



National Association of Voluntary Services Managers
Leading volunteering in the NHS and Healthcare

Annual Report 2017

The following report is for the period
April 2016 – March 2017

National Executive Committee

Chair

Louise Mabley, Walsall Healthcare NHS Trust

Vice Chair

Sue Mellor, Royal Bournemouth & Christchurch NHS FT

Honorary Secretary

Carol O'Reilly, NAVSM

Honorary Treasurer

Claire Goldsmith, Western Sussex Hospitals NHS FT
Stephen Osgathorp, South West London & St George's Mental Health NHS Trust
(until September 2016)

Membership Secretary	Joanna Rapson	Nottinghamshire Healthcare NHS Trust
Minute Secretary:	Julia Eldridge	NAVSM Volunteer & Honorary Member
Special Projects Officers:	Amanda Cleaver	Sussex Community NHS Trust
	Sally Knights	Norfolk and Norwich University Hospitals NHS FT
Training & Education Advisors:	Karen Bush	Luton & Dunstable Hospital NHS FT
	Joanne Hancock	Staffordshire & Stoke-on-Trent Partnership NHS Trust
eNews Editor	Carol Rawlings	NAVSM Volunteer & Honorary Member (from Sept. 2016)
	Fiona Skerrow	Hull & East Yorkshire Hospitals NHS Trust (until Sept. 2016)
Website Co-ordinator	Stephen Osgathorp	South West London & St George's Mental Health NHS Trust (From Sept. 2016)
	Carol O'Reilly	NAVSM Volunteer & Honorary Member (until Sept. 2016)
Training Seminar Team Leader	Pat Wilson	University Hospitals Birmingham NHS FT
Hub Chairs (or Representative*):		
West Midlands:	Tahiro Gumbo	Coventry & Warwickshire Partnership NHS Trust (from Sept. 2016)
	Lisa Robinson	Birmingham Children's Hospital NHS FT (until July 2016)
London:	Zoe Holmes	St George's Healthcare NHS Trust
North West:	Anita Butterworth	Aintree University Hospitals NHS FT
Nottingham:	Fiona Skerrow	Hull & East Yorkshire Hospitals NHS Trust
Southern:	Kim Sutton*	University Hospitals Southampton NHS FT

FT – Foundation Trust

The organisation of choice for Voluntary Services Managers and those supporting volunteers in the NHS and Healthcare



Chair's Report

The last year has provided both challenges and opportunities for NAVSM. We have continued to work on your behalf to influence policy at a national level and to raise the profile of volunteering and Voluntary Service Managers (VSM) in the NHS with key stakeholders from a variety of organisations. One of the opportunities that we have taken is to put NAVSM on a legally constituted footing by exploring the possibility of becoming a Company Limited by Guarantee. This would be a significant change and so members of the National Executive Committee (NEC) and I have been researching and taking legal advice on what this would mean for the Association. The decision was made to move forward with this, which we will be doing during this next year.

NEC colleagues have also been busy and have worked with colleagues across the NHS and voluntary sector to achieve our aims and objectives over the last year.

Key Achievements

This year was overall very successful with many opportunities for the involvement of NAVSM in some key developments. Key achievements can be summarised as:

- Relationship maintained with NHS England
- Worked with NCVO to develop a toolkit
- Recruiting and Managing Volunteers in NHS Providers: A Practical Guide
- Worked with Step Up To Serve to enhance and promote youth volunteering
- Attended a workshop with Lancaster University to develop a Volunteer Befrienders at End of Life Toolkit
- Maintained NAVSM Hubs in the North West, West Midlands, London and South.
- Developed new HUB – East Anglia
- Website and social media presence reviewed and updated
- eNews refreshed and sent to all members with topical updates and information
- Project: Developed New NAVSM eHandbook
- Continued to explore becoming a Company Limited by Guarantee

More details can be found in the table on page 3 of this report.

Annual Training Seminar

We had another very successful Annual Training Seminar in Birmingham. It was the third year of the

Excellence in Voluntary Services Management Awards and we heard about some innovative ways in which voluntary services managers engaged volunteers to enhance the experience of patients, service users, carers, staff and the public. The seminar provided a great opportunity to meet members and discuss some of the opportunities and challenges faced. The event gave me, and the other members of the NEC, an opportunity to talk about the work we have been doing on behalf of NAVSM. The seminar provided a very informative, interesting and above all, interactive two days for members from across the country. All attendees had time to reflect on the role of managers of voluntary services and celebrate successes and achievements. The seminar also gave us a great opportunity to hear what was happening at a national level, and to influence future developments.

Plans for 2017–18

The NEC and Hub Chairs met in April 2017 to develop the objectives for the next year. They have been developed to help deliver the next phase of the five year strategy. As in previous years, they have been developed in conjunction with Hub Chairs. This has enabled them to reflect the views of members and to set out some challenging objectives.

The key areas include;

- Provide a forum through Hubs for sharing of best practice in the engagement and management of volunteers;
- Work in partnership with NHS England to promote the role of VSM's across the NHS and Healthcare;
- Provide education and learning opportunities for members;
- Continue to increase membership;
- Work with colleagues in the voluntary sector to influence national policy, and;
- Ensure the future of NAVSM.

Finally....

I would like to thank all members for their contribution and support. I would like to give special thanks to the NEC for their continued commitment in working to achieve these objectives. Members of NEC undertake their roles on top of their work commitments. This can be extremely challenging at times, and so I would like to thank them on behalf of NAVSM.

Personally, I am looking forward to the continued challenges and opportunities of the forthcoming year, and hope that you will share the journey with me

Louise Mabley

Louise Mabley, Chair

STRATEGIC AIMS	ACHIEVEMENTS IN 2016-17	LEADS(S)
1) Provide a forum for sharing of best practice and for education and training for members via the five NAVSM hubs: Associated Strategic Aims 1,3,6	1.1 Five regional Hubs were operational providing peer support to members. 1.2 Chairs appointed to vacant positions within Hubs. 1.3 Feedback between Hubs and National Executive Committee(NEC) utilised to influence training sessions within Hubs. 1.4 Establishment of an East Anglia Hub agreed. 1.5 Three free training sessions provided to members via Hub meetings 1.6 Hub Chairs attended NEC meetings and contributed members' views to priorities for 2017-18	Hub Chairs
2) Increase the number of Voluntary Service Managers and NHS Trusts that are members of NAVSM: Associated Strategic Aims 1,3,5,6	2.1 Increased new members / NHS Trusts / Healthcare organisations by 29%. 2.2 Membership database maintained and process for membership renewal reviewed and revised. 2.3 Standard Operating Procedure for membership in development.	Membership Secretary
3) Provide training opportunities tailored to Voluntary Service Managers: Associated Strategic Aims 1,2,3,6	3.1 Trainer commissioned to deliver training sessions at each Hub. 3.2 Training obligation met with a series of peer workshops led by the Vice Chair 3.3 Information about learning and training opportunities available to members circulated in the eNewsletter and eNews Flashes and on the website 3.4 A two day Annual Training Seminar was provided in 2016. Feedback was very positive with all sessions evaluating well.	Training & Education Officers & Annual Training Seminar (ATS) Co-ordinator
4) Monitor, respond and communicate current trends, national policy and guidance in volunteer management and share with NAVSM members	4.1 Chair and NEC Officers attended various national meetings and groups with key stakeholders. 4.2 Media including mailings, newsletters, twitter, and written information has been monitored for any news and developments relating to volunteering and voluntary service management. 4.3 Relevant trends, national policy and guidance has been communicated to members via eNews.	Chair & eNews Editor
5) Use all opportunities to promote the work of Voluntary Service Managers (VSM)	5.1 Template Band 3-6 Job Descriptions and Person Specifications finalised. 5.2 NHS Employers reviewed template job descriptions and advised on Agenda for Change job profile matching. 5.3 Examples of celebrations for National Volunteers Week tweeted. 5.4 Chair met with various National groups and associations to represent NAVSM and Voluntary Services Managers within the NHS & Healthcare. 5.5 Excellence in Voluntary Services Management Awards were presented and publicised. 5.6 Members Handbook reviewed and updated with plans in place for finalising and publishing.	Project Officers
6) Ensure financial stability	6.1 Accounts reported to NEC bi-monthly. 6.2 Annual Accounts reported to membership at AGM via Annual Report. 6.3 NEC travelling expenses remain cost effective. 6.4 Small end of year surplus.	Honorary Treasurer
7) Develop and maintain a working relationship with individuals, groups and organisations who create and influence policy	7.1 Working relationship with NHS England, NCVO, Volunteering Matters, Step Up To Serve, iWill campaign and others. 7.2 Feedback has been received from Hub Chairs regarding key issues raised at Hub meetings which have been used to inform the key priorities for 2017-18. 7.3 Chair & NEC Officers attended various meetings with other organisations to ensure the voice of VSM's was represented.	Chair
8) Improve and develop communication with NAVSM members	8.1 Website maintained and monitored. 8.2 eNews circulated throughout the year with topical updates and information for members. 8.3 eNews Flashes and Members Questions circulated in a timely manner. 8.4 Standard Operating Procedure for eNews produced and agreed. 8.5 Facebook page maintained. 8.6 Twitter account and activity maintained.	Website Co-ordinator & eNews Editor
9) Protect the future of NAVSM	9.1 Plans for NAVSM to be registered as a Company Limited by Guarantee explored. 9.2 Annual objectives agreed and progress reported bi-monthly and shared with Hub representatives for dissemination to members. 9.3 Hub Chairs involved in the development of objectives for 2016-17. 9.4 Minutes of National Executive Committee (NEC) meeting produced 9.5 Annual General Meeting took place at the Annual Training Seminar 9.6 National Executive Committee roles appointed at AGM 9.7 Constitutions for NAVSM, NEC and Hubs reviewed and revised.	Chair

NATIONAL ASSOCIATION OF VOLUNTARY SERVICES MANAGERS (NAVSM) INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2017

31.3.16		31.3.17
£		£
7,095	Membership fees	7,119
22,496	Conference income 2016	19,265
-	Conference income 2015	325
108	Interest received	71
29,699		26,780
	Less expenditure	
-17,110	Conference expenditure	-16,989
-6,112	Travel Costs	-4,130
-2,095	NEC/Regional Chair Meetings	-1,496
-392	Audit & Accountancy	-401
-266	Website Development	-224
-5,163	Training	-2,981
-27	Printing/postage/stationery	-
-468	Miscellaneous	-204
-1,934	Surplus (+) / Deficit (-) for the year	+355

BALANCE SHEET AS AT 31 MARCH 2017

£	ASSETS	£
1,717	Unity Current Account	13,873
1	Unity Deposit Account	1
23,619	Barclays Deposit Account	11,051
664	Debtor	1,805
374	Prepayment	-
26,375		26,730
	ACCUMULATED FUND	
28,309	Balance at 1 April 2016	26,375
-1,934	Add Surplus 2016-17	355
26,375		26,730

REPORT OF THE AUDITOR TO THE ASSOCIATION

Basis of inspection

The audit was conducted in accordance with auditing standards issued by the Auditing Practices Board. This includes examination of evidence relevant to the amounts and disclosures within the financial statements.

The audit was planned and performed to enable me to obtain the necessary information and explanations to provide me sufficient evidence to give a reasonable assurance that the statements provided to the Association are free from misstatement caused by irregularity or error.

Opinion

In my opinion, the financial statements give a true and fair view of the financial affairs of the National Association of Voluntary Services Managers for the year ending 31st March 2017 and of the state of affairs of the Association at that date.

Richard Sonley F.C.A 16 Orchard Close, Eynsham, Witney, OX29 4EZ
24th July 2017