

N A V S M

National Association of Voluntary Services Managers

Leading volunteering in the NHS and Healthcare

Enhancing the experience of patients,
service users, carers, staff and volunteers

Our plans for the next five years

Core value

Work with integrity

Core value

Promote best evidence
based practice

Core value

Pro-actively influence

Core value

Be the voice of its
members

Core value

Share knowledge, skills
and expertise



Jane Cummings,
Chief Nurse, NHS England

Lead, promote and develop best practice in volunteer management in the NHS and Healthcare



Carol Rawlings,
Chair of NAVSM

I am delighted that NHS England is now an honorary member of NAVSM and would like to take this opportunity to congratulate and thank them for providing 47 years support to Voluntary Services Managers in the NHS. Your assistance has helped to transform the role of volunteers and enhance their impact. I would also like to thank the three million people who volunteer in health and care, and those of you responsible for supporting volunteers and providing volunteer services.

The Five Year Forward View encourages community volunteering across health and care and NAVSM has a key role in taking this forward. The NHS was founded on voluntary endeavour and volunteers continue to play a vital role. Volunteers help improve the quality of services, support patient outcomes and enhance patient experience, facilitate preventative models of care, reduce health inequalities and are helping to change the culture of health and care and make the NHS more accountable. Volunteering is also beneficial to the wellbeing of the volunteers and the wider community.

This plan sets out how Voluntary Services Managers, both in the NHS and wider health and care sector, will be supported to develop innovative practice over the next five years. NHS England are pleased to support this, and in response to the Lampard recommendations we are working with NAVSM to raise their profile and develop the network of Voluntary Services Managers to enhance communication and support training and development.

Working together, alongside voluntary sector and other partners we will help volunteering in health and care to flourish.

Jane Cummings,
Chief Nurse, NHS England

Voluntary Services Managers (VSMs) within the NHS and Healthcare are unique in that they provide the opportunities for the positive, active engagement of local communities in their local health and well-being services. They do this within an ever changing and developing health service and against a backdrop of competing priorities and financial pressures. Inspiring examples of positive outcomes for users of the services, and for the volunteers themselves, can be seen in all areas of the NHS and associated Healthcare. To ensure continued positive engagement of volunteers, and consistent best practice, there has to be comprehensive support for the managers of voluntary services.

Now in our 47th year, the National Association of Voluntary Services Managers (NAVSM) exists to support and develop best practice in volunteer management in the NHS and Healthcare, to

enhance the experience of patients, carers, the public, volunteers and staff. We do this by providing peer support, networks, training, information, best practice guides and advice to VSMs, and by influencing policy makers and working in partnership with stakeholders.

To ensure that we achieve this over the next five years we set out our priorities and strategic aims within this document to support voluntary services managers to develop volunteer services that are integral to a high quality health service, ensuring the recommendations of the Lampard report are implemented, and supporting the delivery of the NHS England Five Year Forward and the Department of Health Strategic Vision for Volunteering.

Carol Rawlings
Chair of NAVSM



The National Association of Voluntary Services Managers is a membership organisation that exists to support and develop best practice in volunteer management in the NHS and Healthcare, to enhance the experience of patients, carers, the public, volunteers and staff.

Members have access to information, training and support to enable them to manage, develop and maintain volunteering in a range of different healthcare settings across primary, acute, mental health, children's, maternity, specialist and partnership organisations affiliated to the NHS.

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