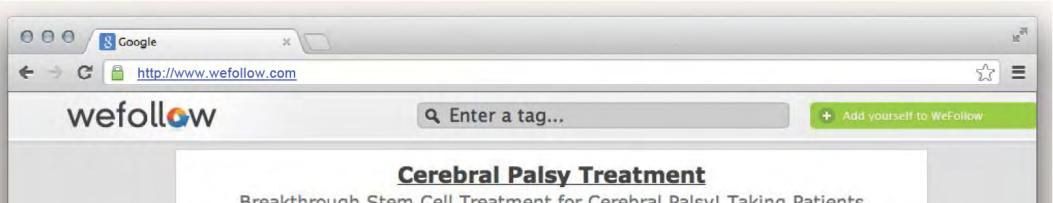
Be bold and

glamorous - do

RT @teamsorcha: So today we

Here's an example of some organisations that have done it very strategically...

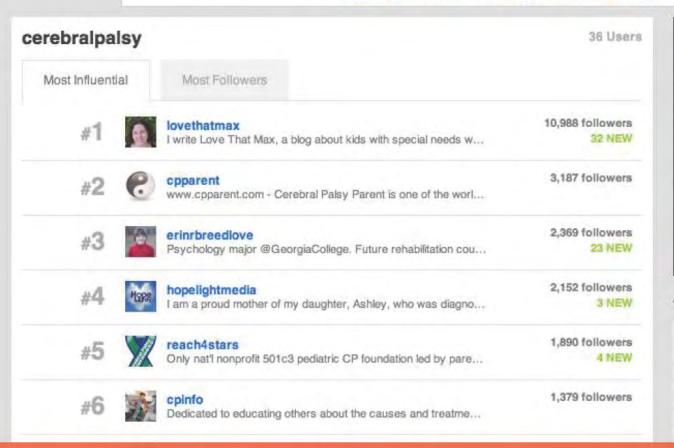




Breakthrough Stem Cell Treatment for Cerebral Palsy! Taking Patients

stemcellofamerica.com/CerebralPalsy

AdChoices D



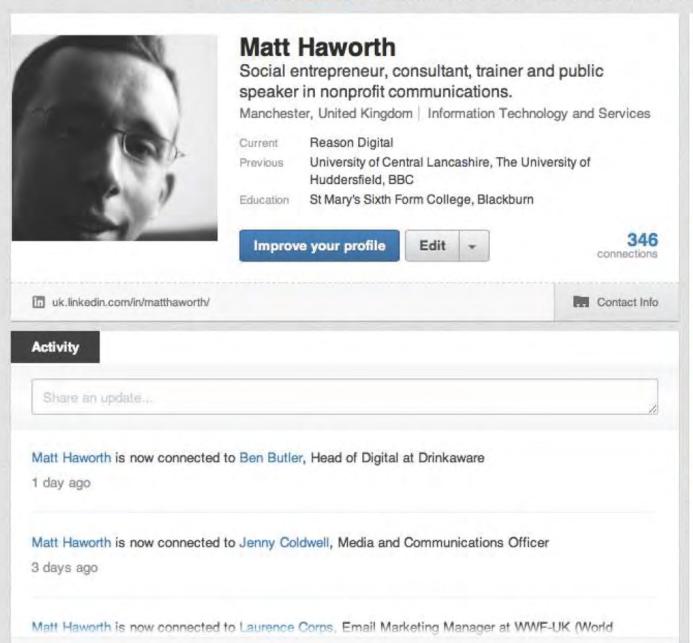
Worried someone close to you is losing their memory?



### Click here

Top Tags		Top Cities	
music	1	New York, NY	1
blogger	2	London,UK	2
socialmedia	3	Los Angeles, CA	3
entrepreneur	4	Chicago, IL	4

Third sector networking - How to deal with the challenges of managing a charity's reputation.



# People You May Know Ayesha Khatun 3rd Office Manager at Academy Class Connect THE NEW BLACKBERRY Z 1 0 Discover more (III) Family Martin \*# BlackBerry. Keep Maving **Profile Strength** All-Star



Advanced

Connect

SEARCH

10.814 results



Phil Fearnley 📊 🔆 2nd

General Manager, Future Media at BBC

London, United Kingdom · Broadcast Media

4 shared connections · Similar



Azizur Rahman 1st Web Developer at BBC



Mario Dubois 1st
Director, Development at Corporation Pop



Alex Connock 1st
TV/digital executive at Shine

View all 4 shared »

United Kingdom (9530)

London, United King... (4022)

Manchester, United K... (376)

United States (355)



Chris Walton 2nd
Project Editor in Digital Media at BBC College of Journalism
London, United Kingdom - Broadcast Media

1 shared connection - Similar

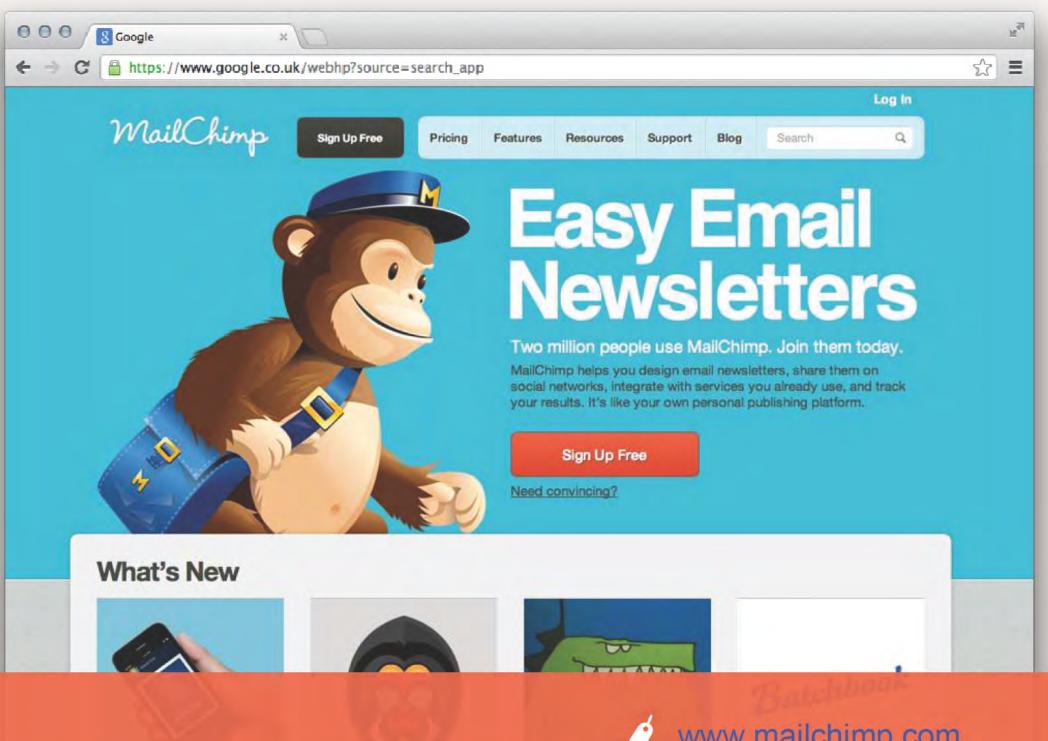




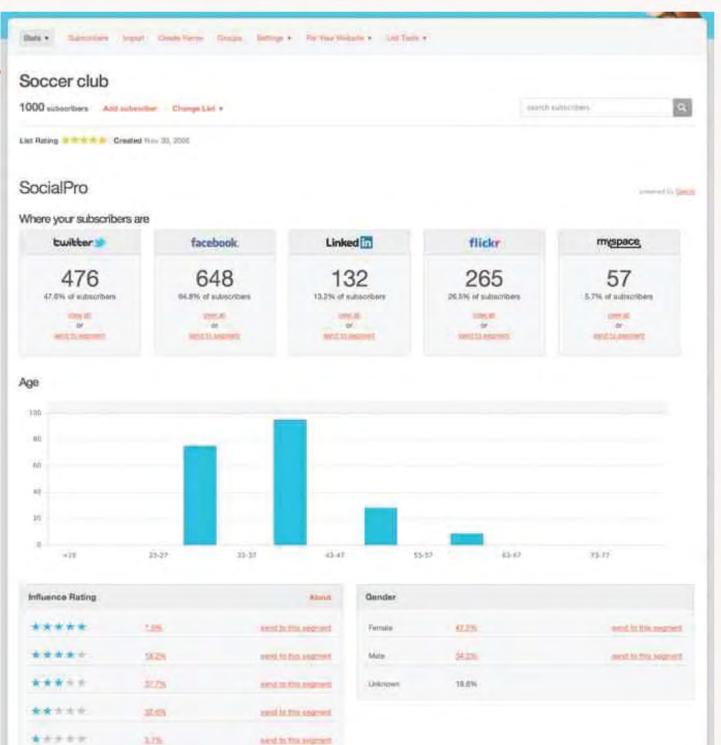








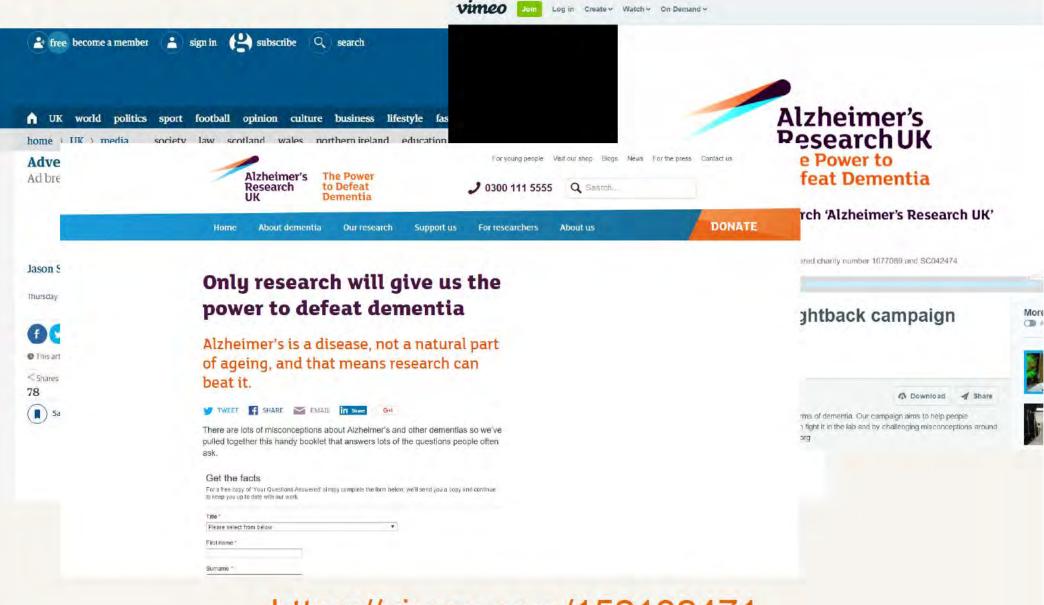
### MailChin







Traditional media



https://vimeo.com/152132471



ter rat opter »



47, Was onths for the laser in Bury



Crime: Here's the full report

Crime: Do you recognise this rapuse Full breaking news live blog

13

Got a story?

Let us know what's happening

§ 9,350 Photos and videos

hester United stars visit ils as part of event to club's community work \*





Get updates as players. including Wayne Rooney, David De Gea, Robin van Persie and Appel Di Maria spend the whethers doing special activities with pupils figure partner schools of Linned's charity

issue CCTV images of four after man violently attacked Tiny pony gets own periscope to help

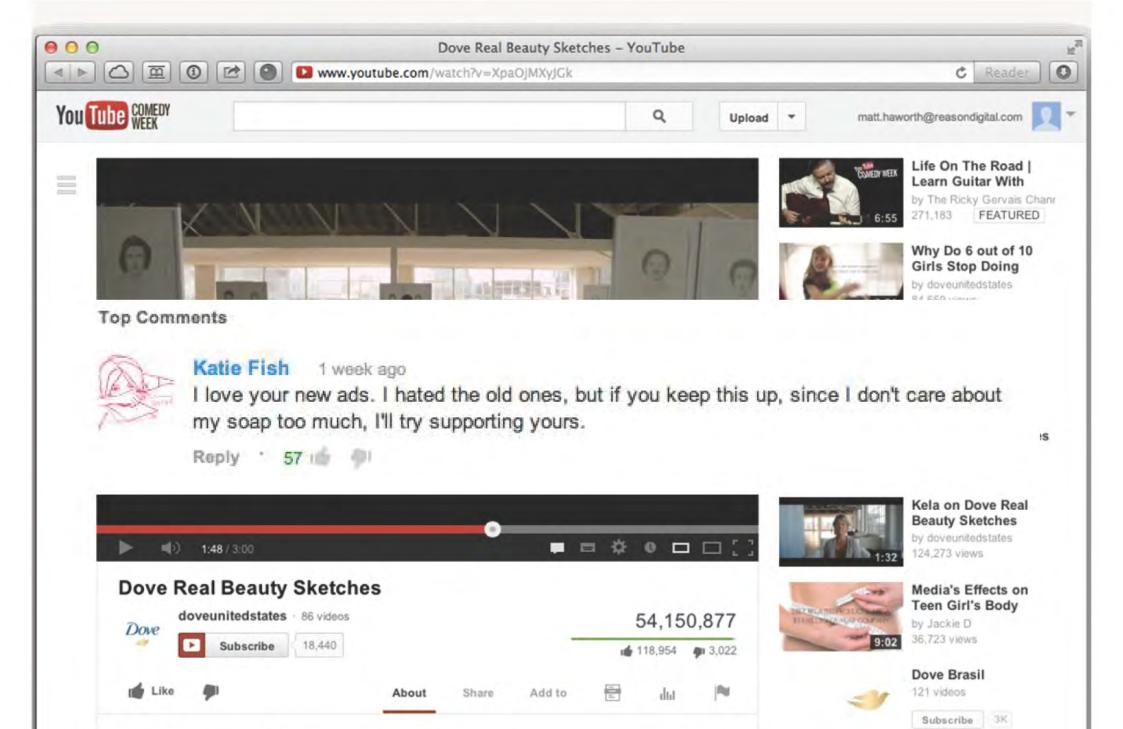


TWITTER FOLLOWERS

240k



# Create what people want to share.



Published on Apr 14, 2013

Watch the whole experience at:

letter (feleria erasa feralla escritoral esta la se-

Join the conversation at: #WeAreBeautiful

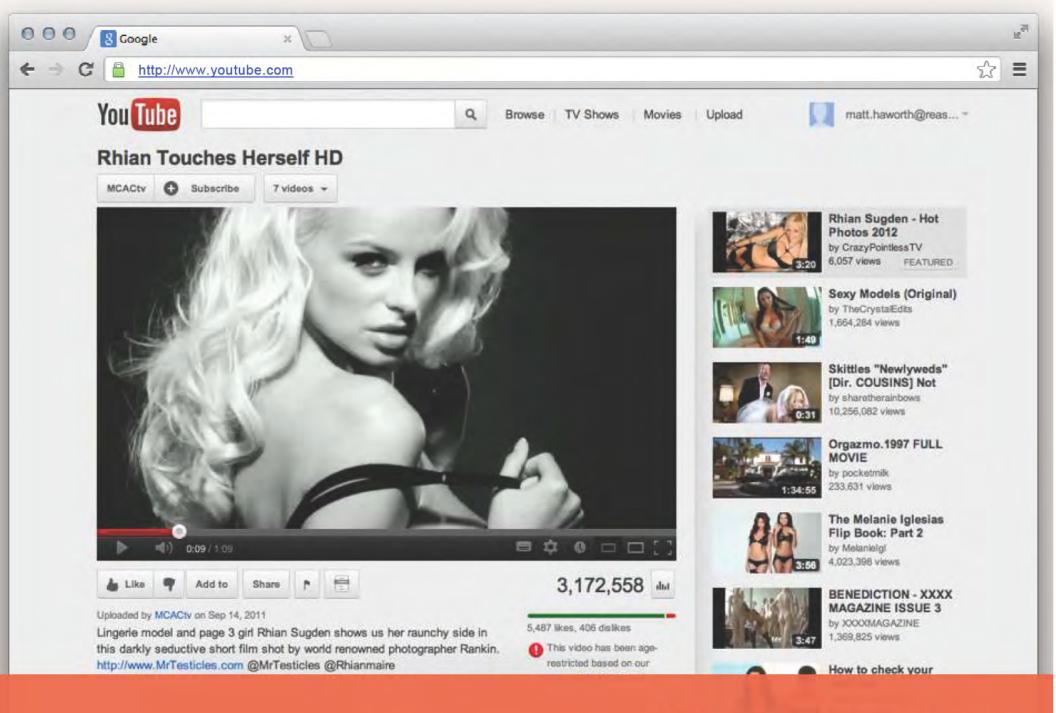
Dove Real Beauty Sketches [Guy

### Board Message-2011 Annual Report.wmv



Published on May 1, 2012 by cphpubliclibrary

Do a lit



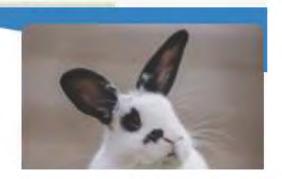
### COCO LOCO!

Posted by: Cafedirect, June 25th, 2013, Comments (0)

TAGS: child sponsorship, For sponsors

## **Blue Cross blog**

Is your bunny bored? Read our tips to keep rabbits happy and stimulated



Pos

### Top five ways to connect with your sponsored child

posted at 4:42 AM PST by Lindsey Minerva, Managing Editor

Rab

the

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Rabi

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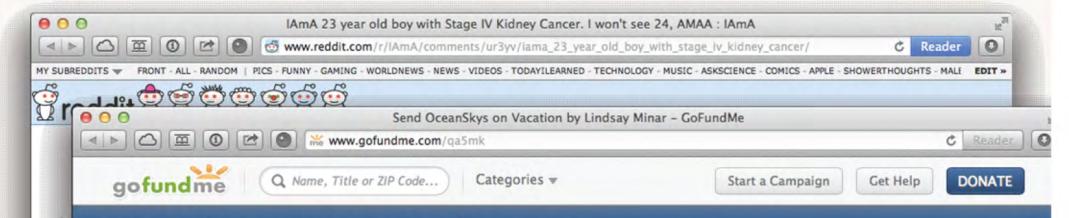
then



# A letter to suicidal me

Posted: Monday 10 September 2012

Today is World Suicide Prevention Day and this year's theme is Hope is something that is very hard to hang on to when you feel It's often hard to see any other way out. But I've been suicidal m times, and I'm still here. Below is a letter that I recently wrote to year old me who was suicidal at that point. I hope it might give we

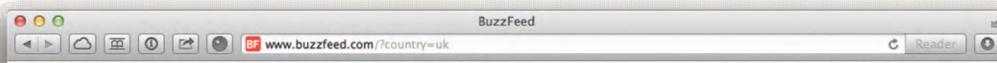


### Send OceanSkys on Vacation



ton





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BuzzFeed

**ENTERTAINMENT** 

LIFE **VIDEO**  MORE

NEW! World

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**NEWS** 









**Big Stories** 











Inspiring Messages Of Support For **Boston From Around The World** 



Erin La Rosa



### Misheard Lyrics Is The Funniest Thing On Vine Right Now

The meme you've been waiting for. Make sure you unmute each Vine by clicking top left.

Luke Lewis a few minutes ago 1 response



The 25 Stages Of A Massive Night Out

#### Fre.sh on the web

Why Generation Y Yuppies Are Unhappy

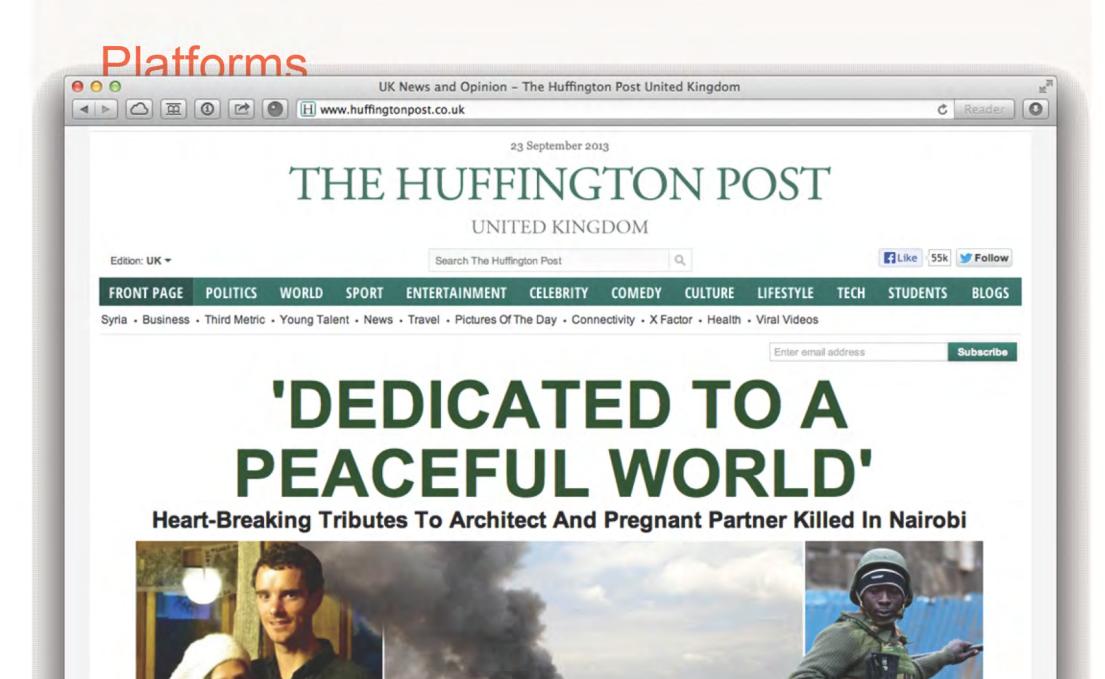
on huffingtonpost.com >

Ryan Miller Vs Jonathan Bernier, Sep 22, 2013

on hockeyfights.com >



9 Ways To Troll A Fantasy Football Fanatic



**Platforms** 000 Product reviews, parenting tips and advice for parents | Mumsnet 0 \* www.mumsnet.com C Reader 000 Where to donate old toys etc? (full thread) | Mumsnet Discussion 0 4 1 www.mumsnet.com/Talk/local\_cambridge/a1829546-Where-to-donate-old-toys-etc C Reader 15 Go to mumsnet.com Log in Join mumsnetlocal familyfriendl If you think your company is family friendly, nominate them now Cambridge Things To Do On the High Street Local Talk Childcare & Education Meet-ups Classifieds Services Offers Q Search Mumsnet Local Search Find a local site Add a listing Local Talk Topics: Discussions | Can You Help? | Campaigns | Volunteering | Childcare Wanted | Nanny Local talk Share | The Friendship Bench | Skills Swap | Support Groups | Mumsnet stuff | FAQs Threads: Active I'm on I'm watching I started Topics » Mumsnet Local - Cambridge Start new thread in this topic | Flip this thread | Refresh the display Cambridge Latest Add a message Show pages This is page 1 of 1 (This thread has 5 messages.) Creative Movements for ages 4-6 Make Believe for 2-4 years Where to donate old toys etc? (5 Posts) FRENCHTASTIC FRANCHISE

Add message | Report | Message poster

OPPORTUNITY
 Smartie Artie

jewellery

Personalised & Fingerprint Silver

Cambridge Festival of Ideas

Cantabile Sat 17-Aug-13 15:05:50

some?

We are having a clear out of old toys and I'm wondering where the best place is to donate

Some are not in tip top condition but are the kinds of things that might go down well at a

unity achama players think plactic area and workhands but with some na





## SIGN UP NO

How it works | How nuts save lives? | What is it?





## take the mut

Sadly we can only send to UK addresses - sorry 🙄

twitter name (or name if N/A) \*

address \*

Sadly we can only send to UK addresses - sorry

postcode \*

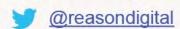
email \*

Send my nuts

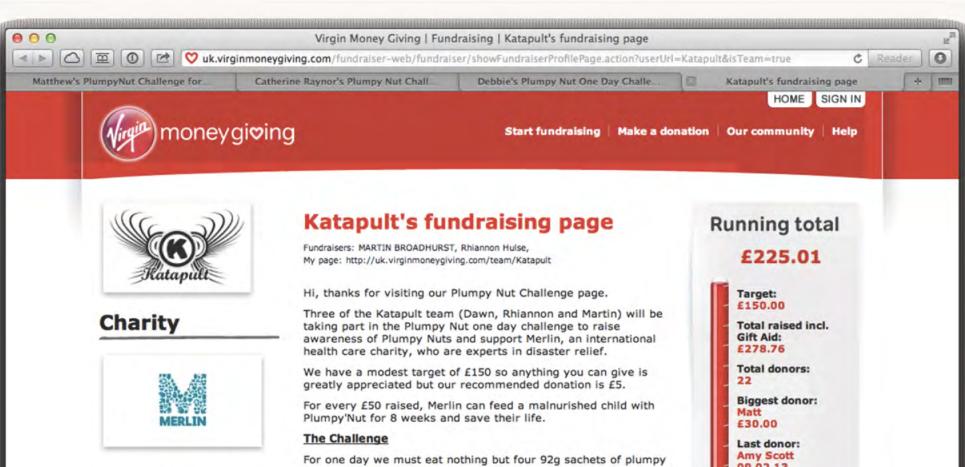
Doing the Plumpy Nut Challenge on Twitter is great.











### **Event details**

### Plumpy Nut Challenge

21 February 2013

This challenge is for everyone, just live off on Plumpy'Nut for one day! This is the very same food that Merlin provides to take children from the doorstep of starvation to living health lives. Raise just £50 and help to spread the word!

### nuts and drink only water. **About Plumpy Nuts**

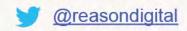
Plumpy'nut is a peanut-based paste in a plastic wrapper for treatment of severe acute malnutrition manufactured by a French company, Nutriset. Removing the need for hospitalization, the 92g packets of this paste can be administered at home and allow larger numbers to be treated.

The ingredients in Plumpy'nut include "peanut-based paste, with sugar, vegetable fat and skimmed milk powder, enriched with vitamins and minerals".

Each sachet contains 500 calories.









**Photos** 



### Phil Bryant @fenphil

1h

First #plumpynut of the day. Yum yum. Missing my cup of tea....

Expand



Ellie Lawrence @ejloveday

8h

@holliesparkle tonight, pancakes. Tomorrow... #plumpynut pic.twitter.com/PVQYDxRw

View photo



### hollie grimward @holliesparkle

Rh

And so tomorrow it starts #plumpynut ready to save some lives and eat some nuts. Go team holeli @ejloveday pic.twitter.com/xAW6cq7v



### Tadhg Kirby @tkirby8

10h

Efe Ambrose is still full of Nigerian Rum and plumpynut from the African Nations after-party #ShouldntBePlaying Expand



### Twinks @tinytwinks

10h

Tomorrow I am going to do the #plumpynut thing... I'm probably going to vomit ... You can sponsor me if you want uk.virginmoneygiving.com/Tinytwinks

Expand



### Stuntman Mike @Mulbers

11h

USE #PlumpyNut as a nutritious alternative to peanut butter in pancakes today.Remember those who need it uk.virginmoneygiving.com/Mulbers @TwopTwips

Expand



Russk @Russsk81

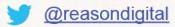
12h

asondigital.com

Right #PlumpyNut challenge date, March 1st. Just after payday, so no tight-arsed excuses. Here's how the money helps: J.mp/11EICFK









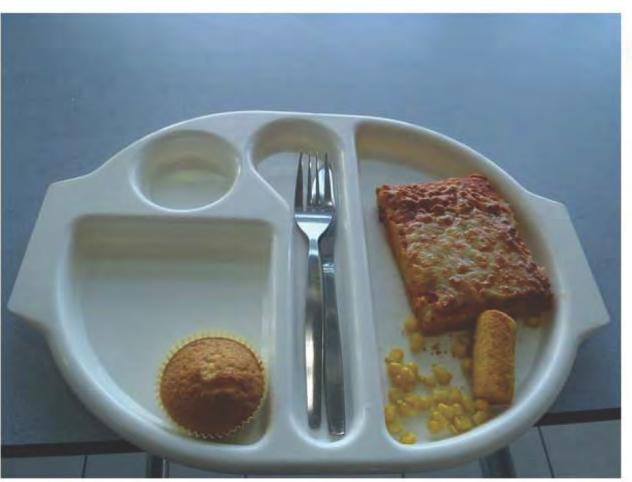
## NeverSeconds

One primary school pupil's daily dose of school dinners.

Tuesday, 8 May 2012

### Tuesday 8th May

I'm back! Many camera failures have stopped me blogging but Dad said I could borrow his camera. I think he's quite shocked at the pictures though.



### **Blog Archive**

July (16)

June (21)

May (17)

April (1)

### About Me

### **■ VEG**

My dad says I should call myself Veritas Ex Gustu, truth from tasting in Latin but who knows Latin? You can call me Veg.

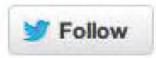
View my complete profile

### Mary's Meals



My JustGiving page for Mary's Meals





@ballibeg neverseconds.blogspot.co.uk Shocking but inspirational blog. Keep going, Big love from Jamie x







24

RETWEETS

10 **FAVORITES** 



















3:57 AM - 10 May 12 via web · Embed this Tweet





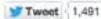


### JustGiving<sup>®</sup>

Fundraising -

Giving -















### Veg from NeverSeconds



£111,784.46 raised of £7,000.00 target

## £132,525

my stury

I mentioned in my blog <a href="http://www.NeverSeconds.blogspot.co.uk">http://www.NeverSeconds.blogspot.co.uk</a> that last year my friends and I set up Charity Children at school and we made felt soaps and candle holders. We had a sale and raised £70 for Mary's Meals enough to feed 7 children for a whole year!

My blog is being read all over the world and some people have said I am very lucky to have lunch at all. They are right. Lots of readers have asked how they can support Charity Children but because I can't make enough felt soaps it is hest if you support Mary's Meals directly. my withing



### Mary's Meals

Charity Registration No. SC022140

Mary's Meals is an international movement that sets up school feeding projects in communities where poverty and hunger prevent children from gaining an education. The charity now feeds more than 600,000 children every school day and it costs just £10.70 /













# A social media strategy for you and your team.

PEOPLE. MONEY. TIME.

WHO is going to deliver your plan?

How much **TIME** are you going to dedicate?

What kind of **BUDGET** do you have?













@btbusiness Static IP has changed since yesterday's

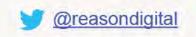
I believe in fighting corporate greed with properly spelled

Oct 13, 1,30pm via HootS



## What are your real objectives?







## Like us on Facebook, and we will vaccinate zero children against polio.



We have nothing against likes, but vaccine costs money. Please buy polio vaccine at unicef.se. It will only cost you 4 €, but will save the lives of 12 children.



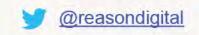
sondigital.com



## Objectives, goals, KPIs, targets

Objectives	Goals	KPIs	Targets
		No. of gives	100
	Increase voluntary income	Conversion rate	>2%
		Average give	>£15
Become financially	Increase sales revenue	No. of sales	50
sustainable		Average sale	>£25
	Reduce costs		







Strategy	INSPIRE CHANGE		DRIVE ACTION		RAISE FUNDS	
Tactics	Create Inspiring Content	Drive awarenes s to content	Encourage sign ups to initiatives	Create Advocates	Encourage Donations	Increase donation value
KPIS	Comments XXX  Subscribes XXX  Amount of time on pages XXX  Amount of pages viewed XXX  SM Shares XXX  Newsletter sign up XXX  Video Plays XXX	Site Visits XXX  Page Views XXX	Sign Ups to initiatives:  Become a mentor XXX  Provide content XXX  Sponsor cohort XXX  Join Community XXX  Partner with us XXX  Write a blog XXX  Attend an event	Sign Up to Newsletter XXX  Return visits to the site XXX  Share on Social Media XXX	Online Donations £165,000	Average donation value XXX

## "MONEY!"



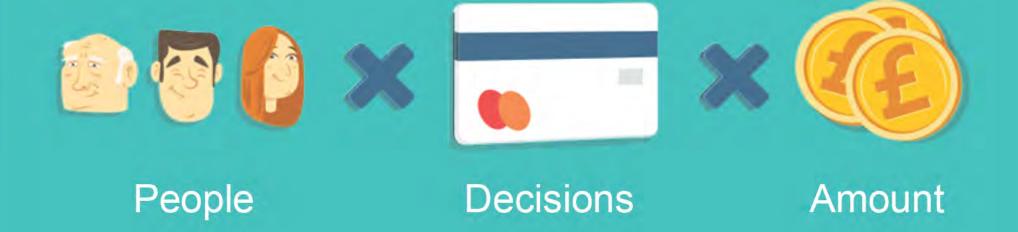




£1,000s Great



£10,000s Brilliant



UNIQUE VISITS x CONVERSION RATE x AVERAGE GIFT

INCOME

UNIQUE VISITORS x CONVERSION RATE x AVERAGE GIFT

= MONEY

\* E200 RESULTING DOWATION:

= MONEY

People Relationships



People

X

**Conversion Rate** 

x

**Average Gift** 

X

**Number of Donations** 

= Lifetime value

### Return on investment.



Imagine a campaign where we offered £1 to someone if they donated 50p back.

## So what kind of costs do digital fundraising activities incur?



CONSIDER

Your time.

Transaction fees from digital fundraising tools.

Advertising costs.

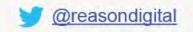
Cost of producing, packing and shipping any incentives.

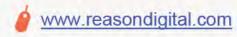
## PLAN

What things do you need to plan ahead for?

Events? Awareness days?







Main themes and activity	CMS Editorial Content	E-Commerce Features	Creative social content	Comps/ ads/ Seeding		On Site Bunners CMS/ e- commerce	Email
LAUNCHES Classic Look Freth Whitening Gift Cards FHEMES Wedding Easter Spring Summer hair EVENTS Bridal Fashion Week 22st April Queens Birthday Sth April - April Fools Day Sth April - Bout Race S3th April - St Georges Day 25th - 27th Sundance 17th - 28th Triboca 18th - 20th Coachella	Royal hair  Bridal Hainstyles - grecian hainstyles  Wedding hainstyles - Half up Half down hainstyles  Short Hair updos  SS24 trend 3 - Super Litw Pony  SS24 Trend 4 - Spring Plaits  The Edgy Bob (Feature the classic look)  SS24 trend 5 - Disco Curls  Celeb/ News Piece TSC  COLOUR  Ask and MCE: Can I go blonde  Quash your colour fear  Chestnut hair colours  Ask an MCE: Fair skin	Pentical hair get the last  Coleb pet the Itask prece Featuring products needed  Itask to carl your hair with ghd  Step by Step golde including products to use along the way  Itask to detan your skin  Step by step golde with products  S products for Long fearstyles  S product list	Social covers: Classic Final look  Printerest Board: Bridal Hair How to protect your hair from the rain hair tip image & repromote blog  Gallery of 8TS Classic  Are you the classic look? image Re-post Gym hair tips for Jondon Marathon  Did you like the Colour Issue? What other Issues would you like to see on Re-Edit  COLOUR Colour guide sharp Love Regis, Love Colour Have questions about your colour? Ask and MCI  Colour guide - Party  Colour guide - classic  You can't box expertese  E-COMMERCE Did You Frome Hair Tip How to our foor with glid.	COMPETITIONS Twitter: Follow and RT for a chance to win a bank holiday blowdry.  FB. Want a chance to win a product from our new e-commerce store! Tell us what you'd want and why in the commerce store! Tell us what you'd want and why in the commerce blove.  On vite: e-commerce laurich issue GROWTH ADS Facebook page promotion ads  Facebook page promotion ads  Facebook promoted posts on most popular posts  Twitter Ads  FACEBOOK ADS Product Ads  CONTENT SEEDING Manual distribution of content  BLOGGERS	Gift cards - CNS & E-com     Buy a redian product and receive a free POPSTICK     Buy 2 Kerastase products and receive a free travel bag and	Brands update  E-COMMERCE forme page carouse?  Trending brands: fair basners imple feeuty banner large: Beauty banner large: Beauty banners small et. Salon banners s2:	CMS database 1  Wedding ideas  Fill e-commerce comp  Vouchers  The classic look launch  CMS Database 2  On Site e- commerce comp  Rathy harr tips  e-commerce comp  feature - haar is curl yiror hair

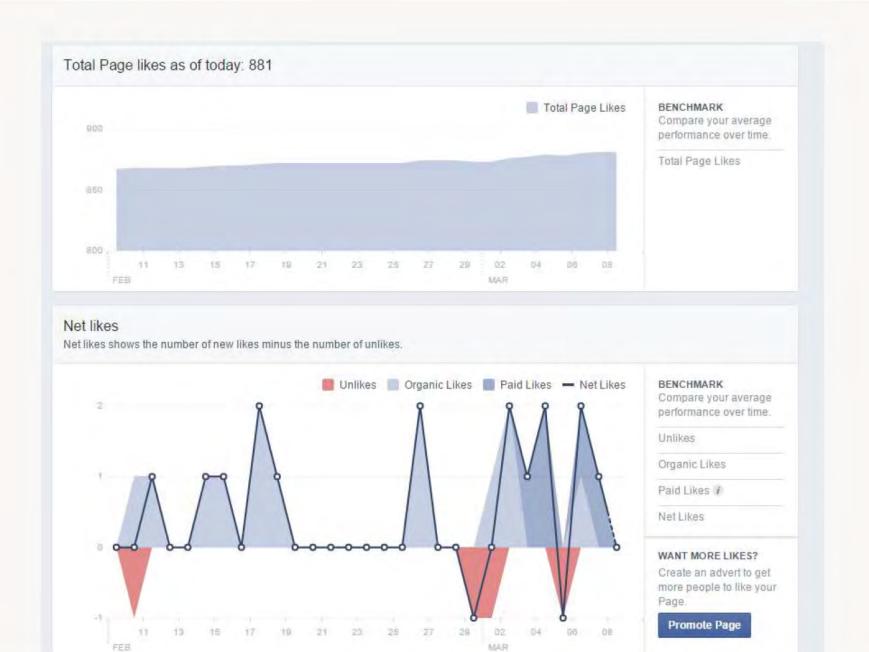
BLACK + CMS CONTENT ORANGE + E-COMMERCE CONTENT

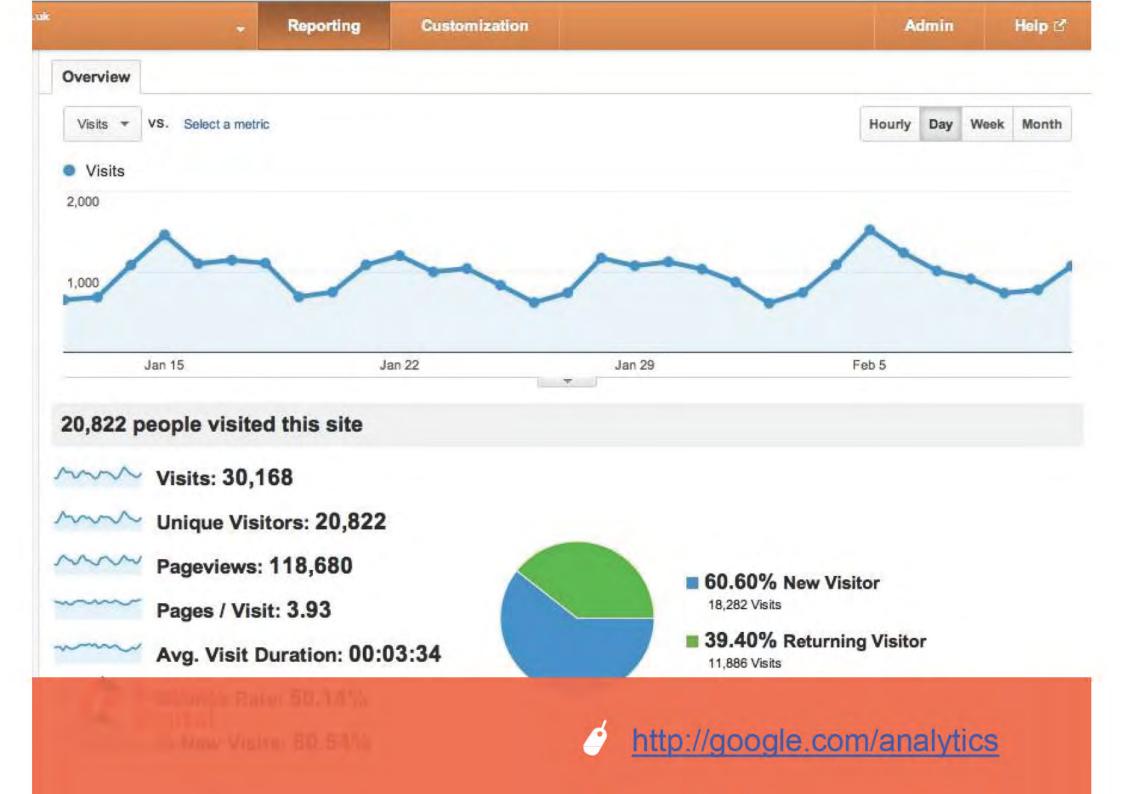


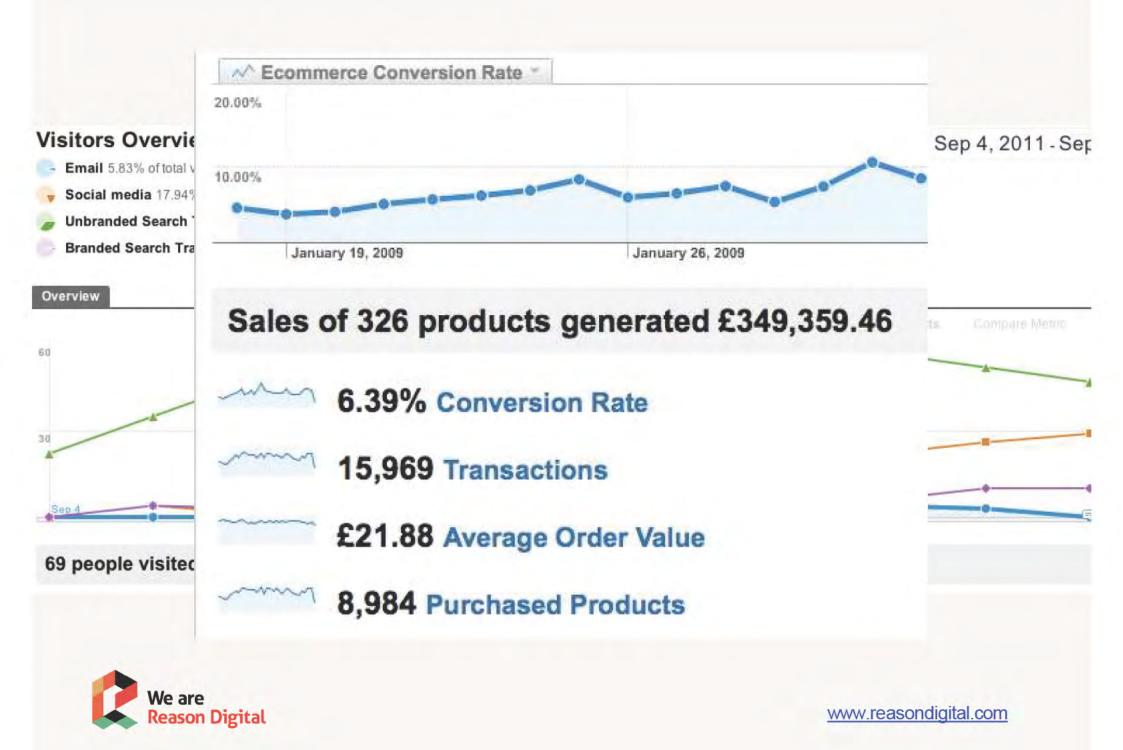




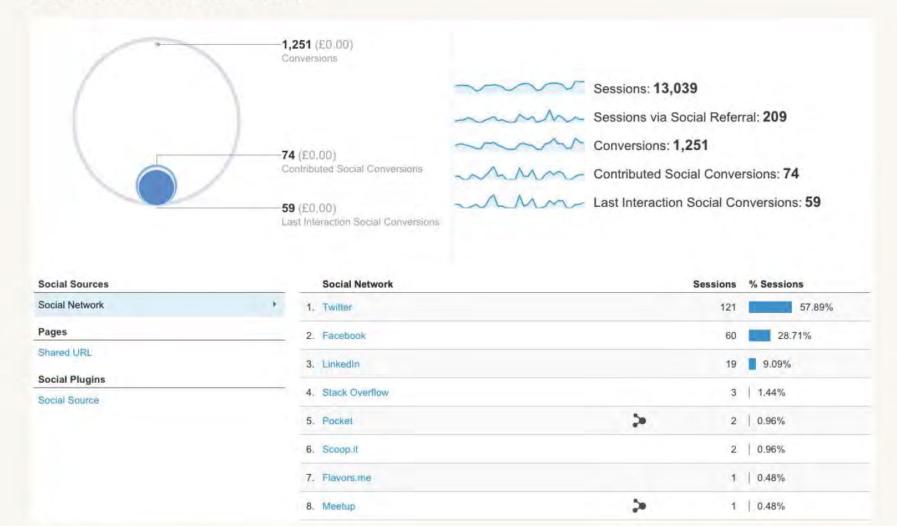
# Evaluating and optimising your social media.







### **GOOGLE ANALYTICS**











54











REPORTS

February 5, 2013 - February 11, 2013

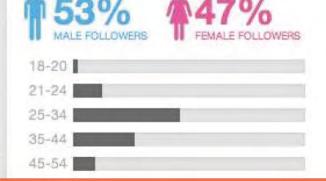
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INCOMING MESSAGES	23	1
SENT MESSAGES	19	~
NEW TWITTER FOLLOWERS	42	~
NEW FACEBOOK FANS	1	



### AUDIENCE DEMOGRAPHICS Across Reason Digital's Twitter and Facebook accounts

### TWITTER FOLLOWERS







### No Data From Facebook

Facebook will only provide data for pages that have a certain level of activity. Once the page has higher interactions, we will receive information regarding gender and age breakdown.

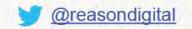


# What to do when you get back to the office.

## Task

Tell us what your first task will be?







### Remember...

- Social media flyering doesn't work. Build relationships by being a brainy friend.
- People probably won't give straight from social media directly, so use soft asks and sponsorship.
- With limited time, focus on one or two platforms, and relationships with influencers on them.
- Don't get bogged down in strategy and process. Try things, monitor the results, repeat what works.
- Don't plan another campaign without integrating social media as a key part of the offer.



### THANKS FOR LISTENING

## Do you have any questions for me?

Greg Ashton
@ReasonDigital
greg.ashton@reasondigital.com



