

## Welcome to Healthwatch East Sussex

Dear Volunteer

Thank you for becoming part of the Healthwatch East Sussex volunteer community.

We are delighted to welcome you as a champion for health and social care.



We want to use our influence to improve health and social care services for local people, to make sure their views are really listened to and acted upon in decision making.

Healthwatch East Sussex is established to be that voice.

Volunteers are right at the heart of our organisation.

We want to grow our volunteer community to ensure more people get involved and to ensure our volunteers reflect the diversity of the local population.

There are many different roles for people to get involved in and these are described in more detail within the Handbook in Section One of this folder.

Your contribution to our work is extremely valuable to us and I look forward to working with you all going forwards.

A handwritten signature in black ink, appearing to read 'John Routledge'.

John Routledge

Executive Director

Healthwatch East Sussex

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# Welcome

## Welcome to working as a volunteer with Healthwatch East Sussex

This is **YOUR** personal folder to support your role.  
It contains information relevant to volunteering with the organisation.  
It will signpost you to relevant support and underpins your induction.  
It will facilitate keeping your records and documents in one place.

The folder can be also be found by going to the volunteer section of the Healthwatch East Sussex Website - <https://healthwatcheastSussex.co.uk/>

Name: .....

### Your Contact details

Telephone: .....

Email: .....

### Healthwatch East Sussex support

Healthwatch office: 01323 403590

Elizabeth Mackie, Healthwatch Volunteer and Community Liaison Manager:

Tel: 07794 097719

Healthwatch website: <https://healthwatcheastSussex.co.uk/>

Your Healthwatch Mentor:.....

Date folder issued: .....



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# Section One

# Volunteer Handbook

Handbook Updated: September 2020

Next update due: September 2023



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## What is Healthwatch East Sussex?

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Healthwatch East Sussex (HWES) is a national government established organisation created in 2013 to give the UK population a stronger voice in the planning and delivery of NHS health and social care services. It has been designed to support the NHS and social care services by independently targeting patients and carers to ensure they can influence health and care.

Healthwatch East Sussex is part of the national organisation specifically providing an independent consumer voice for the population of East Sussex who use health and care services. Regionally, there are neighbouring Healthwatch organisations in West Sussex, Brighton and Hove, Surrey and Kent.

Healthwatch East Sussex acts as the local guardian of health and care services on behalf of East Sussex residents. We are independent, transparent and accountable.

We have a role to make sure the user experience of health and social care services in East Sussex are taken into account by every publicly funded provider of services and by those that commission care for our population.

## What we do: our core functions and purpose

Healthwatch East Sussex has six Core Functions:

1. We talk to local residents and gather their views and experiences of Health and Social Care services in East Sussex
2. We make those views known to providers and commissioners
3. We promote and support the involvement of people in shaping local care services.
4. In response to local intelligence, we recommend investigation and special reviews of services. This is via Healthwatch England or directly to the Care Quality Commission (CQC)
5. We signpost people to the right services - including advocacy services if they want to make a formal complaint
6. We make people's views known to Healthwatch England, helping it carry out its role as national champion

We are a local consumer champion created to gather and represent the views of the public, working closely with voluntary and community groups to identify and investigate important local issues and trends.

We prioritise key issues aiming to amplify the voices of those seldom heard, the vulnerable and those who are isolated or socially excluded as well as the larger East Sussex population.

## How Healthwatch East Sussex makes a difference

Healthwatch East Sussex enables residents and individual in East Sussex to be engaged with the services that provide for their health and social care and to contribute to improvements.

By seeking out, representing and feeding back the experiences, views and opinions of our population, we can make a real difference to the services available for the residents of East Sussex.

Healthwatch can:

- Provide information about the care choices available
- Talk and listen to people from all parts of the community
- Become a voice for users of services
- Feedback user views and concerns
- Build a picture of where services are good and where improvement is needed
- Provide information to hold services to account for the care they provide
- Give authoritative evidence-based feedback to organizations delivering and commissioning health and social care services
- Challenge how health and social care services are provided
- Influence the design of services so they meet the needs of local people
- Monitor the changes promised by statutory health and social care organisations

## Profile of our Volunteers

Healthwatch East Sussex uses volunteers to undertake the work it does.

Volunteering for Healthwatch East Sussex is open to anyone who is a resident in East Sussex with an interest in improving health and social care locally.

We have a pool of approximately 25 volunteers to undertake activities, but more volunteers are always welcome. It is important that volunteers reflect and represent the East Sussex population: therefore, volunteers who identify with BAME and LGBT communities, those who are carers, those with disabilities, and any other protected characteristic group are especially welcome.

Volunteers range from working age to more mature members of the community. Though the majority are retired we are eager to have volunteers regardless of their employment status. The longest serving volunteer has been with us from our creation in 2013, but some volunteers do take a break and return when it suits their life pattern.

Volunteers are recruited from a diverse range of backgrounds, careers and interests; therefore, collectively our volunteers have a vast skill set. We encourage all volunteers to utilise those skills that may not initially be associated with the Healthwatch East Sussex: such examples might be computer literacy, editorial and proof reading, customer communications, survey design, telephone interviewing, training and education but these examples are not exhaustive.

## Volunteer's experience with Healthwatch

*“The focus of my involvement with Healthwatch has been with the enter and view programmes, to care homes and hospital settings. The last series of visits to care homes were to those deemed to be good and outstanding. It was heartening to be able to identify many examples of very good practices and outcomes for residents at these visits.”*

*Phil from Alfriston*

*“I have volunteered with Healthwatch East Sussex for several years now, but I find that I am still enjoying new experiences. As part of PLACE (Patient Led Assessment of the Care Environment), personally in the past year, I visited care homes that were rated outstanding by the CCQ unit and the Emergency Dental Services, which were new activities both for Healthwatch East Sussex and myself, and the third new first for me were visits to a secure mental health unit find out direct about the users experiences.”*

*Paula from Lewes*

## What volunteers have helped us deliver

Since its establishment in 2013, our team of volunteers has made it possible for the organisation to:

- Visit more than 140 sites as part of the annual Patient Led Assessment of the Care Environment (PLACE)
- Observe and report on over 600 local health and social care services as part of Enter and View programme plus a number in neighbouring counties
- Engage with in excess of 5,000 people as part of various community engagement activities, either face-to-face or through other links
- Produce over 32 formal published reports identifying where service improvements could be made
- Host 6 public Annual Events
- Influence numerous changes to the way health and social care services are provided in East Sussex
- Conduct multiple Mystery Shop Research projects involving GP Practices and NHS Dental Services including their websites

### Example 1: working with an NHS trust

Healthwatch East Sussex Volunteers worked with East Sussex Healthcare NHS Trust (ESHT) on an extensive programme of patient and carer engagement over two years when the Trust was placed in special measures following regulatory inspections by the Care Quality Commission (CQC).

We developed an independent review of the Complaints process, created innovative engagement in A & E, outpatients departments, hospital wards for older people, and maternity services that assisted the Trust with their improvement action plans.

Subsequently, after CQC core services inspections the Trust was awarded a GOOD rating with some aspects of care considered OUTSTANDING.

The Chief Executive of the Trust sent this message to the volunteers:

*“Following the CQC inspection results for ESHT, I am writing to thank you directly for your contribution to the improvements that we have been able to make. You have given of your time to support us in many ways - through the 24 hour engagement activity which is now its third year, through Observations of Care activity, focussing on older people with dementia experiences as in-patients, through the Independent Lay Review of the Trust Complaints process, and in other ways. This has given us really helpful feedback and ensured that we have focussed on the aspects of care that most needed it. You have also helped us to strengthen the involvement of patients and the public in our work. ESCV’s Healthwatch has always shown impressive innovation in doing all these things and I know that my colleagues at ESHT are glad to work with you on these initiatives.”*

### **Example 2: involvement with independent residential care homes**

Healthwatch East Sussex visited every care home in East Sussex as part of its remit to look at quality of life for people living in residential care. Healthwatch East Sussex has a role in identifying ‘best practices’ and where people are saying services work well for them as well as identifying and responding to poor care.

Our 2019 Report highlighted examples of the excellent care our Authorised Representatives reported when they visited the 43 care homes. A CQC Inspection Manager from the South East approached Healthwatch East Sussex requesting to use extracts from the Report in a book they were publishing about developing outstanding services. They felt Healthwatch East Sussex deserved a mention.

### **Example 3: working with the homeless**

Healthwatch East Sussex volunteers took part in an engagement activity involving homeless people, rough sleepers and those living in temporary and emergency accommodation as part of a Clinical Commission Group (CCG) consultation on the future use of Eastbourne Walk-In Centre. We met in the evening and linked with those sleeping on the streets of Eastbourne and who ordinarily would not have their voice heard, yet who frequently depend on Walk-In services.

We had previously won a national Healthwatch Award for engaging with residents in a Homeless hostel that resulted in a local authority review and improvement in the quality of the accommodation and supply of support services.

## The Organisation

Healthwatch East Sussex is a government-initiated organisation.

It is provided by East Sussex Community Voice, a small Community Interest Company (CIC) established in 2013.

This CIC also commissions on behalf of the local authority to provide the Independent NHS Complaints Advocacy Service (ICAS) in East Sussex.

Each year we produce an Annual Report showing what we have achieved over the last year and what we hope to do in the coming year. Volunteers are sent a personal copy but the Annual Report can also be found the Healthwatch East Sussex website

<http://www.healthwatcheastsex.co.uk/>

### How are we run?

Healthwatch East Sussex is governed by an independent and experienced board of non-executive directors. They oversee the work and ensure we comply with all CIC regulations. This includes working policies that support a dedicated team of staff with the necessary skills and experience to deliver the Healthwatch functions.

Healthwatch East Sussex as part of East Sussex Community Voice CIC, is committed to conducting its business in accordance with all applicable data protection laws and regulations and in line with the highest standards of ethical conduct.

## The roles and activities of volunteers

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The following section outlines the various roles that volunteers can become involved in.

The roles may utilise an existing skill you have or may offer the opportunity to develop a new skill.

The range of roles for volunteers is pre-determined by the Healthwatch East Sussex aims and objectives. Whilst it is important to develop roles that are attractive to you, they must be in the context of the organisation's ultimate goals.

Volunteers will be supported in and trained for any of the roles they are offered and want to accept.

### [1] Public Engagement volunteer

In this role, volunteers meet the public face-to face and are present at public events.

Examples might include:

- Undertaking face-to-face surveys, comment forms or questionnaires with the residents of East Sussex to record their experiences of using health and care services
- Meeting with individual members of the public to listen to their personal experiences. This can also be undertaken by an appointment at a suitable venue
- Hosting a Healthwatch East Sussex exhibition stand eg. at a local conference. This both promotes Healthwatch and encourages people to feedback to us about their experience of health and care services
- Helping to run a focus group or engaging with users at specific health or care environments to gather the views of East Sussex residents about services
- Linking with Patient Participation Groups (PPGs) at GP surgeries to promote information about Healthwatch and to encourage patient feedback
- Talk about Healthwatch East Sussex to a variety of small groups, eg. at coffee mornings, community groups, community events
- Networking with other organisations to help further develop engagement with local communities e.g. charities, voluntary and community organisations
- Making and building contacts with communities whose voices are less often heard by decision makers, at the instigation of Healthwatch East Sussex staff
- Promote understanding of the purpose and function of Healthwatch East Sussex, raising the profile and highlighting achievements and activities. Encourage local citizens to get involved and become a volunteer

## [2] Authorised Representative to 'Enter and View' services

### Role description

- A trained volunteer who can 'enter and view' health and social care settings
- Gathers and records the experiences and views from patients, consumers, carers and the wider public about the organisation where we have undertaken an Enter and View visit
- Volunteers follow statutory criteria for eliciting evidence of how the organisation functions and delivers care
- Acts a part of a team of 2 to 4 volunteers viewing the same organisation at the same time
- May attend meetings on behalf of Healthwatch East Sussex
- May be a member of any Healthwatch East Sussex working groups

Being a statutory requirement, the full role description for an Authorised Representative can be read on the website: [www.healthwatcheastsussex.co.uk](http://www.healthwatcheastsussex.co.uk)

### Eligibility to be an Authorised Representative

Volunteers will need:

- To be over the age of 16
- To supply two references
- Successfully complete an enhanced DBS check
- To be willing to undergo training specific to 'enter and view'
- To have a genuine interest in health and social care
- The ability to talk to people from diverse backgrounds
- To be able to identify good practice in health and care (after training)
- To be able to present information in a clear straightforward way
- To understand the importance of confidentiality and to respect this at all times

### Time commitment for Authorised Representatives

Once trained it is at the discretion of the individual volunteer how much time they wish to commit.

Visits take place at times that reflect the service provided. Therefore, volunteers may be asked to undertake evening, night and weekend visits.

On average an Enter and View visit will last 3 to 4 hours allowing for briefing and debriefing. The team leader who will write up a record of the visit will require additional time, but no longer than 3 hours.

Attendance at other events and meetings is usually between 2 and 4 hours.

### [3] Patient Assessor for Patient Led Assessments of the Care Environment (PLACE)

#### Role description

- Visit hospitals and other NHS care providers that have more than 10 beds
- Visits are undertaken on an annual basis at a timetable set by the NHS
- Volunteers are equal members of a team of staff and patient representatives specifically to assess the environment. For example; Is it clean and safe? Are patients' privacy and dignity respected?
- PLACE assessments include how the environment supports the care of those with dementia and other disabilities
- Good environments matter. Where standards fall short, PLACE assessors draw it to the attention of organisation managers through feedback of findings
- Healthwatch East Sussex will hold the service to account for changes that are required

### [4] Information and Signposting Volunteer

#### Role description

These roles can be office or home based depending on the particular activity. We will explore together with you which roles suit your skills, interests and availability.

In general, the role includes:

- Updating information about health, care, and wellbeing services. This involves checking both by phone and online, to ensure accuracy
- Providing information via Healthwatch East Sussex phone or online service or in person at community events and venues such as town libraries and village centres
- Helping to support the development of the Healthwatch East Sussex information line
- Sharing best practice from other areas
- Finding and forwarding information about local health and care services, issues, and events to Healthwatch East Sussex
- Contributing towards social media projects
- Sharing information via Twitter and Facebook

## [5] Formal Representative role

Sometimes volunteers can be authorised to act as a representative and link to Healthwatch East Sussex in a formal capacity at meetings.

You would be briefed by the Healthwatch East Sussex staff team, provided with the necessary documents and, following the meeting, would provide some form of report or feedback as a formal link for Healthwatch East Sussex.

## [6] Mystery shopping researcher

There are times when Healthwatch East Sussex may want to include 'Mystery Shopping' activity as part of its role as a watchdog on behalf of local people.

Mystery shopping (or mystery consumer, secret shopper) is a tool used externally by market research companies, watchdog organisations, or by organisations themselves to measure quality of service, or compliance with regulation, or to gather specific information about services.

The mystery shopper takes on a specific role to experience how it feels to be a user of the service. However, the mystery shopper is not generally known by the organisation being evaluated.

## [7] Other involvement

Healthwatch East Sussex can be commissioned by other organisations to undertake specific projects to elicit consumer views.

Volunteers have the opportunity to be involved in such activities and will be invited to participate as appropriate.

## Volunteers: what Healthwatch OFFERS you

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Healthwatch East Sussex exists because of its volunteers. Volunteers are an invaluable resource: the organisation cannot operate effectively without them.

This section outlines what we promise you in your volunteer role.

A volunteer is defined as a person who, without payment and without duress, contributes their time and skill with the aim of benefiting people in the community. Volunteer involvement is not a substitute for paid employed staff: volunteers add substantial value to what is already being accomplished.

It is intended that volunteering with Healthwatch East Sussex should be a positive experience.

### Commitment to our volunteers

Volunteers will:

1. Be valued, made welcome, be treated as equals, be given recognition for work done, and thanked for their contribution
2. Receive support and supervision
3. Have regular access to a named mentor who ensures they have adequate support and is someone they can contact if they have concerns about their role
4. Have a clear idea of their roles and responsibilities and be given meaningful tasks
5. Have involvement and participation in developing Healthwatch volunteer roles
6. Be offered induction training to introduce them to the organisation, its history, aims and objectives, and to the volunteer role they undertake
7. Be offered specific ongoing training for their role
8. Have proper health and safety training
9. Be provided with the appropriate equipment/tools/materials to enable them to carry out their tasks
10. Have their physical access requirements met wherever possible
11. Experience a complementary and mutually beneficial relationship with Healthwatch employed staff
12. Will receive all reasonable out-of-pocket expenses. The basic reimbursement should cover the costs of travel to and from the place of volunteering
13. Volunteers will be appropriately insured against any risks involved in volunteering

## Support for your Volunteer role

### Task and role descriptions

Volunteers will have clear descriptions of their role and tasks. These descriptions will be developed in line with statutory functions and contractual obligations of the organisation. Role and task descriptions will be reviewed and updated regularly.

If role and task descriptions change due to new legislation, any alterations will be discussed with the volunteer who may decide that they do not wish to carry out amended or additional tasks. In this instance, it may become necessary to recruit another volunteer and to reassign the original volunteer to another task.

### Allocation and Assignments of volunteers

Every effort will be made to match the requirements of volunteers and all volunteers have the right to refuse or withdraw from tasks which they do not wish to undertake, or to take on new tasks where appropriate and where it matches your personal skillset.

To help the organisation to understand its volunteers, it is hoped that volunteers would indicate a reason why they decide to withdraw from a particular task.

If volunteers are reassigned the Volunteer and Community Liaison Manager should have an informal interview to assess the volunteer's suitability for the new opportunity. Any necessary additional checks, induction, and training must be completed.

### Placement location and access

East Sussex covers a large geographical area and volunteers are at liberty to accept and undertake assignments at locations that suit their travel arrangements. Parking and access arrangements will be provided with the assignment briefing.

Healthwatch East Sussex will make every effort to ensure that appropriate access and provision are made to enable all volunteers to participate fully and to carry out tasks safely.

### Communication

Volunteers are entitled to all information necessary for the completion of their role. Accordingly, you should have access to a system for receipt of such information such as email, fax or phone that is compliant with General Data Protection Regulations.

It is the responsibility of the Volunteer and Community Liaison Manager to ensure that volunteers receive relevant information.

### Dedicated Volunteer website page

There is a volunteer community page on the Healthwatch East Sussex website that is accessed by a protected password that will be allocated to you at your induction. This page provides links between all volunteers, providing information that include potential volunteer opportunities, reports of visits, a calendar of activities, training available, minutes of meetings and helpful resources.

A monthly Newsletter outlining past and future activities and volunteer updates will be found on the webpage or provided in hard copy if preferred.

### Access to resources and materials

Volunteers shall have access to the resources and equipment required to fulfil their assigned tasks. Where appropriate, training shall be given on how to use any equipment you will need to carry out your role.

### Expenses

Volunteers are entitled to reimbursement of out of pocket expenses. The rates for expenses and more details are listed in the Resources section (3) of this Folder.

The following expenses can be claimed:

- Return travel from home to activity is paid per mile and at a reduced rate for each passenger mile
- Where a volunteer session takes more than four hours (from travel from home, the completion of the activity and your return home), a small subsistence allowance can be claimed
- A discretionary amount can be paid per four-hour session for reward and recognition for a role undertaken where this has been agreed in advance with the Volunteer and Community Liaison Manager
- Stamps/phone calls/IT consumables
- Childcare and carers' costs, where this has been agreed in advance with the Volunteer and Community Liaison Manager

Process to follow for making claims:

- Volunteers are required to submit their expenses on the Healthwatch East Sussex Expense Form. A copy is in the Resources section (3) of this folder or from the Healthwatch East Sussex administrator, or on the Volunteer webpage of the Healthwatch East Sussex website
- Claims should be submitted each month. Claims that are over 3 months in arrears will not be paid. A total of 3 months expenses can be made on one claim form.

- Forms should be given to or sent to the Healthwatch East Sussex Volunteer and Community Liaison Manager - [elizabeth.mackie@healthwatcheastsussex.co.uk](mailto:elizabeth.mackie@healthwatcheastsussex.co.uk)
- Expenses will be paid directly into your bank account through BACs payment

Volunteers are not employees of Healthwatch East Sussex and as such you are not expected to make financial gains out of volunteering.

### **Safeguarding Adults and Children**

Safeguarding is the responsibility and duty of all citizens.

Volunteers will be provided with training and support to recognise and report any safeguarding concerns or issues they encounter in their role with Healthwatch East Sussex.

There are clear Healthwatch East Sussex procedures that protect the public, the volunteer and the organisation. You can view the policies and procedures at <https://healthwatcheastsussex.co.uk/about-us/policies-priorities/>

### **Insurance**

Volunteers will be insured against any risks involved with volunteering under Healthwatch East Sussex's insurance policies.

Volunteers will be covered by the organisation's Employer's Liability Insurance. This provides insurance against liability for injury and disease experienced by volunteers or staff as a direct result of their involvement with Healthwatch East Sussex activities.

As a registered volunteer you are also covered by our public liability insurance when carrying out your volunteer duties on our behalf.

### **Whistleblowing and Disclosure**

Volunteers are protected when making a disclosure under the Public Interests Disclosure Act 1998 and shall not be subjected to any detriment. The Healthwatch East Sussex Whistleblowing Policy outlines the appropriate process to be followed. You can find this at <https://healthwatcheastsussex.co.uk/about-us/policies-priorities/>

Whistleblowing is a disclosure of information by individuals that relates to danger, fraud, illegal or unethical conduct of the employer, an employee, board member or volunteer. It need not be a matter of financial governance.

Individuals making a disclosure are encouraged to do so internally in the first instance (i.e. to the executive director, non-executive board member or volunteer and community liaison manager) before involving an external agency.

Where an individual feels unable to make an internal disclosure, they must follow the external disclosure procedure in the Whistleblowing Policy.

## Healthwatch East Sussex Privacy Statement

Healthwatch East Sussex is committed to protecting your privacy.

To function efficiently, all organisations must hold personal information and data on their staff, volunteers and board members.

To meet EU General Data Protection Regulation (GDPR) requirements every Healthwatch is required to publish a privacy notice or statement on their website, outlining how they manage data and personal information.

You can view the full policy here <https://healthwatcheastsex.co.uk/privacy-policy/>

This policy explains how we collect and use the personal information you provide to us whether online or via phone, mobile, e-mail, letter or other correspondence.

By using our website, and any of our services, or providing us with any personal information we will assume you are agreeing to your information being used and disclosed in the ways described in this policy.

All our policies meet the EU General Data Protection Regulation (GDPR) effective from May 2018 which gives all EU citizens more rights and protections for their personal data, to minimise the possibility of theft and fraud.

Should you have any specific queries regarding this you can contact:

[charlie.rustem@healthwatcheastsex.co.uk](mailto:charlie.rustem@healthwatcheastsex.co.uk)

## The Board

The Board are responsible for volunteers through the operational role of the Healthwatch East Sussex staff.

All Volunteers are welcome to attend the Board open sessions as observers and are invited to suggest issues that should be brought to the attention of the Board. If you wish to do so, please contact the Healthwatch Administrator who will be pleased to let you know the process to follow.

Meetings are held quarterly, and the Agendas are circulated to all volunteers.

## Personal Support

### Regular support

Volunteers can access support from their allocated mentor or from any Healthwatch East Sussex staff depending on the issue. Staff details and responsibilities are listed in the Resources section (3) of this folder.

### Your mentor

Healthwatch East Sussex will allocate each volunteer a personal mentor. This is an experienced volunteer who will be looking out for you from the onset and ongoing as necessary. They will offer peer support and guidance for any issues, doubts or anxieties you may have.

They can be accessed as-and-when you need, face-to-face or over the telephone.

They offer safe and confidential support that need not be shared with Healthwatch East Sussex staff.

### Balance and avoiding stress

We want our volunteers to enjoy their role. It is important to be aware of your day to day work and family commitments when you decide how much time you can give to being a volunteer.

Also remember change happens slowly. You will need considerable patience and realistic expectations about changes you can influence.

### Taking a break

There are times when volunteers may need to take a break from activities. During any break you can continue to receive any updates and news bulletins and declare an interest to take part in an activity.

Subject to the length of any absence, on your return, you will be invited for an informal discussion with the Volunteer and Community Liaison Manager and may be asked to attend any training or learning session to refresh your knowledge and skills.

### Annual 1:1 Discussion

To support you to get the most out of your time with Healthwatch East Sussex, all volunteers will be offered an annual personal one-to-one discussion. This is a conduit for the benefit of the volunteer and the organisation. It is the formal opportunity to have your opinions heard and acted upon.

Your discussion will take place annually at a suitable time and place. It will be undertaken by either the Volunteer and Community Liaison Manager from Healthwatch East Sussex or a Board member.

The aim of your discussion is to clarify issues that may have arisen, give feedback on your role and tasks plus give you any appropriate support and advice.

During the review notes will be taken on the matters discussed and kept on file. A copy of these notes will be given to you. The Volunteer and Community Liaison Manager is responsible for maintaining records of this meeting.

A copy of the Annual 1:1 Discussion form is in the Resources section of this Folder. You may wish to familiarise yourself with this before your meeting.

Outcomes of your annual discussion may include:

- Identified need for additional training
- Equipment
- Additional support
- Reviewing a volunteer role and task description
- Adapting the role and tasks
- Adjusting the time commitment
- Further opportunities for your development leading to formal training and education

Your feedback will give Healthwatch East Sussex an improved understanding of the tasks and issues involved in volunteering, a perception of how things are going and to hear YOUR views and ideas of the development of the role/function.

### **Recording your activities and experience**

Volunteers may be involved in all or some of the roles promoted according to their levels of skills and competencies.

Volunteers are encouraged to develop their skills and attend training sessions relevant to their role and tasks whilst volunteering with Healthwatch East Sussex. Records of training and your experiences may be used to assist you in the pursuit of employment, further education or other volunteering opportunities.

Listing your activities and experience in your Activity Log will support your future CV. This is found in Section 4 of this folder.

Volunteer involvement will not be used to displace any Healthwatch employees from their positions.

## Volunteers: What Healthwatch ASKS of you

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As a volunteer with Healthwatch East Sussex no special qualifications or experience are required.

However, because the roles can involve dealing with sensitive information or contact with people who are vulnerable, it is **essential** that volunteers are:

- Reliable
- Trustworthy
- Empathic and considerate towards others
- Impartial and unbiased
- Able to understand confidentiality
- Able to follow guidance and instructions
- Aware of, and interested in, improving health and/or social care services
- Able to share relevant information according to agreed procedures
- Willing to:
  - Sign a Code of Conduct agreement
  - Sign a Conflict of Interest declaration
  - Undergo a Disclosure Barring Service (DBS) check
  - Undergo training relevant to their chosen role
  - Review their experience, skills and training against their developing role

### **Desirable characteristics, skills and/or experience**

- Flexible
- Able to travel around your local area as required
- Able to access a computer and able to use email and create documents
- Able to develop a good rapport with people within a short space of time. This can be in person, on the phone, or by email
- Be able to work effectively within a team
- Good written communication skills including ability to produce reports
- Knowledge of different health and social care settings
- Consult with people using surveys and questionnaires
- Constructively appraise what they see, hear or read

There are specific Healthwatch East Sussex volunteer roles that will require specific skills. Your mentor will discuss this element with you as appropriate.

## A Code of Conduct

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The reputation of Healthwatch East Sussex as an open, fair and professional body with high standards of integrity and commitment to its aims and objectives, is dependent on the Healthwatch East Sussex community of employed staff, board members and volunteers.

We ask that volunteers agree to actively perform their role to the best of their abilities and to promote the aims, objectives and procedures of Healthwatch East Sussex in accordance with the Healthwatch East Sussex Code of Conduct as below.

All volunteers will be asked to sign this Code of Conduct declaration on joining the organisation.

I understand that as a volunteer I will:

1. Act and conduct myself in a reasonable and responsible way towards any staff, volunteers, partners and members of the public I work with or meet as a Healthwatch East Sussex Representative
2. Conduct myself in a manner that does not bring Healthwatch East Sussex into disrepute or act in a manner that is not in the best interests of Healthwatch East Sussex or the wider community
3. Treat all people with respect and act in a way which does not discriminate against or exclude anyone
4. Be prepared to work in a team
5. Never disclose confidential and sensitive information unless there is a legal duty to do so in the interests of child protection or protection of vulnerable adults. In any case, always seek advice before reporting
6. Identify and attend training and other opportunities to develop my understanding and skills to deliver Healthwatch East Sussex's work
7. Understand and comply with the relevant and current legislation including policies for equal opportunities, discrimination, human rights, data protection and freedom of information etc
8. Report back when I attend any activity relating to Healthwatch East Sussex
9. Declare any conflict of interest, or anything that might be seen by others as a conflict of interest, as soon as it arises
10. Not accept gifts or hospitality which could be seen as attempts to influence the decisions, independence or activities of Healthwatch East Sussex

Healthwatch East Sussex values and respects its volunteers and the community it serves. As such it asks that Volunteers and Representatives show respect to people within the organisations they engage with.

This refers to any person acting on behalf of Healthwatch East Sussex either in a paid or voluntary capacity. This also applies to individuals and organisations who are commissioned to do work on behalf of Healthwatch East Sussex.

### The Seven Principles of Public Life (The Nolan Principles)

Being a public body serving the community, Healthwatch East Sussex staff, board members and volunteers are expected to uphold recognised principles of public life.

1. **Selflessness** - Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends
2. **Integrity** - Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties
3. **Objectivity** - In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit
4. **Accountability** - Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office
5. **Openness** - Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands
6. **Honesty** - Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest
7. **Leadership** - Holders of public office should promote and support these principles by leadership and example

### Confidentiality

All volunteers are required to keep confidential any information gained during the course of their volunteering time with Healthwatch East Sussex.

They must adhere to Healthwatch East Sussex's policy on confidentiality. Details of this policy will be outlined to volunteers at the Induction training.

Volunteers will be required to sign a bespoke Confidentiality Agreement. This form is in the Resources section (3) of this Folder.

## Dress code

Volunteers are ambassadors of Healthwatch East Sussex and as such are expected to dress appropriately for any task that they undertake to perform on behalf of the organisation.

Your Healthwatch East Sussex ID photo on a lanyard **MUST** be worn and visible at all times when in a volunteering role.

Representatives are generally expected to wear the navy blue Healthwatch East Sussex tee-shirt and/or fleece issued, unless it is not appropriate to the situation, eg. mental health unit visit. In this case, smart clothing and suitable footwear is expected.

Some visits may require volunteers to have short sleeves and no jewellery (known as Bare below the Elbow) to comply with infection control measures.

On visits, jewellery and personal belongings should be kept to a minimum as it is not always possible to store bags securely during a visit.

## Policies and Procedures

Volunteers are expected to abide by all Healthwatch East Sussex policies.

These documents are in place for the working guidance, support and safety of volunteers and in accordance with the Code of Conduct.

A full list of policies and procedures can be found on the website:

[www.healthwatcheastSussex.co.uk](http://www.healthwatcheastSussex.co.uk)

Written copies of policies will also be distributed in the training sessions where relevant to the subject. They include:

- Equality and Diversity
- Code of Conduct including dress code, receiving of gifts
- Disciplinary and Grievances
- Termination of the Volunteer role
- Personal safety
- General Data Protection Regulations
- Whistleblowing
- Record keeping and Report writing
- Complaints and escalations
- Recruitment and selection
- Infection control
- Manual handling
- Health and Safety
- Safeguarding of children and vulnerable adults

Healthwatch East Sussex reserves the right to add new policies as this becomes necessary.

## Health and safety

All volunteers are required to adhere to Healthwatch East Sussex's Health and Safety policy. Health and Safety matters will form part of the volunteer Induction process.

## Personal information

All volunteers are required to complete a Personal Information Consent Form. Some of this information is regarded as "sensitive data" under the 1998 Data Protection Act and will be processed and kept accordingly.

Our records on you will include:

- Volunteer contact details, including emergency contact information
- Details of experience, skills and preferences used to assess suitability for a role as recorded on application form or gained through interview
- Monitoring information including ethnicity, disability etc.
- Information relating to Disclosure & Barring Service (DBS) checks (formerly CRB)
- References
- Notes from your annual review will be kept on each volunteer with their explicit consent
- Training records

Volunteers have the right to make a request to access all of the data we hold about them. Requests should be made in writing to the Volunteer and Community Liaison Manager.

## Use of a private vehicle for volunteering

Volunteers who use their private vehicle on Healthwatch East Sussex business must ensure that their vehicle:

1. Is taxed
2. Has a valid MOT certificate
3. Is roadworthy
4. Has insurance cover for business/volunteer use. Volunteers are responsible for checking they have suitable cover with their own insurer.

## Clarity of professional role and services

Volunteer roles should be unequivocally clear.

Volunteers holding a professional qualification, license or certificate should not undertake any advice or professional service whilst representing Healthwatch East Sussex.

There may be occasions where a professional or specialist perspective is required; in this case the Volunteer and Community Liaison Manager will facilitate evidence of appropriate and current suitability and any potential liability to Healthwatch East Sussex.

### Speaking to the media

Healthwatch East Sussex speaks with a united voice to ensure the organisation is promoted and reported on correctly in, and by, the media. All media communications must be forwarded to the Volunteer and Community Liaison Manager who, with the Executive Director, will decide on the best media spokesperson for Healthwatch East Sussex.

### Social media

Healthwatch East Sussex uses social media platforms such as Facebook, Twitter, Instagram, LinkedIn and blogs.

Protecting our business reputation is paramount and social media should never be used in a way that breaches any of our policies.

Anyone, including volunteers, board members and staff associated with Healthwatch East Sussex must not post disparaging or defamatory statements about the organisation, our clients, suppliers and vendors. For an individual volunteer making such, Healthwatch East Sussex does not want negative views to be considered the views of the organisation.

Ultimately volunteers are personally responsible for what they communicate on social media.

We ask volunteers to:

- Be the best person you can be online - be courteous and respectful of other people and their views, religion and culture
- Think before you share
- Be an online ambassador by spreading the word about us and our work. You can help us reach more people.

### Representation

Volunteers may sometimes be invited to attend formal meetings on behalf of Healthwatch East Sussex relevant to their volunteering role and in agreement and prior consultation with the Volunteer and Community Liaison Manager/Executive Director.

It is not within the role of the volunteer to agree any action or statement that might significantly affect or obligate Healthwatch East Sussex. Volunteers, if approached, should seek consultation with the Volunteer and Community Liaison Manager and proceed only with approval. This may include but are not limited to:

- Statements to the press
- Statements to other organisations
- Collaborations

- Joint initiatives
- Or any agreement involving contractual or financial obligations

### **Attendance for assignments**

Volunteers are asked to perform their duties on a punctual and regular basis. We ask that you give your project lead or the Volunteer and Community Liaison Manager as much notice as possible if you are expecting to be absent, so that alternative arrangements can be made.

Continual absenteeism may warrant a discussion of your future role and commitment to Healthwatch East Sussex.

### **Monitoring of time**

Volunteers are asked to record the activities they undertake for Healthwatch East Sussex in their Personal Activity Log. Details can be found in Section Four. This is not micro-managing your time as a volunteer, but it allows the organisation to formally recognise and audit the collective commitment of volunteers.

Special projects may require the maintenance of a time sheet which may be requested by the project lead. These completed time sheets are used for both monitoring volunteer involvement and to confirm that volunteers are eligible for the reimbursement out of pocket expenses.

## Your service as a Volunteer

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### Acceptance and appointment

Your service as a volunteer with Healthwatch East Sussex is confirmed:

1. On receipt of your Confirmation letter
2. When you have an outline of your agreed specific volunteer role(s) and task description
3. On ownership of this Volunteer Folder including the Handbook
4. On completion of your Induction Checklist provided in Section 2 of this folder. This should be completed by you.
5. By a signed [Confidentiality Agreement](#) form provided in Section 3 of this folder. This must be submitted.
6. By a signed [Conflict of Interest](#) declaration provided in Section 3 of this folder. This must be submitted.
7. By a signed [Personal Information Consent](#) form provided in Section 3 of this folder. This must be submitted.

### Introductory period

All new volunteers will be appointed for an introductory period of no less than three months. At the end of the agreed period, the situation should be reviewed with the Volunteer and Community Liaison Manager or mentor and the decision made as to whether it is appropriate to continue volunteering with Healthwatch East Sussex.

### Leave of absence

Where a volunteer finds they are unable to commit to volunteering for some time, we ask that you inform the Volunteer and Community Liaison Manager so a leave of absence can be recorded.

You will be welcomed back when you consider your circumstances permit it.

### Resignation

Volunteers may resign from Healthwatch East Sussex at any time. It is requested that they provide advance notice (preferably a week) and a reason for their decision.

Wherever possible, exit interviews are conducted with volunteers who are leaving. This will provide a useful means to tie up loose ends and helps Healthwatch East Sussex to monitor its involvement with volunteers.

Upon leaving, or seeking employment, volunteers may be entitled to receive a reference from Healthwatch East Sussex for prospective employers. If you require such a reference, please speak to the Volunteer and Community Liaison Manager. Please note this can only be supplied in respect of your volunteering role.

### **Welfare Benefits**

In theory, genuine voluntary work should not affect entitlement to any benefit. The reimbursement of actual out-of-pocket expenses does not affect any benefit claims.

The most current information on volunteering and benefits is available from the Volunteer and Community Liaison Manager.

### **Complaints and Problem solving**

The Healthwatch East Sussex aim to make volunteering a positive experience for everyone involved, is generally met.

There are occasions, however, when problems may arise. The Problem-Solving Procedure is based on principles of fairness and good practice and is available upon request from the Volunteer and Community Liaison Manager.

All complaints should be resolved openly, fairly and quickly. This will allow Healthwatch East Sussex to:

- Protect our volunteers
- Minimise any risk of disruption to staff, clients and other volunteers
- Demonstrate that the organisation respects its volunteers
- Protect the reputation of the organisation

### **Complaints from volunteers**

Healthwatch East Sussex believes that volunteers have every right to make complaints on any matter, which gives them cause for concern in the course of their volunteer work. The appropriate process is clearly set out in the Healthwatch East Sussex Complaints Policy. This is available from the Volunteer and Community Liaison Manager.

The complaints procedure follows three stages:

1. an oral complaint followed by
2. a written complaint and
3. an appeal process

### **Addressing unsatisfactory conduct with Volunteers**

Unsatisfactory conduct is extremely rare, and most issues will be identified and dealt with early on during discussions with your mentor or the Volunteer and Community Liaison manager.

If an issue is not resolved through this means, or if a third party raises a concern or complaint against a volunteer, then a formal procedure exists, and this will be dealt with by the Volunteer and Community Liaison Manager.

This includes an Oral Discussion to identify goals that will help you fulfil your role, and to offer extra support, supervision and training where necessary.

If the issue has not, or cannot be resolved by the oral discussion, then a written warning may be issued. There is an opportunity to appeal against a written warning.

Volunteers are fully supported through this process and may be accompanied by their own friend or colleague as necessary.

### **Ending a volunteer placement**

Volunteers who fail to adhere to the procedures and policies of Healthwatch East Sussex, or who fail to satisfactorily complete tasks or meet required standards may be subject to the ending of their volunteer placement.

A volunteer placement may be suspended until they have discussed the situation with the Volunteer and Community Liaison Manager. A full investigation should take place prior to the ending of the volunteer's placement.

If Healthwatch East Sussex decides to ask a volunteer to leave, it will invite the volunteer to have a leaving meeting to explain the decision and deal with outstanding issues.

In exceptional cases volunteers may need to be suspended immediately while an investigation is carried out. These include, but are not limited to:

- acts that constitute gross misconduct
- theft
- assault
- act of violence
- malicious damage
- and deliberate falsification of documents, harassment or being under the influence of drugs or alcohol

The decision to suspend a volunteer will be confirmed to the volunteer in writing. In some cases, legal proceedings may need to be concluded before the next step of the problem-solving procedure can take place.

## Section Two

# Training and Development



## Training and development

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Healthwatch East Sussex is committed to providing volunteers with the training and skills to undertake their roles with confidence. This will complement the knowledge and experience gained in current and previous roles, and through life experience.

### Induction

Induction training will introduce the volunteer to the organisation, its history, aims and objectives, and to the various volunteer roles they may undertake.

### Mandatory

Every organisation has mandatory training for all staff. This includes training for your health and safety.

### Updates and ongoing training

Specific ongoing and update training sessions will be provided for volunteer roles. This will include background knowledge of local partnerships, government guidance and national reorganisations.

## Keeping a record of your training and development

A Training Log is provided in this section for you to store and record:

1. Your individual INDUCTION to Healthwatch East Sussex
2. Your essential READING about the expectations of your role
3. MANDATORY training attended
4. Any TRAINING or UPDATE sessions undertaken for a specific role
5. The DATES of any training attended

These records will provide valuable information to assist you in the pursuit of employment, further education or other volunteering opportunities.

They provide evidence for any claims made for expenses and time.

Additional recording sheets can be downloaded from the volunteer document library page of the Healthwatch Website - <https://healthwatcheastSussex.co.uk/volunteer-document-library>, or by contacting the Healthwatch Administrator on 01323 403590 or by emailing [susan.wells@escv.org.uk](mailto:susan.wells@escv.org.uk)

## Volunteer Induction Checklist

*This form should be completed by you and your mentor and/or the Volunteer Manager*

	Activity-Action	Date	Comments
1	Handbook given		
2	Badge/lanyard given		
3	Fleece & T-shirt issued		
4	Clipboard & pens given		
5	Mentor allocated Contact details given		
6	Bank details provided		
7	Declaration of Interests Form signed		
8	Confidentiality Agreement signed		
9	Personal Details Form signed		
10	Preferences of involvement discussed		
11	Skills review audit completed		
12	Date of Induction course given		
13	Mandatory Training dates provided		
14	Dates of Volunteer Quarterly meetings given		
15	Volunteer website access code given		
16			
Volunteer signature:		Mentor or Volunteer Manager signature:	

## Mandatory Training

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Healthwatch East Sussex is required to provide training for their staff and volunteers to undertake their role and responsibilities with confidence and safety.

Mandatory training for all staff and volunteers ensures the culture and requirements of organisation service are consistent in quality and function. This is especially important in training for health and safety of employees, staff, partners and the public.

Within Healthwatch East Sussex, the specific training sessions considered mandatory will be determined by the role(s) the volunteer undertakes. A complete list is included overleaf in this section.

Some sessions will require more frequent updates, possibly annually, depending on the organisational requirements and consideration of risk.

It is not likely that a volunteer will be exempt from any mandatory units that were previously undertaken in other organisations. If you wish to put such a case forward, then the discussion should be with the Volunteer and Community Liaison manager.

## Mandatory Training

Attendance at the sessions listed below are MANDATORY for ALL volunteers.

Session	Date	Comments
<p><b>INDUCTION</b> training day</p> <ul style="list-style-type: none"> <li>▪ History of Healthwatch</li> <li>▪ Healthwatch functions</li> <li>▪ Overview of local health &amp; care structures</li> <li>▪ Health &amp; safety</li> <li>▪ Fire safety</li> <li>▪ Manual handling</li> <li>▪ List others here:</li> </ul>		
General Data Protection Regulations and information storage		
Report writing & safe storage of records		
Communication skills		
Equality, Diversity & Dignity		
Mental Capacity Act Deprivation of Liberty		
Dementia Care and updates as offered		

<p>SAFEGUARDING</p> <ul style="list-style-type: none"> <li>• Safeguarding Children</li> <li>• Safeguarding Vulnerable Adults</li> <li>• Trafficking and sexual exploitation</li> <li>• Protect against radicalisation</li> </ul>		
<p>Patient Led Assessment of the Care Environment (PLACE) training <i>including infection control</i> <i>Required for PLACE volunteers</i></p>		
<p>Confidentiality &amp; Disclosure  <i>Required for Enter &amp; View role</i></p>		
<p>Personal safety Violence &amp; aggression Dealing with conflict <i>Required for Enter &amp; View role</i></p>		
<p>Mystery shopper &amp; Engagement  <i>Required for Mystery shopper role</i></p>		
<p>MENTOR training  <i>Required for volunteers who are Mentors</i></p>		

# Mentors for Volunteers

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All volunteers are allocated a mentor to support them in their role.

Your Healthwatch East Sussex mentor: .....

Contact details.....

.....

.....

## What you can expect from your named mentor

- 1. They are the go-to person for simple queries and help
- 2. They can be accessed as-and-when you need, face-to-face or over the telephone
- 3. They will offer peer support and guidance for any issues, doubts or anxieties you may have
- 4. They offer safe and confidential support that need not be shared with Healthwatch staff
- 5. They will share experiences they have learnt as a volunteer
- 6. They are a reflective friend who will encourage sharing of your experience
- 7. They will encourage you to consider your potential with Healthwatch East Sussex

Volunteers are encouraged to keep a simple log of contacts with your mentor.

A Mentor Contact Log is supplied overleaf to support this.

## MENTOR CONTACT LOG

Date & Time	Face to face? Phone?	Give a brief outline of the query or issue discussed	Notes
<p><i>EXAMPLE</i></p> <p>12/11/19</p>	<p>Phone call</p>	<p><i>I called to discuss the request to record the mystery visit findings in an electronic format. I was unable to access the digital form on my PC. XX my mentor could not access either so we agreed to forward the findings in paper form by mail to HWES offices. XX to let the office know.</i></p>	<p><i>Ask for issue to be raised at next volunteer meeting to see if others had difficulties – and any action</i></p>

**MENTOR CONTACT LOG**

Date & Time	Face to face? Phone?	Give a brief outline of the query or issue discussed	Notes

**MENTOR CONTACT LOG**

Date & Time	Face to face? Phone?	Give a brief outline of the query or issue discussed	Notes

**MENTOR CONTACT LOG**

Date & Time	Face to face? Phone?	Give a brief outline of the query or issue discussed	Notes

## TRAINING and DEVELOPMENT RECORD

Session attended, learning undertaken or background reading	Date attended	Trainer or Provider	Comments
<i>EXAMPLE: Attended Safeguarding Adults training</i>	<i>8/8/19</i>	<i>Lynne Phare, trainer</i>	<i>Interesting session. Liked scenarios that we might encounter. Made me reflect on recent visit to a care home and dignity afforded the residents.</i>

## TRAINING and DEVELOPMENT RECORD

Session attended, learning undertaken or background reading	Date attended	Trainer or Provider	Comments

## TRAINING and DEVELOPMENT RECORD

Session attended, learning undertaken or background reading	Date attended	Trainer or Provider	Comments

## TRAINING and DEVELOPMENT RECORD

Session attended, learning undertaken or background reading	Date attended	Trainer or Provider	Comments

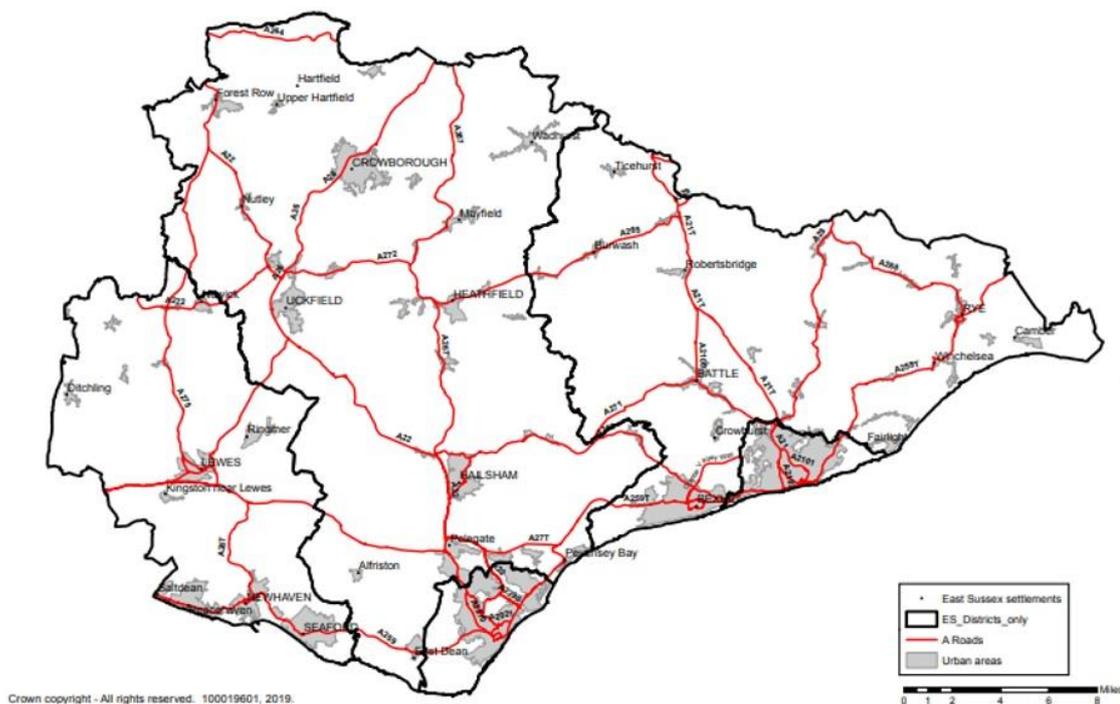
# Section Three

# Resources



## Geographical coverage

Healthwatch East Sussex represents the views of all residents living in East Sussex



## Location of meeting and training venues

Our volunteers come from all over East Sussex. We ensure that our meeting and training venues have good public transport links from the whole of the County and have public parking close by. All venues we use have access for those with disabilities.

Details of the venues are always sent with the joining instructions for any particular event.

The main venues we use are:

Greencoat House, 32 St Leonard's Rd, Eastbourne, BN21 3UT

St Wilfrid's Hospice, 1 Broadway Way, Eastbourne, BN22 9PZ

Faraday House, 1 Faraday Close, Eastbourne, BN22 9BH

Hillcrest Community Centre, Bay Vue Road, Newhaven, BN9 9LH

Uckfield Civic Centre, Uckfield, TN22 1AE

## Office Details

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### Office Address

Freepost RTTT-BYBX-KCEY

Healthwatch East Sussex, Greencoat House, 32 St Leonards Road, Eastbourne, Sussex,  
BN21 3UT

<b>Name</b>	<b>Contact details</b>
Healthwatch Office	01323 403590
Public Enquiries Line	0333 101 4007
Public Text Phone	07493 328214

## Staff Contact Details

<p><b>Elizabeth Mackie</b> Volunteer Manager &amp; Community Liaison Manager</p>	<p>01323 403590 07794 097 719 <a href="mailto:Elizabeth.mackie@healthwatcheastsussex.co.uk">Elizabeth.mackie@healthwatcheastsussex.co.uk</a></p>	<p>Volunteer management issues</p>
<p><b>Kate Richmond</b> Community Engagement Officer</p>	<p>01323 403590 07909 253 678 <a href="mailto:Kate.Richmond@healthwatcheastsussex.co.uk">Kate.Richmond@healthwatcheastsussex.co.uk</a></p>	<p>Planned activity</p>
<p><b>Sue Wells</b> Administrator</p>	<p>01323 403590 07794 097 713 <a href="mailto:Susan.Wells@escv.org.uk">Susan.Wells@escv.org.uk</a></p>	<p>General enquiries, DBS, expenses, HWES Board link and Handbook inserts</p>
<p><b>John Routledge</b> Director</p>	<p>01323 403590 07794 100 291 <a href="mailto:John.Routledge@escv.org.uk">John.Routledge@escv.org.uk</a></p>	<p>Strategic &amp; executive queries</p>
<p><b>Simon Kiley</b> Evidence &amp; Insight Manager</p>	<p>01323 403590 07794 100 335 <a href="mailto:Simon.Kiley@healthwatcheastsussex.co.uk">Simon.Kiley@healthwatcheastsussex.co.uk</a></p>	<p>HWES reports, Annual Report</p>
<p><b>Charlie Rustem</b> Manager of Communications</p>	<p>01323 403590 07794 100 409 <a href="mailto:Charlie.rustem@healthwatcheastsussex.co.uk">Charlie.rustem@healthwatcheastsussex.co.uk</a></p>	<p>GDPR, Newsletter, media, HWES promotion</p>
<p><b>Aimee Brinkhurst</b> Information &amp; Signposting Advisor</p>	<p>0333 101 4007 <a href="mailto:enquiries@healthwatcheastsussex.co.uk">enquiries@healthwatcheastsussex.co.uk</a></p>	<p>Information, displays leaflets</p>
<p><b>Greta Anderson</b> Business Development Lead and VRAC Project Manager</p>	<p>01323 403590 07495 444 007 <a href="mailto:greta.anderson@escv.org.uk">greta.anderson@escv.org.uk</a></p>	<p>Business Development and VRAC Project</p>

## Who's Who? Healthwatch East Sussex Staff

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### **Elizabeth Mackie, Volunteer & Community Liaison Manager**

Email: [Elizabeth.mackie@healthwatcheastsussex.co.uk](mailto:Elizabeth.mackie@healthwatcheastsussex.co.uk)

Elizabeth has been with Healthwatch East Sussex since it started and has a wealth of experience that she brings to her role. She works very closely with Kate Richmond, the Community Engagement Officer, to run all the activities that volunteers are involved in. Elizabeth also works closely with local people and organisations to make sure that the voices of local people are heard and used to inform how services are provided.

### **Kate Richmond, Community Engagement Officer**

Email: [Kate.Richmond@healthwatcheastsussex.co.uk](mailto:Kate.Richmond@healthwatcheastsussex.co.uk)

Kate is usually the first port of call for volunteers to contact.

She joined Healthwatch East Sussex in 2015, bringing a background in nursing and social care plus information & support experience. She works closely with Elizabeth Mackie to help recruit, train and support volunteers to undertake outreach work, to gather the views of local people and project manages the activities that volunteers are involved in. She works with partner organisations to support local people to access the information that they need to make informed decisions about their choice of health and social care services.

### **Sue Wells, Administrator**

Email: [Susan.Wells@escv.org.uk](mailto:Susan.Wells@escv.org.uk)

Sue came to Healthwatch in 2018 and, being office based, is responsible for most of the administration including note taking and setting up meetings that are required to run projects. Working closely with Elizabeth and Kate, she is responsible for updating the volunteer page on the Healthwatch Website.

### **Aimee Brinkhurst, Information and Signposting Advisor**

Email: [enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)

Aimee joined in 2020, and her role is to provide information to the public, signposting to services and offer non-clinical advice. It also feeds back on health and social care that is received from the public by website, telephone and social media. This is then collated on a database and reported to commissioners to inform service design and planning.

**John Routledge, Director**

Email: [John.Routledge@escv.org.uk](mailto:John.Routledge@escv.org.uk)

As Executive Director, John working closely with the Board, is responsible for the overall leadership and development of Healthwatch in East Sussex. His role includes overseeing public and patient engagement in the development and delivery of health and social care services across the county, as well as working with health and social care staff to improve the patient experience. John is passionate about ensuring that patients and the public have the strongest possible voice in shaping services of the future.

**Charlie Rustem, Manager of Communications**

Email: [Charlie.rustem@healthwatcheastSussex.co.uk](mailto:Charlie.rustem@healthwatcheastSussex.co.uk)

Charlie joined the Healthwatch East Sussex team in 2013 and is responsible for all the communications that Healthwatch East Sussex send out. He maintains the Healthwatch Website, does all the press releases, flyers etc, and works closely with Simon Kiley to produce reports on the functions that we undertake.

**Simon Kiley, Evidence and Insight Manager**

Email: [Simon.Kiley@healthwatcheastSussex.co.uk](mailto:Simon.Kiley@healthwatcheastSussex.co.uk)

Simon joined the team in January 2020 and is the lead for our intelligence, research and project work. He is the lead for the all the reports including the Annual Report we produce. Working closely with Charlie Rustem, he supports the important communications role Healthwatch holds.

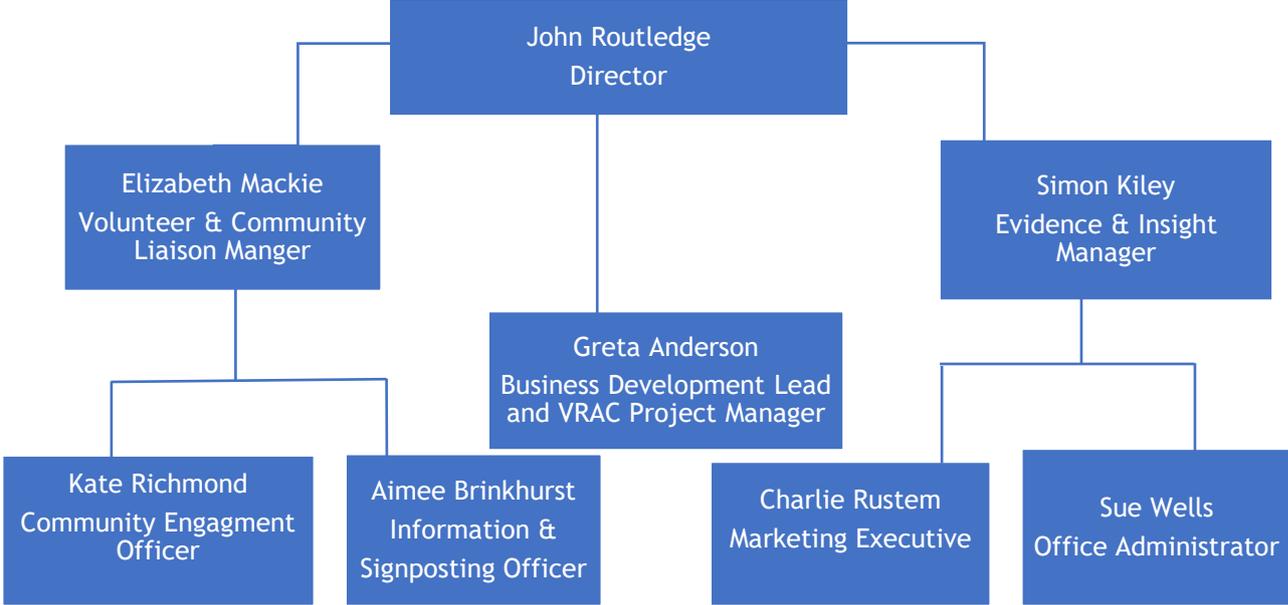
**Greta Anderson, Business Development Lead and VRAC Project Manager**

Email: [Greta.Anderson@escv.org.uk](mailto:Greta.Anderson@escv.org.uk)

Greta joined Healthwatch East Sussex in 2015. As the Business Development Lead, Greta supports the range of our work, helping to manage the progress of projects, including making sure that each project has the necessary background information, volunteer input, and other support it needs, analysing research results, and preparing findings for publication.

# Staff Structure chart

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## The Board

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The Board of East Sussex Community Voice (ESCV) has responsibility for the governance of Healthwatch East Sussex.

The Board meets quarterly to:

1. Determine strategic direction and policies
2. Ensure the activities of Healthwatch East Sussex reflect the diverse communities of East Sussex, not just the views of majority groups or high-profile issues
3. Establish and oversee control and risk management arrangements
4. Ensure that Healthwatch East Sussex achieves its aims and objectives
5. Oversee 'Operational Management' and ensure the implementation of Board policies
6. Delegate to the Director and the staff team the operational responsibilities of running the organisation

Volunteers are welcome to attend the Board open sessions as observers and are welcome to suggest issues that should be brought to the attention of the Board.

Please contact [susan.wells@escv.org.uk](mailto:susan.wells@escv.org.uk) for details of dates and venues of the meetings.

The minutes from any Board meeting are available on request by contacting [susan.wells@escv.org.uk](mailto:susan.wells@escv.org.uk)

The Healthwatch East Sussex Board Members are:

- Keith Stevens, Chair  
(Sits on the Finance and Business Development Sub Committee)

Non-executive Board Members:

- Vanessa Taylor (Sits on the Business Development Sub Committee)
- Baldev Soni (Sits on the Finance Sub Committee)
- Roger Sweetman (Sits on the Human Resources Sub Committee)
- Liz Lash (Sits on the Human Resources Sub Committee)
- Edward Peasgood (Young Person's Voice)

## Glossary of Terms

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BAME	Black, Asian and Minority Ethnic
CCG	Clinical Commissioning Group: <i>see page 9</i>
CQC	Care Quality Commission: <i>see page 9</i>
DH	Department of Health
DPH	Director of Public Health: each local authority has a DPH
ESCC	East Sussex County Council: <i>see page 9</i>
ESCV	East Sussex Community Voice: host organisation of Healthwatch East Sussex
ESHT	East Sussex Healthcare Trust: provides acute hospital services
HCPC	Health and Care Professions Council: regulates health & care workers
HWAG	Healthwatch Advisory Group: <i>see page 9</i>
HWB	Health and Wellbeing Board: <i>see page 9</i>
HWE	Healthwatch England: the national body of Healthwatch
JHWS	Joint Health and Wellbeing strategy
JSNA	Joint Strategic Needs Assessment
LGBT	Lesbian Gay Bisexual Transgender
NHSE	National Health Service England: oversees local CCGs
NICE	National Institute of Health and Care Excellence: advises on cost effectiveness
NIHP	National Institute for Health Protection (replaced PHE): <i>see page 9</i>
PCT	Primary Care Trust: now replaced by CCGs
PHE	Public Health England
PPG	Patient Participation Group: <i>see page 9</i>
SCT	Sussex Community Trust: provides community healthcare
SECamb	South East Coast Ambulance Service NHS Trust: provides emergency care
SPT	Sussex Partnership Trust: provides mental health services

## Key Organisations

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### Care Quality Commission (CQC)

The regulator of health and social care for England. It registers health and care services where they meet essential standards of quality and safety. Thereafter, it monitors providers to ensure they continue to meet these standards.

### Clinical Commissioning Groups (CCG)

The bodies responsible for local commissioning of NHS services. CCGs work closely to ensure that the planning and delivery of Health and Social Care Services are coordinated effectively. They are public bodies whose members are primary and secondary care doctors, nurse specialists, lay people and others.

### East Sussex County Council (ESCC)

The local authority encompassing the CCGs in Eastbourne, Hailsham and Seaford, Hastings and Rother, along with High Weald Lewes and the Havens.

### Health and Wellbeing Board (HWB)

The statutory committee of a local authority which leads and advises on work to improve health and reduce health inequalities among the local population. Members include councillors, GPs, health and social care officers and representatives of patients and the public, including local Healthwatch.

### Healthwatch Advisory Group (HWAG)

Meets quarterly to inform, guide and help determine the direction of Healthwatch East Sussex work.

### National Institute for Health Protection (NIHP) replaces PHE 1/4/2021

A national government agency combining professional scientific expertise, testing and tracing capabilities with the bio-security and diagnostics industry to tackle national and global infectious diseases, pandemics and biological weapons.

### Patient Participation Group (PPG)

Every GP practice should have a PPG. It advises and informs their GP Practice on what matters most to patients and to help identify solutions to problems. Membership includes mainly patients with GPs and others in the Practice team.

## Volunteer Confidentiality Agreement

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Healthwatch East Sussex (HWES) Volunteers should act, and be seen to act, with the highest standards as outlined in the Volunteer Handbook, the Nolan Principles and the Code of Conduct.

This agreement applies to all Healthwatch East Sussex activity you may participate in or information that you may have access to as part of a specific project, business, clients, business contracts, data and procedures.

Paragraph 5 of the Code of Conduct requires that you never disclose confidential and sensitive information unless there is a legal duty to do so.

Please sign below to confirm you have read and understand your responsibilities with regard to maintaining confidentiality.

### Confirmation

I confirm that I have read and understand my responsibilities with regard to maintaining patient, carer and organisational confidentiality and I fully understand that if I breach confidentiality, my volunteer placement will be terminated immediately.

Volunteer Name (Please print) .....

Volunteer Signature ..... Date.....

Healthwatch member of staff or Board Member

(Please print) .....

Signature ..... Date.....

## Personal Information Consent Form

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In order to provide a professional and effective service we need to keep a record of personal information.

This is information such as your name and contact details, the person to contact in case of emergency and details of your volunteering with us. All personal information is treated as private and confidential by all staff and volunteers.

It is recorded on a database and/or in a paper file. You have the right to see any information that we hold about you, and to have your details removed.

We may compile statistical information for monitoring purposes but this will never include references to a particular individual.

There may be times when a member of staff/volunteer might need to discuss some of your personal details with other agencies.

We will only do this when it is necessary and will help you.

In order to do this, we need your permission.

### Consent

I have read and understood the information above, and I give my written consent for Healthwatch East Sussex to hold personal information about me, and for staff/volunteers to share information with other agencies where it is necessary.

Name: (please print) .....

Signature: .....Date: .....

Healthwatch member of staff or Board Member

(Please print) .....

Signature .....Date.....

## Declaration of Interest **EXAMPLE**

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Healthwatch East Sussex (HWES) Volunteers should act, and be seen to act, with the highest standards.

They have a responsibility to declare all conflicts of interest where they may have a conflict with any activity or function Healthwatch East Sussex undertakes and/or with any of its contracts.

Name: *Miss Anne Other*

### No conflict of interest to declare

If you have NO interest or conflict to declare, please indicate NIL here: .....

### Declaring an interest

If you have an interest to declare, please indicate this below.

List the Healthwatch Activity or project you are involved in:

*PLACE visits*

*Enter & View visits to East Sussex Healthcare Trust services*

Please list any conflict relevant to the activity or project detailed above that you are currently involved with:

*I am employed by the above ESH Trust*

*My mother is in an East Sussex care home*

Volunteer Signature

.....Date:.....

Healthwatch staff member or Board Member

(Please print) .....

Signature .....

Date.....

## Declaration of Interest

---

Healthwatch East Sussex (HWES) Volunteers should act, and be seen to act, with the highest standards.

They have a responsibility to declare all conflicts of interest where they may have a conflict with any activity or function Healthwatch East Sussex undertakes and/or with any of its contracts.

Name (please print) .....

### No conflict of interest to declare

If you have NO interest or conflict to declare, please indicate NIL here: .....

### Declaring an interest

If you have an interest to declare, please indicate this below.

List the Healthwatch Activity or project you are involved in:

EXAMPLE

Please list any conflict relevant to the activity or project detailed above that you are currently involved with:

Volunteer Signature

.....Date:.....

Healthwatch staff member or Board Member

(Please print) .....

Signature .....

Date.....

## Annual 1:1 Discussion

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To ensure volunteers are supported, valued and listened to Healthwatch East Sussex encourages an individual review annually. It is the formal opportunity to have your opinions heard and acted upon.

The aim of the 1:1 discussion is to clarify issues that may have arisen, give feedback on your role and tasks and any appropriate support and advice.

Outcomes of your annual discussion may include:

- Identified need for additional training
- Equipment
- Additional support
- Reviewing a volunteer role and task description
- Adapting the role and tasks
- Adjusting the time commitment
- Further opportunities for your development leading to formal training and education

Your discussion will take place annually at a suitable time and place. It will be undertaken by either the Volunteer and Community Liaison Manager or a Board member.

During the review notes will be taken on the matters discussed and kept on file: you will also have a copy.

Overleaf is a copy of the annual 1:1 discussion form that will be completed. Please try and make time to read this beforehand, as it allows you to consider the points that will be raised.

You are encouraged to take your Healthwatch Folder with you, especially the Activity Log (Section 4) and your Training Log (Section 2) to review your involvement and identify any additional support or experiences you would find valuable.

## ANNUAL 1:1 Discussion

*This is a copy of the discussion points that you will have the opportunity to build upon*

### Part 1: General issues

How long have you been volunteering with Healthwatch East Sussex?

What do you consider your main role is?

Thinking about your main volunteering role, what do you enjoy most about your role?

What do you enjoy least about your role?

Do you feel you receive enough support in your role?

Are you interested in exploring other volunteer roles? Eg. Desk top research, survey design, survey interviews, fundraising, event planning/organising?

What improvements could be made to improve your volunteering experience?

Learning and Training needs: do you feel you receive adequate training and learning opportunities to carry out your role to a high standard?

Are there any training or learning opportunities you feel Healthwatch East Sussex does not include?

Do you have a copy of the 2020 Handbook? Any comments or suggestions?

Would you recommend volunteering with Healthwatch East Sussex to a friend?

Any other comments as a volunteer you wish to add?

**Part 2: Code of Conduct, Conflict of Interest, Nolan principles**

Thinking of your volunteering activity over the past year, are there any aspects outlined in the Code of Conduct you wish to discuss?

Were there any aspects of your volunteering activity that presented as a conflict of interest during the past year? *This could include visiting a service where you had previous professional connections, or where you had personal connections with any patient or service user.* If yes, how was that managed?

Are you familiar with the Nolan Principles and how they relate to volunteering with Healthwatch East Sussex?

Relationships with fellow volunteers: are there any potential issues to discuss?

**Part 3: Agreed Actions**

Timeframes for any actions and who is responsible?

Review Date of any agreed actions.

## Healthwatch East Sussex Policies and Procedures

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Volunteers are expected to abide by all Healthwatch East Sussex policies.

These documents are in place for the working guidance, support and safety of volunteers and in accordance with the Code of Conduct.

A full list of policies and procedures can be found on the website:

[www.healthwatcheastSussex.co.uk](http://www.healthwatcheastSussex.co.uk)

Written copies of policies will also be distributed in the training sessions where relevant to the subject.

They include:

- Equality and Diversity
- Code of Conduct including dress code, receiving of gifts
- Disciplinary and Grievances
- Termination of the Volunteer role
- Personal safety
- General Data Protection Regulations
- Whistleblowing
- Record keeping and Report writing
- Complaints and escalations
- Recruitment and selection
- Infection control
- Manual handling
- Health and Safety
- Safeguarding of children and vulnerable adults

Healthwatch East Sussex reserves the right to add new policies as this becomes necessary.

## Expenses and Travel Reimbursement

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Rates set as September 2018

Volunteers should not be out of pocket for any work they do on behalf of Healthwatch East Sussex.

Volunteers can claim the following at rates set by HMRC:

1. Return travel from home to activity is paid at a rate of £0.45 (45p) per mile
2. Passenger miles are paid at 0.05p (5p) per mile
3. Where a volunteer session takes more than four hours (from travel from home, the completion of the activity and your return home), a £3.50 subsistence allowance can be claimed
4. Up to £20.00 per four-hour session for reward and recognition for a role where this has been agreed in advance with the Volunteer and Community Liaison Manager
5. Phone expenses are based on the average cost per minute of the BT tariff with no call plan in place
  - Landline to landline 20p per minute
  - Mobile to Landline 23p connection charge and 20p per minute
6. Printing costs are reimbursed at £0.05 (5p) per A4 sheet
7. Postage costs will be reimbursed or stamps can be provided
8. For IT consumables such as printing ink, Black Toner, a maximum of £30 per year can be applied for
9. Childcare and carers' costs, may be reimbursed, subject to prior agreement with the Volunteer and Community Liaison Manager

All claims must be submitted within 3 months to the Volunteer and Community Liaison Manager and receipts must be attached. Payments are made by BACS.

A paper copy of the claim form can be found overleaf.

An electronic form is available on the Volunteer section of the website.

<https://healthwatcheastsussex.co.uk/volunteer-document-library/>





# Section Four

# Activity Log



## Activity Log

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It may be useful for you to record the work and visits you undertake as a volunteer for Healthwatch East Sussex.

This is certainly not a requirement of a volunteer, but is a suggestion.

- It will build to become a record of your roles undertaken within the organisation.
- It will reflect your experience as a volunteer
- It can be used in your CV when exploring a new job
- It will be used in your annual discussion with your mentor
- This will aid any expenses claims

## VOLUNTEER ACTIVITY LOG

Date	Hours	Detail role undertaken and/or organisation visited	Comments
<i>EXAMPLE</i> 25/2/20	3.5 hours	<i>Enter and View visit to A&amp;E dept at Eastbourne hospital. Spoke to 5 patients and 3 carers, and 4 members of staff. Recorded their views. One interested in volunteering with HWES.</i>	<i>The debrief with XX was interesting to compare findings: we found similar themes.</i>

## VOLUNTEER ACTIVITY LOG

Date	Hours	Detail role undertaken and/or organisation visited	Comments

## VOLUNTEER ACTIVITY LOG

Date	Hours	Detail role undertaken and/or organisation visited	Comments

## VOLUNTEER ACTIVITY LOG

Date	Hours	Detail role undertaken and/or organisation visited	Comments

## VOLUNTEER ACTIVITY LOG

Date	Hours	Detail role undertaken and/or organisation visited	Comments

# Section Five

# Your Documents



This section is provided for you to keep any documents you acquire in your work as a volunteer that you consider may be valuable to your ongoing role. This is not a requirement, only a suggestion.

This might include:

- Healthwatch Newsletters
- Minutes of Volunteer meetings
- Guidance for activities undertaken
- Copies of claims
- Copy of your completed annual 1:1 discussion
- Copies of forms such as your Personal Consent Information

