

<b>Charity Clients</b>	How we refer to the charities we support with a management consultancy project
<b>Service users / beneficiaries</b>	Those who benefit from and/or receive services from the charity.
<b>Governance</b>	The systems and processes ensuring overall direction, compliance, supervision and accountability of the charity.
<b>Trustees</b>	A person, usually unpaid (volunteer), who helps ensure the good governance of a charitable organisation. Also commonly known as Board Member.
<b>Members</b>	Charity members generally have limited powers and may play a number of roles, depending on the individual charity. They can have some influence over the governance of the charity (through voting at meetings or the AGM), be a source of raising additional income through membership fees, provide expertise and/or be necessary for particular legal models. A member can also be a volunteer, or have another role within the charity.
<b>Volunteers</b>	A person who takes part in an unpaid activity to share their skills or time for the benefit of others, often to support a cause they believe in.
<b>Restricted Income</b>	This is income that must be used in accordance with specific conditions imposed by the donor/funder, which state the money must be used for a specific purpose. For instance, the money must be used towards building a new children's centre. Many small charities have a disproportionately high level of restricted income, which can be a risk to the charity as it may not have enough free funds to cover overheads.
<b>Unrestricted Income</b>	These are donations that can be used for any purpose, including the charity's operating costs or a project of the charity's choice. This type of income is extremely valuable to charities but often more challenging to secure than restricted income.
<b>Core Funding</b>	Unrestricted income. This type of income is used for central running costs of a charity. Like any business, a charity needs to pay for staff salaries, training, expenses, rent and other overheads.
<b>Funders</b>	Collective term for those making a financial contribution to the charity, usually used for Trusts and Foundations which make grants to charities.
<b>Corporate funders</b>	Donations from corporate organisations. These usually reflect the particular interests of the corporate or the image they want to portray e.g. helping people look after their health. An example is Tesco partnering with health charities (British Heart Foundation, Cancer Research UK etc) to help lower the risk of the UK's biggest health challenges. These partnerships help raise awareness and funds for the charity.
<b>Legacy Funding</b>	Gifts left to charities in a will.

## Common Terminology



<b>Individual Giving Donations</b>	Donations from individuals, these can be a one-off donation or regular giving. These donations can be raised by taking part in an event, such as a marathon.
<b>Major Donors</b>	A type of individual donor who makes a substantial donation, which has a significant impact on the charity.
<b>Charitable Trusts and Foundations</b>	These are charities with private, sustainable income that make grants to support individuals or other charitable organisations. Examples are Garfield Weston Foundation, National Lottery Community Fund, People's Postcode Trust, Esmee Fairbairn Foundation. It is estimated that there are more than 10,000 trusts and foundations in the UK.