

Service User Voice Terms of Reference

Name

The name of the group shall be Service User Voice (SUV).

Purpose

The purpose of SUV will be

- To act as a point of reference for the organisation in relation to issues and areas of relevance to service users and carers regarding services provided by City Health Care Partnership CIC (CHCP).
- To enable CHCP to gain a better understanding of service users' experience of using CHCP services.
- To support CHCP in enhancing the service user journey.

Aims of the SUV

- To work collaboratively and positively with CHCP to improve services and facilities for service users, and to act as a sounding board for CHCP staff on issues affecting service users and carers.
- To build two-way communication and co-operation between CHCP and its service users, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- To act as a representative group to support CHCP and influence local provision of health and social care.

Membership

Membership of the group is open to any service user who has used CHCP services in the last 12 months. If you are a Primary Care service user you must have been registered with your GP practice for 12 months or more. If a person's circumstances change and they no longer access CHCP services, he/she will no longer be a member of the group.

All potential members are asked to go through the standard volunteer recruitment process. The initial process involves completing an expression of interest and attending an informal interview.

If successful all members of SUV will be required to undergo a DBS check and also undertake all necessary training as determined by CHCP in order to fulfil the requirements of the role (see Appendix B for further details). Failure to undertake the required training may result in the member being suspended until the matter has been addressed satisfactorily.

All members must sign up to the SUV's agreed Code of Conduct (Appendix A).

The carer of a service user who uses CHCP services can be a member of SUV even if he or she does not use CHCP services. The person they care for should have used CHCP services in the last 12 months.

Other relevant colleagues may be invited to attend the meetings if the group is discussing an issue that is related to their area of work.

Volunteer Policy

All SUV members will be classed as 'volunteers' and will adhere to the CHCP Volunteer Policy.

Volunteers have an important role in complementing and enhancing the work of paid staff.

Volunteers are not employees of City Health Care Partnership CIC and their role is complementary to that of employed staff.

See Appendix B for the full policy.

Authority

The SUV is authorised by the Group Chief Executive to conduct its activities in accordance with its terms of reference.

CHCP reserves the right to interject into meetings and the running of the SUV if it is not fulfilling its terms of reference.

Activities

Members of SUV will be able to get involved in a variety of different activities. This list is not exhaustive but provides an idea of the type of activities you may wish to take part in:

- Provide your feedback on services and help to gather feedback from other service users and carers
- Provide advice on making patient leaflets accessible
- Present your service user story at different events and meetings
- Help with ad hoc patient surveys in various service areas
- Work with CHCP to continually improve the service user experience

CHCP Voice

To ensure SUV is representative of the service user population an online group will be established. The online group will be called CHCP Voice. Any service user and/or carer may request to join CHCP Voice. There will be a standing item on the SUV agenda reporting any key themes, issues or suggestions that have been identified through CHCP Voice.

Members of CHCP Voice will follow the same Code of Conduct as those in the SUV that meets face-to-face (see Appendix A: Code of Conduct).

Roles

Role of the Chair

To manage and direct meetings effectively and with integrity. The Chair should be aware of the code of conduct for meetings and remind members of the agreed guidelines if need be. The role of Chair will be limited to a 12-month period.

Role of the Vice-chair

To provide support to the Chair in terms of administration and overall functionality of the meeting. The role of Vice-chair will be limited to a 12-month period.

Role of the Secretary

The Secretary shall produce an agenda (drafted and sent to the Chair and a CHCP representative for agreement prior to circulation). The Secretary will then send this to members at least 10 days prior to the next meeting. The role of Secretary will be limited to a 12-month period.

Items that members wish to raise under any other business should be sent to the Secretary/Chair.

The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the SUV. All approved minutes will be emailed and/or sent to members of the SUV and made available on the Virtual SUV Facebook group.

Role of the CHCP Voice Liaison

The CHCP Voice Liaison will contact the CHCP Voice members on a regular basis to ask if anyone has any agenda items or anything to feed back into the SUV group.

All contacts will take place through the CHCP Voice Facebook group.

The role of CHCP Voice Liaison will be limited to a 12-month period.

SUV elected officers can hold their position for 3 consecutive years (36 months) then they must stand down for a minimum of 2 years (24 months).

Meetings

The group will meet quarterly or at least 3 times per financial year (April – March).

Service Users and Carers are asked to attend as many of the meetings as possible.

Apologies for absence should be sent to the Secretary or Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the SUV.

Reporting Arrangements

Any issue that needs to be escalated will be done so in accordance with CHCP policy.

Administration

CHCP will provide the group with suitable venues to meet across Hull and the East Riding.

A member of SUV will take on the role of secretary and write the minutes. A member of CHCP staff will be responsible for disseminating the minutes to members.

Quorum

Quorum shall be a minimum of half the membership, including one member of CHCP staff and the Chair or Vice Chair.

If the meeting is not quorate it can still proceed, however, no binding decisions will be made.

Appendix A

Code of conduct

The SUV is not a forum for individual complaints, which will be referred to CHCP's Customer Care team.

Members will:

- Respect each other and each others' views in a non-judgemental way
- Allow time to listen to each other, and avoid speaking in a way that may be perceived as confrontational, bullying, abusive, discriminatory or derogatory
- Respect the confidentiality of individuals and of the organisation; confidential information about patients will not be available to members
- Respect equal opportunities, diversity and cultural differences
- Allow everyone to take part without interruption or intimidation
- Be open and honest about actions and decisions and give reasons for them
- Be clear and honest about whether members are giving a personal view or views of others
- Not bring City Health Care Partnership or its subsidiaries into disrepute.

The SUV and CHCP Voice is:

- service users and carers working with CHCP to improve services
- based on cooperation.

The SUV and CHCP Voice is not:

- a forum for complaints
- a time-consuming activity for staff or members.

Any member(s) who fails to follow the terms of reference and/or code of conduct will be subject to possible removal from the group. Any breaches of these terms of reference and/or code of conduct will be taken seriously and will be dealt with impartially. To ensure compliance with the terms of reference and/or code of conduct there will be a 'breach of terms' rule in place. Once a person breaches the code of conduct and/or terms of reference three times, they will be permanently removed from the group. However, this will not affect the service user's right to use CHCP services.

Service User Name

Service User Signature.....

Volunteer Policy

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This document can be found on CityHealthNet @ www.chcpintranet.nhs.uk

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1. Introduction

1.1 City Health Care Partnership CIC recognises the values and potential in having volunteers and how they contribute to the services. Volunteers have an important role in complimenting and enhancing the work of paid staff.

1.2 Volunteers provide a supplementary service for patients and their relatives but cannot be involved in their direct clinical care, nor give advice or

opinions about direct clinical care or treatment to patients and carers. They offer their skills, expertise, knowledge and experience on a completely unpaid basis, in their own time and of their own choice.

1.3 Volunteers are not employees of City Health Care Partnership CIC and their role is complimentary to that of employed staff. It is essential that service and department managers consult with employed staff to ensure they have a clear understanding of the role the volunteer will fulfil.

1.4 In the context of this policy volunteers differ from work experience placements in that the volunteer is not seeking to gain an insight into the service or obtain an educational enhancement to course work or defined objective.

1.5 This policy applies to all volunteers over the age of 18, anyone wishing to volunteer who is under the age of 18 must be recruited under special terms and conditions in line with the Health and Safety at Work Act and child safeguarding requirements. Please consult Human Resources prior to any appointment being made.

2. Statement

2.1 The purpose of this policy is to provide a consistent and robust approach to the recruitment, induction, training, supervision and support of volunteers across the services of City Health Care Partnership CIC. This will help ensure that any time and commitment offered by the members of the communities City Health Care Partnership CIC serves will be appropriate and fully supported during the period of volunteering.

2.2 The policy does not constitute, either implicitly or explicitly, a binding contract of employment or a contract for services and City Health Care Partnership CIC reserves the right to change any aspect of this policy at any time.

3. Scope

3.1 Volunteers may be involved in services across City Health Care Partnership CIC but will not be used for duties which are within the remit of employed staff.

3.2 No service provision must be reliant on the involvement of volunteers as their role is to complement and enhance provision not to sustain provision.

4.1 Equality and Diversity Statement

The organisation aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others.

5. NHS Constitution

5.1 CHCP CIC is committed to:

- the achievement of the principles, values, rights, pledges and responsibilities detailed in the NHS Constitution, and
- ensuring they are taken account of in the production of its policies, procedures and guidelines.

This policy supports the NHS Constitution in its commitment to working in partnership with local communities.

6. Recruitment of volunteers

6.1 The recruitment of volunteers will be open, fair and transparent and must be undertaken in accordance with the procedure outlined in Appendix 1. The procedure may vary between service areas in recognition of the differing service provisions however all must follow the standard principles.

6.2 City Health Care Partnership CIC is an equal opportunities employer and this extends to the volunteers.

7. Induction and Training

Volunteers are required to undertake training in the following key areas:

- Introduction to CHCP CIC
- Fire Safety
- Information Governance
- Safeguarding Children & Adults
- Infection Control
- Moving & Handling
- Equality and Diversity
- Lone Working/ Personal Safety

The induction for volunteers will be scheduled on a quarterly basis with additional ad hoc to meet significant volunteer demand. The induction will be supported by a local induction provided by the volunteer supervisor.

Induction must take place before the volunteer before any volunteering tasks/ roles are assigned.

8. Compliance with City Health Care Partnership CIC standards

- 8.1 All volunteers are required to conform to all relevant City Health Care Partnership CIC policies and procedures whilst undertaking their role as a volunteer. Particular attention is drawn to:
- 8.2 Confidentiality – volunteers must not disclose any patient or staff related information which they see, hear or read during the course of their volunteering. Confidentiality, including commercial confidentiality must be maintained at all times. Any breach of confidentiality will be treated as a breach of policy and will be dealt with accordingly (see section 8).
- 8.3 Health and Safety – volunteers have a responsibility not to endanger the health, safety or welfare of themselves or others during the course of their time with City Health Care Partnership CIC. It is important that the volunteer reports any accidents, incidents or near misses to the manager of the service area in which they are volunteering.
- 8.4 Equality and Diversity – as a Volunteer with City Health Care Partnership CIC you have a right not to be discriminated against because of race, colour, national origin, gender, sexual orientation, religion or belief, marital status, disability or age. As a representative of the organisation, you are required to ensure that your behaviours are not discriminatory.
- 8.5 Safeguarding – CHCP CIC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are expected to share this commitment and contribute to the detection, reporting and prevention of abuse to safeguard those in our care.
- 8.6 Dress Code – as a representative of City Health Care Partnership CIC the volunteer is responsible for presenting a good image to patients and to the community. They must dress appropriately for the conditions and the performance of their voluntary duties and the provided name badge must be worn and visible at all times.
- 8.7 Driving – If volunteers are involved in an activity for City Health Care Partnership CIC that involves using their own car they must inform their insurers. Most insurance companies agree to cover car journeys at no extra charge. Volunteers using a vehicle in the course of their duties have a

responsibility to keep themselves and any patients/ service users safe by following the organisations driving safely policy

8.8 Gifts - Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support volunteers can provide in their role. As such, we ask that volunteers don't give or receive personal gifts to or from staff or anyone receiving support services from CHCP CIC.

9. Claiming Expenses

9.1 City Health Care Partnership CIC will reimburse volunteers for any reasonable out-of pocket expenses. Expenses will only be reimbursed on amounts spent as a result of volunteering, up to agreed maximum levels. Tickets and receipts must be provided in order to reclaim this money. It remains the decision of the volunteers as to whether they want to claim expenses or not.

10. Data protection

10.1 Volunteers will be asked to provide some personal information to ensure that City Health Care Partnership CIC is able to contact them and take account of their health and safety.

The Data Protection Act will be followed and the volunteer's privacy will be respected at all times when asking for or handling volunteer's information. Please note that records of volunteers will be held on our Electronic Staff Records System (ESR).

11. Volunteer Support

11.1 Regular supervision with the volunteer supervisor is available to support the volunteer in their role and ensure that the volunteer understands what is expected from them.

11.2 If issues arise regarding performance or conduct then this will be addressed with the volunteer in a supportive manner with a clear time frame for achievement. If the required standard cannot be met then a letter terminating the volunteer placement will be issued, clearly outlining the concerns and reasons, and sent to the volunteer whilst a copy is retained within the organisation.

11.3 In cases where the volunteers conduct is such that the service or department manager believes that the individual should no longer continue as a volunteer the placement must be terminated immediately and the reasons clearly stated in a letter. This decision must be made after careful investigation of the circumstances and any findings can be substantiated.

11.4 Where investigation raises serious concerns these will be raised with appropriate authorities external to the organisation (e.g. police / safeguarding/ DBS etc.)

12. Ending the Volunteer relationship

12.1 A volunteer may decide not to offer their time to our organisation for a number of reasons; a change in personal circumstances such as getting a job, health changes or family commitments for example. They may feel unhappy volunteering for our organisation, or that the role is not what they expected. They may also simply be ready for a change.

12.2 It is important that CHCP CIC understand why a volunteer is concluding their role with us. The Volunteer Supervisor will offer the volunteer a review meeting to understand what has prompted them to leave their role. This will provide an opportunity for the volunteer supervisor to address any issues raised and inform service development for the future.

13. Responsibilities

13.1 Volunteers

- To comply with all CHCP CIC policies.
- Undertake an induction programme prior to commencing volunteering duties.
- Maintain regular contact with their line manager. Volunteers should not expect all contact to be initiated by CHCP CIC.
- Participate in training and development and updating and refresher training where CHCP CIC deems this is appropriate.

13.2 Line Managers

- Ensure volunteers are aware of all CHCP CIC policies.
- To act as the designated person in authority to manage the Volunteer
- To include Human Resources in any discussions relating to a voluntary position or application.
- Follow an induction process (including statutory requirements) for all volunteers.
- Maintain contact with volunteers on an agreed regular basis.

- In conjunction with Human Resources, will issue honorary contract and undertake NHS Check Standard Clearances including a DBS if required and maintain accurate records of volunteers.

13.3 Human Resources

- Monitoring a record of all applications
- The Human Resources team will support line managers in the recruitment of volunteers, offering guidance and advice throughout the process including the issuing of honorary contracts.
- Retain details on volunteer's personnel file.
- Undertake DBS and any other checks as required for the identified volunteer duties in line with the current NHS Employment Check Standards.

14. Approval

Approval of this policy will be agreed by the Policy Development Forum and staff consultation, followed by sign off as per the partnership agreement.

15. Dissemination, Implementation and Access

This policy will be available for staff to access on the intranet and a briefing document will be issued to all Directors and Senior Managers by a Human Resources representative. Line managers will then be responsible for disseminating the new policy via team briefs and Human Resources Advisors will provide additional support. All new employees will be advised of policies available on the intranet.

16. Monitoring and Compliance

Compliance and effectiveness of this procedure will be monitored via reports which will be produced on an annual basis by Employee Resources

17. Review

This policy will be reviewed with CHCP CIC's recognised Trade Union Partners three years from the date of implementation.

18. Associated Documents

Please note that all forms and guidance associated with this Policy and Guidance are available on the Intranet.

- Induction Policy
- Driving Safely Policy

Appendix 1

Flow chart for volunteer recruitment

