

NATIONAL FEDERATION OF WOMEN'S INSTITUTES

REFERENCE NOTES FOR FEDERATION SECRETARIES

SEPTEMBER 2024

NFWI BOARD OF TRUSTEES

The Board of Trustees is elected for a two-year period by online ballot (and postal if required) before the NFWI Annual Meeting. When the results are received, all candidates are informed of the results, a list of those elected is sent to Federation Chairmen and an announcement of the result made at the Annual Meeting. The Officers (NFWI Chair*, Honorary Treasurer, and two Vice Chairmen) are elected by the Board of Trustees at a special board meeting held annually, and prior to the Annual Meeting. Federations and WIs are notified of these results at the Annual Meeting and through a series of notifications, including email, national mailing and social media posts.

The Board of Trustees meets four times a year; in March, June, September and November.

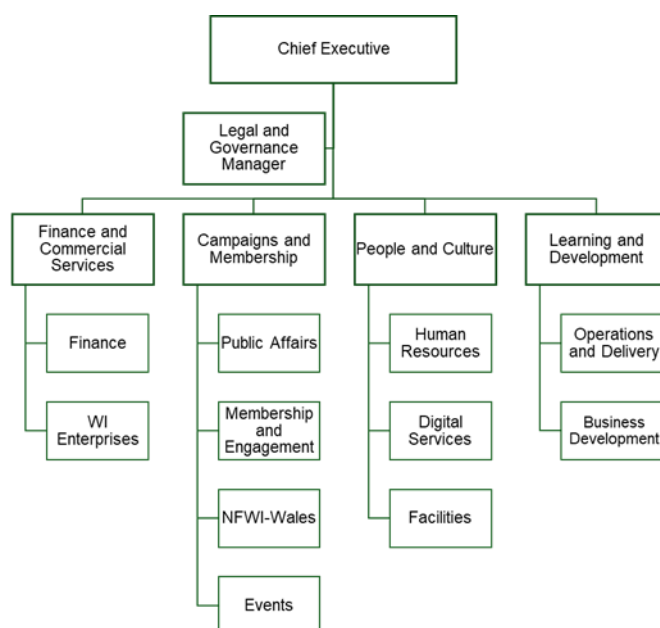
** Please note that we use Chair at national level (plural Chairmen) and Chairman at federation level (unless notified otherwise).*

NFWI STAFF

Melissa Green, NFWI Chief Executive is in overall charge of the resources and staff of the NFWI, including Education & Training and the Wales offices. She leads a team of Directors and senior staff comprising:

Director of Finance & Commercial Services	Edward Adomako
Head of NFWI Wales	Rhian Connick
Head of Digital Services	Jason Douglas
WIE Ltd Group Manager	Carlos Fialho (Interim)
Director of Campaigns & Membership	Emma Holland-Lindsay
Director of Learning & Development	Anupreet Jeetun
Director of People & Culture	Karen Lake
Head of Membership and Engagement	Joanna Rayner

The following diagram illustrates which teams report into each Director.



See **Appendix A** for a full list of staff, responsibilities and contact details. A staff list also appears on the NFWI website.

NFWI COMMITTEES AND WORKING GROUPS

Appointments are for one year start from the first committee meetings after the NFWI Annual Meeting. A list of those invited to serve on NFWI committees and working groups for the current year is sent to federations in July each year. The NFWI maintains a register of members (talent pool) who have expertise and interest in different aspects of the charity's work. These individuals, who have given permission for their details to be held, are contacted as and when national projects come up which they may be interested in being involved in. This list is revised annually.

CONTACT DETAILS

THE NFWI HEADQUARTERS

104 New Kings Road
London
SW6 4LY
Tel: 020 7371 9300
Email: hq@nfwl.org.uk
Website: www.theWI.org.uk

NFWI WALES OFFICE

33 Cathedral Road
Cardiff
CF11 9HB
Tel: 02920 221712
Email: walesoffice@nfwl-wales.org.uk

NFWI/ DENMAN TRUST OXFORDSHIRE OFFICE – EDUCATION AND TRAINING TEAM

The Lambourn
Wyndyke Furlong
Abingdon
OX14 1UJ
Tel: See **Appendix A** for contact details
Email: wilearninghub@nfwl.org.uk

All office opening hours are 10am – 4pm, Tuesday to Thursday. However, staff remain contactable by email and phone 9am – 5pm, Monday to Friday.

IMPORTANT PUBLICATIONS

Mailings

The NFWI shares information to members by way of national mailings three times a year (or four times in an election year). The March mailing is shared in hard copy, and the July and November mailings are shared as digital mailings. The January mailing in an election year is shared digitally.

The NFWI also shares important information with federations and WIs (via federations) by way of a weekly email sent to all Federation Secretaries. Federation Secretaries are asked to distribute these weekly mailings as appropriate.

Constitution

The governing documents (articles and constitutions) for all levels of the organisation can be found on My WI under **Essential information - The WI constitution**.

Both the Chief Executive and the Legal & Governance Manager are able to offer advice/ guidance on any constitutional or charity-related legal or governance queries that federations may have, though advice may be to seek further independent professional guidance depending on the nature of the query and particularly for specific case work.

The Chief Executive and the Legal & Governance Manager also oversee the election, appointment & co-option of trustees to the NFWI board.

WI Handbook

The WI Handbook can be found on My WI under **Running your WI – WI handbook**. The WI Handbook is produced and updated by the Membership & Engagement Team. This handbook covers the different elements of being a WI member, setting up and running a WI. This includes the role of the WI officers, recruiting and retaining members, and dealing with affairs across the organisation. This is available as an electronic document however there is also a black and white version available to download and print that can be edited for accessibility needs. For example, you can increase the font size, change the colours or print sections as needed. *Please note the content of the handbook must not be edited.*

These publications are essential for the continued good governance of the WI.

MISCELLANEOUS FEDERATION PUBLICATIONS (TO BE SHARED WITH NFWI)

Federation Secretaries are asked to:

- Send two copies of all resolutions passed at Federation Annual Council or Extraordinary meetings to the NFWI Chief Executive
- Inform the NFWI Chief Executive of any by-laws passed or rescinded at Federation Annual Council or Extraordinary meetings
- Send a copy of the federation's audited annual accounts and balance sheet to the NFWI Director of Finance & Commercial Services as soon as they are available
- Update the MCS and inform the Legal & Governance Manager of any changes in the Federation Officers to ensure that mailing lists are kept up to date
- Email one copy of federation newsletters to the Legal & Governance Manager
- Send one copy of federation handbook/ yearbook to the NFWI Chief Executive
- Inform the NFWI Chief Executive of any Serious Incident Reports submitted by the federation
- The above also applies to Welsh federations who are asked, in addition, to send copies to the Wales Office.

FEDERATION EVENTS

If federations require the NFWI Chair or any other NFWI trustee to speak at or visit any federation event, they should contact the Legal & Governance Manager who will then process the invitation as appropriate. Please note that federations will be required to cover any travel and accommodation expenses incurred by the NFWI trustee and an invoice will be sent for the appropriate amount to the federation following the trustee's visit.

NFWI ANNUAL MEETING

Notices in connection with the NFWI Annual Meeting are sent directly to all WI Secretaries and federations in March and July.

Federation Representatives: each federation has two representatives at the NFWI Annual Meeting, the Federation Chairman and Treasurer (or an appointed Deputy). A third place is always issued to the federation for the Federation Steward, which is typically the Federation Secretary.

Attendance: WI attendance at the NFWI Annual Meeting is by WI Link Delegates and currently, each WI Link Delegate represents four WIs. This ratio is set by the NFWI board each year and so federations should await confirmation each year before allocating delegates. *For information, the NFWI board has agreed this delegate ratio for 2025, 2026 and 2027 Annual Meetings.*

NATIONAL COUNCIL

The National Council consists of the NFWI trustees and all Federation Chairmen and Treasurers (or their appointed Deputies from their federations boards). Federations should always aim to send two representatives to these meetings as this is a key part of the organisation's decision-making processes and the way in which your WIs and federations are represented. It meets formally at least three times in each year, in June (EDI), in September (finance) and October (all other business) and these are currently held as virtual/ hybrid meetings. Papers for meetings are sent directly to members of the National Council, and Federation Secretaries will receive copies for their records. This is a closed meeting and the notes or details of discussions that take place at National Council are not automatically shared with those who did not attend. A series of informal and optional 'ad hoc' National Council sessions are also offered each year and are advertised separately.

FINANCE

WI subscription/ membership fees

WI subscription for the membership year is set annually by the NFWI Board of Trustees in consultation with National Council. It is discussed at the September meeting of the National Council and normally announced in a mailing towards the end of the calendar year and in WI Life. The WI subscription includes membership fees payable to the federation and the NFWI. The full subscription is payable by members in April. New joiners during the year pay the appropriate quarterly rate.

WIs are now also able to choose to utilise the flexibility policy, meaning that they can either charge the full amount of the WI portion of the membership fee, reduce the amount, or waive the WI portion of the membership fee altogether. The same fee must be applied to all members within the WI. The full NFWI and federation portion will remain payable in full.

The NFWI share of membership fees is currently payable to the NFWI by federations at the end of May together with Pooling of Fares contributions for the year. Failure to make this payment will mean that individuals, WIs and federations will not be regarded as members and may not be eligible to access events such as the Annual Meeting. Federations should send subscriptions to the NFWI regularly and at least quarterly. They should send payments in more than one tranche rather than delaying payment if subscriptions have not been received from all WIs. A form to be used by federations to record the subscriptions being paid is available to download from the MCS.

Pro-rata subscriptions for new members in their first year

New members joining the WI who have not previously been a member of any WI in the past year pay a pro-rata subscription depending on the quarter in which they join, as shown in the table below. The federation and NFWI shares are based on the same percentage split. Details of the amounts due each quarter are given in the annual subscription announcement sent to all WIs.

Date of joining	% of annual subscription payable
1 April - 30 June	100%
1 July - 30 Sept	75%
1 Oct - 31 Dec	50%
1 Jan - 31 March	25%

There is no pro-rata rate for multi membership, which will be the entirety of the WI portion (if this has been applied) at any time during the year.

New WIs keep all of the subscription paid by their members in the membership year of formation.

Financial transactions with the NFWI, WI Enterprises Ltd and Denman

The Finance Team normally sends invoices and monthly statements by email to the federation office. Payments to federations are made by BACS and remittance advice notes are also emailed. These should be paid within 30 days.

DIGITAL SERVICES

The Digital Services Team is happy to offer advice and guidance on our websites, including updating federation pages. They also support the organisation with GDPR/ Data Protection compliance, and queries related to data protection can be sent to dataprotection@nfwl.org.uk

Membership Communications System (MCS)

The MCS is a database holding WI members' names, addresses and positions across the WI. Access is restricted to only those who have been given a username and password. The details on the MCS are for internal use only and are primarily used by the NFWI to send WI Life magazine, voucher booklets and NFWI national mailings to members. Access to My WI also uses the MCS. Each WI is encouraged to have an MCS Representative, responsible for maintaining the records of those within their WI. Federations must appoint an MCS Co-ordinator, responsible for keeping records updated.

The MCS operates in the strictest compliance with the Data Protection Act (2018) and it is imperative that no member should receive any approaches from a third party against her wishes. The details on the MCS are strictly confidential and must not be shared with any third party, unless this has been agreed with members. Please note the NFWI board continues to be committed to not selling the data to other organisations.

Keeping the MCS secure is the responsibility of all those who have access to the records. When federation MCS co-ordinators are allocating usernames and passwords they should ensure that only one MCS Rep is created per WI and they must be confident that the person requesting access is a member of that WI.

Access to the system for federation MCS Co-ordinators can be obtained from the NFWI Facilities Manager. WI MCS Reps can obtain a username and password from their federation office. If the MCS Rep is already a member of My WI she will already have an MCS account and will simply need to be granted the "MCS Rep" position via the MCS.

For further information or help regarding the MCS please contact NFWI Facilities Manager.

thewi.org.uk

This is the NFWI external-facing website containing information on all areas of the organisation and is likely to be the first online resource accessed by women wanting to join the WI.

Every federation and WI has its own section on the NFWI website, which contain, at the very least, core information about it, such as contact details and location. Federation Web Editors are responsible for maintaining and updating the content on the federation pages, and approving the content on its WI pages. We encourage federations to regularly review and refresh this information.

WI details on the main website are pulled from the MCS, so it's important that MCS Reps keep their meeting venue, dates and times up-to-date in the system.

The Federation Web Editor can be combined with the Federation Secretary role, or allocated to another member of federation staff or volunteer from within the federation. A federation can also have multiple Web Editors.

Both the NFWI website and My WI link to external social networking websites such as Facebook and X where news and events are posted on a regular basis and members and non-members can discuss issues with followers from across the UK – and beyond.

The Web Editor training manual, <https://manual.thewi.org.uk> provides further support and training for the Squiz Matrix website content management system (CMS), which is used to maintain and edit content on federation and WI pages.

mywi.thewi.org.uk

My WI contains information on all areas of the organisation and will prove invaluable to Federation Secretaries. My WI is available to all WI members, as well as federation staff. Members should ensure they have a valid email address listed in the MCS if they wish to access the system.

prospects.thewi.org.uk

The Prospects system allows federations and the NFWI Membership Team to track the journey of prospective new members, from initial inquiry through to them hopefully becoming a WI member. The link to Prospects is: <https://prospects.thewi.org.uk/Identity/Account/Login?ReturnUrl=%2F>

Users can login with their My WI details. Federations request new users to be added to Prospects by contacting membership@nfwl.org.uk

PUBLIC AFFAIRS

The NFWI Public Affairs Team carries out much of the NFWI's research, campaigning and project work. The department aims to support the NFWI's strategic vision to be a bold voice representing all women and the communities in which they live and works to turn members' concerns into campaigns and achieve the aims and goals set out in the resolutions.

The department aims to increase the influence of the WI on legislators, opinion-formers and public at large with regards to local, national and international issues based on NFWI resolutions, to support members to take action on the campaigns, and to maintain the position of the WI as a respected voice of reason, integrity and intelligence.

Resolutions

Every issue that the NFWI campaigns on stems directly from a resolution put forward by members and adopted at the NFWI Annual Meeting. WI members have a unique opportunity to turn a concern into a national campaign every year, backed by the whole of the WI. The Public Affairs Team runs the annual resolutions process. Through a year-long process, members suggest, shortlist and vote on current issues that are important to them. Each year, delegates at the Annual Meeting hear from expert speakers, debate and ultimately cast votes on behalf of WIs for or against resolutions. Those that receive the required majority become mandates and form the basis of new national campaigns.

A resolution is a call for change on a current issue in society. Once a resolution has been adopted at the Annual Meeting, the Public Affairs Team turns it into a campaign. Through national and local campaigning, members play a key role in achieving change on important issues. Any WI or federation can submit a resolution, as long as it has been voted on and approved by members of the WI or federation.

The resolutions process usually starts in July each year. The department produces resources for members to support each stage of the resolutions process. These are available on My WI and the WI website.

Notes on Annual Meeting resolutions: printed notes are issued (free of charge) and are sent out in March to all WIs, federations and WI Advisers with the Annual Meeting second notice. The notes are also made available to all members on My WI. A range of other resources are also available including quizzes, PowerPoint presentations and video content.

For more information visit <https://www.thewi.org.uk/campaigns/resolutions> or contact Public Affairs on pa@nfwl.org.uk

MEMBERSHIP & ENGAGEMENT

The Membership & Engagement team manages the organisation's strategic aims around the recruitment and retention of members, provides marketing and membership support to the organisation, and promotes improved internal communications between the NFWI, federations and WI members. The PR team, overseeing all matters relating to social media, press and branding, also sits within the Membership and Engagement team.

The Membership & Engagement Team administers the following:

- Packs for new members, new WIs and recruitment
- The formation and review of membership policies including:
 - The NFWI Equality, Diversity and Inclusion Policy
 - The NFWI Complaints Policy
 - The NFWI Safeguarding Policy
- Projects that focus on the retention and recruitment of members
- The formation and support of the different types of WIs including in-person, virtual, workplace, prison and hospice WIs
- Guidance documents for WIs including:
 - The WI Handbook
- The Federation Formation Assistance Scheme with the support of the Finance Committee – created to give federations extra financial assistance to aid the formation of new WIs
- Development and distribution of NFWI promotional materials
- NFWI Supporter Scheme
- All membership enquiries received by the NFWI
- WI formations/suspensions/ enlargements
- WI Advisers' re-appointments and general WI Advisers' administration
- Support for Federation Membership Chairs
- Administrating the NFWI's social media channels
- Creating news releases and responding to requests from the media

- Producing the NFWI Annual Review
- Producing the WI highlights videos
- Updating guidelines and responding to queries regarding the logo, visual identity and branding, style guide and recruitment
- Updating the NFWI blog
- Creating and sending out the external monthly newsletter
- Hosting the NFWI podcast

Formation, suspension, enlargement and re-formation notification e-forms are available in the WI Adviser's section on My WI and can be found in the Federation Team - Federation Roles - WI Advisers area. Once completed the forms are emailed directly to the Membership & Engagement team for action.

The NFWI makes all relevant changes to the status of WIs on the MCS once notification is received; however, federations are responsible for all additions and amendments to WIs on the NFWI website.

For queries related to any of the above administered projects, email membership@nfwl.org.uk or see **Appendix A** for the full staffing and contact list.

HUMAN RESOURCES (HR)

The department's aim is to engage with staff on all employment issues to enable them to perform at their best and feel supported when they need it. The staff team work under a hybrid working arrangement to ensure the NFWI are a flexible, inclusive and a relevant employer.

The HR Department offers a generalist people-led service working across all areas of the employment life cycle from recruitment, contracts of employment, onboarding, training and development, performance management, flexible working, family related support, wellbeing and mental health support, payroll, conflict management, and exiting strategies. The team also offers general employment advice to federations and are happy to share any tools or information on people processes and policies, but it cannot support specific case work. Federations are encouraged to seek professional independent advice to support them in this area.

WI ENTERPRISES LTD. (WIE)

WIE is the trading company of the NFWI and exists to generate a profit through its commercial activities which is donated to the NFWI at the end of each financial year. This money is then used to help fund the organisation's aims and activities and minimise membership subscription increases.

One of the key areas covered by WIE is to produce the membership magazine of the NFWI, WI Life, and this is wholly co-ordinated from the offices at 104 New Kings Road, London, though the magazine is printed and distributed externally.

WIE oversees the production of the WI diary, stationery and retail products from head office, though items are stored and orders fulfilled by an external company. They also play a fundamental role in organising any major sponsorship deals for the benefit of members and is heavily involved with the development of branded products and commercial partnerships, for example Hobbycraft, Gardners books, Teemill and Fred. Olsen.

Furthermore, the company co-ordinates the NFWI annual raffle and WI lottery, which is run to generate funds for the NFWI, federations and WIs.

NFWI WALES

NFWI Wales encourages federations in Wales to participate and supports them in a programme of community projects, cultural activities and training. It seeks to build on the particular needs of a bilingual Wales and the opportunities that arise.

It considers public issues of concern to Wales and represents its views to the Welsh Government (the Senedd) and other decision makers. Its representation on national organisations enables the WI to influence policies at the highest level. It is the voice and the public face of the WI in Wales.

It provides advice and guidance to federations and an effective two-way communication is facilitated through the Federations of Wales Committee and Annual Conference.

DENMAN TRUST AND EDUCATION

The Denman Trust Board exists to provide overarching management and direction to the Denman Trust and make recommendations, through the NFWI Finance Committee, to the NFWI Board of Trustees which operates as the Corporate Trustee of the Denman Trust. The Denman Trust is a separate charitable entity with one core charitable objective relating to the provision of education for WI members.

A new educational model that offers WI members access to free education was launched in January 2024 and has been developed to ensure the continuity of the charitable objectives of the Denman Trust. It includes various components including fundraising, sponsorship, commercial activity, investments, the federation grant scheme and an online learning platform. All these components will take off at various stages on this new and exciting journey with the NFWI, to ensure that members and volunteers have access to a comprehensive and coherent educational offering.

The Denman Trust Board is supported by the Learning & Development team, the Education Advisory Group and the Denman Trust Grant Scheme Panel. For more information visit the website at <https://learninghub.thewi.org.uk/at-home/>

The Education Committee contributes to the development and implementation of the educational activities of the charity by driving forward a diverse range of learning opportunities for members and volunteers, ensuring that the NFWI meets its strategic objectives. With the support of the Education Advisory Group and the Learning & Development team, the committee works to equip learners with the freedom and control to learn anywhere, through friendly experts, guidance, socialisation, interaction or collaborations.

WI Learning Hub

The Hub offers a rich variety of learning experiences for WI members and non-members, bringing together a joined-up feel to education across the WI. The Hub is based on four key principles and offers a learning journey that is accessible, flexible and inclusive; empowering all women and girls to reach their goals, regardless of their learning adventure.

1. To offer a variety of accessible and inclusive learning experiences, reflective and relevant to women at all stages of life.
2. To provide a flexible learning pathway that propels women into pursuing their passion, skills or academic goals, empowering women to increase their self-worth, confidence and reach their full potential.
3. To be a bold leading force in making learning and development convenient, safe and attractive for women, expanding knowledge and understanding both within the WI and society.
4. To grow a modern, non-judgmental and inspiring learning environment which captures interest and elevates knowledge, skills and confidence for all women.

To access resources and information about training offered through the Learning Hub, including the mandatory Federation Trustee and WI Adviser training, please refer to the Federation Secretary and Trustee Resource page. Click [here](#).

NFWI REPRESENTATION ON OTHER ORGANISATIONS

NFWI Annual Review, available from the NFWI website, contains a complete list of NFWI representation in various outside organisations.

APPENDICES

- A Full staff list including contact details
- B Keeping records – timing
- C Duties of Company Secretary
- D NFWI Charter

APPENDIX A

SENIOR STAFF TEAM			
Melissa Green	Chief Executive		m.green@nfwi.org.uk
Edward Adomako	Director of Finance & Commercial Services		e.adomako@nfwi.org.uk
Rhian Connick	Head of NFWI Wales		r.connick@nfwi-wales.org.uk
Jason Douglas	Head of Digital Services		j.douglas@nfwi.org.uk
Carlos Fialho	WIE Group Manager (Interim)		c.fialho@nfwi.org.uk
Emma Holland-Lindsay	Director of Campaigns & Membership		e.holland-lindsay@nfwi.org.uk
Anupreet Jeetun	Director of Learning & Development		a.jeetun@denman.org.uk
Karen Lake	Director of People & Culture		k.lake@nfwi.org.uk
Joanna Rayner	Head of Membership & Engagement		j.rayner@nfwi.org.uk
OXFORDSHIRE OFFICE			
Anupreet Jeetun	Director of Learning & Development	01615230 602	a.jeetun@nfwi.org.uk
Helen Neal	Business Development Manager	01615230 604	h.neal@nfwi.org.uk
Vaishnavi Pawar	Business Development Officer		v.pawar@nfwi.org.uk
Kelly Mauger	Education Operations Manager	01615230 603	k.mauger@nfwi.org.uk
Michelle Branch	Education Operations Officer	01615230 598	m.branch@nfwi.org.uk
Dominique Walravens	Customer Support Assistant		d.walravens@nfwi.org.uk
Emma Stenning	Committee Administrator		e.harker@nfwi.org.uk
WALES OFFICE			
	Tel: 02920 221712	Ext:	
Rhian Connick	Head of NFWI Wales	2037	r.connick@nfwi-wales.org.uk
Sarah Thomas	Public Affairs Officer	2047	s.thomas@nfwi-wales.org.uk
Lisa Howells	Events Co-ordinator	2039	l.howells@nfwi-wales.org.uk
Kelly Rosser	NFWI Events Executive	2043	k.rosser@nfwi-wales.org.uk
LONDON OFFICE			
	Tel: 020 7371 9300	Ext:	
Melissa Green	Chief Executive	2010	m.green@nfwi.org.uk
Kerri McGarvie	Legal & Governance Manager	2022	k.mcgarvie@nfwi.org.uk
Jules Storer	Events Assistant (mat cover)	2003	j.storer@nfwi.org.uk
Joanna Rayner	Head of Membership and Engagement	2028	j.rayner@nfwi.org.uk
Vicky Constantine-Foster	Membership Operations Manager	2004	v.constantine-foster@nfwi.org.uk
Francesca Pal	Membership Support Officer	2020	f.pal@nfwi.org.uk
Juliet Isherwood	Membership Development Manager	2014	j.isherwood@nfwi.org.uk
Charlotte Maughan	Membership Assistant	2021	c.maughan@nfwi.org.uk
Jason Douglas	Head of Digital Services	2006	j.douglas@nfwi.org.uk
Alexandra Taufmann	Digital Content Editor	2033	a.taufmann@nfwi.org.uk
Olivia Li	Digital Assistant	2032	o.li@nfwi.org.uk
Emma Holland-Lindsay	Director of Campaigns & Membership	2011	e.holland-lindsay@nfwi.org.uk
Aanchal Mann	Campaigns & Public Affairs Manager	2019	aanchal.mann@nfwi.org.uk
Tobias Arnø	Public Affairs Administrator	2002	t.arno@nfwi.org.uk
Edward Adomako	Director of Finance & Commercial Services	2001	e.adomako@nfwi.org.uk
Thasha Ravennaath	Senior Finance Officer	2027	thasha@nfwi.org.uk
Erika Kaic	Finance Officer	2015	e.kaic@nfwi.org.uk
Kala Ratnakumar	Finance Officer	2026	k.ratnakumar@nfwi.org.uk
Dawn Kent	Finance & Data Protection Support Officer	2009	d.kent@nfwi.org.uk
Karen Lake	Director of People & Culture	2016	k.lake@nfwi.org.uk
Andrea Mitchell	Lead HR Officer – Policy and Engagement	2031	a.mitchell@nfwi.org.uk
Katie-Niamh Meehan	HR Coordinator	2013	k.meehan@nfwi.org.uk
Latel Monks	Facilities Manager	2024	l.monks@nfwi.org.uk
Kate Robinson	Central Secretariat Assistant	2030	k.robinson@nfwi.org.uk
Carlos Fialho	Interim WIE Group Manager	2008	c.fialho@nfwi.org.uk
Megan Buffoe	Editorial Assistant	2005	m.baffoe@nfwi.org.uk
Shirley McGlynn	Display Sales Executive	2023	s.mcglynn@nfwi.org.uk
Ian Armstrong	Interim Display Sales Executive	2029	i.armstrong@nfwi.org.uk
Colm Cousins	Classified Sales Executive		c.cousins@nfwi.org.uk

KEEPING OF RECORDS – TIMING

The NFWI has obtained expert advice on the keeping of records and it is suggested that the following might be used as a guide:

(1) County/Island Federation records

Signed Rules	Permanently
Board of Trustees committee minute book (if sub-committee reports are incorporated in board minute books, sub-committee minute books need not be kept for longer than three years after the last entry)	Permanently
Council Meeting minute book	Permanently
Registration certificates (Charity Registration)	Permanently
Insurance policies	Permanently or until expired. It is advisable to keep employer's liability certificates permanently since claims can be made many years after exposure to health problems.
Financial and accounting records	6 years plus the current year
PAYE, Tax and National Insurance records (including everything that is required in an employee's payroll record)	6 years plus the current year
Lease	Permanently or until expired
Scrapbook or other record of events	Permanently
Committee correspondence	2-5 years
WI files	Sort each year, only keeping record papers, WI Adviser reports and recent correspondence
Federation panel of speakers	Keep correspondence re current panel and correspondence when first inviting speaker to serve on panel; destroy remainder each time a new panel is published
Events	Destroy one year after completion, keeping a scrapbook or a single file or specimens of printing, notices etc., the report and financial statement
NFWI circulars etc.	Current year; print out any permanent notices and file according to subject, e.g. Rulings
Correspondence with County Council, LEA and other outside organisations – important papers	10 years or permanently
Correspondence with County Council, LEA and other outside organisations – current correspondence	2 years

Staff records	Varies – seek advice from the NFWI HR Department
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(2) WI Records

Signed Rules	Permanently
Minute Book	Permanently
Record Book	Permanently
Annual Reports	Permanently
Financial Statements & Account Book	7 years
Registration Certificates (Charity Registration etc. where applicable)	Permanently
Insurance Policies (if applicable)	Permanently or until expired
Lease (if applicable)	Permanently or until expired
Scrapbook	Permanently
Correspondence with federation and NFWI about Rulings or other fundamental matters affecting the running of the WI	5-10 years as applicable
Arrangements for WI programme and special events etc.	1 year after completion
Federation monthly letters of news sheets	Current year and one year back
All trivial correspondence	Our recommendation is to destroy on a 6 monthly basis, however please agree a system that will suit your circumstances.

DUTIES OF A COMPANY SECRETARY

Under the Companies Act and the federation constitution, incorporated federations are not required to have a Company Secretary; however they may choose to appoint one.

If a Company Secretary is appointed, they are an Officer of the company and, together with the Directors, may be held responsible for ensuring compliance with the provisions of the Companies Act.

The specific duties of the Company Secretary are not defined in law but might typically include the following:

- Maintaining the statutory registers, i.e.
 - Register of Members
 - Register of Directors and Secretary
 - Board / Committee meeting attendance record
 - Committee minute book.

- Ensuring that the company files statutory information promptly with Companies House, including
 - Annual report and accounts
 - Annual return
 - Changes of Directors / Secretary and of their details.

- Providing members and Directors with notice of meetings and keeping minutes of all proceedings and general meetings.

NFWI CHARTER

1. Introduction

This document outlines the principles of the partnership between the NFWI and its members, and explains what members can expect from being part of the NFWI. It also outlines what NFWI staff can expect from members. This is a living document and will be regularly reviewed to ensure it reflects feedback from members and changes to resourcing at NFWI.

The WI is based on the ideals of fellowship, truth, tolerance, and justice. In all that we do, members and staff are expected to demonstrate and operate within these values.

2. Principles

The partnership between the NFWI and its members is based on the following five principles.

2.1 Support

The three tiers of the NFWI (WI/federation/NFWI) exist to ensure all members are effectively supported and can get the very best from their WI experience. This relationship is one of partnership and shared purpose. All members should feel able to contact the NFWI for advice and guidance.

2.2 Feedback

All members, at any level of the organisation, should feel able to share views, comments and feedback on their experience, and this is actively encouraged to support the ongoing development of the organisation and a culture of continuous improvement. Feedback will be received in an open and constructive manner, with formal follow up as appropriate.

2.3 Structure

The NFWI has a three-tier federated structure to ensure effective and timely support is available. WI-specific enquiries should be directed to the relevant federation in the first instance. These will then be escalated to the NFWI if necessary.

2.4 Communication

All views, comments and feedback should be shared respectfully and appropriately and within the values of the NFWI.

Members can phone, write or email to share their feedback. NFWI staff have individual email addresses, but there are also a number of general email addresses (listed below) if you do not know the name of the staff member you wish to contact.

2.5 Respect

All members and staff have the right to respect and to feel safe. Offensive or disrespectful behaviour will not be tolerated and may end in disciplinary procedures (staff) or barring of an individual from contact with the NFWI (members). The same is true for members, who will always be treated with respect and courtesy whenever they contact NFWI; the relationship is one of mutual respect and tolerance.

3. Response

The NFWI operates a target response time for all enquiries received. This is outlined below. This response time is published for transparency and to manage expectations. This is the standard that members can expect and are entitled to challenge this if necessary. Individual NFWI staff teams operate

target response times which vary based on the capacity of each team and the average volume of enquiries received.

Whilst the NFWI aims to provide an immediate response to last minute requests when it can, this will not always be possible. Where information is required and this is known in advance, we ask that you provide as much notice as possible. If an enquiry is an emergency then this should be directed by phone to the NFWI London office (0207 371 9300).

With enquiries on behalf of multiple individuals, such as those from a whole WI or a WI Committee, we ask that the enquiry is sent only once. Multiple enquiries from different individuals on the same topic can slow down our ability to respond to enquiries within our agreed timescales.

4. Response times

The NFWI aims to respond to all enquiries – regardless of the method of communication – within 10 working days of receipt. Please note that hard copy letters may take several days to reach the NFWI (all letters are date stamped on receipt).

All emails sent to our generic email addresses (see list below) will receive an automatic acknowledgement so that it is clear that the email has been received. All enquiries will be responded to via email or phone, unless the nature of the response requires a hard copy reply.

5. Resources

This Charter must be read alongside the following NFWI policy/guidance documents:

- NFWI Code of Conduct
- NFWI Complaints Policy
- NFWI Equality, Diversity and Inclusion Policy
- NFWI Social Media Code of Conduct

6. Contact us

If you would like to contact us about this document please email membership@nfwl.org.uk, call 0207 371 9300 or write to us at NFWI, Membership and Engagement Team, 104 New Kings Road, London, SW6 4LY.

You can also use the following email addresses as needed:

Department	Email address
Legal & Governance Manager	boardsecretary@nfwl.org.uk
Complaints	complaints@nfwl.org.uk
Data protection	dataprotection@nfwl.org.uk
Digital Services	mywi@nfwl.org.uk
Education Team	wilearninghub@nfwl.org.uk
Education Committee/ Denman Trust Board	educationcommittee@nfwl.org.uk
Events	events@nfwl.org.uk
Finance	fd@nfwl.org.uk
Chief Executive	m.green@nfwl.org.uk
Human Resources (HR)	hr@nfwl.org.uk
Membership and Engagement	membership@nfwl.org.uk
NFWI Wales	walesoffice@nfwl-wales.org.uk
Public Relations (PR)	pr@nfwl.org.uk
Public Affairs	pa@nfwl.org.uk
Resources	hq@nfwl.org.uk
WI Enterprises and WI Life	wilife@nfwl.org.uk

7. Updating this document

This document is under continuous review and will be updated annually or as required. Any updates will be communicated to federations, who should cascade this information on to WIs.

Version	Date created	Last review date	Next review date	Document author
1	February 2022	N/A	February 2023	Membership and Engagement Team