



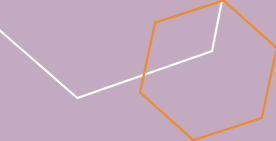
# JVN ANNUAL REVIEW 2018



**The Queen's Award  
for Voluntary Service**

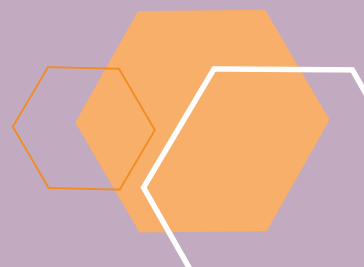
*The MBE for volunteer groups*



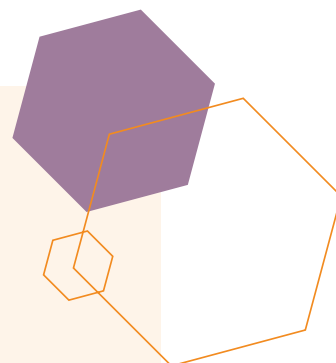


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## WHO WE ARE



### Our Vision:

Every person, regardless of age, gender, ability and personal circumstance, is **empowered** and **encouraged** to volunteer, thereby enhancing the fabric of the charity sector and the local, Jewish and wider communities.

### Our Values:

- We promote volunteering to all
- We apply the highest standards of integrity and transparency to all aspects of our work, acting ethically in all we deliver
- We are guided as a charity by the imperatives of Tikkun Olam (Repairing the World) and Gemilut Chassadim (Acts of Loving Kindness)
- We work respectfully across all communities
- Volunteering should be a positive, safe and rewarding experiences for all

### Our Ambition:

To become the number one volunteering place and space for the Jewish and wider community

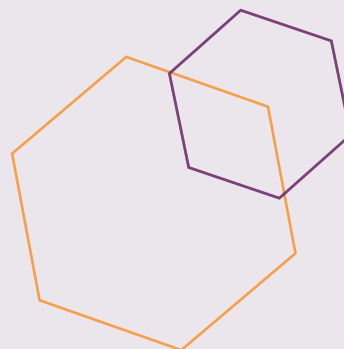
**Name of Charity:** Jewish Volunteering Network (JVN)

**Charity Registration Number:** 1130719

**Company Registration Number:** 06826136

**Address:** Wohl Campus for Jewish Education, 44a Albert Road, London, NW4 2SJ

# JVN PEOPLE



## Trustees:

David Lazarus – Chairman  
 Rosalind Preston OBE – President  
 Claudia Fetterman – Treasurer  
 Daniel Levy – Life Patron  
 Laurence Field  
 Professor Margaret Harris  
 Michael Hilsenrath  
 John Sless  
 Richard Werth

## Staff:

Leonie Lewis MBE – Director  
 Lia Bogod – Deputy Director and Head of Volunteering  
 Katie Axelrod-Harash – Fundraising Manager  
 Jo Bean – Marketing & Communications Manager  
 Caroline Collins – Volunteering Department Administrator  
 Lesley Gordon – PA to Director and Events Coordinator  
 Mike Silverstone – Volunteer Projects & Communications  
 Rachel Ucko – Engagement Coordinator

## Office Administration and Support Volunteers:

Mike Boda – IT Manager  
 Rita Fischer – Volunteering Department Administrator  
 Doreen Morris – Supported Volunteering Programme Coordinator  
 Colin Stodel – Ambassador  
 Diana Wolfin – Turning Point Project Coordinator

## THE IMPORTANCE OF MEASURING IMPACT

**An Annual Review is an opportunity to reflect on achievements and challenges over a given year. In collating and presenting the information for this year's review I wanted to take the opportunity to evaluate our work in a more systematic way. Like most charities we obtain feedback through traditional routes, conversations, surveys, focus groups and evaluation forms when appropriate. But to begin to really get to understand how we are doing we need to measure our work against the agreed vision and mission.**

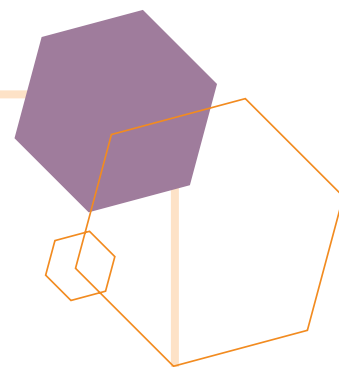
Impact measurement is increasingly de rigueur in the sector, not because it's fashionable but because it is increasingly important to demonstrate value and success against agreed objectives.

To that end this review has some projects/activities written up to describe the impact they have or are making. Over the ensuing years Impact Measurement will become a critical feature of our work. Feedback and research, particularly in the form of The Jewish Experience in London report<sup>1</sup>, highlighted the value of our work and informed us of the need to concentrate more on the volunteers and their journey. It noted that the website and social media are key

components for our work, but that word of mouth (inviting someone to volunteer) was almost just as important.

JVN trustees and staff must best assess and evaluate performance in order to make decisions about future activity. Therefore, understanding impact is vital. But too often we measure our outputs rather than linking activity to the impact it has made. To understand this better, the following example is used: Delivering 2,000 vaccinations in a year is a commendable output. But did it lead to a disease being eradicated, thereby improving the lives of people in a region by a substantial measure? Has it eased the burden on the health service in that region? This type of impact is arguably harder to measure, but undeniably more meaningful as supporters and investors seek out the 'so what' when examining charity outputs.

Impact measurement has now become an increasingly important activity for our sector. JVN is asking: How do we make impact measurement and evaluation part of our activity? JVN is beginning to focus on this area and will be holding its annual Conference on impact measurement, where we will discuss impact made by volunteers in our sector and how this affects positive change.



In this Annual Review you will see a slight change on how we report our activities and programmes as we begin to understand how we best demonstrate impact. We use the model adapted from the W. H. Kellogg Institute. Its focus is outlined here:

**Inputs – Activities – Outputs – Outcomes – Impact.**

Therefore, for several programmes, some featured here, we have begun to collate the outputs (numerically quantified), suggest some outcome indicators and determine an overall assessment of impact.

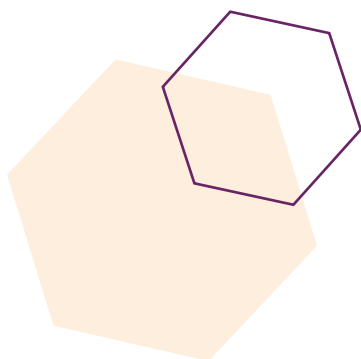
This has meant for JVN that we must concentrate on 3 key areas:

- What are we achieving?
- How do we know what we are achieving?
- What are we learning and how can we improve?

As a charity beginning this journey of impact measurement, it is a challenging one. The adage says that what gets measured gets done. As we move through the upcoming year we will aim to become a leading light for the sector in this critical area.

**Leonie Lewis MBE**

JVN Director




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<sup>1</sup> Faith in Society Ltd. The Jewish Volunteering Experience in London: A Report for the Jewish Volunteering Network (Jewish Volunteering Network, London, 2017).

# MESSAGE FROM THE CHAIRMAN

***“Service to a just cause rewards the worker with more real happiness and satisfaction than any other venture of life.”***

– Carrie Chapman Catt, American Women’s Rights Activist

**Often people who volunteer feel they gain as much out of it as – if not more than – the people they help. Volunteers gain a wide range of benefits, such as learning new skills, expanding their social network and decreasing stress levels. This feel-good factor creates a virtuous cycle, whereby people are increasingly driven to engage in volunteering and, in turn, feel a greater sense of achievement and purpose.**

We recognise that there are key groups who will benefit so much from being involved as volunteers. Professor Alan Luks said that if you don’t take up volunteering when you retire it’s like taking up smoking – you will shorten your life expectancy. The reality is that volunteering gives you that sense of purpose and improves your own self-worth.

I say to my children that when they look in the mirror they need to feel genuinely content about the person staring back at them. Volunteering gives you that sense of pride, accomplishment and joy as you reflect on the difference you have made to others.

By giving of yourself, you expand your own sense of self to include others: family, friends, neighbours and the local and wider community, becoming so much more than that individual reflected in the mirror.

After celebrating our 10th Anniversary last September, JVN is now looking forward to our next period of growth. Within the sector there is an increasing demand for volunteers and we are excited to expand into new areas. These range from assisted volunteering in partnership with the local authorities, and our interfaith work with Caritas, through to developing our terrific Ad Hoc Volunteering Squad that responds so enthusiastically when demand is high. Latterly, rehabilitation through volunteering has been a new area of focus.

Loneliness is a nationwide issue and can be addressed through volunteering. People who are lonely, often the recipient of others’ volunteering, are empowered to become givers themselves, creating opportunities for them to meet new people, make friends and gain a deep sense of fulfilment.

Clearly involvement in volunteering is hugely beneficial to society – for both benefactors and recipients. My plea to you is to get involved, spread the word of the invaluable work the JVN does, encourage more people to volunteer and help make a real difference to so many people’s lives!

**David Lazarus**

Chairman of Trustees

## JVN'S YEAR AT A GLANCE



## THE JVN WEBSITE

The JVN website is a critical tool of the charity. It is the heart of our operations and is continually being adapted based on feedback from users. For example, the Research Report<sup>2</sup> noted that more emphasis needed to be placed on the volunteer experience. To that end, over the last year it has once again been modernised and refreshed to simplify the volunteering experience and to target our messaging more

towards volunteers (Fig.1). This has been very well received, driving our volunteer engagement. A separate site for the charities has been created along with a resource bank and additional functions and services with restricted access to Full Members only. We have also launched the JVN mobile App which is aimed at the 20-40 age group and changes have been made to comply with GDPR.

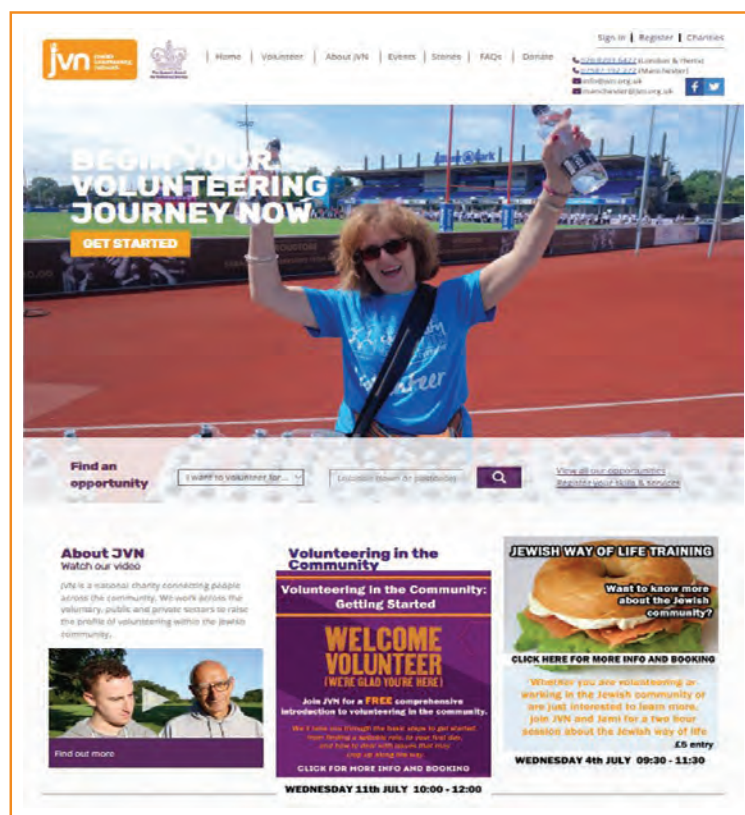


Fig.1: website as appearing June 2018

<sup>2</sup> Ibid., p.19.

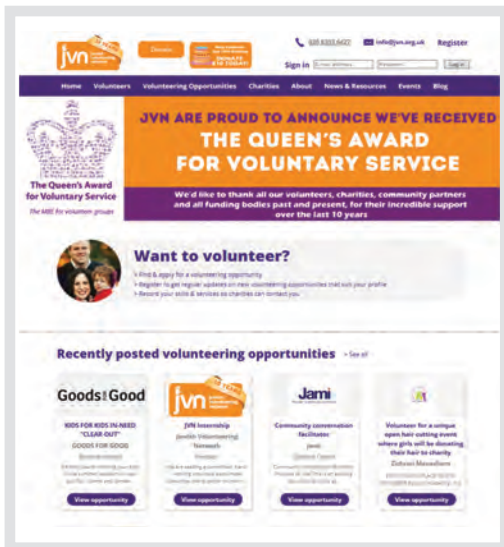


Fig.2: website as appearing June 2017

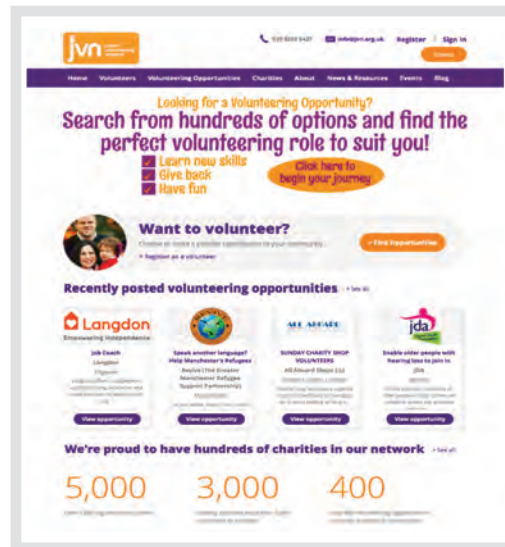


Fig 3: website as appearing June 2016



Fig.4: website as appearing June 2015

## REGISTRATIONS ON OUR WEBSITE

It is clear that the website is successful in fulfilling its core function – that is, driving forward the number of applications to volunteer from individuals to charities. The last 12 months saw a 23% rise on the previous year, representing a continued increase (Fig.5). Despite a 29% decrease in the number of new volunteers registering on the JVN website since June 2017 (Fig.6) we see the 2016/2017 spike as a result of 10th Anniversary and Queen's Award marketing campaigns. The 2017/2018 figures fall roughly in line with our expectations and are still high (over 100 new registrations per month). Since the focus has also been on conversion rate of registrations to applications, this is no cause for concern. Next year's figures will tell us with greater accuracy if there is a downward trend in the number of registra-

tions that we would need to address. It is also important not to conflate the number of registrations with the quality of each registered volunteer's experience. The research report notes that 87% of the people interviewed had a positive experience with the website<sup>3</sup>, and the main reasons given for not seeing through an application after registering were a change in the volunteer's circumstances or a change in the role description or requirements only discovered during the application process.<sup>4</sup>

A larger drop was seen in the number of new organisations registering compared to previous years (Fig.7). This can be attributed to the fact that we believe we had already engaged with the vast majority of Jewish and local charities by the end of the summer of 2017.

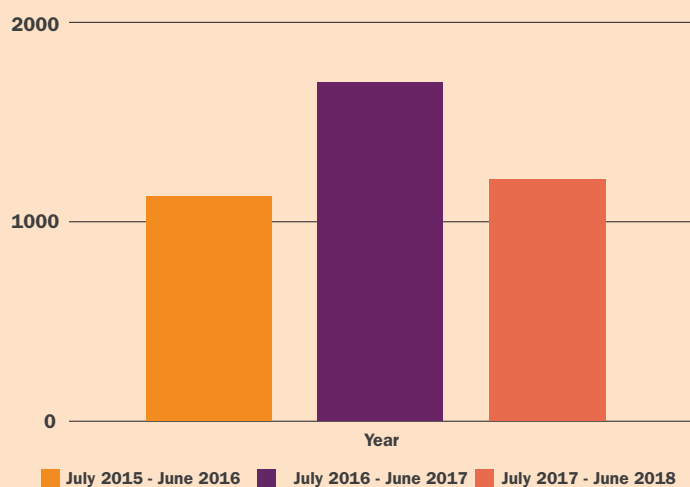


Fig.5: number of applications via the website

<sup>3</sup> Ibid., p.11.

<sup>4</sup> Ibid., p.17.

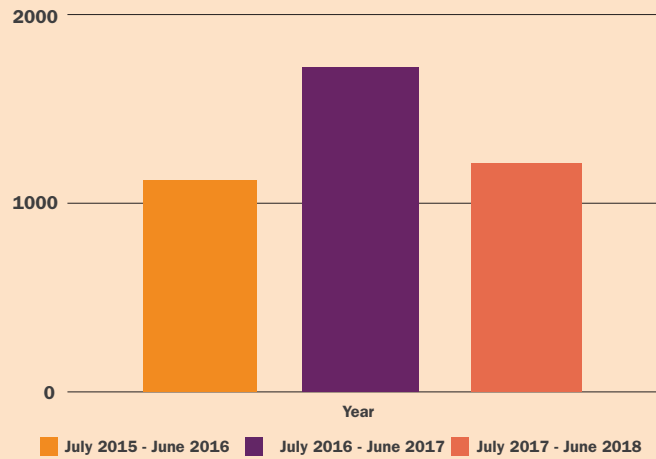


Fig. 6: number of new registrations (individuals)

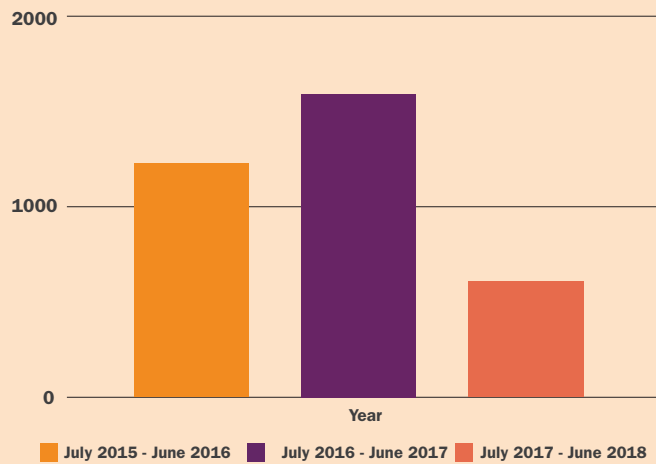


Fig. 7: number of new registrations (organisations)

## CHARITY MEMBERSHIP DEVELOPMENT

Any charity registered with the Charity Commission can use JVN's services by registering on the website and uploading their volunteering opportunities.

JVN runs a membership service in order to provide an enhanced service to those charities that require further promotion and assistance for the recruitment of their volunteers. As a consequence those charities also receive further marketing of their causes which they value very much.

We have two types of membership:

1. Listing Only membership – £25 per year
2. Full Membership – £150 per year

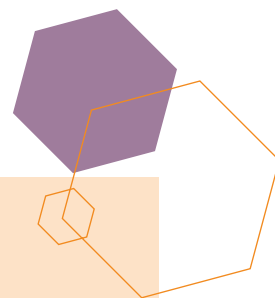
In either case the first three months are a free trial period. The Listing Only membership has a very modest fee and the possibility to upload as many volunteering opportunity as they wish. Charities that opt for a Full Membership service for a higher fee, have unlimited access to the website and on request they can receive other substantial proactive support to maximize their reach to potential volunteers.

Full Membership benefits include:

- Advertisement of a volunteering role
- in a targeted email to the entire JVN database of potential volunteers (c.8,000 email addresses)
- Access to the JVN Ad Hoc Volunteering Squad for one-off assistance, such as at one day events
- Promotion of the charity and volunteering opportunities through our social media channels
- Discounted entrance to JVN training and events
- Use of a dedicated promotion space on the JVN homepage for three weeks per year
- Ability to apply for the JVN Kitemark for Good Practice in Volunteer Management
- Exclusive access to a large range of volunteer management resources, templates and policies
- Exclusive ability to contact those volunteers who have opted in, in order to request specific skills or services.

Other benefits are listed in the membership brochure.

The Full Membership scheme gives charities a better profile among volunteers while at the same time providing JVN a modest ongoing income stream. An increase in staff and resources has made it possible to better promote and deliver this service.



Full Membership is mainly taken out by Jewish charities as we find that non-Jewish charities have a greater pool to draw volunteers from and more free avenues, e.g. volunteer centers. For these and also for other charities who don't wish to pay the Full Membership we have the Listing Only service, which is affordable to any organisation at £25 per year. However, the range is broad in terms of larger, well-known Full Member charities (e.g. Jewish Care) and smaller, lesser-known ones (e.g. British Friends of Reuth). We also have a number of Israel-based charities (e.g. Leket) and, despite what has been said, a number of well-established non-Jewish charities using our Membership services (e.g. the RAF Museum).

*"I just wanted to say thank you to JVN so much for all your help getting us volunteers for our quiz on Sunday. I'm so delighted we joined forces with you – I don't know how we managed before. Thanks once again for your invaluable support."*

**Hayley Sussman,  
Events Manager, MyIsrael**

The vast majority of Jewish charities requiring volunteers are already engaged with JVN. Although Fig.8 shows a slight decrease in charity membership over the last 12 months, this is not a concerning issue as this represents a general flux over time linked to economic uncertainty and pressures within the charity sector and also (as noted in the previous section) a smaller number of new charities to engage with. The membership experience is also a positive one.

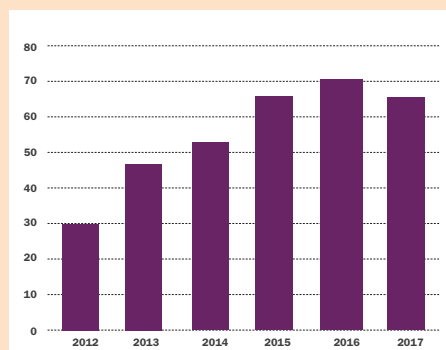


Fig.8: Membership growth 2012-17

*"I have noticed we are having a lot of great responses from our posts on your website. Thank you very much!"*

**Mushka Cohen-Gluck, Enrolment and  
Recruitment Office, Jewish Care**

## TRAINING & DEVELOPMENT

### Output

JVN offered a comprehensive programme of training and development sessions for volunteers and charity professionals alike over the past year. These sessions included Building a Shared Vision between CEOs and Volunteer Managers in Your Charity, our inaugural charity conference. Additional seminars and workshop topics offered included:

- Inclusive volunteer management
- Data protection and compliance with GDPR
- Safeguarding in volunteer management
- How to get started in volunteering
- Volunteering and retirement

**A total number of 15 training sessions were held in 2017**

### Outcome

The training and development is part of our commitment to ensure that volunteers are given the best volunteering experience possible and that volunteer managers are

well-equipped with the knowledge and skills to recruit, manage and recognise their volunteers. We receive constantly good feedback about the training sessions we run and are consistently identifying topics that volunteers and volunteer managers believe are intrinsically useful to their roles. In total, 224 volunteer managers and 94 volunteers attended training sessions over the past year.

### Impact

JVN's reputation as 'a beacon of excellence' in issues relating to volunteering is upheld by the high-quality training and seminars that we offer. We are able to maintain our reputation as an invaluable resource for volunteers and charities, setting the 'gold standard' in our field.

The training sessions also enable us to enhance core aspects of our work, ensuring that volunteering is accessible to everyone and that we are able to effectively support charities by properly managing their volunteers.



*"I really enjoyed your workshop and am now thinking more 'outside the box' about volunteers and their recruitment. We have some wonderful volunteers here at EHRS and my ambition is to get more on board especially by motivating people into action and focussing on their strengths."*

**Val Joseph, Welfare Practitioner,  
Edgware & Hendon Reform Synagogue**

## BESPOKE CONNECTING SERVICE

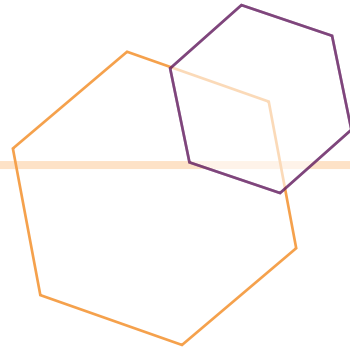
Our one-to-one volunteer sessions are a bespoke service to actively engage individuals in volunteering. These sessions are approximately an hour in length, explaining the benefits of volunteering and the range of opportunities available. We run these sessions in order to cater for those who are struggling to find an opportunity using the website, unsure of what they want to do and/or would prefer more face-to-face contact with JVN. Many of the individuals we meet, particularly senior citizens, feel more connected, more confident about using our website and more positive about their lives following a meeting. Key to the conversation is a discussion

of their skills and experiences, as most want to ensure they are best used in the charity sector while in a role that appeals to their interests and availability. This is backed up by the findings in the research report.<sup>5</sup> Over 100 people have benefitted from these one-to-one sessions since we began the service.

This work has resulted in more people, particularly of the older generation, engaging in volunteering and taking the opportunity to join our Ad Hoc Squad. The sessions also enabled charities to gain volunteers who were specifically suited to their requirements.



<sup>5</sup> Ibid., p.16.



## JVN IN THE NORTH

### Output

Over the past year we have re-connected with charities in Manchester and encouraged them to start using the JVN website to advertise their roles, resulting in around 30 live volunteering opportunities on the JVN website. We also ran a variety of training sessions for volunteers and volunteer managers on topics including:

- Why volunteering is good for you
- Data protection (separate sessions for charities and synagogues)
- First aid training

The Volunteer Managers' Forum in Manchester was also re-established, providing a means for volunteer managers to discuss their 'hot topics'.

JVN has also secured an office space in Prestwich to develop its role in the region.

### Outcome

Overall 75 participants – 60 charity professionals and 15 volunteers – attended JVN training and seminars in Manchester. Similar to what was written about the training sessions above, these sessions helped to improve the volunteers'

experience and ensure volunteer managers are sufficiently 'volunteer ready'.

More importantly, however, our efforts to engage with charities ensure that a wider range of volunteering opportunities can be offered to volunteers from a wider array of organisations, enabling us to better match people's skills, interests and availabilities to opportunities.

### Impact

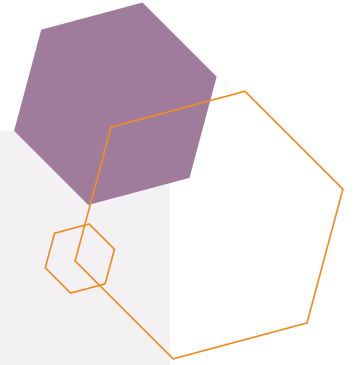
The main impact of this work so far is to have enhanced our reputation and awareness in the North, having become less known since the departure of our Regional Development Manager in 2016. However, the challenge now will be to promote ourselves in the general community and assess the impact of volunteers that we place. We are currently working on this and will be in a better place to assess the impact in a few months' time.

The training sessions also enable us to enhance to core aspect of our work, ensuring that volunteering is accessible to everyone and that we are able to effectively support charities in properly managing their volunteers.



*We thank the Shores Trust for it's support of this project and we also thank the key charities in the area that are partnering this work, in particular the Friendship Circle for allowing us to rent a space in their office.*

## SUPPORTING COMMUNITY EVENTS



JVN's commitment to supporting charities does not just extend to best practice seminars, conferences and workshops for professionals. We realise the importance of the role that volunteers play at successful large and small-scale events and our Ad Hoc Volunteering Squad has been brilliant throughout the year. We have partnered with several organisations to ensure they can raise funds and boost awareness of their cause with the support of a strong team.

### Outcomes

#### The Chief Rabbi's ShabbatUK Schools' Concert, 17th October 2017

Over 1,500 children from 20 Jewish primary schools joined the Chief Rabbi and the Tribe team at Lee Valley Athletics Centre for a special concert to celebrate ShabbatUK. JVN's volunteers played a crucial role in helping marshal teachers and children to their designated areas, directing coaches in the car park and, most importantly, crowd control! We are excited to play a role in the next ShabbatUK in March 2019.

#### Winter Interfaith Campaign

JVN ran its own volunteering opportunities over the winter festive period for the first time in 2017. Partnering with Caritas and Light Up A life, all in all we recruited over 80 volunteers of different faiths, including nearly 40 children, to help those at Caritas St Joseph's on Christmas Eve, and Grenfell Tower survivors on Boxing Day, to celebrate the holidays. We plan to run more interfaith, family-friendly events in partnership in the future.

#### Sadaqa Day, 25th March 2018

JVN partnered with Norwood, Hendon Mosque and Mitzvah Day on Sadaqa Day to pack boxes of essentials for local homeless charity Sufra NW. Around 30 volunteers came along to help in total, and we hope to work more closely with Mitzvah Day and other faith organisations over the next year.

#### Jewish Child's Day Party@theMall, 6th May 2018

We recruited over 30 volunteers to support Jewish Child's Day with their fundraising event Party@theMall. Packed with large inflatables, giant games, tombola and lots more, this event at JFS employed volunteers in all sorts of roles from the admissions desk to running the barbeque, helping to raise over £25,000 for vulnerable children around the world. This was our third time supporting the JCD with this event and we're looking forward to repeating the process next year.

#### The Maccabi GB Community Fun Run, 24th June 2018

As ever, our largest event in terms of active recruitment was the Maccabi GB Community Fun Run. Over 40 volunteers supported the Maccabi GB youth leadership and staff team to manage the 6,500+ attendees at the event, assisted by JVN. Some 2,500 runners raised thousands for over 70 different Jewish schools and charities. It's also a tremendously enjoyable event for volunteers and we were pleased to welcome back many familiar faces who join us for this event year after year.

## SUPPORTING COMMUNITY EVENTS CONTINUED

We also support many other charities with smaller events throughout the year including, for example Etgar, Gefiltefest, the Jewish Music Institute, Kisharon, Mylsrael, North London Hospice, UJIA, World Jewish Relief, Youth Aliyah Child Rescue and many more.

### Outcomes

JVN's involvement means that charities events are able to run aided by proper staffing. It also means that we can offer a greater range of volunteering opportunities and accommodate better those who have difficulty committing to a role on a longer-term or regular basis. Some volunteers have forged lasting links with the charities we support, while many have also come to be associated with JVN. There are those who volunteer at events simply because JVN is supporting them, and others who return year upon year for specific events because they enjoyed their experience (e.g. the Maccabi GB Community Fun Run).

JVN's collaboration in these events enhanced our profile in the community by partnering with some of its most high-profile and important occasions. We cemented our reputation not only as an expert connector of volunteers to charities, but also as exceptional volunteer recruiters and managers. The co-creation of volunteering opportunities for the winter campaign additionally added a new string to our bow, which we intend to repeat and expand upon in the future. The fact that we were able to offer such a great range of volunteering opportunities also helped to make volunteering accessible to a great many more people.

The impact on the community of providing volunteers to some of these events should not be understated. Many of the charities commented that without JVN's help the events simply would not have been a success.

### Impact



# MEDIA COVERAGE

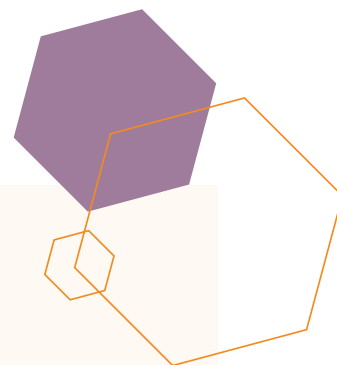
## Social Media

JVN has a large social media following on both Facebook and Twitter. We post member charity opportunities, promote events and share useful information. Our proactive use of social media spreads our message to the wider community and helps younger volunteers begin their volunteering journey through our new mobile app.

## Press Advertising

JVN has had a fantastic year of engagement with the press, including promotion of our 10th Anniversary Gala Dinner.





## VOLUNTEERS' WEEK

Volunteers' Week 2018, a national annual celebration of volunteering, took place this year from 1st-7th June, run by the National Council for Voluntary Organisations (NCVO). This was a key opportunity for JVN to hold its annual Roadshow to boost awareness about the work we do and encourage more people to actively engage in volunteering. We hosted stalls at Borehamwood Retail Park, the Broadwalk in Edgware and Kosher Kingdom in Golders Green, where staff and volunteers engaged passers-by to discuss volunteering and encourage individuals to learn about the types of volunteering available, and then to register on our website. JVN were also involved in a volunteering fair at the Arts Depot in North Finchley run by Volunteering Barnet.

### Outputs

JVN produced a Roadshow in four locations, in addition to the Trustees' Conference run in partnership with Lead.

### Outcomes

As a result of the Roadshows, we directly registered 150 new people on our website. We met with three new charities that expressed interest in registering with us and generally enhanced our reputation within the wider community.

JVN is a leading partner of the NCVO, using Volunteers' Week to ensure that many charities use it as an opportunity to thank their volunteers.

### Impact

JVN's involvement in Volunteers' Week reinforces our position as a key promoter of volunteering and its associated benefits and best practice through a national event. It also enables us to extend our reach to the general population and thereby the reach of volunteering in the Jewish charity sector and beyond.



## SUPPORTED VOLUNTEERING PROGRAMME

**Volunteering is a recommended pathway to improving well-being as it raises confidence, encourages socialisation and self-esteem, as well as providing structure to lives impeded by a mental health challenge. For some it provides a pathway to possible paid employment, whereas others benefit as it helps to combat social isolation.**

The programme was initially launched in June 2014, partly funded by a small grant from Comic Relief. In January 2017, JVN successfully gained a small amount of monetary support from the Borough of Barnet to work in collaboration with a newly-established Wellbeing Hub – one JVN helped shape. Its focus and ours is on mental health and wellbeing.

Navigators at the Hub sign-post clients from the Borough and from surrounding Boroughs, with a mental health challenge, who wish to volunteer to JVN. While the majority of clients are referred by the Hub, a small number are referred by other organisations, others by a GP and some self-refer. Some of the potential volunteers may also have learning and other difficulties as well as a mental health challenge.

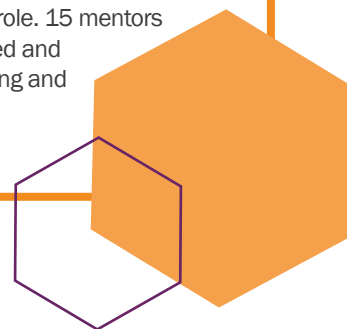
Doreen Morris was appointed as the voluntary part-time programme coordinator. She meets with each client to identify his/her needs, interests and the level of support required. A small group of committed

volunteers mentor clients who feel they require one-to-one support. The mentors help to remove some barriers while providing necessary motivation and encouragement. They assist their mentee with finding the right opportunity, applying for a placement and, if necessary, with finding their way to the organisation. Engagement is continued with all clients referred to JVN, whether they have been placed in a role or not, until the point when they either no longer require support with their volunteering or feel that they are not yet in a position to volunteer. Some return to JVN after a period of weeks or months should their situation change. In the case of those clients who do not respond initially to calls or emails, at least three attempts are made to get in touch.

The mentors themselves are provided with essential training and support from the Programme Coordinator; a WhatsApp group has been set up to enable the mentors to seek advice and support from each other. They also meet as a network group on a regular basis.

### Outputs

As at June 2018, 143 volunteers were referred to JVN, 78% by the Wellbeing Hub. 40% of all referrals have been placed in a volunteering role. 15 mentors were recruited and trained and have attended four training and support sessions.



## SUPPORTED VOLUNTEERING PROGRAMME CONTINUED

### Outcomes

JVN is the leading organisation in the London Borough of Barnet and in neighbouring Boroughs that places individuals with mental health and other challenges into volunteering. We are recognised as a key partner in the area of social prescribing and more charities recognise the need to support this work, with eight currently involved.

### Impact

The Supported Volunteering Programme helps fulfil our mission that *everybody should be given the opportunity to volunteer in a meaningful way, regardless of their ability.*

*"Being a mentor provides satisfaction in that I can help somebody find a suitable volunteering role and assist them in making an application if they are not very confident. Sometimes people need a little extra support, particularly if they have recently been ill and with social service cut backs it a really valuable role we fulfil. Personally I get a lot of pleasure when somebody finds a role that's really suitable, particularly if they have not worked for a while and it is lovely to see how their self-esteem improves."*

**A, mentor**

*"Before I met my JVN mentor I found it so hard to find work that was easy for me and I enjoyed. I'd done some work in the past that involved shelf stacking but found it boring. The company that employed me for leaflet distribution fired me because I didn't do it quickly enough. I really like to work with people and listen to their stories. Through my mentor's help I am now volunteering with older people."*

**B, Supported Volunteer**

## PROJECT IMPACT

Project ImpACT empowers post Bar and Bat Mitzvah children (Years 9-11) to volunteer in their spare time for a range of charities. It creates and encourages meaningful group volunteering opportunities across 11 different synagogues and community centres across North London and is expanding to new locations. 120 young people attended the launch of Project ImpACT in January 2018. Of these, 80 attended 8 large-scale volunteering sessions at JW3 and regularly

participated in over 25 smaller volunteering opportunities across the community.

Project ImpACT facilitated greater engagement in volunteering for young Jewish people in non-Jewish schools, playing a key role in reinforcing their Jewish identity. It also encouraged charities to engage young people in volunteering and offer appropriate opportunities.



## THE AD HOC VOLUNTEERING SQUAD

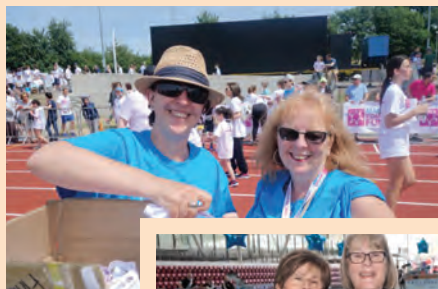
Members of JVN's Ad Hoc Volunteering Squad have been invaluable to the success of large and small scale events across the community. We have partnered with several organisations to ensure they can raise funds and boost awareness of their cause with the support of a strong team. These events have included the Chief Rabbi's ShabbatUK Schools' Concert, our winter interfaith campaign in partnership with Caritas and Light Up A Life, a Sadaqa Day activity with Mitzvah Day and Norwood, Jewish Child's Day's Party@theMall and the Maccabi GB Community Fun Run. Other organisations with smaller events we have supported in the past 12 months include Etgar, Gefiltefest, the Jewish Music Institute and many more – 15 events in total.

### Impact

Aside from raising funds and awareness of charities, JVN's Ad Hoc Volunteering Squad enhances the reputation of JVN within the sector, showing that we truly support it. Volunteers who have an enjoyable experience are more likely to volunteer at further events or in regular opportunities, adding value to the charities' work and community as a whole.

In the last couple of years, nearly 200 people have volunteered through the Ad Hoc Volunteering Squad, with over 100 having done so in the last year.

You can find more details on the work of the Ad Hoc Volunteering Squad in the section on Supporting Community Events above.



*"Etgar has benefitted greatly from the ad hoc volunteers from JVN. We use them mainly in the summer when we are under intense pressure to get everything ready in time for the Etgar Challenge. We have found the volunteers to be very motivated and a great help to us; without them we would struggle to get everything done in time. They are always very engaged and bring a fresh perspective to our work with useful insights."*

**Anita Gee, Etgar Coordinator**

# 10TH ANNIVERSARY GALA DINNER

## Output

We celebrated our 10th Anniversary in style with our inaugural Gala Dinner on Wednesday 27th September 2017. Over 350 people attended the event at the Kinloss Suite in North London, which featured a three course meal, musical entertainment, a silent auction and a raffle, overseen by guest compère Simon Johnson, Chief Executive of the Jewish Leadership Council. Combined with the Dinner were the Wohl JVN Volunteering Awards. The Awards for Volunteer of the Year, Young Adult Leadership in Volunteering and Lifetime Achievement in Volunteering were presented, and the Joy and Stanley Cohen Volunteers' Hall of Fame was introduced, with several previous Award winners inducted.

The event also provided the opportunity for a proper acknowledgement of JVN's contribution to the community over the previous decade, which culminated in the official presentation of the Queen's Award for Voluntary Service by Deputy Lieutenant Martin Russell to JVN President Ros Preston OBE. JVN's new promotional video was premiered, demonstrating that JVN truly represents 'the Heartbeat of the Community' – which was the strapline of the event. Every attendee also went away with a commemorative brochure, which featured congratulatory messages from community

leaders including the Chief Rabbi, the Israeli Ambassador, the Prime Minister and the Mayor of London. JVN's joint founders the late Dr Judy Citron z"l and Susan Winton were celebrated in an article; a detailed history of JVN and a vision for the future was given; and guest articles were authored by Sir Martyn Lewis CBE, Chairman of the Queen's Award selection panel and Karl Wilding, Director of Public Policy and Volunteering at the National Council for Voluntary Organisations.

As well as a celebratory event, the aim of the Gala Dinner was also to raise funds to enable JVN to continue its valuable work in the community. The fundraising target was well beaten and the sum of over £180,000 that was raised stands JVN in good stead for the next stage of its growth. Particular mention must also be made of JVN Events Coordinator Lesley Gordon, Gala Dinner Chair Dalia Cramer, Vice Chair Elissa Bayer and other members of the Gala Dinner Committee who spearheaded the event and made it a success.



## 10TH ANNIVERSARY GALA DINNER CONTINUED

### Outcomes

The Dinner was a great success, with £180,000 raised for JVN. 15 table hosts were also recruited, bringing in 60 people new to JVN, thereby raising awareness of our cause.

### Impact

Through the money raised JVN created the means to sustain itself for the coming year. The positive atmosphere surrounding the event, coupled with prestigious moments such as the presentation of the Queen's Award for Voluntary Service, saw JVN recognised as a key charity in the Jewish community sector.



## CHARITY PARTNERSHIPS

JVN believes in working collaboratively. We see great benefit in sharing resources, people and intellectual capital whenever possible.

Two projects in recent months highlight this very well.



Strengthening Faith Institutions (SFI) is a government sponsored programme seeking to encourage places of worship and religious institutions to understand the need for good governance.

This includes:

- Clarity on policies
- Safeguarding for all
- Good practice in volunteer management
- Understanding of charity governance

JVN brings its expertise in training in volunteer management and good governance to deliver programmes in the faith sector.

JVN co-produced a well-received booklet for the Jewish Community Trustees' Conference in June 2018 sharing information on key websites and contacts focusing on this area.



JVN values its partnership with Lead (a division of the JLC). We have been partnering in the area of Trustee development for over five years and have gained so much from the Lead team.

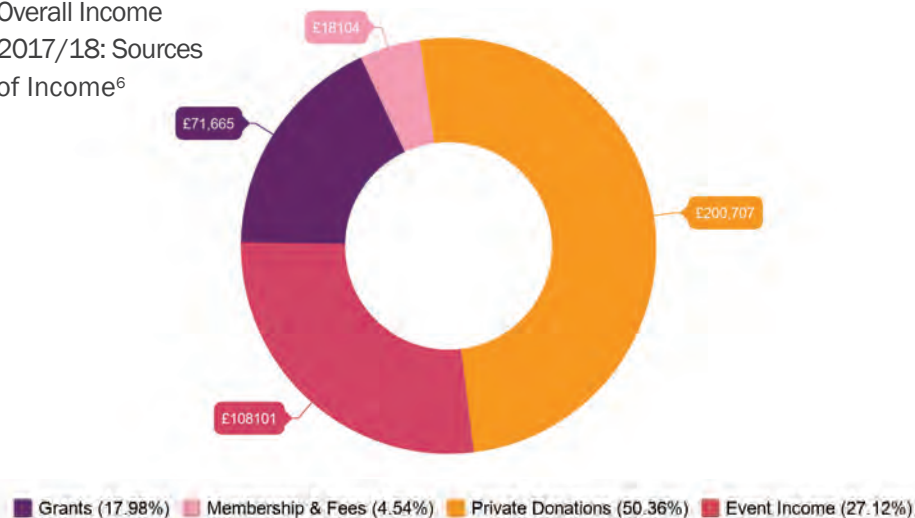
This has included:

- An annual Trustee Conference
- A Trustee induction programme
- Together we will be launching the now developed and tested Board Building Framework with several charities over the next year

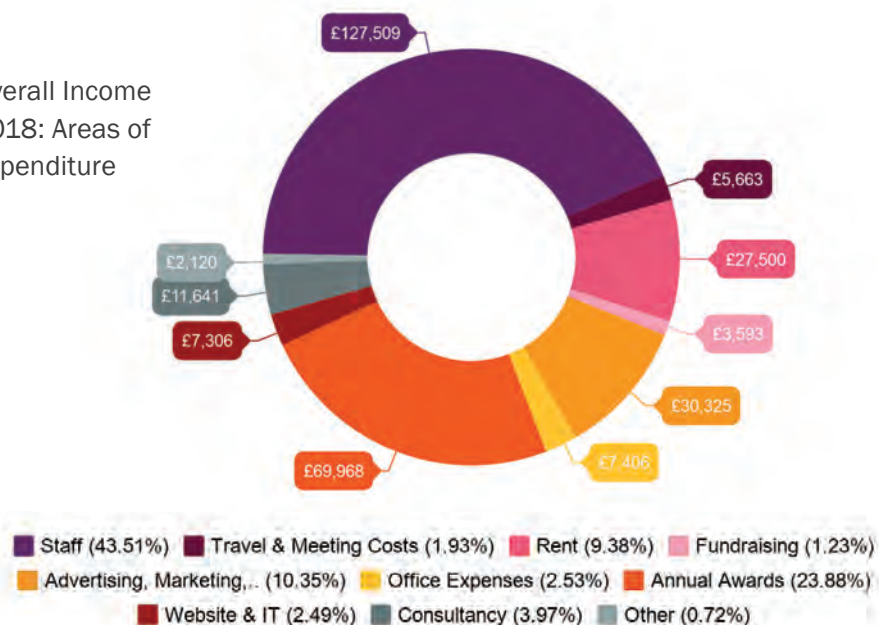


## FISCAL OVERVIEW

Overall Income  
2017/18: Sources  
of Income<sup>6</sup>



Overall Income  
2018: Areas of  
Expenditure



<sup>6</sup> The income from private donations and events is significantly higher than previous years due to the success of JVN's 10th Anniversary Gala Dinner and subsequent donations.

## WHAT THEY SAY ABOUT JVN:

*"What a lovely event! I was so delighted to have so many volunteers take part in this very special event. Thank you for your help in this, I look forward to seeing the photos – and we can share events like this in the future to make that commitment to our Interfaith friends."*

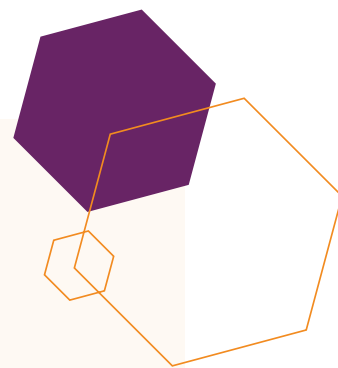
**Gloria, Norwood**

*"Thank you so much for the informative and fun First Aid Course I attended. Martin was wonderful; he explained everything very clearly. I certainly feel much more confident overseeing our volunteers in the warehouse, now. I look forward to attending more JVN events in the future."*

**Mia, Goods for Good**

*"I am delighted to be able to congratulate JVN on celebrating its 10th Anniversary this year and for receiving the Queen's Award for Voluntary Service, which is richly deserved."*

**Jonathan Arkush, (Former) President of the Board of Deputies of British Jews**



*"I am delighted to be able to congratulate JVN on its 10th Anniversary. The last 10 years have seen JVN become one of the leading volunteer networks, supporting organisations and charities across the UK. Your hard work has provided a lifeline to smaller organisations, many of whom would struggle without you."*

***Rt. Hon. Theresa May MP,  
Prime Minister***

*"I want to thank you personally for supporting my recent visit to Barnet. It was wonderful to see the exceptional work JVN is doing. I was particularly impressed listening to the cross-faith work that you do, as this feeds directly in to the Mayor's Social Integration strategy. I have no doubt your enthusiasm for and dedication to supporting the local community will continue to drive your future success. I thank you for your positive contribution in making Barnet a better place to live and work."*

***Matthew Ryder, Deputy Mayor for Social Integration,  
Social Mobility and Community Engagement***

## FROM JULY 2017 - JUNE 2018 JVN WORKED WITH MANY FULL MEMBER CHARITIES, INCLUDING THOSE FEATURED HERE:



## JVN IS GRATEFUL TO THE FOLLOWING FUNDERS:



THE SHORESH  
CHARITABLE TRUST

The Charles  
Wolfson  
Charitable  
Trust



MAYOR OF LONDON



The Sobell Foundation



We would like to thank our Patrons, who provide ongoing generous financial support.

## POSTSCRIPT

Thanks to all Trustees, volunteers and staff for their tireless efforts for and on behalf of the charity.

Thanks also to Saul Muzlish for helping to compile this Annual Review.

If you have any comments about this Annual Review and/or would like more information about the work of JVN, please contact me.

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