People

The people who work, volunteer and support Healthwatch are our most precious resource. It is important that how we work with people reflects the Healthwatch values. People should feel they understand how they contribute towards a shared purpose and goals, and the importance of working effectively as a team. There should be mutual support and learning and a sense of belonging and commitment. Equality, diversity and inclusion need to underpin all our employment and recruitment decisions, practices, policies and procedures so as not to create barriers to opportunities or unfairly discriminate. We want people to feel that they belong, can be their true selves, and can thrive.

Values

Q1.1 To what extent do your local Healthwatch staff and volunteers understand your culture, values and behaviours?

* Absolutely
* For the most part
* Somewhat
* Only a little
* Not very well

Q1.2 Please tell us about how your staff and volunteers understand and demonstrate your culture, values and behaviour. Please include any relevant links which evidence your work in this area.

Q.1.3 Please tick all the boxes that apply to your organisation

* Recruitment adverts always reference our values
* Both staff and volunteer handbooks (Where these are separate documents) reference the values and behaviours we expect from all working in or with our organisation.
* Our values are referenced in Staff/volunteer/stakeholder feedback/surveys
* We have a clear approach to preventing bullying and harassment and have a policy and procedure for dealing with this
* We have an equality, diversity and inclusion policy which is implemented
* Mandatory training to raise staff awareness of equality, diversity, inclusion and the law is available to staff and volunteers, including the governing body.
* We monitor how value driven our team is through an annual staff satisfaction survey.

Q1.4 Please record plans for future actions in this area and think about what and who you need to help you.

Q6.1 To what extent does your organisation support the learning and development of your people?

* To a great extent
* For the most part
* Somewhat
* Only a little
* Not at all

Q6.2 Please tell us more and include links to evidence of this

Q6.3 Please tick all boxes that apply

* We have a learning and development policy
* We have development opportunities linked to annual appraisals
* We access HWE training and development opportunities
* We monitor who is accessing development opportunities

Q6.4 Please tell us about any plans you have for this area and who and what you need to support you.

Competency and support for our employees

Q2.1 To what extent do your staff understand your employment policies and procedures

* Yes, absolutely
* For the most part
* Somewhat
* Only a little
* No, not at all

Q.2.2 To what extent do you think staff understand their roles and responsibilities in the organisation and feel their contribution, views and ideas are valued?

* Yes, absolutely
* For the most part
* Somewhat
* Only a little
* No, not at all

Q2.3 Please tell us about your approach to ensure your staff understand your policies, procedures, roles and responsibilities. Please include any relevant links which evidence your work in this area.

Q2.4 Please tick all that apply to your organisation

* We have an implemented Flexible working policy
* We have an implemented Performance management policy
* We have an implemented Disciplinary policy
* We have an implemented Grievance procedure
* We have an implemented Health and Wellbeing policy
* We do Job reviews when appropriate
* We have up to date Job descriptions and person specifications
* There is evidence that staff have regular staff supervision and annual appraisals with their line manager
* Staff have annual objective and or work plans which set out their activity for the year and they understand how it links to the organisation’s strategy

Q2.5 Please record plans for future actions in this area and think about what and who you need to help you.

Finding and Keeping our People on Board

Q3.1 To what extent are you sure that your recruitment and selection processes follow best practice and do not unfairly discriminate.

* Yes, absolutely sure
* For the most part
* Somewhat
* Only a little
* No, we're completely unsure

Q3.2 Please tell us about your recruitment and selection processes. Please include any relevant links which evidence your work in this area.

Q3.3 Please tick all the boxes that apply to the situation in your organisation

* Our recruitment policy and procedure include accessibility
* All new people receive a thorough induction to the statutory functions, duties and responsibilities of Healthwatch organisational policies
* We proactively use different methods to increase the diversity of applicants
* There is training for those involved in recruitment and selection
* We can evidence monitoring in terms of equality (applications, shortlisted, and appointed)
* We keep an audit trail kept of how decisions were made – shortlisting spreadsheet/interview notes.

Q3.4 Please record plans for future actions in this area and think about what and who you need to help you.

Q4.1 To what extent does your local Healthwatch comprehensively support staff and volunteers

* Yes, extensively
* For the most part
* Somewhat
* Only a little
* Not at all

Q4.2 Please tell us about the support you provide to your people

Q4.3 Please tick all boxes that apply to your organisation

* There is enough management capacity for staff to receive individual, regular support and supervision to carry out their work effectively
* Staff are clear about expected individual and joint performance levels and targets and work effectively as a team.
* There is mutual support and learning and a sense of belonging and commitment
* There is strong teamwork support
* Support is available when/if occasionally staff and volunteers hear distressing stories about people’s circumstances.

Q4.4 Please record plans for future actions in this area and think about what and who you need to help you.

Volunteers

Q5.1 To what extent is your organisation a good place for people to volunteer in?

* Yes, absolutely
* For the most part
* Somewhat
* Only a little
* No, not at all

Q5.2 Please tell us what makes your organisation a good place to volunteer in

Q5.3 Please tick all boxes which apply to your organisation

* We have dedicated staff capacity or a specific role for recruiting, inducting and supporting volunteers
* We collect equality data across the volunteer recruitment and selection process
* The profile of our volunteer team reflects the diversity of our local area. Where there is a need to increase the diversity of volunteers (to reflect the local community better), plans are in place.
* We have Induction pack including volunteer handbook/guide, volunteer agreement and additional documents for volunteers such as expenses policy
* We have or are working towards Investing in Volunteers accreditation (or similar)
* Our volunteers access training to support them in their roles including training on equality, diversity and inclusion
* There are regular opportunities for us to hear volunteer feedback
* We have a policy for receiving and handling volunteer concerns, complaints and feedback.
* Our volunteers feel valued and report high satisfaction with their volunteering via an annual survey
* We analyse data on retention and feedback/experience by protected characteristics and action as necessary

Q5.4 Please record plans for future actions in this area and think about what and who you need to help you.