

Healthwatch Surrey Volunteers

2024/25



TRAINING

- New volunteers to be trained in safeguarding, data protection and GDPR only to streamline induction.
- Other previous training will still be available but it will now be voluntary rather than compulsory.
- Other wider training to be offered regularly for those that want it (e.g HWE, MECC)



RECRUITMENT

- Application to be reduced in content to ensure applicants can start quickly after applying.
- Youth groups and educational placements to be encouraged more for short term project work.



RETENTION

- More face to face get togethers and celebrations to be planned throughout the year, including Christmas and Volunteers Week.
- Allow volunteers greater responsibility for creating their own opportunities to suit their own interests (while still working within HWSy priority areas).



OPPORTUNITIES

- Greater range of opportunities on offer than before, including survey participation, project input, and awareness raising in the community.
- Opportunity to create own, regular engagements in their local area with support from Volunteer Officer.
- Community engagements arranged outside of spotlight months to for agenda free listening.



BETTER IMPACT

- New Better Impact guide to be circulated to help with ease of use.
- Training drop ins to be held for those that need extra support.
- All volunteers encouraged to use the Hub to sign up for events and other opportunities.
- Better Impact cleaned up with old opportunities archived and new templates updated.

Engagement

- General engagement undertaken by the volunteers is agenda free and mostly focussed on awareness raising.
- Community engagements at tried and tested places will be arranged by Hannah and volunteers asked to sign up via Better Impact.
- Engagements will not necessarily stick to spotlight months.
- Some will be arranged in areas convenient to any new volunteers that have signed up and used as an opportunity for on the job training.
- Volunteers are encouraged to find places near them to go to and supported to visit independently if they are confident to do so.

Other opportunities

- Volunteers are encouraged to join reading panel for desk based volunteering alternative to engagement
- Volunteers can get involved in smaller group work and projects on an ongoing basis
- Volunteers are regularly encouraged to leave their own experiences, and those of friends/family, via the Feedback Centre.
- Volunteers offered additional training if they would like to expand skills. External training courses will be shared with the volunteers for them to sign up directly, and Make Every Contact Count training will be held quarterly for those that have not yet undertaken the course.