

NATIONAL ASSOCIATION OF VOLUNTARY SERVICES MANAGERS (NAVSM)  
INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2016

31.3.15		31.3.16
£		£
3,666	Membership fees	7,095
18,858	Conference income	22,496
119	Interest received	108
<b>22,643</b>		<b>29,699</b>
	<b>Less expenditure</b>	
-14,242	Conference expenditure	-17,110
-4,501	Travel Costs	-6,112
-84	NEC/Regional Chair Meetings	-2,095
-346	Audit & Accountancy	-392
-847	Website Development	-266
-2,289	Training	-5,163
-697	Printing/postage/stationery	-27
-	Miscellaneous	-468
<b>-363</b>	<b>Deficit for the year</b>	<b>-1934</b>

**BALANCE SHEET AS AT 31 MARCH 2016**

£	ASSETS	£
4,298	Unity Current Account	1,717
501	Unity Deposit Account	1
23,510	Standard Life Business Account	23,619
-	- Debtor	664
-	- Prepayment	374
<b>28,309</b>		<b>26,375</b>
	<b>ACCUMULATED FUND</b>	
28,672	Balance at 1 April 2015	28,309
-363	Less deficit 2015-16	-1934
<b>28,309</b>		<b>26,375</b>

**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 2016 and of the state of affairs of the Association at that date.

Richard Sonley F.C.A

16 Orchard Close, Eynsham, Witney, OX29 4EZ

5th July 2016

Leading volunteering in the NHS

www.navsm.org

NAVSM

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

Annual Report 2016

The following report is for the period  
April 2015 – March 2016

**National Executive Committee**

**Chair**

Louise Mabley, Walsall Healthcare NHS Trust (from September 2015)  
Carol Rawlings, Freelance Advisor / NAVSM (until September 2015)

**Vice Chair**

Sue Mellor, Royal Bournemouth & Christchurch NHS FT (from July 2015)

**Honorary Secretary**

Carol O'Reilly, NAVSM (from February 2016)  
Kay Duffy, Sussex Community NHS Trust (until September 2015)

**Honorary Treasurer**

Stephen Osgathorp, South West London & St George's Mental Health NHS Trust

<b>Membership Secretary</b>	Joanna Rapson	Nottinghamshire Healthcare NHS Trust
<b>Minute Secretary:</b>	Julia Eldridge	Honorary Member
<b>Special Projects Officers:</b>	Amanda Cleaver	Sussex Community NHS Trust (from Sept. 2015)
	Sally Knights	Norfolk and Norwich University Hospitals NHS FT (from Sept. 2015)
	Louise Mabley	Walsall Healthcare NHS Trust (until Sept. 2015)
<b>Training &amp; Education Advisors:</b>	Karen Bush	Luton & Dunstable Hospital NHS FT
	Joanne Hancock	Staffordshire & Stoke-on-Trent Partnership NHS Trust
<b>eNews Editor</b>	Fiona Skerrow	Hull & East Yorkshire Hospitals NHS Trust
<b>Website Co-ordinator</b>	Carol O'Reilly	Croydon Health Services NHS Trust
<b>Training Seminar Team Leader</b>	Pat Wilson	University Hospitals Birmingham NHS FT
<b>Training Seminar Team Member</b>	Richard Dent	Isle of Wight NHS Trust
<b>Hub Chairs (or Representative*):</b>		
<b>Birmingham :</b>	Lisa Robinson	Birmingham Children's Hospital NHS FT (from Oct.2015)
	Jenny Manley	Birmingham Women's Hospital NHS FT (until Oct.2015)
<b>London:</b>	Zoe Holmes	St George's Healthcare NHS Trust
<b>Manchester:</b>	Anita Butterworth	Aintree University Hospitals NHS FT(from Sept.2015)
	Allison Byrne	Pennine Healthcare Trust (until July 2015)
<b>Nottingham:</b>	Fiona Skerrow	Hull & East Yorkshire Hospitals NHS Trust
<b>South Coast:</b>	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. At the AGM in September, Carol Rawlings stepped down as Chair after six successful years at the helm during which time she worked tirelessly to promote the work and worth of VSM's across the NHS and healthcare sectors. I feel honoured to have been elected to the role as Chair to continue the work and steer the implementation of the five year strategy.

National Executive Committee (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:

- Worked with Volunteering Matters to develop and deliver two seminars to promote the engagement of young people in volunteering and social action.
- Invited to be part of NHS England's Active Communities Programme
- Maintained NAVSM Hubs in Manchester, Birmingham, London, Nottingham and South Coast.
- Increased individual and Trust / Organisation membership
- Website and social media presence reviewed and updated
- eNews sent to all members with topical updates and information
- Completion of the research into the job descriptions for voluntary services managers and those working in voluntary services within the NHS and healthcare.

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 second 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 2016 -17

The NEC and Hub Chairs met in April 2016 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 training 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, Chair

STRATEGIC AIMS	ACHIEVEMENTS IN 2015-16	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 Nottingham Hub established following success of initial meeting. 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 Nottingham Hub successfully trialled the use of 'Eventbrite' web-based event organising facility. 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 2016-17.	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 98% of members retained making a total of 200 an overachievement of 3% on the annual target. 2.2 41% increase in the number of NHS Trusts / Healthcare organisations. 2.3 Promotional mailing sent to over 100 NHS Voluntary services managers and departments to invite to become members. 2.4 Membership database maintained and process for membership renewal reviewed and revised. 2.5 Standard Operating Procedure for membership developed.	Membership Secretary
3) Provide training opportunities tailored to Voluntary Service Managers: Associated Strategic Aims 1,2,3,6	3.1 Research carried out to use feedback from Training Needs Analysis to help shape content of 2016-17 training workshops. 3.2 Trainers commissioned to deliver training sessions at each Hub. 3.3 Information about learning and training opportunities available to members circulated in the eNewsletter and eNews Flashes. 3.4 A two day Annual Training Seminar was provided in 2015. 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 newsletters, twitter, written 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 Research concluded for Band 3-6 Job Descriptions and Person Specifications. 5.2 NHS Employers reviewing template job descriptions with a view to support the development of Agenda for Change job profiles as necessary. 5.3 Examples of celebrations for National Volunteers Week tweeted. 5.4 Chair presented to National Network of Volunteer Involving Associations (NNVIA) meeting re role of NAVSM. 5.5 Chair & Vice Chair attended roundtable discussion at Royal Society of Arts public services group with other key stakeholders.	Project Officers
6) Ensure financial stability	5.1 Accounts reported to NEC bi-monthly. 5.2 Annual Accounts reported to membership at AGM via Annual Report. 5.3 NEC travelling expenses remain cost effective. 5.4 End of year deficit mainly due to non payment of seminar delegates.	Honorary Treasurer
7) Develop and maintain a working relationship with individuals, groups and organisations who create and influence policy	6.3 Partnered with NHS England and Volunteering Matters to develop seminars for Youth Volunteering in NHS & Healthcare. 6.4 Feedback has been received from Hub Chairs regarding key issues raised at Hub meetings which have been used to inform the key priorities for 2016-17. 6.5 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	4.1 Website established following change of provider. 4.2 Website maintained and updated. 4.3 Website activity monitored, including number of hits. 4.3 eNews circulated throughout the year with topical updates and information for members. 4.4 Facebook page maintained. 4.5 Twitter account and activity maintained.	Website Co-ordinator & eNews Editor
9) Protect the future of NAVSM	8.1 NAVSM 5 year Strategy launched at the Annual Seminar. 8.2 Strategy brochure agreed and produced. 8.3 Annual objectives agreed and progress reported bi-monthly and shared with Hub representatives for dissemination to members. 8.4 Hub Chairs involved in the development of objectives for 2016-17. 8.5 National Executive Committee roles appointed at AGM.	Chair