



**healthwatch**  
Sandwell

**healthwatch**  
Leicester

**healthwatch**  
Staffordshire

**healthwatch**  
Halton

**healthwatch**  
Leicestershire

**healthwatch**  
Walsall

**healthwatch**  
Stoke-on-Trent

**healthwatch**  
Warrington

**healthwatch**  
Wolverhampton



# Volunteer Handbook

Volunteer Handbook (V.4)

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## Welcome

A very warm welcome to you! Thank you for choosing to volunteer at Engaging Communities Solutions (ECS). Volunteering remains central to the ethos of the organisation and the delivery of many of our services. We depend on volunteers like you to ensure we can deliver effective local Healthwatch services throughout England. People's experiences are at the heart of all we do, and it is people like you who choose to volunteer that make such a difference and help us achieve the biggest impact in our work.

This handbook is a useful reference tool, so please take the time to read it and keep it in a safe place so you can refer to it in future. It gives you background to who we are and what we do, an understanding of the roles and responsibilities of our volunteers and a summary of our policies and procedures that we have in place to support and protect you.

Our [Volunteer Policy](#) together with the other policies and procedures referred to in this handbook, ensures we maintain the highest possible standards, meet our legal responsibilities, and ensure we provide a consistently high level of support to those in our communities who use health and social care services now and in the future.

We are looking forward to having you join us. Thank you once again for deciding to make a difference!

A handwritten signature in black ink that reads 'Elizabeth Learoyd'.

Elizabeth Learoyd

Managing Director- Engaging Communities Solutions (CIC)

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## About Engaging Communities Solutions (ECS)

### Background

ECS is a Community Interest Company (CIC) that brings public engagement, consultation, and consumer advice services together to create evidence and insight that can be used to improve services, particularly around health and social care. It is community led and works with local organisations through a mix of staff and volunteers. It is a hub where information is brought together which enables us to see the bigger picture in a way that has not been possible before.

We want everyone to benefit from the best possible health and social care services which will lead to better health and wellbeing. As part of this we see voluntary action as a positive force for social change. Our combined effort will mean all individuals and communities should have a voice which can influence access to and experience of health, social care, wider public services and tackle inequality, discrimination and disadvantage through effective consultation, collaboration, insight, and evidence gathering.

We want to encourage people to feel more confident to voice their opinions so that service commissioners and providers can use their resources in the most efficient and effective way possible and find new and innovative ways to secure better quality services.

### Our Mission, Vision and Values

#### Our Mission and Vision

- Inspiring change and improving outcomes.
- We strive to be the voice of the public for public services across all the areas we cover.
- To support the voice of the community and offer an effective way for people to be involved in the services that provide for their health and social care needs.
- To enable better decisions to be made by health and social care organisations based on the experiences and views of people and the collection and analysis of data.
- To involve people in ways that are efficient and effective.



## Our Core Values

- **People first. We work with people.** We give people a voice. We respect and empower people.
- **Being open and transparent.** We listen. We seek connections, we start conversations, build relationships, and take part in our community.
- **Respect.** We treat those who contact us with respect and dignity.
- **Learning and growing.** There is no end to knowledge. We want more. We seek out views and feedback to provide insight.
- **Persevering.** Nothing worth doing is easy. We scrutinise and challenge decisions to seek out positive outcomes.
- **Innovation.** We look in different places, ask other questions, try new things. Nothing is ever “good enough”. We lead the way forward.
- **Impact.** We focus on outcomes to create impact. We use our powers to influence how services are planned and delivered.
- **Confidentiality.** We keep your information safe and secure. Data security is at the heart of our operation. Information and feedback are used on an anonymous basis unless you tell us different.
- **Transparency.** Information and experiences, successes and failures, good news, and bad news- we share openly. It makes us stronger.
- **Giving back.** We share our success by giving back to the community around us- to people who can use our help.

## Our Contracts

ECS currently holds the contracts for the delivery of Healthwatch across Halton; Leicester/Leicestershire; Sandwell; Staffordshire; Stoke-on-Trent; Warrington; Walsall; and Wolverhampton as well as advocacy services in Halton; Warrington and Wolverhampton.



Delivering: **healthwatch** **healthwatch** **healthwatch** **healthwatch** **healthwatch**  
 Staffordshire Leicester Warrington Wolverhampton Stoke-on-Trent  
**healthwatch** **healthwatch** **healthwatch** **healthwatch**  
 Walsall Leicestershire Halton Sandwell

 [www.weareecs.co.uk](http://www.weareecs.co.uk) - Follow us on Twitter: @EcsEngaging - Facebook: Engaging Communities Solutions

**Helping you put the public voice at the heart of every decision.**

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## What is Healthwatch?

Healthwatch is the independent champion for people who use health and social care services and is here to find out what matters to people and help make sure their views shape the support they need.

The Health and Social Care Act 2012 requires a local Healthwatch in every local authority area of England, to give individuals and communities a stronger voice to influence and challenge how health and social care services are provided in their area.

Nationally and locally, we have the power to make sure that those in charge of health and social care services hear people's voices. As well as seeking the public's views ourselves, we also encourage health and social care services to involve people in decisions that affect them. People's views come first - especially those who find it hardest to be heard.

We champion what matters to people living and working in your local area where we deliver Healthwatch and work with others to find ideas that work. We are independent and committed to making the biggest difference.

**Healthwatch England:** All local Healthwatch are linked to a national body called Healthwatch England. You can find out more about Healthwatch England here: [www.healthwatch.co.uk](http://www.healthwatch.co.uk).

## What services does Healthwatch cover?

- All hospital-based health services for adults and children.
- All community-based health services for adults and children including GPs, dentists, pharmacists, podiatrists, health visitors, district nurses, physiotherapists, occupational therapists, speech and language therapists and community psychiatric services.
- Residential and nursing home services for adults.
- Social work and/or care services including home helps, home carers, support workers and social workers or care managers.
- Services that combine health and social care including sexual health centres, wellbeing centres and day centres for older people.
- Services and support for children and young people apart from those who are in receipt of social care support from the local Council.



## What powers do we have?

We are independent of central and local government with our own legal powers and set our own work plan to reflect the concerns of the local community. We are unique in having some statutory powers and duties whilst retaining our independence.

We can:

- Enter and view premises where health and/or social care services are provided. (This power does not extend to premises that provide social care to children but Healthwatch is expected to gather the views and experiences from children and young people in collaboration with local partners.)
- Refer issues of concern direct to our local Council Health Overview and Scrutiny Committee.
- Have a seat on our local Health and Wellbeing Board.
- Escalate issues direct to Healthwatch England and the Care Quality Commission (CQC).
- Service providers and commissioners have a duty to respond to local Healthwatch reports and recommendations within 20 working days. (This includes providers of children's social care services.)

We also have a duty to provide information to the public about health and social care services and service providers. You can find out more about [Healthwatch legal powers here](#).

# healthwatch

## What do we do as Healthwatch?

There are three key aspects to our work:

<b>Voice</b>	Ensuring local people's voices are heard and their experiences can influence the design, commissioning and delivery of local health and social care services.
<b>Scrutiny and accountability</b>	Holding those who plan and commission local services to account through our involvement in the Health and Wellbeing Board, our reports and recommendations, our power to enter and view services and our ability to refer issues of major concern direct to Healthwatch England or the local Health Scrutiny committee.
<b>Information and signposting</b>	Providing an Information and Signposting service to provide information about local health and social care services to help people make informed choices about what is best for them. Also providing information and signposting to people wishing to complain about health and care services. Note: Healthwatch does not investigate individual complaints or act on behalf of individuals with complaints services.

Healthwatch England have also created a useful induction resource which you can go through at your own pace. The e-learning induction will help you gain a shared understanding about Healthwatch England and local Healthwatch, who we are, what we do and how we make a difference.

<https://network.healthwatch.co.uk/e-learning/2019-05-29/healthwatch-induction-e-learning>

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## How do we work?

We believe that Healthwatch can only be truly effective if we can reach as many people as possible, so we work with established networks, groups, and organisations in the local area where we operate.

Our approach to being effective is underpinned by creating a ‘network of networks’ which:

- Builds strong links with local voluntary and community groups.
- Uses established community networks to share information, and to find out what matters to people.
- Works collaboratively with local partners who have strong local knowledge and connectivity with communities of interest and can support our work in obtaining the views of these communities.
- Builds a bank of trained volunteers who can be the eyes and ears of Healthwatch at grass-roots level.
- Champions the voices of those who are seldom heard.

## ECS Board

ECS is governed by the ECS Board which holds ultimate accountability for the delivery of its contracts and services. The Board has a wider range of responsibilities including:

- Set and refresh the vision and strategy for ECS.
- Overall responsibility for the company, its finances, staff, volunteers, business plan and future development.
- Public accountability for the delivery of ECS contracts.
- Responsible for performance management of the company.
- Championing the voice of the public in the delivery of public services.
- Spokespeople for the company, responsible for communications strategies and stakeholder engagement.
- Ensures ECS is an exemplar of best practice, promoting the ECS model at a regional and national level.

The ECS Board is led by our Chair, and supported by Non-Executive Directors, whose details can be located on the ECS website [www.weareecs.co.uk](http://www.weareecs.co.uk)

ECS has a Corporate Team who support the delivery of local Healthwatch services. If you have a query for the Corporate team, they can be contacted via email: [contactus@weareecs.co.uk](mailto:contactus@weareecs.co.uk) or on 01785 887809.

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## Healthwatch Advisory Board

The ECS Board is supported by the Healthwatch Advisory Board (HAB) for each of the Healthwatch contracts it delivers. The remit of the HAB is to support the ECS Board to ensure good governance in delivery of each Healthwatch service and ensure a robust voice in the community.

The HAB is responsible for setting the priority projects for their local Healthwatch work plan each year, based on local public feedback and intelligence gathered. They act in accordance with a decision-making process which is outlined in our [Decision-Making Policy](#).

Current members of the Healthwatch Advisory Board can be located on the Healthwatch website for each area.

Healthwatch Leicester and Leicestershire: [www.healthwatchll.com](http://www.healthwatchll.com)

Healthwatch Staffordshire: [www.healthwatchstaffordshire.co.uk](http://www.healthwatchstaffordshire.co.uk)

Healthwatch Stoke-on-Trent: [www.healthwatchstoke.co.uk](http://www.healthwatchstoke.co.uk)

Healthwatch Halton: [www.healthwatchhalton.co.uk](http://www.healthwatchhalton.co.uk)

Healthwatch Sandwell: [www.healthwatchsandwell.co.uk](http://www.healthwatchsandwell.co.uk)

Healthwatch Walsall: [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)

Healthwatch Warrington: [www.healthwatchwarrington.co.uk](http://www.healthwatchwarrington.co.uk)

Healthwatch Wolverhampton: [www.healthwatchwolverhampton.co.uk](http://www.healthwatchwolverhampton.co.uk)

## The Staff Team

The staff team for each local Healthwatch can be found on the relevant Healthwatch website which gives details of the specific roles, responsibilities and contact details. As part of your induction, you will meet your local Healthwatch team, and we will help you understand how we all work together.



## Our Volunteers



There are thousands of volunteers across the Healthwatch network nationally. Volunteers get involved for a variety of reasons. Some want to make a positive difference to the lives of people; others want to develop new skills and some simply want to meet new people and have fun.

Every person who volunteers for us does have one thing in common, they are vital to our work.

## Volunteer roles

At ECS we have a variety of volunteer roles. These include:

- Marketing and Promotions volunteer
- Reading panel member
- Events and Engagement volunteer
- Outreach and Engagement volunteer
- Enter and View Authorised Representative
- Volunteer Researcher
- Work experience/ intern roles/student placements
- Healthwatch Champion
- Healthwatch Advisory Board Member
- Youth Healthwatch volunteer

Please note as a volunteer you may wish to undertake several roles, or you may choose only to carry out certain roles and/or specialise areas where you have specific skills or have special interest. We will discuss and agree the time you spend volunteering at ECS.



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## Our commitment to you

We have a dedicated Volunteer Coordinator in each of our Healthwatch teams and they will be in regular contact with you to provide you with support and guidance. We want to make sure that you enjoy your role and get the most out of it, and we make a commitment to our volunteers.

We will:

- Always treat you with respect, consideration, and appreciation.
- Ensure you have a clear idea of your responsibilities whilst volunteering. You will be properly inducted into your role.
- Give you information about the training and support available to help you carry out your role. We will never expect you to complete a task you are not comfortable with.
- Provide you with support through regular meetings or discussions, appropriate to your individual needs, abilities, and skills.
- Offer you fair, honest, and timely feedback on your contribution and update you on how your contribution has made a difference.

ECS is proud to have been awarded the Investing in Volunteers (IIV) Accreditation to show our commitment to delivering a quality volunteer offer. We are committed to working to the IIV standards, details of which can be found [here](#).

## How we will support you

### *Induction*

Your Volunteer Coordinator will introduce you to the staff and volunteers you will be volunteering with. They will also provide more detail about the sections in this handbook. Please use this opportunity to ask any questions and highlight any areas where you would like further training and support.

If you will be volunteering with us over a significant period, you will undergo a trial period which gives us both a chance to assess how things are working out.

### *Training*

We want to ensure that you feel happy and confident to carry out your role. As a Healthwatch volunteer with ECS, you will be offered training and your Volunteer Coordinator will source specific training you have identified, that will help you do this.

### *Support*

As part of your development, please make a note of how each task you carried out went, what you did, what you enjoyed and if there were any issues that arose.

Each volunteer will have a review meeting and the frequency of these will vary depending on the nature of your role and your time commitment. The 1-2-1 meeting, in person or by phone, will focus on how the role is going, what support you need and update you on what is happening at Healthwatch and ECS as an organisation. It is an opportunity for volunteers and staff to raise issues and for you to talk constructively about your involvement with us.

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## What we expect from you

ECS expects high standards from all our volunteers. To ensure you get the most out of your role, volunteers will:

- Always treat ECS volunteers, staff and supporters with respect, consideration, and appreciation.
- Act in a professional way whenever you represent Healthwatch and/or ECS in public.
- Act in a way that does not discriminate against or exclude anyone.
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to volunteer.
- Ask your Volunteer Coordinator if you do not fully understand your role and responsibilities or need any other guidance.

## Reliability and Commitment

It is very important that you are reliable, and you stick to any arrangements you have made with us. If your circumstances change, please tell your Volunteer Coordinator as soon as possible. If you are planning to go on holiday, please let your Volunteer Coordinator know that you will be unavailable for certain dates and when you plan to return.



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## Essential policies and procedures

As a volunteer, you will need to be aware of the following policies and procedures. Please take a few minutes to have a read through and familiarise yourself with them.

### Expenses

We want to make sure that volunteers are not out of pocket or financially worse off because of their involvement in volunteer activities. We will reimburse volunteers for any reasonable out-of-pocket expenses incurred whilst volunteering with us.

Volunteers are required to complete an [expenses form](#) each month; these are available electronically or in hard copy and must be submitted by the 6th of each month.

Discuss with your Volunteer Coordinator what you can claim for public transport or using your own car and the importance of keeping receipts and records of where you have been. If volunteering for three hours or more in one session, you may be able to claim for refreshments.

Expenses will be paid directly into your bank account by the 20<sup>th</sup> of the month if submitted by the 6th. Further details, including an expense claim form, will be provided by your local Volunteer Coordinator, but please also refer to our Volunteer Expenses Policy for full details of what you are able to claim which can be viewed [here](#).

### Travelling by car

It is important to note that if you are involved in an activity for Healthwatch/ ECS that involves using your car, even travelling to and from a venue, you must inform your own car insurance company.

Most insurance companies agree to cover car journeys for volunteers at no extra charge. We require all volunteers to check this with your own insurance company. Your car insurance will **not** be covered by ECS.

### Code of conduct

We have a [Code of Conduct Policy](#) which incorporates the following:

- **Gifts:** Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your role. As such, we ask that volunteers do not give or receive personal gifts to or from staff or anyone receiving support services from ECS.
- **How we talk:** When you are volunteering for ECS/ Healthwatch you may notice that we use a certain style of language. The way we talk is important and our 'voice' is a key part of helping people understand who we are and what we do. It is essential that we maintain one voice that is consistent, clear, and easy to understand. Whether you are speaking on behalf of your local Healthwatch, drafting an email or writing a letter, it is well worth getting to grips with the Healthwatch 'tone of voice'. Your Volunteer Coordinator will help you with this.

- **What we wear:** As a volunteer for an Healthwatch, you are also an ambassador for the organisation. You are responsible for presenting a positive image to visitors, clients, and the community.

Please use your judgement to dress appropriately for the activities you are asked to carry out. We can provide a Healthwatch branded T-Shirt or polo shirt for you to wear while carrying out your duties. If you are ever unsure about what to wear, just ask your Volunteer Coordinator.

## Conflicts of interest

We realise that volunteers may sometimes know Healthwatch stakeholders in a personal capacity as friends, family, or colleagues.

As an organisation which represents the public, it is vital that we remain impartial and transparent. Please read our [Conflict-of-Interest policy](#) and complete a [Declaration of Interest form](#) which you should give to your Volunteer Coordinator.

## Health and safety

ECS is committed to looking after the health, safety, and wellbeing of everyone who works and volunteers for us. Any activities carried out on a voluntary basis are covered by health and safety legislative requirements. It is important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards to provide a safe environment for everyone.

It is important that you:

- Carry out your duties without endangering either your own health and safety, or that of other volunteers, Healthwatch staff, third parties and/or the public.
- Comply with all relevant instructions and procedures relating to safety and follow guidance provided by ECS.
- Inform your Volunteer Coordinator of any personal health and safety requirements that you have.

We will carry out risk assessments on activities you do and venues you visit where necessary and will share with you the outcomes of those assessments, to ensure you know what you can do to keep yourself safe whilst volunteering for us.

Our [Health and Safety policy](#) provides full details.

## Working alone

Whilst it is unlikely that volunteers will be asked to meet individuals on a one-to-one basis during their volunteer work, where this does occur, volunteers must ensure that their Volunteer Coordinator has authorised the meeting and Healthwatch office staff have been informed of the details of the meeting date, time, and the location.

A risk assessment must be carried out prior to a one-to-one meeting to agree for example, a public venue, action to take in the event of a medical emergency or violent behaviour and take confidentiality and privacy into consideration.

Volunteers must not undertake home visits unless accompanied by a Healthwatch staff member.

Regular telephone contact between the volunteer and their Volunteer Coordinator or the Healthwatch office should be arranged in advance.

Volunteers should also leave details of where they will be with their family in case of emergency.

Should a volunteer be in a lone working situation when an incident or accident occur, they should report this to their Volunteer Coordinator or the Healthwatch staff team at your local ECS Healthwatch office as soon as possible and will be asked to complete an incident or accident reporting form afterwards.

In the event of fire at a venue, then all venue procedures must be adhered to. The Healthwatch office should be informed of any fire incidents through the incident reporting procedure above.

## Accidents, incidents, and insurance

All accidents and incidents must be reported to your Volunteer Coordinator as soon as possible. If you feel that it is a real emergency, please contact the emergency services immediately. You are covered by our 'Employers Liability Insurance' and our 'Public Liability and Professional Indemnity Insurance' when carrying out your volunteering role on our behalf.

## Personal safety and ID badges

You will have provided us with an emergency contact, who we will contact in the unlikely event of an emergency. If it is required for your role, you will be issued with a volunteer ID badge which you should always have with you when carrying out your activities.

Clear boundaries are important for volunteers and staff. They enable us to carry out a service according to agreed expectations and ensure that everyone receives the same quality of service.

Please refuse politely if a service user asked for your personal contact details. You may feel it would be alright for someone to phone you if they are in trouble or to pass information on to you at a later stage, but it is putting yourself at risk from intrusion and potentially creating dependency. It is natural to want to help someone in need, but our aim is to encourage independence, and our signposting function will be able to support in this respect.



## Safeguarding is Everyone's Responsibility

### Safeguarding

All ECS volunteers are required to undergo safeguarding training as part of their induction process. This will equip you with the safeguarding skills to act appropriately and confidently to protect the children and vulnerable adults you may meet.

If your role involves working with particular groups or individual people you may be required to undergo a Disclosure and Barring Service (DBS) check as part of our policy on safeguarding. Read the full ECS [Safeguarding Policies for Adults](#) and [Children and Young People](#).

Any concern that a vulnerable adult or child may be suffering harm should be discussed with a staff member as soon as the concerns arise. They will make a decision regarding breaching confidentiality and progressing in line with our safeguarding policies.

If someone discloses abuse to you, remember to stay calm, listen carefully rather than question and be sympathetic. You must report the disclosure to a staff member as soon as possible and write down what was said and who you reported it to. Tell the person that you will take their disclosure seriously, what happened was not their fault and that you must tell an appropriate member of staff/manager. You cannot keep the information to yourself if you think they or someone else is at risk.

Do not put yourself at risk, contact the alleged perpetrator, or tell anyone who does not need to know, in line with our policy.



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## Data Protection

Before we can collect, store, or use data about an individual, the data protection law, and the General Data Protection Regulation (GDPR), requires us to ensure that we have that individuals consent to do so. The way we do this is by making sure we work within our data protection policy and procedures. You may, in your volunteer role with us, have access to and handle the personal information of the people you are helping. It is vital that you are aware of our policy and procedure found in the appendices.

Your contact details will be kept on a database and accessed only by appropriate staff. Your application form, references, emergency contact details will be kept securely. You have the right to access your personal record. From time to time, we may want to use photographs of our volunteers in various publicity media. You will be asked to consent to this; it is not compulsory.

Read our [Data Protection Policy](#).



## Confidentiality

Volunteers must maintain confidentiality during their time with ECS. For this reason, when you complete your [Volunteer Agreement](#) you are also signing a confidentiality declaration. This means that confidential information about people we support, volunteers, Healthwatch/ ECS staff and our work is kept private, unless sharing this information is required by law. You can read more in our [Confidentiality policy here](#).

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## Dealing with difficulties

If you encounter a difficulty with any aspect of the role, please talk to your Volunteer Coordinator as soon as possible for advice and support. Together we will try to work out any difficulties.

We aim to make volunteering a positive experience but recognise that sometimes, for all sorts of reasons, problems can occur. We have a clear and fair problem-solving process to help resolve any issues at the earliest opportunity.

This process is only for dealing with concerns with the volunteer relationship; for other concerns or complaints please refer to our **Complaints Policy**.

We will make reasonable adjustments within the organisations resources to ensure that volunteers can engage fully in the problem-solving process. Volunteers may bring a support person or advocate to any meeting that forms part of the problem-solving process.

## Our problem-solving process

1. We will tell volunteers about any problems regarding their volunteering at the earliest opportunity and will agree a way to move forward in the role. If appropriate, volunteers could be offered training, or agree a change in their volunteering role.
2. If this does not resolve the problem, we will offer a formal meeting with our local Healthwatch Manager to discuss.
3. If a formal meeting is required, we will talk through our concerns with the volunteer, explain what the issues are and outline their impact. We will explore with the volunteer if there are any other opportunities to resolve the concerns and notify the volunteer of our decision within 15 working days.
4. If the volunteer does not agree with the outcome of the formal meeting, they may raise their concern as an appeal with the ECS Board. The ECS Board will acknowledge the appeal within five working days and offer an appeal meeting.
5. The Board will notify the volunteer of their response within 10 working days of this meeting. The Board's decision is final.

If we are unable to agree a resolution with the volunteer, they may be asked to stop their volunteering for the organisation. If this happens, we will signpost volunteers to other opportunities.

Please note there are some occasions where we will not be able to offer any support or the opportunity for volunteers to change their behaviour or practice. While not a complete list, this may include threats, abuse or attacks on any staff, volunteer or customers, breaking policies on safeguarding of children or vulnerable adults, breaking confidentiality, and criminal acts such as theft or fraud.

## Complaints



Although dealing with complaints can be difficult, it can give us a positive opportunity to improve the way we do things and provide a better service.

If you wish to make a complaint or receive a complaint from someone about your service or anything to do with Healthwatch or ECS, please pass this on to your Volunteer Coordinator.

Our Healthwatch Complaints Policy outlines the full process to ensure we capture all feedback. This can be found in the policy section of your local Healthwatch website.

Healthwatch Staffordshire: <https://healthwatchstaffordshire.co.uk/wp-content/uploads/2020/06/Healthwatch-Staffordshire-Complaints-Policy.pdf>

Healthwatch Stoke-on-Trent: <https://cdn.whitebearplatform.com/hwstokeon/wp-content/uploads/2020/06/11165038/Healthwatch-Stoke-on-Trent-Complaints-Policy.pdf>

Healthwatch Halton: <https://healthwatchhalton.co.uk/wp-content/uploads/2020/06/Healthwatch-Halton-Complaints-Policy.pdf>

Healthwatch Warrington: <https://healthwatchwarrington.co.uk/wp-content/uploads/2020/06/Healthwatch-Warrington-Complaints-Policy.pdf>

Healthwatch Walsall: <https://healthwatchwalsall.co.uk/wp-content/uploads/2020/06/Healthwatch-Walsall-Complaints-Policy.pdf>

Healthwatch Wolverhampton: <https://www.healthwatchwolverhampton.co.uk/wp-content/uploads/2020/06/Healthwatch-Wolverhampton-Complaints-Policy-1.pdf>

Healthwatch Sandwell: <https://www.healthwatchesandwell.co.uk/wp-content/uploads/2020/06/Healthwatch-Sandwell-Complaints-Policy.pdf>

Healthwatch Leicester and Leicestershire: <https://healthwatchll.com/wp-content/uploads/2020/06/Healthwatch-Leicester-and-Healthwatch-Leicestershire-Complaints-Policy.pdf>

For complaints about ECS, please refer to the ECS complaints policy which can be found [here on](#) the ECS website.



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## Whistleblowing

It is important that any fraud, misconduct or wrongdoing by staff or others working on behalf of Healthwatch is reported and properly dealt with. Volunteers can raise any concerns that they may have about the conduct of others at Healthwatch or ECS or the way in which the organisation is run. Our [Whistleblowing Policy](#) sets out the way in which volunteers may raise any concerns that they have and how those concerns will be dealt with.

## Equality, diversity, and inclusion

We are committed to treating all volunteers and volunteer applicants fairly. We accept volunteers based on their suitability for the role.

We will not discriminate against any volunteers because of their age, disability, gender, marital status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or socio-economic background.

We expect our volunteers to uphold our [Equality and Diversity Policy](#) whilst representing us as a volunteer. The policy should be part of the volunteer induction.



## Moving on and references

You can end your volunteer role with ECS at any time. Please let your Volunteer Coordinator know. We would like to have a chat with you about your reasons for leaving, although this is not mandatory. If you have been a volunteer with us for over six months, we can also supply you with a reference upon request.

## Useful links and information

1. [Volunteer policy](#)
2. [Decision making policy](#)
3. [ECS Complaints Policy](#)
4. [Whistleblowing policy](#)
5. [Code of conduct policy](#)
6. [Conflict of interest policy](#)
7. [Health and safety policy](#)
8. [Safeguarding children and young people policy](#)
9. [Data protection policy](#)
10. [Volunteer agreement](#)
11. [Confidentiality policy](#)
12. [Equality, diversity, and inclusion policy](#)
13. [Safeguarding adult's policy](#)
14. [Healthwatch England website](#)
15. [Investing in volunteer's website](#)



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## My volunteer information

My Volunteer Co-ordinator is: .....

Their working days are: .....

Their contact details are:

Tel: .....

Email: .....

The date I started was: .....

The day and time I volunteer (if regular) is:

.....

Notes and Useful information

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CIC (ECS)| Unit 42, Staffordshire  
University Business Village | Dyson  
Way | Stafford |ST18 0TW