

## FORM 1 : PREPARATION

Part A must be completed at the beginning of a Policy/function/strategy development or review, and for every such occurrence (to be completed with the aid of the Step-by-Step Guide.)

| Step 1 - Preparation |  |   |
|----------------------|--|---|
| 1.                   | <b>Title of Policy</b> - what are you equality impact assessing?   | Cardiff and Vale UHB Strategy and Framework for Volunteering  |
| 2.                   | <b>Policy Aims and Brief Description</b> - what are its aims - give a brief description of the Policy (The What, Why and How?)       | <p>The Volunteering Strategy will improve the experience of volunteering for people through:</p> <ul style="list-style-type: none"> <li>• Creation of clearly defined roles</li> <li>• Development of a clear recruitment process</li> <li>• Development of induction and ongoing training and update programme</li> <li>• Development of management, support and supervision</li> <li>• Provision of a clear identity for volunteers as individuals and as a team that recognises the value of their contribution</li> <li>• Development of further opportunities for people with disabilities to volunteer.</li> </ul> <p>Improve the patient experience of healthcare by maximising the added value brought by volunteers through:</p> <ul style="list-style-type: none"> <li>• Development of roles that support patients within their package of care</li> <li>• Continuing and further developing existing volunteer support</li> <li>• Development of improved volunteer links with Health Board and the wider community.</li> </ul> <p>The Strategy and Framework sets out how Cardiff and Vale UHB will recruit, place and manage volunteers. It is also intended to act as a guide and introduction to the Cardiff and Vale UHB for potential volunteers.</p> |
| 3.                   | <b>Who Owns/Defines the Policy?</b> - Who is responsible for the Policy/work?  | <p>Chief Executive<br/>Executive Director of Nursing<br/>Assistant Director Patient Experience<br/>Lead Nurse Patient Experience<br/>Voluntary Services Manager</p>   |
| 4.                   | <b>Who is Involved in Undertaking this EqlA?</b> - who are the key contributors to the EqlA and what are their roles in the process? | <p>Michelle Fowler Voluntary Services Manager<br/>Eric Kitchen Head of Service Development<br/>Developing Volunteering in the UHB Working Group(VVB,VAC.VCVS, VCS )</p>   |

| Step 1 - Preparation |   |   |
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| 5.                   | <b>Other Policies</b> - Describe where this Policy/work fits in a wider context.<br>Is it related to any other policies/activities that could be included in this EqIA? | The Strategy and Framework on Volunteering fits with the following Policies; Health and Safety Policy, Equality, Diversity & Human Rights Policy, Single Equality Scheme-FAIR CARE, Data Protection Policy, all relevant HR policies e.g. recruitment training<br>Bringing Respect to Work – All Wales Dignity at Work Policy, Welsh Language Scheme  |
| 6.                   | <b>Stakeholders</b> – Who is involved with or affected by this Policy?  | The Strategy and Framework potentially affects a wide range of Departments and services working with volunteers within the Cardiff and Vale UHB.<br>All staff, patients, service users, volunteers, families of patients and carers.  |
| 7.                   | <b>What factors may contribute to the outcomes of the Policy? What factors may detract from the outcomes?</b> These could be internal or external factors.              | <p>The design of the Strategy and Framework contributes to the outcomes as it ensures that all of the Equality Strands are covered.</p> <p>There is an expressed commitment to the involvement of volunteers, and recognition throughout the UHB that volunteering is a two-way process which benefits volunteers and the organisation.</p> <p>The UHB commits appropriate resources to working with all volunteers, such as money, management, staff time and materials.</p> <p>The UHB is open to involving volunteers who reflect the diversity of the local community and actively seeks to do this in accordance with its stated aims.</p> <p>The UHB develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers</p> <p>The UHB is committed to ensuring that, as far as possible volunteers are protected from physical, financial and emotional harm arising from volunteering.</p> <p>The UHB is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers</p> <p>Clear procedures are put into action for introducing new volunteers to their role, the UHB, its work, policies ,practices and relevant personnel</p> <p>The UHB takes account of the varying support and supervision needs of volunteers</p> <p>The whole UHB is aware of the need to give volunteers<br/>Recognition</p> |

| Step 1 - Preparation |  |   |
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|                      |  | <p>As long as an appropriate infrastructure is provided, involving volunteers will have a positive impact on public service delivery, however poor support could well lead to a poor outcome.(Referenced from The Commission on the future of Volunteering 2008 Manifesto for change)</p> |

Form 2 : Evidence Gathering

| Equality Strand | Evidence Gathered | Does the evidence apply to the following with regard to this Policy/work?<br>Tick as appropriate. |
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| <b>Race</b> | Volunteering for Health: A research report produced for the Welsh Assembly Government December 2004. Helen Jones, Volunteering Unit, Wales Council for Voluntary Action<br><br>Volunteering for Health: What impact does it really have?' Report commissioned by Volunteering England and carried out by the University of Wales, Lampeter 2008<br><br>Commission of the Future of Volunteering (2008), Manifesto for Change – Towards a strategy to support volunteering in health and social care: Consultation of Health 2008.<br><br>Information above referenced from Hywel Dda Health Board Policy on Volunteers EqIA<br><br>Volunteering in the Public Services: Health and Social Care (Baroness Neuberger's review as the governments Volunteering Champion2008)<br><br>Review of Refreshed Strategy for Volunteering in the NHS Scotland pages 13-15 diversity of volunteers in the health board March 2011.<br><br>Investing in Volunteers UK quality Standards.<br><br>WCVA best practice guidelines<br>Volunteering Compact Code of Good Practice (England)revised 2005<br>Cardiff Voluntary Sector Compact 2006<br>Vale Voluntary Sector Compact<br><br>Abertawe Bro Morgannwg NHS Trust Volunteer Project Evaluation "A Friendly Face at The Bedside"<br>Welsh Assembly Government Single Equality Scheme 2009-2012<br><br>Local recruitment policies HR Department<br>Google searches 02 June 2011 on equality and recruitment of volunteers resulted in 91 pages of evidence, strategy, and policy from local, community, health boards and private sector areas.<br><br>Hard and electronic copies kept on all research above | ✓ | <b>Eliminating Discrimination and Eliminating Harassment</b> | ✓ | <b>Promoting Equality of Opportunity</b> | ✓ | <b>Promoting Good Relations and Positive Attitudes</b> | ✓ | <b>Encouraging participation in Public Life</b> | ✓ | <b>Take account of difference even if it involves treating some individuals more favourably*</b> | ✓ |
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| <b>Disability</b> | <p>Volunteering for Health: A research report produced for the Welsh Assembly Government December 2004. Helen Jones, Volunteering Unit, Wales Council for Voluntary Action</p> <p>Volunteering for Health: What impact does it really have?' Report commissioned by Volunteering England and carried out by the University of Wales, Lampeter 2008.</p> <p>Commission of the Future of Volunteering (2008), Manifesto for Change – Towards a strategy to support volunteering in health and social care: Consultation of Health 2008.</p> <p>Information above referenced from Hywel Dda Health Board Policy on Volunteers EqIA</p> <p>Volunteering in the Public Services: Health and Social Care (Baroness Neuberger's review as the governments Volunteering Champion2008)</p> <p>Review of Refreshed Strategy for Volunteering in the NHS Scotland pages 13-15 diversity of volunteers in the health board March 2011.</p> <p>Hard copies kept as evidence.</p> <p>Investing in Volunteers UK quality Standards.</p> <p>WCVA best practice guidelines</p> <p>Volunteering Compact Code of Good Practice (England)revised 2005</p> <p>Cardiff Voluntary Sector Compact 2006</p> <p>Vale Voluntary Sector Compact</p> <p>Abertawe Bro Morgannwg NHS Trust Volunteer Project Evaluation "A Friendly Face at The Bedside"</p> <p>Welsh Assembly Government Single Equality Scheme 2009-2012</p> <p>Local recruitment policies HR Department</p> |  | √ |  | √ |  | √ |  | √ |  | √ |
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|                            | <p>Google searches 02 June 2011 on equality and recruitment of volunteers resulted in 91 pages of evidence, strategy, and policy from local, community, health boards and private sector areas</p> <p>Hard copies of this Google search will be kept as evidence.</p>   |   |  |   |  |   |  |   |   |
| <b>Gender Reassignment</b> | <p>Volunteering for Health: A research report produced for the Welsh Assembly Government December 2004. Helen Jones, Volunteering Unit, Wales Council for Voluntary Action</p> <p>Volunteering for Health: What impact does it really have? Report commissioned by Volunteering England and carried out by the University of Wales, Lampeter 2008.</p> <p>Commission of the Future of Volunteering (2008), Manifesto for Change – Towards a strategy to support volunteering in health and social care: Consultation of Health 2008.</p> <p>Information above referenced from Hywel Dda Health Board Policy on Volunteers EqIA</p> <p>Volunteering in the Public Services: Health and Social Care (Baroness Neuberger’s review as the governments Volunteering Champion2008)</p> <p>Review of Refreshed Strategy for Volunteering in the NHS Scotland pages 13-15 diversity of volunteers in the health board March 2011.<br/>Hard copies kept as evidence.</p> <p>Investing in Volunteers UK quality Standards.</p> <p>WCVA best practice guidelines</p> <p>Volunteering Compact Code of Good Practice (England)revised 2005</p> <p>Cardiff Voluntary Sector Compact 2006</p> <p>Vale Voluntary Sector Compact</p> | √ |  | √ |  | √ |  | √ | √ |

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|                                | <p>Abertawe Bro Morgannwg NHS Trust Volunteer Project Evaluation "A Friendly Face at The Bedside"</p> <p>Welsh Assembly Government Single Equality Scheme 2009-2012</p> <p>Local recruitment policies HR Department</p> <p>Google searches 02 June 2011 on equality and recruitment of volunteers resulted in 91 pages of evidence, strategy, and policy from local, community, health boards and private sector areas</p> <p>Hard copies of this Google search will be kept as evidence.</p>   |   |  |   |  |   |  |   |  |   |
| <b>Sex /Sexual Orientation</b> | <p>There is no evidence to suggest from the evidence collated that this group will be discriminated against.</p> <p>Volunteering for Health: A research report produced for the Welsh Assembly Government December 2004. Helen Jones, Volunteering Unit, Wales Council for Voluntary Action</p> <p>Volunteering for Health: What impact does it really have?' Report commissioned by Volunteering England and carried out by the University of Wales, Lampeter 2008.</p> <p>Commission of the Future of Volunteering (2008), Manifesto for Change – Towards a strategy to support volunteering in health and social care: Consultation of Health 2008.</p> <p>Information above referenced from Hywel Dda Health Board Policy on Volunteers EqIA</p> <p>Volunteering in the Public Services: Health and Social Care (Baroness Neuberger's review as the governments Volunteering Champion2008)</p> <p>Review of Refreshed Strategy for Volunteering in the NHS Scotland pages 13-15 diversity of volunteers in the health board March 2011.</p> <p>Hard copies kept as evidence.</p> <p>Investing in Volunteers UK quality Standards.</p> | √ |  | √ |  | √ |  | √ |  | √ |



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|     | <p>WCVA best practice guidelines</p> <p>Volunteering Compact Code of Good Practice (England) revised 2005</p> <p>Cardiff Voluntary Sector Compact 2006</p> <p>Vale Voluntary Sector Compact</p> <p>Abertawe Bro Morgannwg NHS Trust Volunteer Project Evaluation “A Friendly Face at The Bedside”</p> <p>Welsh Assembly Government Single Equality Scheme 2009-2012</p> <p>Local recruitment policies HR Department</p> <p>Google searches June 2011 on equality and recruitment of volunteers resulted in 91 pages of evidence, strategy, and policy from local, community, health boards and private sector areas</p> <p>Hard copies of this Google search will be kept as evidence.</p>   |   |  |   |  |   |  |   |  |   |
| Age | <p>Volunteering for Health: A research report produced for the Welsh Assembly Government December 2004. Helen Jones, Volunteering Unit, Wales Council for Voluntary Action</p> <p>Volunteering for Health: What impact does it really have?’ Report commissioned by Volunteering England and carried out by the University of Wales, Lampeter 2008.</p> <p>Commission of the Future of Volunteering (2008), Manifesto for Change – Towards a strategy to support volunteering in health and social care: Consultation of Health 2008.</p> <p>Information above referenced from Hywel Dda Health Board Policy on Volunteers EqIA</p> <p>Volunteering in the Public Services: Health and Social Care (Baroness Neuberger’s review as the governments Volunteering Champion 2008)</p> | √ |  | √ |  | √ |  | √ |  | √ |

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|                   | <p>Review of Refreshed Strategy for Volunteering in the NHS Scotland pages 13-15 diversity of volunteers in the health board March 2011.<br/>Hard copies kept as evidence.</p> <p>Investing in Volunteers UK quality Standards.</p> <p>WCVA best practice guidelines Volunteering Compact Code of Good Practice (England)revised 2005</p> <p>Cardiff Voluntary Sector Compact 2006</p> <p>Vale Voluntary Sector Compact</p> <p>Abertawe Bro Morgannwg NHS Trust Volunteer Project Evaluation “A Friendly Face at The Bedside”</p> <p>Welsh Assembly Government Single Equality Scheme 2009-2012</p> <p>Local recruitment policies HR Department</p> <p>Google searches June 2011 on equality and recruitment of volunteers resulted in 91 pages of evidence, strategy, and policy from local, community, health boards and private sector areas</p> <p>Hard copies of this Google search will be kept as evidence.</p> |  |   |  |   |  |   |  |   |  |   |
| Religion / Belief | <p>Volunteering for Health: A research report produced for the Welsh Assembly Government December 2004. Helen Jones, Volunteering Unit, Wales Council for Voluntary Action</p> <p>Volunteering for Health: What impact does it really have? Report commissioned by Volunteering England and carried out by the University of Wales, Lampeter 2008.</p> <p>Commission of the Future of Volunteering (2008), Manifesto for Change – Towards a strategy to support volunteering in health and social care: Consultation of Health 2008.</p> <p>Information above referenced from Hywel Dda Health Board Policy on Volunteers EqIA</p>   |  | √ |  | √ |  | √ |  | √ |  | √ |

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|                       | <p>Volunteering in the Public Services: Health and Social Care (Baroness Neuberger's review as the governments Volunteering Champion 2008)</p> <p>Review of Refreshed Strategy for Volunteering in the NHS Scotland pages 13-15 diversity of volunteers in the health board March 2011.<br/>Hard copies kept as evidence.</p> <p>Investing in Volunteers UK quality Standards.</p> <p>WCVA best practice guidelines Volunteering</p> <p>Compact Code of Good Practice (England) revised 2005</p> <p>Abertawe Bro Morgannwg NHS Trust Volunteer Project Evaluation "A Friendly Face at The Bedside"</p> <p>Cardiff Voluntary Sector Compact 2006</p> <p>Vale Voluntary Sector Compact</p> <p>Welsh Assembly Government Single Equality Scheme 2009-2012</p> <p>Local recruitment policies HR Department</p> <p>Google searches 02 June 2011 on equality and recruitment of volunteers resulted in 91 pages of evidence, strategy, and policy from local, community, health boards and private sector areas</p> <p>Hard copies of this Google search will be kept as evidence.</p> |  |   |  |   |  |   |  |   |  |   |
| <b>Welsh Language</b> | <p>Volunteering for Health: A research report produced for the Welsh Assembly Government December 2004. Helen Jones, Volunteering Unit, Wales Council for Voluntary Action</p> <p>Volunteering for Health: What impact does it really have?' Report commissioned by Volunteering England and carried out by the University of Wales, Lampeter 2008.</p> <p>Commission of the Future of Volunteering (2008),</p>  |  | √ |  | √ |  | √ |  | √ |  | √ |

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|                                       | <p>Manifesto for Change – Towards a strategy to support volunteering in health and social care: Consultation of Health 2008.</p> <p>Information above referenced from Hywel Dda Health Board Policy on Volunteers EqIA</p> <p>Induction documents brief on the Welsh Language Scheme</p> <p>In order to respect equality and ensure social inclusion here in Wales, organisations are increasingly looking to operate bilingually. The publication of the Welsh Assembly Government’s</p> <p>Document <i>‘Iaith Pawb –a National Plan for a Bilingual Wales in 2003’</i> and commitment to ‘Wales becoming a truly bilingual country’ has further promoted the benefits of bilingualism referenced from(WCVA) Wales Council for Voluntary Action</p> <p>Welsh Assembly Government Single Equality Scheme 2009-2012</p> |  |   |  |   |  |   |  |   |  |   |
| <b>Pregnancy and Maternity</b>        | <p>Google Search 02/06/11 on Pregnancy and Maternity for volunteers produced 92 pages of policy/procedures/strategies/Equality and Human Rights .These pages did not refer to volunteers during maternity or pregnancy but volunteers supporting women whilst pregnant or maternity.</p> <p>Volunteers who are pregnant or on Maternity will be recognised through the induction process when recruiting volunteers.</p> <p>Refer to local recruitment policies via HR and local induction policies for volunteers.</p> <p>Hard copies of this Google search will be kept as evidence.</p>   |  | √ |  | √ |  | √ |  | √ |  | √ |
| <b>Marriage and Civil Partnership</b> | <p>Google Searched Marriage and Civil Partnership rights for volunteers Produced 83 pages relating to information on various topics in relation to Marriage and Civil Partnership. Volunteers are regularly mentioned in this research in</p>  |  | √ |  | √ |  | √ |  | √ |  | √ |

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|  | reference to with the Equality Act 2010 within numerous results referenced from this search.<br><br>Hard copies of this Google search will be kept as evidence.   |  |  |  |  |  |  |  |  |  |
| People have a human right to: life; not to be tortured or treated in a degrading way; to be free from slavery or forced labour; to liberty; to a fair trial; not to be punished without legal authority; to respect for private and family life, home and correspondence; to freedom of thought, conscience and religion; to freedom of expression and of assembly; to marry and found a family and to not be discriminated against in relation to any of the rights contained in the European Convention. |   |  |  |  |  |  |  |  |  |  |
| Human Rights   | The aim and objections of this strategy takes into account Human Rights issues.<br>It is noted that the volunteers rights regarding being treated in a degrading way or being forced to work outside of their volunteer role is recognised in the framework and induction of all volunteers with reference to settling differences whilst volunteering. |  |  |  |  |  |  |  |  |  |

\* This column relates only to Disability due to the Equality Act 2010 specific duty.

Hard copies/electronic copies of all referenced/evidenced documents for this EqlA will be kept.

**Form 3 : Assessment of Relevance and Priority**

| <b>Equality Strand</b> | <b>Evidence:<br/>Existing evidence to suggest some groups affected. Gathered from Step 2.<br/>(See Scoring Chart A)</b> | <b>Potential Impact:<br/>Nature, profile, scale, cost, numbers affected, significance.<br/>(See Scoring Chart B)<br/>Insert one overall score</b> | <b>Decision:<br/>Multiply 'evidence' score by 'potential impact' score.<br/>(See Scoring Chart C)</b> |
|------------------------|---|---|---|
| Race                   | 3   | 3   | P   |
| Disability             | 3   | 3   | P   |
| Gender                 | 3   | 3   | P   |
| Sexual Orientation     | 3   | 3   | P   |
| Age                    | 3   | 3   | P   |
| Religion / Belief      | 3   | 3   | P   |
| Welsh Language         | 3   | 3   | P   |
| Human Rights           | 2   | 3   | P   |

**Scoring Chart A: Evidence Available**

|   |                               |
|---|-------------------------------|
| 3 | Existing data/research        |
| 2 | Anecdotal/awareness data only |
| 1 | No evidence or suggestion     |
|   |                               |
|   |                               |
|   |                               |
|   |                               |

**Scoring Chart B: Potential Impact**

|    |                 |
|----|-----------------|
| -3 | High negative   |
| -2 | Medium negative |
| -1 | Low negative    |
| 0  | No impact       |
| +1 | Low positive    |
| +2 | Medium positive |
| +3 | High positive   |

**Scoring Chart C: Impact Decision**

|          |                     |
|----------|---------------------|
| -6 to -9 | High Impact (H)     |
| -3 to -5 | Medium Impact (M)   |
| -1 to -2 | Low Impact (L)      |
| 0        | No Impact (N)       |
| 1 to 9   | Positive Impact (P) |
|          |                     |
|          |                     |

## FORM 4 : OUTCOME REPORT

|  |   |
|--|---|
| <b>Policy Title:</b>   | Strategy and Framework for Volunteers   |
| <b>Organisation:</b>   | Cardiff and Vale University Health Board  |
| <b>Policy Assessors:</b>   | Patient Experience Division   |
| <b>Name:</b>   | Michelle Fowler   |
| <b>Title:</b>  | Volunteering Services Manager   |
| <b>Department:</b>   | Patient Experience  |
| <b>Proceed: To Part B Impact Assessment</b>  | <p style="text-align: center;"><b>No</b></p> <p style="text-align: center;"><b>If 'No' please record reasons for decision</b></p> <p>Having undertaken this assessment of the Volunteers Strategy and Framework there was an overall result that the impact will be positive.</p> |
| <p style="text-align: center;"><b>SUMMARY OF ASSESSMENT</b></p> <p>There is much evidence in each of the nine categories to confirm that there is already existing work, research in many organisations at local, national level to support a Volunteer Strategy and to demonstrate that such an approach can address equality issues.</p> <p>The Strategy and Framework sets out how Cardiff and Vale University Health Board will recruit, place and manage volunteers whilst ensuring that when recruiting volunteers we must take action to:</p> <ul style="list-style-type: none"> <li>• eliminate unlawful discrimination, harassment, victimisation and other conduct</li> <li>• advance equality of opportunity between persons who share a protected characteristic and those who do not; and</li> <li>• promote good relations between persons who share a protected characteristic and those who do not.</li> </ul> <p>The Patient Experience Division are directly involved with this Strategy and Framework<br/>The Strategy potentially affects a wide range of departments and services within the Health Board</p> <p>The design of the Strategy and Framework contributes to the outcomes as it ensures that all of the Equality Strands are covered.</p> |   |

### ACTION PLAN

You are advised to use the template below to detail any actions that are planned following the completion of the EqIA. You should include any remedial changes to ensure the effects of identified adverse impact are reduced or eliminated, any planned research and information gathering.

|  | Action Proposed or taken | Reasons for action | Who will benefit? | Who is responsible for this action | Timing |
|--|--------------------------|--------------------|-------------------|------------------------------------|--------|
| 1. What <b>changes</b> have been made as a result of the EqIA?   | N/A                      | N/A                | N/A               | N/A                                | N/A    |
| 2. Where a Policy may have differential impact on certain groups, state what arrangements are in place or are proposed to <b>mitigate</b> these impacts? | N/A                      | N/A                | N/A               | N/A                                | N/A    |
| 3. <b>Justification:</b> For when a policy may have adverse impact on certain groups but there is good reason not to mitigate.                           | N/A                      | N/A                | N/A               | N/A                                | N/A    |



|  |  |  |  |   |  |
|--|--|--|--|---|--|
| 4. Describe any mitigating actions taken?  | N/A  | N/A  | N/A  | N/A   | N/A  |
| 5. Provide details of any actions taken to <b>promote equality</b> , state what actions have been taken. | <p>We have included an equality statement into the guideline that clearly states that the policy is open to all as appropriate to individual and organisational circumstances</p> <p>Please add in:-We would provide copies of the document in alternative formats, including Welsh if required.</p> | <p>The UHB want to be explicit about its commitment to the equality agenda/legislation.</p> <p>This would be to ensure that are policies are accessible to all</p> | <p>Staff will be primary benefit which will impact on positive on their families and/or patients as applicable</p> <p>Any individual making the request as well as the organisations reputation.</p> | <p>Managers</p> <p>Appropriate Managers</p> | <p>Already completed within the document</p> <p>There is no timescale as this will be responsive to individual need.</p> |

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|---------------------------------|---|
| <b>Date:</b>                    | November 2011   |
| <b>Monitoring Arrangements:</b> | Document to be monitored in partnership with the Volunteer Strategy and Framework, this will be achieved via an agenda item at the Developing Volunteering in the UHB quarterly meetings. |
| <b>Review Date:</b>             | November 2014   |

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|----------------------------------|---|
| <b>Signature of all Parties:</b> | Mrs Michelle Fowler Voluntary Services Manager<br><i>Eric Kitchen, Patient Experience</i> |
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