

Our voice counts

healthwatch
Darlington

Youthwatch
DARLINGTON



Healthwatch Darlington Volunteer Welcome and Induction Pack

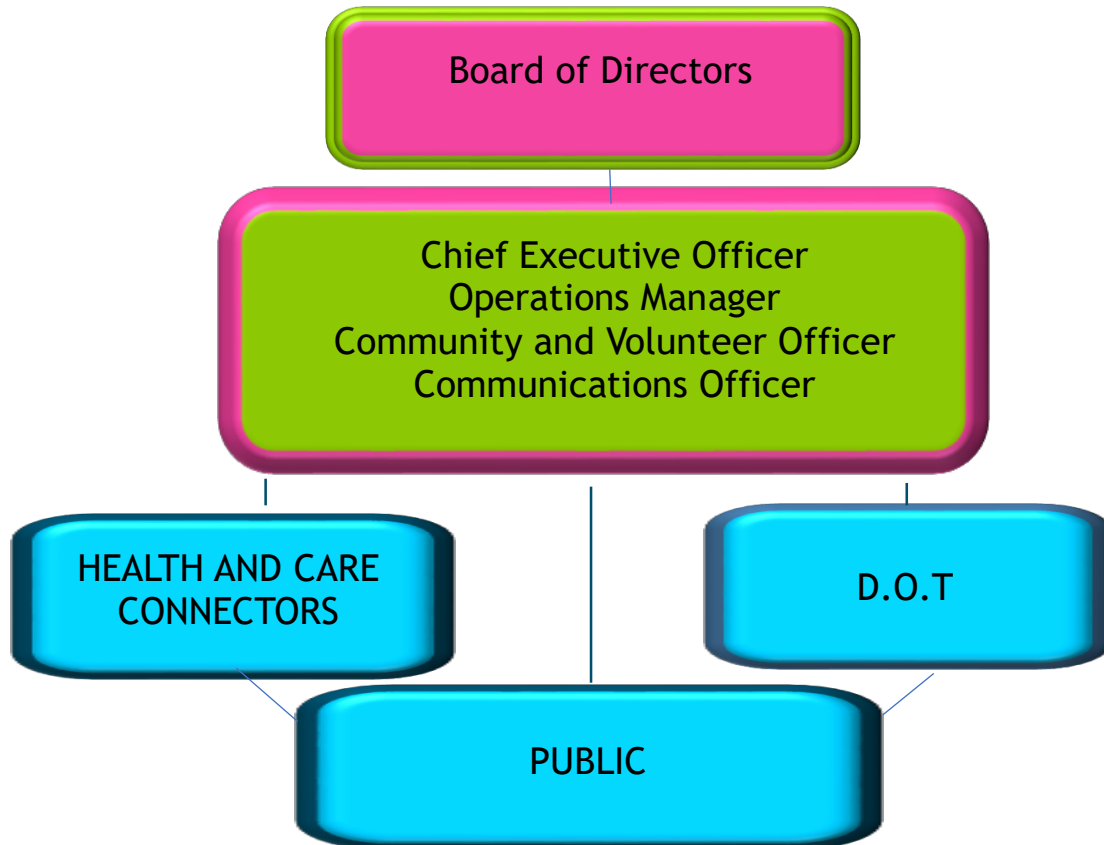




Who are Healthwatch Darlington?

Healthwatch Darlington Limited is your independent consumer champion for health and social care in Darlington. We help to shape and improve local health and social care in your community.

We are a part of the Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping and designing local services.

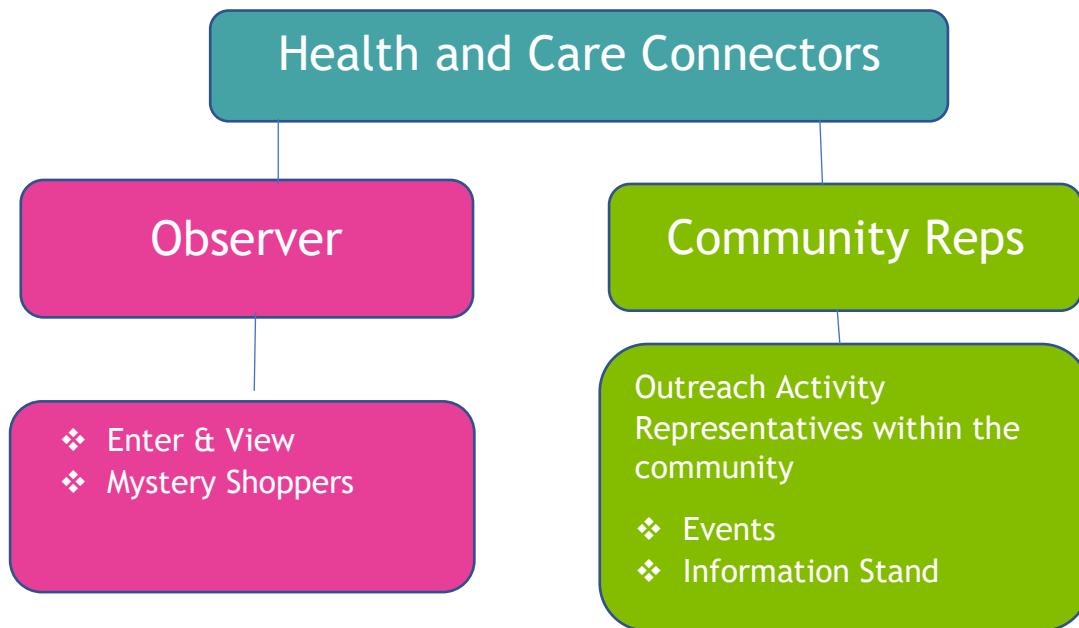


What we do:

- Enable local voices to influence the delivery design of local health and social care services
- Empower Health Connector volunteers to gather views and experiences from local people
- Involve and engage local people, putting YOU at the heart of Health and Social Care service decision making
- Enable local people to make informed choices about their own, their families and friends' health and social care
- Influence the way services are planned, designed, commissioned and delivered

- Have strong relationships with Health and Social Care commissioners and providers as a critical friend using community views to influence and improve planning and delivery of services
- Provide information and support about local services and signpost to them

You can get involved by becoming a Health Connector and supporting your community!



All of our volunteers are known as ‘Health Connectors’ and most of the roles fall within two categories. These are as follows, Observers and Community Reps. In addition to the above roles we also look for volunteers who can support some of our administrative functions within the organisation such as data entry and creating surveys. We offer a flexible volunteering approach and volunteers have the option to try out any of our volunteering roles and may wish to have a varied volunteering experience. Some volunteers may only feel confident in one volunteering role they are comfortable with. We appreciate everyone has different levels of skills and time to offer and we work to meet the needs of our volunteers.



Who are Youthwatch Darlington?

Youthwatch Health and Care Connectors are a group made up of young people aged 14 - 25 years old living in Darlington. The group sits within Healthwatch Darlington but is led by young people and driven by the ideas of young people who want to make a difference to health and care services in Darlington for their age group.

Youthwatch also raise awareness about important pressing health issues. For example, mental health, cancer, and others such as dementia.

How do young volunteers contribute to Healthwatch Darlington and why should you join us?

Our Youthwatch members share their time, energy and experience to help others and we would love to welcome you to our team!

Our Youthwatch members kindly give their time to make sure Healthwatch Darlington is there for young people whenever they need us.

Encouraging young people to **#speakup** and share their experiences and ideas about how services can be improved means we can also ensure our residents are involved in local decision-making right from the start.

By joining our valued volunteering team you will be making a difference not only to your community but also to vulnerable individuals who may be struggling to find the right support from their health & social care services. You will be making a difference to young people who live in the area.



Benefits

Becoming a volunteer for Healthwatch Darlington is a rewarding, flexible and influential role.

Some of the benefits of volunteering to individuals:

- Positive impacts on your health and wellbeing; building confidence, enjoyment!
- Opportunities to meet new people; reducing isolation and loneliness
- Personal development; new skills or building on existing experience and knowledge
- A route to employment or training
- Taking on something you enjoy which can be flexible around your own life - you choose when to give your time

Some of the benefits of volunteering to communities:

- Delivering positive change in your own community
- More resilient communities working together
- Increased understanding between different cultures; overcoming barriers to health & social care services

Three reasons you should become a Healthwatch volunteer:



What volunteer roles do we offer?

Health and Care Connectors

Introduction purpose of role -

Individuals volunteer as Health and Care Connectors who extend the reach of the Healthwatch Darlington team through outreach activities, events in the community and to support residents/diverse communities to connect with the health and social care services they need. Our Health Connectors can concentrate their role in one or more areas through one of two categories Community Reps and Observers. We offer a volunteering experience that is inclusive and flexible so volunteers have as much choice as possible when it comes to their volunteering experience. All of our roles help support the local community and enables Healthwatch Darlington to continue reaching out to more people living in Darlington.

Key activities

- To connect local people to Health and Social Care services, they need through 'signposting' and information sharing.
- To connect local people to Healthwatch Darlington.
- Make an impact in local communities by raising awareness of choices and rights when it comes to local people's health & social care services.

Skills/Qualifications/Experience

- Friendly and good communicators
- Good listening skill
- Understand and adhere to the volunteer code of conduct
- Ability to work in a team

Practicalities

- Willingness to learn about services provided in Darlington
- To undertake safeguarding training and DBS check if required.

Benefits for volunteers

- Reasonable travel and out of pocket expenses will be reimbursed in accordance with our expenses policy
- Training - Adult/Child Safeguarding, Enter and View training and other training as appropriate to the role as and when required
- Enjoy the experience of volunteering as part of a small friendly team and meeting new people.
- Become involved in making a difference in your local community
- Increase your confidence and gain new skills
- Use your experience with Healthwatch to seek work in health and social care or other fields of employment

- Learn more about Health and Social Care delivery in the Darlington

Support provided

- Induction and support from a mentor
- Supervision will be proportionate to the volunteers' time commitment, minimum of monthly for the first three months
- All supervision will be recorded. A formal supervision session will be held annually by their mentor
- Complaints Procedure

Enter and View

Purpose of role

The law allows 'authorised representatives' of Healthwatch Darlington to enter, view and observe health and social care services. The Enter and View function applies to health services for adults and children and social care for adults.

Key activities

- To observe the Volunteers Code of Conduct
- To organise, conduct and report on Enter and View activities
- Keep up to date with developments within the Care Quality Commission
- Review any recent Enter & View activity and plan activity for the future
- Report to Healthwatch Darlington Board to determine any common themes which need investigating
- Attend any specialist Enter & View training, annual Safeguarding training and other training updates as required
- To tell people about Healthwatch outside of the group
- To contribute to Healthwatch Darlington communications
- To provide Healthwatch Darlington with information necessary to maintain accurate records

Skills/Qualifications/Experience

- Understand and adhere to the Volunteer Code of Conduct
- Enter & View representatives must undergo specialist training and Safeguarding training
- Adhere to the Nolan Principles
- Report writing skills
- Good observation skills
- Able to communicate effectively and establish a rapport with a wide range of people

Practicalities

- You will need to undergo an Enhanced Declaration and Barring Service check including adult and children barred checklist as required
- Members will meet as and when a programme of work is identified
- Need to be able to travel around Darlington when involved with visits

Benefits for volunteers

- Reasonable travel and out of pocket expenses will be reimbursed in accordance with our expenses policy
- Training - Adult/Child Safeguarding, Enter and View training and other training as appropriate to the role as and when required
- Enjoy the experience of volunteering as part of a small friendly team and meeting new people.
- Become involved in making a difference in your local community
- Increase your confidence and gain new skills
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Support provided

- Induction and support from a mentor
- Supervision will be proportionate to the volunteers' time commitment, minimum of monthly for the first three months
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- Complaints Procedure

Outreach Volunteer

Purpose of the role

To extend the reach of Healthwatch Darlington through outreach activities. Assisting Healthwatch staff at information stands and events in the community. Communicating with a wide range of local people discussing health & social care services and provide information/signposting. Promote Healthwatch Darlington and raise awareness of how we can help local people through ensuring they have a voice when it comes to their services.

Key Activities

- Assist Healthwatch Darlington staff at Access Points and events.
- Communicate with local people discussing health & social care.
- Promoting and raising awareness of Healthwatch Darlington.

Skills/Qualifications/Experience

Phone 01325 380145 email info@healthwatchdarlington.co.uk



Facebook:Healthwatch Darlington



Twitter:@healthwatchdton

- Understand and adhere to the Volunteer Code of Conduct
- Ability to work in a team
- Good communication skills and able to listen
- Friendly, approachable and a caring nature

Practicalities

- Attend information stands and events in and around Darlington. (Flexibility offered to all volunteers.)
- Work with office team and other Healthwatch participants.

Benefits for volunteers

- Reasonable travel and out of pocket expenses will be reimbursed in accordance with our expenses policy
- Training - Adult/Child Safeguarding, Enter and View training and other training as appropriate to the role as and when required
- Enjoy the experience of volunteering as part of a small friendly team and meeting new people.
- Become involved in making a difference in your local community
- Increase your confidence and gain new skills
- Use your experience with Healthwatch to seek work in health and social care or other fields of employment
- Learn more about Health and Social Care delivery in the Darlington

Support provided

- Induction and support from a mentor
- Supervision will be proportionate to the volunteers' time commitment, minimum of monthly for the first three months
- All supervision will be recorded. A formal supervision session will be held annually by their mentor
- Complaints Procedure

Mystery Shoppers

Purpose of the role

To conduct mystery shopping exercises within local community health services such as pharmacies and opticians. Gather information in order to develop mini reports which will include findings and recommendations that can be given to service providers.

Key Activities

Phone 01325 380145 email info@healthwatchdarlington.co.uk



Facebook:Healthwatch Darlington



Twitter:@healthwatchdton

- Visit local community health services in Darlington.
- Observe and create feedback relevant to findings.
- On occasion ask questions as if a customer.
- Use findings to create mini reports.

Skills/Qualifications/Experience

- An eye for detail.
- Good communication skills.
- Able to record information that is understandable.

Practicalities

- Visit community health services in Darlington.
- Work with Healthwatch office staff and other participants.

Benefits for volunteers

- Reasonable travel and out of pocket expenses will be reimbursed in accordance with our expenses policy
- Training - Adult/Child Safeguarding, Enter and View training and other training as appropriate to the role as and when required
- Enjoy the experience of volunteering as part of a small friendly team and meeting new people.
- Become involved in making a difference in your local community
- Increase your confidence and gain new skills
- Use your experience with Healthwatch to seek work in health and social care or other fields of employment
- Learn more about Health and Social Care delivery in the Darlington

Support provided

- Induction and support from a mentor
- Supervision will be proportionate to the volunteer's time commitment, minimum of monthly for the first three months
- All supervision will be recorded. A formal supervision session will be held annually by their mentor
- Complaints Procedure

“Volunteering for Healthwatch Darlington helps you make a huge difference, to yourself and others!” - Health Connector, Georgia Walker, Darlington, 18 years old.

Would you like to be a part of Healthwatch Darlington

Who to contact?

Now the exciting part...

Filled out our volunteer participation form and return to Healthwatch Darlington.

You will then be invited for an informal interview/induction to discuss your volunteer participation application further.

If you're undecided but want to ask more questions about our exciting volunteering programme, then please contact any member of the **Healthwatch Darlington staff team** who will be happy to have a chat with you via:

Email: info@healthwatchdarlington.co.uk

Telephone number: 01325 380145



Phone 01325 380145 email info@healthwatchdarlington.co.uk



Facebook: Healthwatch Darlington



Twitter: @healthwatchdton

Volunteer Participant Induction Checklist

The following list is intended as a basic induction guidance tool for induction facilitator and is not exhaustive. The document should form part of the induction process to ensure volunteer participants understand their role and responsibilities and to highlight their initial training needs. It should form the basis of the volunteer participants support and development.

Induction Checklist	Completed	Date
Enrolment <ul style="list-style-type: none"> - Participant Enrolment Form (to complete and sign) - HWD Participant Training Needs Analysis (to complete) - Participant Agreement (to sign) - Volunteering Policy and Statement - Equality and Diversity Monitoring (to sign) 		
About the organisation <ul style="list-style-type: none"> - Mission, objectives, aims - Work done and why - Structure: support team, Board - Importance of participants to the organisation 		
The role <ul style="list-style-type: none"> - Participant role and tasks involved - Boundaries of role/expected conduct/confidentiality See policies: <ul style="list-style-type: none"> o Code of Conduct o Declaration of Interest (to sign) o Equality and Diversity o Confidentiality (to sign) o Volunteer Conduct Monitoring Policy o Comprehensive IT Policy - Full list of Policies and Procedures (check as appropriate) <ul style="list-style-type: none"> o Expenses Policy o Claim form o Payment information 		
Policies and Procedures <ul style="list-style-type: none"> - Read and Understand all relevant policies and procedures - Know where to access all policies and procedures 		
The support system <ul style="list-style-type: none"> - Key contacts and their details - Participant Development <ul style="list-style-type: none"> o Supervision o Exit Plan 		

Participant: I confirm that I have completed all items in the induction checklist and where indicated understand the policies and procedures.

Print Name: _____ Signature: _____

Date: _____



VOLUNTEER PARTICIPANT ENROLMENT FORM

Becoming a Healthwatch Darlington Volunteer Participant

Welcome to Healthwatch Darlington. Please take a moment to fill out this form to help you get the most out of your volunteering participation.

(The following details are confidential to Healthwatch Darlington and for the purposes of supporting our volunteer participants in any role they choose.) Consent must be obtained before sharing any personal details in accordance with Data Protection Act 2018.

Participate in: Receiving E-bulletin Updates via email/phone

Attending Meeting Volunteering Other

<p>Name:</p> <p>Address:</p> <p>Phone:</p> <p>Email:</p> <p>Emergency contact: Phone:</p> <p>Age 14 - 25 <input style="width: 50px; height: 20px;" type="text"/></p> <p>Age over 25 <input style="width: 50px; height: 20px;" type="text"/></p>	<p>Date enrolled:</p> <p>.....</p> <p>How recruited:</p> <ul style="list-style-type: none"> <input type="checkbox"/> HWD directly <input type="checkbox"/> Referral <input type="checkbox"/> Marketing <input type="checkbox"/> Other?
<p>Interests / Goals:</p> <p>What's important to you?</p> <p>How can we support you?</p>	
<p>Development needs:</p>	



Actions: Monitoring: Case Study of volunteer experience?	Yes / No
ID:	Ref/No.

What areas covered by Healthwatch Darlington would you be interested in?

- Healthcare
- Children & Young People
- Mental Health
- Carers
- Disability (including physical, sensory and learning disabilities)
- Older People

What would best describe you in relation to this application? Please tick as many as apply to you.

- | | |
|---|--|
| <input type="checkbox"/> User of health services | <input type="checkbox"/> User of social care services |
| <input type="checkbox"/> Member of general public | <input type="checkbox"/> Carer |
| <input type="checkbox"/> Staff (Voluntary Sector) | <input type="checkbox"/> Staff (Health or Social Care) |
| <input type="checkbox"/> Retired health or social care professional | |

Other

Participant: I confirm that I have completed the details on this form, and I am happy for Healthwatch Darlington to use this information as agreed

We will not share your information with any outside parties without your permission.

Print Name: _____ Signature: _____

Date _____



Equality and Diversity Monitoring - Participants

We would like you to complete this form in order to help us understand who we are reaching and to better serve all members of our community. The information will be used to provide an overall profile analysis of our participant base.

Healthwatch Darlington Limited aims to provide equal opportunities and fair treatment for all participants. Please complete the form and email or post to the address at the end. The information is anonymous and will not be stored with any identifying information about you. All details are held in accordance with the Data Protection Act 1998 and current legislation.

Ethnicity

Please state what you consider your ethnic origin to be. Ethnicity is distinct from nationality and the categories below are based on the 2011 census in alphabetical order.

<p>Asian</p> <p><input type="checkbox"/> Indian</p> <p><input type="checkbox"/> Pakistani</p> <p><input type="checkbox"/> Bangladeshi</p> <p>Any other Asian Background (Please write in)</p>	<p>Black</p> <p><input type="checkbox"/> Caribbean</p> <p><input type="checkbox"/> African</p> <p>Any other black background (Please write in)</p>	<p>Chinese or other ethnic group</p> <p><input type="checkbox"/> Chinese</p> <p>Any other ethnic group (Please write in)</p>
<p>Mixed</p> <p><input type="checkbox"/> White and Black Caribbean</p> <p><input type="checkbox"/> White and Black African</p> <p><input type="checkbox"/> White and Asian</p> <p>Any other mixed Background (Please write in)</p>	<p>White</p> <p><input type="checkbox"/> English</p> <p><input type="checkbox"/> Irish</p> <p>Any other white Background (Please write in)</p>	<p><input type="checkbox"/> Rather not say</p>

Age: _____ Rather not say

Disability

The Disability Discrimination Act 1995 (DDA) defines a person as disabled if they have a physical or mental impairment which has a substantial and long term (i.e. has lasted or expected to last at least 12 months) adverse effect on one's ability to carry out normal day-to-day activities. This definition includes conditions such as cancer, HIV, mental illness and learning disabilities.

Do you consider yourself to have a disability according to the above definition?

Yes No Rather not say

Gender

- Male Female Transgender Rather not say

Faith

Which group below do you most identify with?

- No religion Baha'i Buddhist Christian Hindu
 Jain Jewish Muslim Sikh Rather not say
 Other (Please write in) _____

Sexual orientation

How would you describe your sexual orientation?

- Bisexual Gay man Heterosexual/
"straight" Lesbian Rather not say

Signed:

Date:

TRAINING NEEDS ANALYSIS

This form is designed to help you assess your role and the skills required to carry out your work efficiently and confidently. The information you give will help to assess any training you may require.

Name _____ Role _____ Date _____

General Skills and Abilities

Please indicate your skill level in the areas relevant to your position. Mark 'further training required' where you feel further training could help with your role.

	Good Knowledge	Adequate Knowledge	Further Training Required
IT Skills			
Finance			
Management			
Operational/Health and Safety			
Marketing/Research			
Administration			
Communication/Interpersonal skills			

Additional Skills

Basic Written Skills (letters)		Advanced Written Skills (reports)	
Project Management		Time management	
Decision Making		People Management	
Organisational skills		Problem Solving	
Equal Opportunities		Presentation Skills	
Other (Please Specify)			

Select any other skills from the list above in which you think training would help you to work more confidently or assist you in achieving current or future development goals.

PARTICIPANT AGREEMENT

At Healthwatch Darlington (HWD) we appreciate our participants giving their time and commitment to volunteer with us and we wish to make your volunteer experience as enjoyable and rewarding as possible. This agreement states what you can expect from us and what we expect from you in return.

We will do our best to:-

- Respect your skills, dignity and wishes.
- Contact you within a week of your initial enquiry to arrange an appointment to discuss volunteering opportunities available.
- Provide an induction programme to ensure that you feel valued and part of the team.
- Provide you with any training necessary to carry out the role.
- Provide regular supervision, support and feedback.
- Consult you as to any changes which would affect your placement.
- Provide travel expenses to and from your volunteering placement upon production of receipts.
- Apply our Equal Policy in all aspects of the work we carry out.
- Provide adequate insurance cover for volunteers whilst undertaking work approved by us.
- Carry out Risk assessments of any placement to ensure your safety.
- Try and resolve fairly any problems, grievances, and difficulties you have whilst you are a volunteer with us.

As a volunteer we hope you will do your best to: -

- Treat others with dignity and respect.
- Adhere to our policies and procedures including Equal Policy and Health and Safety policies.
- To perform your volunteer role to the best of your ability.
- To commit to giving the hours as agreed and to inform us when you can't make this.
- To undergo a Standard or Enhanced Declaration and Barring Service Check (of which the cost will be covered by HWD).

This agreement is in honour only and is not intended to be a legally binding contract between us and as such may be cancelled at any time.

I acknowledge the content of this statement

Signature Participant

Date

Signature Supervisor

Date

Phone 01325 380145 email info@healthwatchdarlington.co.uk



Facebook:Healthwatch Darlington



Twitter:@healthwatchdton

Policies and Procedures

Policies included in the pack:

Policy No.	Policy	Tick as appropriate
000	Articles of Association	
001	Code of Conduct	
002	Complaints	
003	Conflicts/Declarations of Interest	
003A	Conflict/Declaration of Interest Register	
003B	Conflict/Declaration of Interest Log	
004	Disclosure and Barring	
005	Decision Making	
005A	Decision Making Procedure	
006	Bribery and Corruption	
007	Equality and Diversity	
008	Expense and Financial	
008A	Expense Payment Procedure	
009	Health and Safety Policy	
009A	Risk assessment	
009B	Safeguarding protocol	
009C	Lone working protocol	
010	Media Policy	
010A	Media Procedure	
011	Training and Education Policy	
012	Enter and View	
012A	Check Sheet	
012B	Enter and View Procedure	
012C	Provider Feedback Form	
013	Disciplinary policy and procedure	
014	Confidentiality	
014A	Confidentiality Agreement	
018	Comprehensive IT Policy	
015	Environmental Policy	
016	Data protection	
017	Freedom of Information	
018	Email policy	
019	IT Information Security	
020	Internet Usage policy	
021	Social Media	

022	Health and Wellbeing Policy	
023	Archive Policy	
024	Business Continuity Plan	
024A	Business Continuity Matrix	
025	Accessibility Policy	
026	Pay Policy	
027	Volunteer Policy	
028	Working from Home	
029	Volunteer Conduct Monitoring Policy	



SUPERVISION

The following details are confidential to Healthwatch Darlington and for the purposes of supporting the participants' development and role.

Consent must be obtained before sharing any personal details in accordance with Data Protection 1998.

NAME:	
Needs / Interests / skills / knowledge / future aims:	Initial Meeting:
Development needs: e.g. Identified Confidence building e.g. Safeguarding - Adults e.g. Equalities	Date of Support Meeting:
Actions:	Date of next meeting: Where:
Actions:	Date of next meeting: Where:

Print Name: _____ Signature: _____ Date _____

Line Manager: _____ Signature: _____ Date _____



EXIT PLAN

Healthwatch Darlington appreciate the time and commitment you have given and would appreciate your feedback on whether you think we have supported you with the following:

We said we would do our best to: -	Did we?	Comments:
Respect your skills, dignity and wishes		
Through induction, ensure that you felt valued and part of the team		
Provide any training necessary to carry out the role		
Provide regular supervision, support and feedback		
Apply our Equal Opportunities and Equalities policy in all aspects of our work		
Resolve fairly any problems and difficulties you may have had during your time at HWD		
Development: What new skills did you learn?	Do you feel more confident? Do you think you have influenced any service change	
What do you plan to do next?	Training? Other: Volunteering? Employment?	
Do you think access to health & social care services has improved for residents?	Which ones? Why?	
Do you think service providers are listening to resident's needs?	Yes / No Example?	
Do you have any other feedback or suggestions to improve things?		

Thank you

Participant: Date:

Line Manager: Signature: Date:.....

