



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

Annual Report 2020

The following report is for the period 1st April 2019 – 31st March 2020

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	Vacant	
Training & Education	Barry Pridmore	Royal Marsden Hospital
eNews Editor	Karen Bush	Luton & Dunstable Hospital NHS FT
Website Co-ordinator	Vacant	
Seminar Team Leader	Carol Rawlings	NAVSM Volunteer & Honorary Member
Social Media Officer	Vacant	

Hub Chairs

West Midlands	Tariro Gumbo	Central & North West London NHS Foundation Trust
London	Helen Collins	Kent & Medway NHS Partnership
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
South West	Verity Barker	Royal Cornwall Hospitals NHS Trust

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

Chair's Report

The last year provided both challenges and opportunities for NAVSM. We continued to work on your behalf to influence policy at a national level and to raise the profile of volunteering and Voluntary Service Managers (VSMs) in the NHS with key stakeholders from a variety of organisations. We have also put NAVSM on a legally constituted footing by becoming a Company Limited by Guarantee.

NEC colleagues were busy working 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 & Improvement with attendance at key meetings in an advisory capacity.
- NAVSM, together with a range of partners joined the Volunteering in Health and Care Collaborative (VHCC).
- NAVSM worked with VHCC partners to create a Business Case Slide Deck to be used by VSM's and those that work with volunteers to help develop their services.
- NAVSM were key to the consultation of: a) the Recruiting & Managing Volunteers in NHS Providers: A Practical Guide and b) the Toolkit: Youth Volunteering and Social Action in Health and Social Care, 2nd Edition.
- Worked with NCVO for the recognition of volunteers at part of National Volunteering Week.
- Worked with NHS England and HelpForce to advise on the development of education/training for Voluntary Service Managers and Volunteers.
- Became a member of the Advisory Plan for the Institute of Volunteer Research.
- Maintained NAVSM Hubs in the North West, West Midlands, London, South Coast, East Anglia and North East and developed a new South West Hub.
- eNews refreshed and sent to all members with topical updates and information.
- Developed key operating procedures for all NEC roles.

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

Annual Training Seminar

We had two very successful Annual Training Seminars in Leeds and London. 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. Poster Presentations where VSMs and their teams shared some innovative ways in which they engaged volunteers to enhance the experience of patients, service users, carers, staff and the public.

Overall, the seminars 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 from our Key Note Speakers, Tommy Whitelaw, UK Project Lead Dementia Carers Voices and Dame Julia Charity Cleverdon, DCVO [CBE](#) as well as a range of speakers presenting what was happening at a national level, and to influence future developments.

Plans for 2020 – 21 and beyond

Due to the worldwide pandemic NAVSM paused its activities to enable the NEC members to concentrate and focus all their energies on their Voluntary Services and their volunteers. The NEC is now meeting again virtually to start to prepare for the future and to recover from the impact of Covid-19. If the past few months have shown anything, it's that the world can do business and connect on line as never before - something that the NEC is embracing.

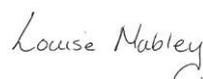
The NEC and Hub Chairs will continue to work to deliver the strategic aims based on our core values and will set the direction for NAVSM and inform the annual objectives and action plan for NEC to achieve. As in previous years, the Operational Objectives will be developed in conjunction with Hub Chairs. This will enable them to reflect the views of members and to set out some challenging objectives.

The key areas include:

- Refresh NAVSMs 5 Year Strategy.
- Continue to provide a forum through Hubs for sharing of best practice in the engagement and management of volunteers.
- Provide peer support, networking and learning opportunities for members.
- Continue to work with in partnership with NHS England & NHS Improvement and others to promote the role of VSM's across the NHS and Healthcare.
- Work with colleagues in the voluntary sector to influence national policy.
- To increase membership.
- To refresh the website and increase social media presence.
- 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.



Louise Mabley, Chair

STRATEGIC AIMS	ACHIEVEMENTS IN 2019-20	LEAD(S)
1) Provide a forum for sharing of best practice and for education and training for members via the five NAVSM hubs.	1.1 Most Regional Hubs were operational providing peer support to members. 1.2 Feedback between Hubs and National Executive Committee (NEC) utilised to influence networking within Hubs. 1.3 Peer support and networking sessions provided to members via Hub meetings. 1.4 Hub Chairs attended NEC meetings and contributed members' views to priorities for 2019-20 1.5 Two Seminars held which were well attended by members.	Hub Chairs
2) Increase the number of Voluntary Service Managers and NHS Trusts that are members of NAVSM	2.1 Increase in new members / NHS Trusts / Healthcare organisations. 2.2 Membership database maintained and process for membership renewal reviewed and revised. 2.3 Standard Operating Procedure for membership established and ratified.	Membership Secretary
3) Monitor, respond and communicate current trends, national policy and guidance in volunteer management and share with NAVSM members.	3.1 Chair and NEC Officers attended various national meetings and groups with key stakeholders. 3.2 Media including mailings, newsletters, twitter, and written information has been monitored for any news and developments relating to volunteering and voluntary service management. 3.3 Relevant trends, national policy and guidance has been communicated to members via eNews.	Chair & eNews Editor
4) Use all opportunities to promote the work of Voluntary Service Managers (VSM)	4.1 Chair and Vice Chair met with various National groups and associations to represent NAVSM and Voluntary Services Managers within the NHS & Healthcare. 4.2 NAVSM invited to join the Volunteering in Health and Care Collaborative (VHCC) meetings (NHSE/NHSI/NCVO). 4.3 Relationship maintained with NHS England & Improvement with attendance at key meetings in an advisory capacity. 4.4 NAVSM invited to participate in the Annual National Volunteering Week Steering Group hosted by NCVO. 4.5 Supported the creation of a Business Case Slide Deck to be used by Voluntary Service Managers to develop their services. 4.6 Key to the consultation of the Recruiting & Managing Volunteers in NHS Providers: A Practical Guide 4.7 Key to consultation on the Toolkit: Youth Volunteering and Social Action in Health and Social Care, 2nd Edition.	Chair and Vice Chair
5) 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 surplus reported.	Honorary Treasurer
6) Develop and maintain a working relationship with individuals, groups and organisations who create and influence policy	6.1 Working relationship with NHS England, NHS Improvement, Public Health England, NCVO, Helpforce, Volunteering Matters and others. 6.2 Feedback has been received from Hub Chairs regarding key issues raised at Hub meetings which have been used to inform the key priorities for 2019-20. 6.3 Chair, Vice Chair & NEC Officers attended various meetings with other organisations to ensure the voice of VSM's was represented. 6.4 Relationship maintained with NHS England & Improvement with attendance at key meetings in an advisory capacity. 6.5 Worked with NHS England and HelpForce to advise on the development of education/training for Voluntary Service Managers and Volunteers. 6.6 Became a member of the Advisory Plan for the Institute of Volunteer Research.	Chair
7) Improve and develop communication with NAVSM members	7.1 Active Website, Facebook and Twitter Account. 7.2 eNews circulated throughout the year with topical updates and information for members. 7.3 eNews Flashes and Members Questions circulated in a timely manner.	Website Co-ordinator & eNews Editor
8) Protect the future of NAVSM	8.1 NAVSM became a registered Company Limited by Guarantee. 8.2 Annual objectives agreed and progress reported bi-monthly and shared with Hub representatives for dissemination to members. 8.3 Hub Chairs involved in the development of objectives for 2019-20. 8.4 Minutes of National Executive Committee (NEC) meeting produced. 8.5 Annual General Meeting took place at the Annual Training Seminar. 8.6 Constitutions for NAVSM, NEC and Hubs reviewed and revised. 8.7 Standard Operating Procedures produced for all NEC roles.	Chair

Leading volunteering in the NHS

www.navsm.org
