

**You
Said**

We Did

Volunteering - Peer Review

What did we do?

- At the beginning of 2016 Healthwatch Wiltshire visited Healthwatch Warwickshire to undertake the first Peer Review to look at their Enter and View and Engagement work programmes.
- Healthwatch Warwickshire returned the visit in the summer of 2016 with a focus on our volunteering and information and signposting programmes.
- During the visits the Peer Review teams interviewed key staff, Board members and several volunteers.

Why did we do it?

- Healthwatch Warwickshire and Healthwatch Wiltshire agreed the need to reflect on performance when planning for future development.
- They agreed the value in providing reciprocal 'Peer Review' visits focusing on particular aspects of one another's operations.

What did people say?

The Warwickshire team made several recommendations including:

- consider ways to fully involve all volunteers, especially those who are brought in via external organisations.
- look at how we provide feedback sessions for volunteers, developing the programme to allow for both group and individual feedback.
- consider increasing the frequency of volunteer involvement days, or introducing additional volunteer events, to allow volunteers the opportunity to network more often.

What happened next?

- We consulted with our volunteers and asked their thoughts on the recommendations from the Peer review.
- We created an action plan to improve our offer to volunteers.
- We have imbedded the action plan into our Volunteering work programme for 2017/18.

What was the impact?

We have an improved offer for our volunteers after listening to recommendations from our Peers