

Active Affiliate Policy & Procedure

1. Background

Healthwatch Kingston (hereafter HWK) is the local consumer champion established by an Act of Parliament to ensure the voice of local people is strengthened and heard by those who commission, deliver and regulate health and social care services. HWK does so by engaging with the public, gathering feedback, investigating issues, publicising its services, promoting its purpose and attending meetings and events to represent the public's voice. In order to meet this remit HWK recruits **Active Affiliates** (known as **Authorised Representatives** in the legislation) from all sections of society (particularly disadvantaged, vulnerable, socially excluded and marginalised groups) who can represent and work on behalf of HWK alongside its Board of Trustees (hereafter Trustees) with the support of a staff team. This policy is a statement of intent and will direct the Active Affiliate recruitment procedure and appointment process as set out below.

2. Legal Framework

For the purposes of this policy an Active Affiliate will be an individual who has been recruited by HWK to carry out functions in accordance with the following legislation:

- Health and Social Care Act 2012
- The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trust, Public Health and Local Healthwatch) Regulations 2012
- The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013
- The Arrangements to be made by Relevant Bodies in respect of Local Healthwatch Organisations Directions 2013

3. Definition of an Active Affiliate

An Active Affiliate is an individual who has volunteered to offer their time, freely, as well as their experience, knowledge and skills without pay, for the benefit of others in the community. HWK's Active Affiliates are expected to live in the borough or use or have used Kingston-based health and social care services or by people who have a specialist skill set required for a specific project or piece of work. ALL Active Affiliates must complete a Disclosure and Barring Service application form and provide at least two references before appointment. As opposed to an **Affiliate** who joins HWK to be kept informed of activities and local health and social care news as well as attending meetings such as Project Groups and Board Meetings held in public. An affiliate cannot participate in any activity that involves personal interactions with members of the public such as Enter & View visits, surveys/questionnaires, outreach events or external meetings where they are officially representing HWK. An affiliate can, however, at any time decide to become an Active Affiliate in accordance with the process set out in this policy.

4. Role of an Active Affiliate

Appendix A details the type of person HWK would like to recruit as an Active Affiliate. The scope of the role is intentionally broad so that a wide cross section of the local community can become involved in the work of HWK. Furthermore and in accordance with the Equality & Diversity Policy HWK is committed to recruiting Active Affiliates regardless of their race, colour, nationality, religion, ethnic origin, disability, marital

status, sexual orientation or offending background in order to ensure HWK reflects the diversity of the community.

Active Affiliates can choose how much time they wish to volunteer, their areas of interest and how they would like to be involved. Anyone with an interest in the work of HWK can complete a form online or complete a leaflet to receive further information about how to become an Active Affiliate. Actual hours and preferred activities will be agreed before commencement of the role. As the role is not a legally binding form of employment it will be expected that all Active Affiliates will honour any commitments they make to ensure that the work of HWK is not disrupted.

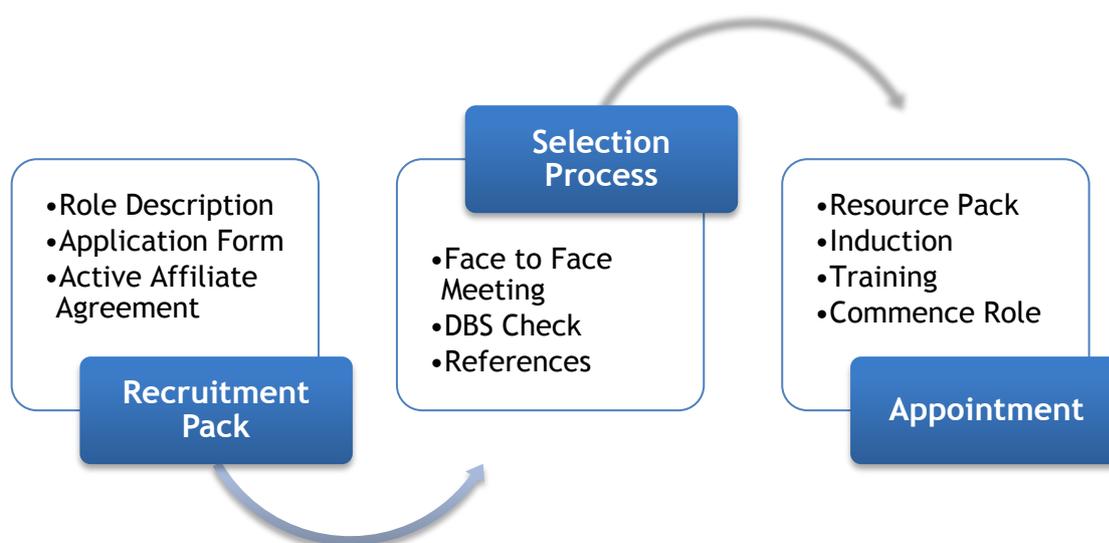
5. Recruitment Process

As summarised in Figure 1 below the first step to becoming an Active Affiliate is to complete an **Active Affiliate Application Form** (Appendix B) which will request a willingness to undertake a Disclosure and Barring Service (DBS) check, to provide two references and honour the expectations set out in the **Active Affiliate Agreement** (Appendix C) included in the recruitment pack. Once the form has been returned to the office the applicant will be invited for an informal meeting with a staff member and/or Trustee. Confirmation of appointment will be made in writing shortly thereafter or reasons provided for not doing so. All information provided by applicants will be treated as confidential, used only for the purposes of selection and be seen only by those involved in the selection process.

In accordance with HWK's governance structure it is essential that Active Affiliates are accountable to the Board of Trustees and in so doing clearly understand their role and responsibilities, which includes the following commitments:

- To complete an induction to understand the role in more detail, meet staff and other Active Affiliates and take a tour of the HWK premises
- To adhere to all HWK policies and procedures including any relevant Health and Safety legislation, specifically:
 - **Code of Conduct**
 - **Communication, Engagement & Media Policy**
 - **Confidentiality and Data Protection Policy & Procedure**
 - **Conflict of Interest Policy & Procedure**
 - **Enter & View Policy and Procedure**
 - **Equality & Diversity Policy**
 - **Safeguarding Policy & Procedure**
- To successfully complete relevant in-house training (depending on the activity) and attend refresher courses
- To ensure the views of the community are put before any personal interests regarding health and social care provision
- To challenge any incidents of a discriminatory nature and report such incidents to the relevant authorities
- To act with due consideration for others and the needs of HWK
- To agree to the inclusion of their name to the publically available **Active Affiliate Register**

Figure 1: Summary of Active Affiliate Recruitment & Appointment Process



6. Activities of an Active Affiliate

Active Affiliates act for and on behalf of their community and without their contribution HWK would not be able to fulfil its statutory role. As well as being kept informed of HWK activities, local health and social care news and attending meetings such as Project Groups and Board Meetings held in public, the additional benefits of being an Active Affiliate include:

- Carrying out **Enter & View** visits on behalf of HWK
- Undertaking **questionnaires/surveys** in a GP surgery or at a local hospital
- Chairing **Project Groups** and other HWK project groups subject to approval from the Board of Trustees
- Gathering **feedback** from the public at a shopping centre or other public places
- Attending **monitoring, reviews, evaluations** and **consultation** meetings related to health and social care provision (local, regional and national) on behalf of HWK
- Helping to facilitate events held by HWK including **focus groups** and other **community engagement** activities
- Acting as a HWK **Champion** to attract more Affiliates and Active Affiliates, and providing **peer support** and **mentoring** opportunities
- Helping to **promote** the role of HWK at community events, fairs and fetes

7. Training and Development

Developing the skills and contributing to the personal development of volunteers is a key organisational priority. Active Affiliates will be notified of further training opportunities specific to their role but also to increase their knowledge and experience. This could include attending training sessions provided by the NHS, Local Authority and the voluntary and community sector.

8. Expenses

HWK will reimburse Active Affiliates for reasonable expenses incurred while they carry out their role. The process will be described in detail as part of the induction as well as the current allowances.

Expenses will only be reimbursed if they are:

- Supported by valid receipts
- Submitted using a HWK claim form
- Submitted monthly on the last day of the calendar month

9. Insurance

Whilst conducting their role Active Affiliates will be protected by HWK's organisational liability insurance.

10. Sickness and Absence

In order to plan for meetings, events and activities HWK expects Active Affiliates to give as much notice as possible if they cannot attend. If this is due to sickness, it will be helpful to ring the office as early as possible so alternative arrangements can be made. If this is due to absence, such as a holiday, it will be helpful to notify the office in advance.

11. Dispute Resolution

All Active Affiliates are expected to be treated in a fair and non-discriminatory manner. It is the intention of HWK to ensure that Active Affiliates find their roles interesting, rewarding and a positive experience that can lead to a greater awareness of the issues affecting health and social care services and the people who are using them. There may be times, however, when this is not the case and HWK will do all it can to resolve any problems as early as possible in accordance with the Complaints Policy & Procedure.

12. Termination

The Active Affiliate role is on a voluntary basis and may be terminated by either party without notice. However, where possible HWK will give a minimum of two week's notice and we expect Active Affiliates to do the same to ensure any work can be finished or handed over.

HWK will ask any leavers for feedback to help improve its services as well as its internal procedures and processes, but this is on a voluntary basis.

The Manager of HWK reserves the right to terminate the role with immediate effect if an Active Affiliate is:

- verbally or physically aggressive towards HWK staff, volunteers or trustees
- verbally or physically aggressive towards members of the public or professionals from other organisations or bodies
- using illegal substances or alcohol during an event, meeting or activity
- acting against HWK's policies and procedures
- representing their own interests and not those of HWK
- committing any offences which put anyone working with or for HWK at risk

An Active Affiliate can appeal a decision to terminate on the above grounds by writing to the Chair of the Board of Trustees as set out in the Complaints Policy & Procedure.

13. References

The following publication was used to produce this document:

- Healthwatch England: Local Healthwatch Volunteering Toolkit 2015

14. Document Control

Title of Document: Active Affiliate Policy & Procedure	
Board Approval Date: December 2015	Review Date: December 2016

Appendix A

ROLE DESCRIPTION

Role Title: Healthwatch Kingston Active Affiliate

Reports to: Healthwatch Kingston Manager

Accountable to: Healthwatch Kingston Board of Trustees

ROLE SUMMARY

The Active Affiliate role will help Healthwatch Kingston reach out to local people, to explain and promote our work and listen to people's views and experiences of health and social care, so that they can be involved in helping to improve services. As a volunteer the Active Affiliate will be able to choose from a range of activities that suit personal circumstances, interests and time commitments.

PRINCIPAL ACTIVITIES

1. Carry out **Enter & View** visits on behalf of Healthwatch Kingston, which will include being involved in all stages of the process as set out in the Enter & View Policy and Procedure.
2. Join Healthwatch Kingston **Project Groups**, which will require becoming an active member of a Group(s) and committing to attending meetings and contributing to delivering the outcomes of any associated work plans.
3. Undertake **questionnaires/surveys**, for example in a GP surgery or at a local hospital, which will involve the drafting of relevant questions for people using health and social care services, their family and friends and/or members of staff. This activity could also form part of an Enter & View visit.
4. Gather **feedback** from the public at a shopping centre or other public place, which will require attendance at a variety of venues across the borough where people can be approached and asked questions about their views on health and social care services.
5. Attend meetings (such as statutory consultations) related to health and social care provision (local, regional and national), which will require a comprehensive understanding of the business to be undertaken at each meeting which may be held outside of Kingston.
6. Help to facilitate events held by Healthwatch Kingston including **focus groups, community engagement** activities (e.g. "pop-up stalls"), which will require being involved in planning arrangements, facilitating and participating in the events and writing reports.
7. Act as a Healthwatch Kingston **Champion** to attract more volunteers, provide **peer support** and **mentoring** opportunities, which will involve speaking at events organised by other groups, describing the work of Healthwatch Kingston and answering questions.
8. Help to **promote** the role of Healthwatch Kingston at community events, fairs and fetes, which will involve handing out leaflets and other publicity material and talking to the public about the role of Healthwatch Kingston.

WAYS OF WORKING AND BEHAVIOURS

The Active Affiliate will act at all times in accordance with Healthwatch Kingston's Code of Conduct to ensure the highest standards of integrity.

POLICIES AND PROCEDURES

The Active Affiliate will carry out their role in accordance with Healthwatch Kingston's policies and procedures as determined by the Board of Trustees. It is the responsibility of the Active Affiliate to seek advice from the Healthwatch Kingston Manager in the event of any circumstances arising where the Active Affiliate is unsure of the correct course of action. Full details of all Healthwatch Kingston's policies and procedures are available on our website.

EQUALITY OF OPPORTUNITY AND DIVERSITY

Healthwatch Kingston is keen to involve people from the local community who do not find it easy to get their voices heard and/or feel their needs are not being met or are not recognised by health and social care services. For instance these people could have:

- Language difficulties or some other form of communication problem
- Physical or learning disabilities including sensory impairment
- Long-term health conditions such as mental health issues
- Caring responsibilities for relatives or friends with complex health and social care needs

Furthermore people from all backgrounds are welcome to apply to become an Active Affiliate. Healthwatch Kingston is especially keen to recruit people who are fluent in community languages in addition to English, and/or who have a personal connection to Kingston's diverse population, including people from Black Minority Ethnic (BME) backgrounds, refugees, asylum seekers and migrants, lesbian, gay, bisexual and transgender (LGBT) people and other groups who could be at risk of exposure to health inequalities, discrimination and stigma.

INFORMATION SECURITY AND CONFIDENTIALITY

An Active Affiliate has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection. They are expected to safeguard the confidentiality, integrity and availability of data, whether in computerised or manual systems or storage, especially, but not limited to information concerning individuals. Healthwatch Kingston's Confidentiality and Data Protection Policy must be followed and breaches will result in termination of the role. If an Active Affiliate has a concern about improper conduct within Healthwatch Kingston, they have a duty to disclose that, either by approaching Healthwatch Kingston's Manager or the Chair of the Board of Trustees.

HEALTH AND SAFETY

An Active Affiliate is required to take responsible care for the health and safety of themselves and other persons who may be affected by their acts or omissions whilst carrying out their role. An Active Affiliate is required to co-operate with Healthwatch Kingston to ensure compliance with statutory regulations as set out in the Health and Safety Statement provided as part of an Active Affiliate's induction.

PERSON SPECIFICATION

RELEVANT EXPERIENCE

The role of an Active Affiliate is open to anyone who lives in Kingston and/or has experience of using local health and social care services. In order to remove barriers to becoming involved there are no essential qualifications, education or previous training required to be able to participate in the work of Healthwatch Kingston.

There are, however, a number of personal attributes that will be expected and a few desirable skills that will be beneficial as well as a level of knowledge about health and social care services that will contribute to making the role a fulfilling and rewarding experience:

ESSENTIAL PERSONAL ATTRIBUTES

- Take an objective viewpoint
- Impartiality
- A desire to help improve other people's lives
- Demonstrate initiative
- Attention to detail
- Have a caring attitude towards others
- Enthusiastic and motivated
- Positive attitude
- Ability to work as part of a team
- Flexible and adaptable approach
- Reliability and good time keeping
- Polite, friendly and courteous
- Open minded
- Trustworthy
- Adhere to policies and procedures

DESIRABLE SKILLS & KNOWLEDGE

- Confidence in dealing both with members of the public and professionals
- Good listening skills
- Ability to empathise with people who provide details of a difficult or negative experience
- Good written and spoken English
- Computer literate
- Ability to take accurate and legible notes and write reports
- Knowledge of safeguarding
- Interpersonal skills
- Ability to manage and interpret data correctly
- Awareness and understanding of Healthwatch Kingston's role
- Awareness and understanding of how local health and social care services work
- Ability to understand legislation and how it is applied in practice (e.g. Care Act 2012)
- Fluency in a community language in addition to English

	<h2>Active Affiliate Application Form</h2>
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PERSONAL DETAILS

Name	
Address:	
Tel No.	
Email	

CURRENT OR MOST RECENT EMPLOYMENT

Name of employer, your job title and brief description of your duties	
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RELEVANT EXPERIENCE

Please detail any relevant voluntary and/or paid experience that you have had that would help you undertake the role of an Active Affiliate

ADDITIONAL INFORMATION

Please use the space below to tell us about your personal attributes, skills and knowledge that may be relevant to being a Healthwatch Kingston Active Affiliate. Please detail any relevant training, coaching or self-directed learning.

AVAILABILITY

Please provide the times you are available. In order to involve people who work during the day Healthwatch Kingston will occasionally convene meetings/events in the evening or will attend meetings of other stakeholders. Please indicate by answering yes or no whether you would be available in the evening. Actual hours will be agreed with you before you start.

Day	Morning (please specify times)	Afternoon (please specify times)	Evening availability (please answer Yes or No)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

In order to reach out to the local community as much as possible Healthwatch Kingston will convene meetings/events at the weekend. Please indicate your availability.

Day	Morning (please specify times)	Afternoon (please specify times)
Saturday		
Sunday		

REFERENCES

Please supply details of two people we can contact who will provide a reference for you. This should be someone who has known you for at least 12 months but who is not a relative or a friend.

Referee One		Referee Two	
Name		Name	
Address		Address	
Relationship to you		Relationship to you	

Please note: We will only contact your referees after you have been selected for appointment.

DISCLOSURE & BARRING SERVICE (DBS)

Please note that as your role may involve working with young people and vulnerable adults Healthwatch Kingston requires all Active Affiliates to undergo a DBS criminal records check after you have been selected for appointment. For more information, visit <https://www.gov.uk/disclosure-barring-service-check/overview>.

DATA PROTECTION STATEMENT

Any organisation asks for some personal details from its volunteers. This is to ensure that we can contact you and take account of your Health and Safety. We take responsibility for looking after this information very seriously. We will respect your privacy. We will follow the Data Protection Act at all times when asking for or handling your information. We only ask for information that we need, we keep the information securely, limit access to it, and will not pass your details on without your consent unless legally obliged to do so.

DECLARATION

I confirm that the details I have given in this application are correct and that if I am appointed I will honour the expectations set out in the enclosed **Active Affiliate Agreement**.

Please sign and date below:

Signature:

Date:

Please return your completed application form to:

The Manager
Healthwatch Kingston
Kingston Quaker centre
Fairfield East
Kingston upon Thames
KT1 2PT

Or email to:

info@healthwatchkingstonuponthames.org.uk

For office use only:

Date received:		Received by post/email/hand (delete as appropriate)	
Action required:	Invite to interview <input type="checkbox"/>	Request further information <input type="checkbox"/>	Decline <input type="checkbox"/>

Appendix C

Active Affiliate Agreement

1. Introduction

Volunteers or Active Affiliates as they are known at Healthwatch Kingston are an important and valued part of our organisation. We hope that you enjoy volunteering with us and feel part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them.

2. What can you expect from us?

- Induction and training relevant to your role
- Support and guidance, where needed and requested
- To be listened to and have your views taken into account when performing tasks
- Respect and recognition for your contribution
- To be reimbursed for out-of-pocket expenses incurred whilst volunteering with us
- To be treated fairly and with respect

3. What can we expect from you?

- To undertake the role to the best of your ability
- To follow our procedures and act in accordance with our policies
- To complete our induction and attend any relevant training
- To put the needs of the community before any personal interest
- To let us know, as soon as possible, if for any reason you cannot attend an activity or complete a task

4. What are the conditions of this agreement?

This agreement is binding in honour only. It is not regarded by either party as an employment relationship. It has no status in employment law and can be cancelled at any time by either party.

We will always try to match what an Active Affiliate feels able to undertake with our organisational needs. We will provide a warm welcome to all our active affiliates, provide adequate support and try to ensure that your expectations are met.

Please retain this document for your records.