

QualityVoice

Volunteering at VAC



Quality Voice

VAC is recruiting volunteers to gather customer feedback, listen to people's experiences and gather vital information for organisations about the quality of their services. Quality Voice ensures that people's voices are heard to help improve services and to champion quality and continuous service improvement.

Quality Voice are working with:

- **West Yorkshire Fire Service to gather feedback about their Safe and Well visits.**
- **Calderdale Council, visiting care settings across the district.**
- **Providers who are delivering health and social care services.**
- **Organisations who are signed up to Quality for Health.**
- **Local authorities across Yorkshire and Humberside conducting mystery shopper exercises.**

**Are you passionate about improving services?
Do you want people's voices to be heard?**

A variety of methods will be used including:

- **Making telephone calls to services**
- **Visiting organisations and talking with customers about their experiences**
- **Mystery shopping services**
- **Reviewing services websites**

VAC offer support to volunteers by providing a full induction and training to undertake all Quality Voice tasks. Feedback from Quality Voice volunteers will play an important role in influencing the future design and quality of services in Calderdale and beyond.

Get in touch:

Email: **volunteering@cvac.org.uk**
or call: **01422 348777** for more information

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