



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

Annual Report 2018

The following report is for the period
April 2017 – March 2018

National Executive Committee

Chair

Louise Mabley, Walsall Healthcare NHS Trust

Vice Chair

Sally Dyson, Norfolk and Norwich University Hospitals NHS FT

Honorary Secretary

Carol O'Reilly, NAVSM Volunteer & Honorary Member

Honorary Treasurer

Claire Goldsmith, Western Sussex Hospitals NHS FT

Membership Secretary:	Joanna Rapson	Nottinghamshire Healthcare NHS Trust
Minute Secretary:	Julia Eldridge	NAVSM Volunteer & Honorary Member
Special Projects Officers:	Karen Bush	Luton & Dunstable Hospital NHS FT
Training & Education Advisors:	Vacant	
eNews Editor:	Carol Rawlings	NAVSM Volunteer & Honorary Member
Website Co-ordinator:	Stephen Osgathorp	NAVSM Volunteer & Honorary Member
Seminar Team Leader:	Pat Wilson	University Hospitals Birmingham NHS FT
Social Media Officer:	Vacant	

Hub Chairs:

West Midlands:	Tahiro Gumbo	Coventry & Warwickshire Partnership NHS Trust
London:	Helen Collins	Kent & Medway NHS & Social Care Partnership Trust
North West:	Anita Butterworth	Aintree University Hospitals NHS FT
North East:	Paul Wharton	North Tees & Hartlepool NHS FT
East Anglia:	Paul Holley-Smith	Queen Elizabeth Hospital Kings Lynn NHS FT
South Coast:	Chrissy Gregson	Solent NHS Trust FT – Foundation Trust

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. We have progressed the work needed to put NAVSM on a legally constituted footing of becoming a Company Limited by Guarantee. This is a significant change to the constitution and so members of the National Executive Committee (NEC) and I have been researching and taking legal advice on the preparations to move forward. Final plans and development of the various documents needed will be continued in 2018 to facilitate this.

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.
- NAVSM were part of the NHS England discussions for the recognition of volunteers at part of NHS70.
- Worked with NHS England and HelpForce to explore volunteer service education.
- Worked with Step Up To Serve to enhance and promote youth volunteering.
- Maintained NAVSM Hubs in the North West, West Midlands, London and South.
- Established new HUBs – East Anglia and North East.
- Website and social media presence reviewed and updated.
- eNews refreshed and sent to all members with topical updates and information.
- Published the new NAVSM eHandbook.
- Further progressed 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 Watford. 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. It was the fourth 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. Overall, 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 2018–19

The NEC and Hub Chairs met in April 2018 to develop the objectives for the next year. They have been developed to help deliver the next phase of our 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 networking, education and learning opportunities for members.
- Continue to increase membership.
- Work with colleagues in the voluntary sector to influence national policy.
- 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 or as volunteers. 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, Chair

STRATEGIC AIMS	ACHIEVEMENTS IN 2017-18	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 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 East Anglia Hub and North East Hubs established. 1.5 Training and networking sessions provided to members via Hub meetings 1.6 Hub Chairs attended NEC meetings and contributed members' views to priorities for 2018-19	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 Increase in new members / NHS Trusts / Healthcare organisations by 25%. 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 A new approach to training sessions at each Hub implemented. 3.2 Training sessions / workshops evaluated well at each Hub. 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 2017. 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 Examples of celebrations for National Volunteers Week were included in the eNewsletter and tweeted. 5.2 Chair and Vice Chair met with various National groups and associations to represent NAVSM and Voluntary Services Managers within the NHS & Healthcare. 5.3 NAVSM was invited to join the NHS England steering group for NHS70. 5.4 Excellence in Voluntary Services Management Awards were presented and publicised. 5.5 Members Handbook published and circulated to members.	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 End of year surplus reported.	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, HelpForce, 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 2018-19. 7.3 Chair, Vice 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 progressed. 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 2017-18. 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 2018

31.3.17		31.3.18
£		£
7,119	Membership fees	6,267
19,265	Conference income - 2017	19,757
325	Conference income - 2016	-
71	Interest received	13
26,780		26,037
	Less expenditure	
-16,989	Conference expenditure	-12,337
-4,130	Travel Costs	-5,077
-1,496	NEC/Regional Chair Meetings	-1579
-401	Audit & Accountancy	-412
-224	Website Development	-228
-2,981	Training	
-	Printing/postage/stationery	-99
-	Insurance	-806
-204	Miscellaneous	-407
355	Surplus (+) / Deficit (-) for the year	5,092

BALANCE SHEET AS AT 31 MARCH 2018

£	ASSETS	£
13,873	Unity Current Account	16,947
I	Unity Deposit Account	4,215
11,051	Barclays Bank Deposit Account	11,060
1,805	Debtor	160
26,730		32,382
-	Membership/Conference income in advance	560
	ACCUMULATED FUND	
26,375	Balance at 1 April 2017	26,730
355	Add Surplus 2017-18	5,092
26,730		32,382

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 2018 and of the state of affairs of the Association at that date.

Richard Sonley F.C.A 16 Orchard Close, Eynsham, Witney, OX29 4EZ
23rd July 2018