

Dear Member,

2020 has been an undeniably challenging year for us all, both personally and professionally. Throughout, we have seen great examples of innovation and collaboration. CMSUK, like every organisation has had to adapt to new ways of working, and, for us, this has most notably been our Study Days and Conference moving to an online platform. The virtual conference platform allowed us to offer, for the first time, an extensive range of international speakers as well as an increase overall in the number of speakers presenting.

With the extension of our webinar programme, we have been able to host more learning opportunities in a calendar year than we have ever done before! If you would like to view previous webinars, then the lunch time webinars can be accessed in your personal profile area of our website and the study day recordings and slides can be purchased by contacting info@cmsuk.org; for more information, please click [here](#).

As a gesture of goodwill to our conference attendees and speakers, we have extended our one month delegate pass for a further 30 days to allow access to the presentations and marketing materials in the exhibition area. We were also able to send a donation to the charities in our charity stream.

As we continue to develop our knowledge in the virtual world that we have now come to rely on so very much, communication remains key. We released our third online edition of Inside Case Management magazine in the summer, with edition 4 launching soon!

So, what does 2021 hold? We will see the launch of our monthly online Journal Club which aims to promote the research agenda among case managers, encourage more conversations and critical thinking and provide the evidence base required for future competencies linked to the work of the new Institute of Registered Case Managers

This will also be supported with study days linked to the competencies, the first of which is planned for Friday 13th May titled 'Taking a collaborative approach: supporting Case Manager competencies'. This study day is being created to encourage awareness of the expectations for Case Managers seeking IRCM registration and what the term competency involves.

For more information about these events and all upcoming webinars, please click [here](#).

2021 will provide an opportunity to reflect on the challenges of 2020, many of which have made us stronger. The possibility of once again holding face to face events, if safe to do, is welcomed but if not possible, then we are confident that, whatever shape our main events next year take, they will be designed to support and develop the industry.

The CMSUK Office will be closed from Friday 18th December – Monday 4th January, reopening at 8.30am on Tuesday 5th January. For urgent enquiries outside of these times, please email info@cmsuk.org. We will endeavour to respond to your email within 48 hours.

Thank you for your continued support, feedback and suggestions. We always welcome new ideas and volunteers to sit on our sub-committees; to find out more, please click [here](#).

Finally, I would like to take this opportunity to wish you a very Merry Christmas and a Happy New Year.

Best wishes,

A handwritten signature in black ink, appearing to read 'Karen Burgin', with a stylized flourish at the end.

Karen Burgin

CMSUK Chairperson