

Policies and procedures

Recruitment and Employment

Reviewed:	May 2022
Originally approved by:	Governance Committee, 9/4/19
Updated by:	Governance Board, 10/5/22
Next review due:	May 2026



Healthwatch Havering aims to recruit and retain staff and volunteers who support us in supporting the local community by listening and understanding what matters most to consumers and users of health and social care services. Together we make sure that the overall views and experiences of people who use health and social care in our borough are heard and taken seriously at a local level.

We have a thoughtful recognition system which provides individual and group recognition and celebrates the impact of volunteers.

It is our ambition to make sure anyone who gives their time to us feels, valued, understood and proud to be part of our organisation.

This policy includes

- How we recruit
- The application form
- The job description
- The interview process
- The employment checks
- The letter of engagement
- DBS and supervision until the DBS check is obtained.
- Training and personal development

How we recruit

We take every opportunity to recruit volunteers who can undertake the role which includes Enter and View – as set out in the statute, direct face to face engagement with individuals, able to address and work within and support other organisations. Individuals that demonstrate an understanding and empathy, are reliable and trustworthy.

The following methods are used:

- Healthwatch Havering website
- Every Enter and View report identifies the opportunity to join
- Targeted leaflet – pharmacy, libraries, etc (*appendix 1*)
- Our Healthwatch membership between them attend numerous other voluntary groups across the borough and actively encourage people to join
- Monthly presentation at HOFF
- Formal membership of voluntary organisations
- Talks to voluntary organisations such as patient support or experience groups

When an application form is received, the Community Support Officer contacts the individual to discuss the application and at this stage ensures that the applicant is aware that two references will be required, and a DBS is mandatory if they wish to engage in Enter & View activity.

The application form (*appendix 2*)

The application is comprehensive and includes the opportunity for individuals to express an interest in 32 services or groups that they relate to or of interest to them. It covers the Disclosure and Barring Service, Data protection statement and Equality of Opportunity questionnaire. The applicant must provide details of two references both of which are sought if the applicant is successful at the interview stage.

The Job description (*appendix 3*)

The staff member job description is specific to the role

- Community Support Officer
- Office Manager

The Volunteer Member job description includes

- The purpose of the role
- Responsibilities and Duties
- Qualifications
- Commitment Expected and Training

The Interview Process

Prior to attending the interview, the candidate will have had an informal telephone interview with the Community Support Officer to ensure that the candidates are aware that two references will be required and a DBS check

The candidate will be invited to attend for interview at the offices of Healthwatch Havering. The interview process includes an explanation of the role its opportunities and responsibilities and requirements.

The candidate is encouraged to talk about the opportunities that they have identified as having an interest in and during this discussion we seek to explore the applicant's attitudes and motivation.

Previous experience and references are also discussed.

All interviews include a minimum of 2 Healthwatch Havering staff, one of whom must be a Director of the company.

Applicants are advised as soon as possible if they have been successful, and they will be granted Probationary Membership.

The DBS Checks and references

Once the interview has taken place, and Probationary membership granted, and if the individual wishes to engage in Enter & View activity, the Community Support Officer together with the Officer Manager will immediately undertake the organisation of a DBS check and taking up the 2 references.

The references and the outcome of the DBS check must be shared with at least 1 Director before issuing the letter of engagement.

The letter of Engagement *(appendix 4)*

A letter of engagement is sent within a week of the interview taking place. The letter sets out the probationary period, if applicable the DBS and training requirements, together with a list of policies. It identifies the Community Support Officer as the key worker for Volunteer Member.

DBS and supervision until the DBS check is obtained.

The Disclosure and Barring Service (DBS) is a mandatory requirement for all staff and for volunteer members undertaking Enter & View activity. Until this process has been completed the individual will be regarded as in a probationary period and subject to supervision in an environment which involves members of the public.

It may at the discretion of the Community Support Officer, if other checks have been completed e.g. references and safeguarding training be possible for the probationary member to be supervised on an Enter and View visit or similar activity involving members of the public.

Training and personal development

Training

There is a detailed training programme that supports work for Healthwatch

This consists of mandatory training e.g. Safeguarding and Enter and View training and a range of other training which must be undertaken. The programme is managed by the Community Support Officer. The training matrix is reviewed monthly and updated for training requirements. DBS are also renewed.

Healthwatch encourage members to identify training needs that will support their work with us.

Personal development

There is a twice yearly Awayday/Training day where outside speakers are invited to provide the opportunity for members to achieve a greater insight in how various organisations, special services or policy is made or delivered. This includes Safeguarding patients within a hospital environment, GP's discussing their view on primary care services, End of Life Care, Mental Health

Personal development also involves becoming a member of the 'research team' on dedicated projects such as 'Learning Disabilities and Autism' and 'Vision Services' report.

List of Appendices

Leaflet

Application Form

Job Description

The letter of engagement



Are you interested in or do you have concerns about local health and social care services? Would you like to help improve them?

**Healthwatch
Havering** wants to hear from you!



01708 303300



www.healthwatchhavering.co.uk



enquiries@healthwatchhavering.co.uk

**Your voice
counts...**



*Have your say on health
and social care services
across the London Borough
of Havering*



Healthwatch is the consumer champion for health and social care for children and adults living in England.

Healthwatch Havering supports and works for, and with, people who live, or access services, in the London Borough of Havering.

A fresh approach...

Healthwatch Havering is an independent service that listens to, and works with, local people to improve health and social care services for everyone. We aim to ensure that local people feel well connected, have easy access to information about health and social care and ample opportunity to have their say.

We are seeking volunteers who are prepared to spare an hour or two a week to help us.

If you are interested, we would like to hear from you...

Participation in Healthwatch Havering

We need local people, who have time to spare, to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

The strength of our work is entirely based in the strength of our volunteer team. They lead and set the priorities and objectives, based on personal knowledge and the experiences that people and organisations share with us and the national and local agenda. Within our Annual Report we share with you examples of their work and achievements.

We are looking for:

Lead Members

To provide stewardship, leadership, governance and innovation at Board level. A Lead Member will also have a dedicated role, managing a team of members and supporters to support their work.

Active members

Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Healthwatch Havering Membership Application Form

Who can join and what does it mean?

Healthwatch Havering is an independent body working to make local health and social care services better.

Complete and return this form to become a member of Healthwatch Havering and receive regular updates about what is happening in Havering. You will also be able to take an active part in what Healthwatch Havering does. This form also asks what interests you and how you would like to be involved in Healthwatch Havering. There are some regular volunteering options which offer scope in leadership.

Membership is open to individual local people who live or work in Havering or care for someone in Havering. We also welcome local voluntary organisations as supporters.

If you need any help with this form or need alternative formats, please contact us on 01708 303300 or email enquiries@healthwatchhavering.co.uk

About you

Your name:		Title:	
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In what capacity are you registering with Healthwatch Havering:

Individual		or	Representing a voluntary group <i>(we will hold one nominated contact per group)</i>	
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If voluntary/community group representative, what is the name of the group you are involved in?

Your organisation's name:	
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Your contact details

Address:			
		Post code:	
Email address:			
Telephone no.		Best time to contact:	
Mobile telephone no.			

Occupation If retired or you are unemployed please state your former occupation as well	Current Occupation	Former Occupation (If Applicable)
Are you an employee of either the NHS or a Local Authority	Yes, please give details.	No

Healthwatch Havering defines a volunteer is a person who works in the health or social care sector and a lay member is someone who does not, although in practice that makes no difference to the role you can play. You will be assigned to a category depending on your current occupation. All volunteer/lay members representing Healthwatch Havering will be required to undergo a Disclosure & Barring Service (DBS) and induction training.

Communication

Please tick the method you would prefer us to use to contact you

By post By phone Email

Please tell us about any communication requirements you have e.g. large print text, sign language

Please tick services or groups of service users that you relate to or that interest you:

Health Services

Ambulance or patient transport	
Accident and emergency care	
Community health services (eg district nursing)	
Dentists	
Drug and alcohol services	
GP services	
Health services for children and young people	
Health promotion/ public health	
Health visiting service	
Hospital services	

Pharmacy	
Physiotherapy	
Physical or sensory impairment services	
Podiatry (feet)	
Policy Reader	
Sexual health	
Speech and language therapy	

Social care services:	
Day care	

Learning disability services	
Maternity services	
Mental health services	
Occupational therapy & specialist equipment	
Opticians	
Out of hours care	
Palliative/end of life care	

Help at home	
Policy Reader	
Services for people who care for others	
Residential care (care homes)	
Respite care	
Services for young people	
Quality, Safety and Risk	

Any other health or social care service or group of service users (please say):

What particular experience or skills do you think that you can bring to Healthwatch Havering? Please include any experience of report writing.

References:

Please give the names of two people who can provide a reference. (These will be taken only if appointed) These could be either professional (current or previous employer) or character referees. Members of family are not acceptable.

Name: Position Held: Name of Organisation: Address: Telephone: Email:	Name: Position Held: Name of Organisation: Address: Telephone: Email:
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In what capacity does the referee know you and for how long?	In what capacity does the referee know you and for how long?
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Do you have any criminal convictions? Yes/No

If yes please give details of all your **unspent** convictions. Information you provide is protected under the Data Protection Act (1998) and will not be disclosed to any other party without your consent. All volunteer/lay members who represent Healthwatch Havering must undergo a Disclosure Barring Service (DBS) check.

Data protection statement

I understand that my personal details will be kept on the Healthwatch Havering database. This information will be treated as confidential. Information will not be forwarded to third parties without your permission.

I confirm that the information given on this form is true and I agree to my information being held on databases and paper files for the purposes of Healthwatch Havering. For electronic applications please type yes in the box below.

I wish to become a member of Havering Healthwatch C.I.C. and understand that, in the event of the company being wound up, my liability is limited to £1.I acknowledge that Healthwatch Havering is the operational name of Havering Healthwatch C.I.C.

Signed		Date	
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By becoming a member of Healthwatch Havering you will receive regular information about the development of Healthwatch Havering e.g. newsletters, information about forthcoming meetings, events and consultations and relevant information from other health and social care organisations.

Please return this form by either hand or post to:

Healthwatch Havering
Queen's Court
9-17 Eastern Road
Romford RM1 3NH

Telephone: 01708 303300

Electronic Form to be returned to bev.markham@healthwatchhavering.co.uk
Additional forms can be downloaded via our website:
www.healthwatchhavering.co.uk

Equality of Opportunity

Healthwatch Havering believes that it is in the organisations' interests and those who work for it to be committed to the use, development and retention of the full range of skills and talents, and will work to provide an environment in which everyone has the opportunity to contribute and develop.

To help us to find out how far we are succeeding in providing equal access and opportunity, we need the information detailed below. You are, therefore, requested to complete the monitoring information and return it with your application.

I would describe myself as (please tick as appropriate)

White

Chinese or other ethnic Group

British

Chinese

Irish

Any other ethnic background. Please specify

Any other white background Please specify

White & Asian

Any other mixed background. Please specify

Asian or Asian British

Black or Black British

Indian

Caribbean

Pakistani

African

Bangladeshi

Any other background. Please specify

Any other Asian background. Please specify

Age Group

16 - 20

36-45

60 and over

21-25

46-55

26-35

56-59

Disability/Special Needs

Do you consider you have a disability? Yes

No

Faith/Religion

Sikh

Buddhist

Any other please specify

Christian

Muslim

Hindu

Jewish

Gender

Male Trans Man

Female

Trans Woman

Sexual Orientation

Lesbian

Bisexual

Heterosexual Woman

Gay Man

Heterosexual Man Any other

Are you currently?

- Employed Unemployed

How did you learn about this volunteer position?

- Local Newspaper Healthwatch Havering website Local Library Care Point

Other, please specify

Job Description for a Volunteer Members

Job Title: Volunteer Member

Work Location:

Duties will generally be carried out within the London Borough of Havering but may occasionally require travel to other areas. The role may include visiting local care and nursing homes, the hospital and community services, local GP practices and other primary care facilities.

The Healthwatch Havering office is located centrally in Romford town centre and provides facilities for meeting and using the computer and internet.

Purpose of the Position

We are the local consumer champion for both health and social care. Our role is to give citizens who live or work within the London Borough of Havering a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

The role of the volunteer member is crucial in enabling us to be able to achieve this. The volunteer member will take part in Enter and View visits listening to how patients, residents and carers think about the care that is being provided to either themselves or friends and relatives.

We undertake engagement sessions with groups of people, such as Patient Experience groups in GP practices, Havering Over Fifties Forum, mother and baby groups etc. Listening and translating their thoughts and ideas into recommendations that can be made to the people in health and social care who are providing services. We have a responsibility to ensure that people who are vulnerable or from less represented groups also can influence local services.

Responsibilities and Duties

To attend the Engagement Programme Panel which is generally held monthly. This enables you to meet your colleagues who you will be undertaking activities with. It provides you with an opportunity to give your views on services, which can influence which services we visit or that we seek to establish more about. At these meetings you can also offer to be part of a visiting team. We would ask that you try and attend 6 or 7 meetings, especially when you first join us, as it helps to orientate you to the role.

The board meets quarterly, and we would ask that you try and attend at least 2 of these a year.

A lot of our work involves aspects of health or social care which can be of a confidential nature and volunteer members will on occasions be privy to

knowledge which is of a restricted nature, so confidentiality is an important aspect of this role.

The duties may consist of being part of a visiting team, helping to write the report and to provide recommendations that will make a difference to the people using the services.

We aim to place volunteers in activities which match their skills, knowledge and interests.

Qualifications

- All volunteer members must undergo a DBS check
- Adopt the Code of Conduct set out in the Volunteer Members Handbook
- Be reliable and show commitment
- Attend training and support sessions as agreed relevant to the position of volunteers, which includes the mandatory Vulnerable Adults and Children and Young People's Safeguarding Training and Enter and View Training

Commitment Expected and Training

When you first join us, it will be necessary for you to undertake some mandatory training. This might be in a group or on-line. Do not worry if you have no computer or on-line experience; our dedicated team will be able to help and support you with this. This will take approximately 3 - 4 days and can be done over a period of weeks.

Volunteers vary considerably: some give as much as two days a week depending on the programme of work and others two days a month. All we ask is that you give as much time as you can in the light of your other commitments.

Attending the Engagement Programme Panel meetings will help you to determine how much time you can and want to give.

The most important thing in respect of time commitment is that we can rely on you: if we are expecting you undertake a visit or a meeting, please try to give us plenty of time if you give a commitment and then find that you can't attend.

Training is an on-going part of being a volunteer. At our twice yearly Awayday/training days we invite outside speakers from such places as Queens and King George Hospitals, the Mental Health and Community trust, CQC, the Hospice and the London Borough of Havering

Reimbursement of expenses

Volunteers may be reimbursed for reasonable travel costs and out-of-pocket expenses by prior agreement and must be accompanied by valid receipts,

If you would like further information this is available by contacting

Bev Markham on 01708 303300 (24hr voicemail) or
enquiries@healthwatchhavering.co.uk

Letter of Engagement

Dear

Thank you for coming to Healthwatch Havering to discuss the opportunity of joining us as a Volunteer Member.

We thought that you would make a very positive contribution to our organisation and would be delighted if you accepted our invitation to become a Volunteer Member.

It takes approximately 6 weeks to complete the employments checks and undertake the mandatory training. This acts as a probationary period which allows you time to settle into the role. Once all of these have been completed the Directors and Volunteer Members board will be advised and you will become a member of the Company.

Please note that, as a member of the Company, you will have a liability to pay £1 in the (very unlikely) event that the Company ceases operation and has insufficient funds to meet its obligations.

Included with the letter are the Job Description and the Volunteer Handbook which includes guidance and advice to help you with your role. Bev Markham, our Community Support Officer will be providing you with support and advice as we begin to undertake the employment checks, these include two references and the Disclosure and Barring service. She will also help to establish you with the Healthwatch Havering email address.

We encourage Volunteer Members to begin their training programme as soon as possible. Throughout your time with Healthwatch we will continually aim to support you with training and development which is appropriate to our work.

We have a range of policies and procedures and copies of these will be sent to you on your Healthwatch Havering email address, please read these and store them. Written copies of all policies are available at the Healthwatch office and on our website at <https://www.healthwatchhavering.co.uk/our-activities>, click **Policies and procedures**

Policies

- Safeguarding - Adult Safeguarding and Children and Young People Safeguarding - are two modules which must be completed before any visiting or taking part in activities which involve the public can commence.
- Equity of Access, Equality and No Discrimination

- Complaints
- Data Protection
- Privacy
- Whistleblowing
- Escalation of Concerns
- Health and Safety

You are very welcome to join the Engagement Programme Panel meetings which are held monthly at the Town Hall. This would provide you with an opportunity to meet your colleagues and to learn more about how we design and deliver our work and help you to decide how you would like to contribute.

Bev will be in touch with you regularly and you are very welcome to visit the office if there is anything that we can help you with.

We very much look forward to working with you

Yours sincerely,

What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care in the London Borough of Havering. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Community Interest Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff, and by volunteers, both from professional health and social care backgrounds and lay people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups, NHS Services and contractors, and the Local Authority to make sure their services really are designed to meet citizens' needs.

***'You make a living by what you get,
but you make a life by what you give.'***
Winston Churchill

Joining Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?



*Healthwatch Havering is the operating name of
Havering Healthwatch C.I.C.
A community interest company limited by guarantee
Registered in England and Wales
No. 08416383*

*Registered Office:
Queen's Court, 9-17 Eastern Road, Romford RM1 3NH
Telephone: 01708 303300*

-  Call us on **01708 303 300**
-  email **enquiries@healthwatchhavering.co.uk**
-  Find us on Twitter at **[@HWHavering](https://twitter.com/HWHavering)**