

Policy & Procedure for the Appointment of Authorised Representatives

Under the Local Authorities Regulations 2013 Authorised Representatives of Healthwatch may enter and view premises to carry out the purpose of the Healthwatch they represent. Before an individual can be authorised, Healthwatch Wigan and Leigh will abide by the policies and procedures for making decisions about who can be an Authorised Representative (AR).

This document clearly sets out Healthwatch Wigan and Leigh's policy and procedures for such matters as the recruitment, appointment and Disclosure & Barring Service (DBS) checks before an individual is authorised.

If further guidance is given by Healthwatch England the current policy and procedures will be reviewed and updated accordingly.

All potential ARs will:

- Complete a volunteer application form
- Take part in an informal discussion with a Healthwatch Wigan and Leigh representative
- Undergo a DBS check,
- Complete a full induction and undergo training relevant to the role

All new ARs must have completed this process.

Authorisation will be based on completion of a volunteer application form and the outcome of the informal discussion with a Healthwatch Wigan and Leigh representative based on the role description and the skills, knowledge and experience needed and completion of the required checks and training.

Under legislation Healthwatch must make publicly available a comprehensive and up to date list of all its Authorised Representatives which is usually achieved by publishing the names on the Healthwatch website and include the information in the annual report. This will be discussed at the informal discussion to be clear that a potential AR is agreeable to this.

The role of the AR is not suitable for everyone and once this procedure has been completed the individual or Healthwatch Wigan and Leigh may agree that this role is not the most appropriate and other volunteering opportunities with Healthwatch Wigan and Leigh will be discussed.

Healthwatch Wigan and Leigh believes volunteering can provide satisfaction, fulfilment and should be a fun and enjoyable experience. The various roles will give you the opportunity to make a difference to your local community by empowering people to have a voice about their local health and care services and where individuals require support to carry out any role reasonable adjustments will be made to make this possible.