

ICB NHS Community Participation Group Representative Volunteer Role

Overview

Healthwatch Cambridgeshire and Peterborough is working with NHS Cambridgeshire & Peterborough (also known as the Integrated Care Board or ICB) to recruit local people to join a new **NHS Community Participation Group**. This group will support ongoing engagement between local communities and the ICB to embed the voices of people with lived experience into early conversations around health services or projects that can lead to better health outcomes for people.

The project will initially run from July 2025 for a year, with main meetings held in July, September, November 2025 and January, March, and May 2026. These meetings will focus on priority areas for health and care services across Cambridgeshire, Peterborough and Royston, providing a platform for local voices to inform and influence decision-making.

We are looking to recruit 8-10 volunteers from across Cambridgeshire, Peterborough and Royston, with an emphasis **on inclusivity, diversity, and geographical representation**. We want the group to reflect the broad range of people living in our area, including those from rural and urban communities, different cultural backgrounds, and a variety of lived experiences. Your contributions, whether based on your personal experiences or gathered through community connections, will help ensure local health and care services are responsive and inclusive.

To support effective engagement, Healthwatch will also host workshops and facilitate broader conversations throughout the year. While the core group will consist of 8-10 members, we will adopt a flexible approach by inviting additional voices through local networks when specific topics require targeted insight. This ensures that each discussion is grounded in relevant experience and achieves a broad and inclusive range of perspectives.

The role

ICB People & Communities Engagement Representative Volunteer

The NHS Community Participation Group Volunteer role involves attending regular meetings of the NHS Community Participation Group, where you'll contribute based on your own lived experience of health and care services and the experiences shared with you by others in your community. Your input can help to influence priority areas for the local NHS to focus on. You'll help review NHS service proposals, offer insight into how changes might affect different people and communities, and advise on how the NHS can better involve and engage local people in meaningful, inclusive ways across Cambridgeshire, Peterborough and Royston.

In this role, you will:

- Attend bi-monthly NHS Community Participation Group meetings
- Contribute views during meetings based on your own experience and what others in your community have told you
- Actively engage with people in your local area to gather their views on health and care services
- Take part in informal meetings with fellow volunteers between Group sessions, supported by a dedicated project manager
- Work with Healthwatch staff and volunteers to plan key points for discussion at meetings
- Participate in workshops and engagement activities as needed to support the wider project
- Receive training and ongoing support to help you undertake your role confidently

Why should you be a Healthwatch Representation Volunteer?

If you are passionate about making a difference in healthcare and want to use your voice, and the voices of your community to shape local services, then one of these roles could be for you. As a volunteer with Healthwatch Cambridgeshire and Peterborough, you'll be part of a team working to ensure people across our region are heard, valued, and able to influence the decisions that affect them.

The NHS Community Participation Group role is about **influence and representation**. You will play a key part in listening to local people, sharing their views in the right places, and helping decision-makers understand what matters most to our communities. In return, you'll help feed back useful information and updates from the ICB to the people you represent, making sure engagement is a two-way process that leads to better, more inclusive healthcare services.

Person Specification

Essential

- Lived experience of using healthcare services, or experience supporting someone who does (e.g. as a carer or advocate)
- Good communication skills, including the ability to listen, reflect, and express views clearly in group discussions
- Willingness to engage with others in your community to gather and share their views
- Understanding of the importance of community voice in shaping public services
- Respect for confidentiality and ability to represent views in a balanced and respectful way
- Ability to work as part of a team with other volunteers, staff, and health and care professionals
- Ability to travel independently to meetings as and when required
- Experience of using Microsoft Office, including Word
- Access to the internet/email

- Comfortable using email and attending virtual meetings (e.g. via Zoom or Microsoft Teams) – training and support can be provided
- Willingness to attend meetings every two months and informal catch-ups in between, with preparation and debriefing
- A commitment to attending all the required meetings

Desirable

- Some awareness of how local health and care services are structured or commissioned
- Experience volunteering, participating in local forums, or being involved in community initiatives
- Ability to reflect a range of views, especially from underrepresented or marginalised communities

How we will support you

As well as an induction to this role, you will undertake an additional training module on 'Making a difference: influencing to achieve change'. You will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll be part of the Healthwatch team, making sure your volunteering experience is positive.

How much time is involved?

There is some flexibility in how much time these roles may take, and we're happy to discuss this with you during the induction process. As a guide, you can expect to spend approximately two hours for each formal meeting, plus additional time for preparation and debriefing, which may vary depending on your experience and confidence in the role.

The NHS Community Participation Group Representative Volunteers will attend six meetings across the year (every two months). You may also be invited to take part in informal catch-ups or workshops between meetings to help plan or reflect on discussions.

As your confidence grows, you may find preparation and follow-up becomes quicker and more focused. We'll support you throughout, and ensure the time commitment remains manageable and rewarding.

Recognition Offer

Volunteers will be recognised for their contribution with a payment of £20.00 per hour for time spent attending formal meetings only. This includes:

- NHS Community Participation Group (2 hours per meeting)

Please note: Time spent on preparation, informal follow-ups, or additional engagement activities will not be eligible for payment, although these activities are important and supported through other means such as staff guidance, peer sessions and volunteer social events.

In addition, travel expenses will be reimbursed separately in line with our policy, at 45p per mile.

All refreshments at Healthwatch facilitated meetings are provided by our staff.

Claiming Process

Volunteers will be asked to complete a short claim form after each meeting to request:

- Recognition payment (based on confirmed attendance at the formal meeting)
- Travel reimbursement (mileage must be logged)

Claims will be processed and paid monthly via BACS by Healthwatch Cambridgeshire and Peterborough.

If you have any questions about recognition payments or expenses, our Head of Operations will be happy to help.

How to apply

In order to become an NHS community Participation Group Representation Volunteer you can apply by filling out our online application form. **Deadline for application is**

Friday 11 July 2025. Volunteer application form [Work with us | Healthwatch Peterborough](#) or here [Work with us | Healthwatch Cambridgeshire](#)

If you have any questions or you would like to find out more, please call Caroline Tyrrell-Jones, our Head of Operations on 07539 295865 or email caroline.tyrrell-jones@healthwatchcambspboro.co.uk.

Please outline any accessibility requirements that you may have in the application form.

We look forward to hearing from you.

Selection Process

All applications for the NHS Community Participation Group Representative Volunteer role will be reviewed in line with our Healthwatch Cambridgeshire and Peterborough Volunteering Policy. As part of the selection process, shortlisted applicants will be invited to attend an informal interview with our Head of Operations and a representative of the ICB. This conversation will help us learn more about your experience, interests, and motivation for the role, and give you the opportunity to ask questions.

The aim is to ensure the role is a good fit for you, and that we can build a group that reflects the diversity and geography of Cambridgeshire, Peterborough and Royston. Following the interview, we will notify all applicants of the outcome and next steps.

We are committed to fair, inclusive, and supportive recruitment practices. If you have any access needs or require support to take part in the selection process, please let us know when you apply.