

Volunteer Service

Equality Impact Assessment

Section 1: Preparation

This section must be completed at the beginning of a policy review. For advice on its completion please contact the Equality Team on 01443 744800. For examples of completed EIAs please see the Equality Site under Useful Staff Information on Sharepoint.

Section 1 – Preparation		
1.	Title of Policy - what are you equality impact assessing? Please state whether it is a new or existing policy?	Volunteer Policy Existing policy
2.	Policy Aims and Brief Description - what are its aims? Give a brief description of the Policy (The What, Why and How?)	The aim of the policy is to: <ul style="list-style-type: none">• recognise that volunteers are individuals who, unpaid and of their own free will, contribute their time, energy and skills to benefit Cwm Taf Morgannwg University Health Board (CTMUHB)• Volunteers make a unique and valuable contribution to patients, visitors and staff at CTMUHB• ensure that volunteers are treated fairly and with respect throughout the organisation• ensure that volunteers and staff within the organisation have clear understanding of the role of the volunteer, their expectations and robust recruitment process

Section 1 – Preparation		
3.	Who Owns/Defines the Policy? - who is responsible for the Policy/work?	Sarah Morgan-Jones Volunteer Service Manager
4.	Who is Involved in undertaking this EqIA? - who are the key contributors and what are their roles in the process? Please note this should be completed by the author but the views of other team members, service users etc should be sought.	Sarah Morgan-Jones Volunteer Service Manager Rhiannon Ellis
5.	Other Policies - Describe where this Policy/work fits in a wider context. Is it related to any other policies/activities that could be included in this EqIA? Is it relevant to the Integrated Medium-Term Plan (IMTP)	<ul style="list-style-type: none"> • Volunteer Strategy • Patient Experience Policy • Cwm Taf Morgannwg University Health Board Equality Policy
6.	Stakeholders – who is involved with or affected by this policy?	<ul style="list-style-type: none"> • Volunteers themselves • Managers / volunteer leads responsible for volunteers • Health Board staff involved with volunteers • Human Resources • Occupational Health Team • Patients who come into contact with volunteers • Third Sector Partners

Section 1 – Preparation		
7.	<p>What might help/hinder the success of the policy? These could be internal or external factors. E.g., training, awareness raising.</p>	<p>The success of the policy will be assisted by raising awareness and training. Sharing via internet, intranet and ensuring it is available and easily accessed by staff members of the public, Third Sector Partners and volunteers.</p>
8.	<p>Is the policy relevant to “eliminating discrimination and eliminating harassment?”</p>	<p>Opportunities to volunteer are not restricted and open to those living in our local communities. Available opportunities are advertised via websites, social media and in partnership with our local Community Volunteer Centres. Mandatory Volunteer Inductions include training on specific modules including discrimination, diversity and stereotyping.</p>
9.	<p>Is the policy relevant to “promoting equality of opportunity?”</p>	<p>Volunteering opportunities are open to our local communities regardless of race, religious beliefs, sex, gender reassignment etc. There are some age restrictions for ward volunteers e.g., 17 for general wards and 18 for Maternity and Paediatric areas this is mainly that they have the maturity and confidence to volunteer without mentoring or direct supervision.</p> <p>There is no upper age limit for volunteers as long as they are fit, healthy and able to undertake their role. Where we identify potential volunteers where disabilities may play a part in restricting them from volunteering, the volunteer service can offer a buddy scheme and reasonable adjustments to ensure they have the opportunity to</p>

Section 1 – Preparation		
		volunteer and equality is considered for all.
10.	Is the policy relevant to “promoting good relationships and positive attitudes?”	<p>Volunteers are supported throughout the recruitment process and relevant induction training provided. The volunteer service also offers additional training to volunteers dependent on their role for e.g., dementia awareness, digital training in conjunction with Digital Communities Wales.</p> <p>Furthermore, the volunteer service provides on line training opportunities, some of which has been presented by volunteers for e.g., wellness, massage and arts and crafts.</p> <p>Identified volunteer leads in specific areas further support volunteers on a day-to-day basis. Volunteers are also encouraged to build positive relationships with other volunteers and is a positive way to build confidence, gain experience, develop new skills, be part of a team, make friends and gain knowledge.</p>

Section 2. Impact

Please answer the following

Consider and refer to the information you have gathered from census data, relevant organisations and groups, staff groups, individuals etc. Please indicate the likelihood and risk associated with the issues raised.

Do you think that the policy impacts on people because of their age? (This includes children and young people up to 18 and older people)

Volunteering opportunities are open to people from 17 years and above for ward be-friender roles. There are further meet and greet type roles for 16 yr. olds. The volunteer service in conjunction with the Clinical Service Lead at RCT Integrated Localities Group developed a new Junior Ward Befriender initiative aimed at providing opportunities for 14 – 16 yr. olds. Due to their age, volunteers had set times and days that they would attend the Community Hospital and received direct one to one supervision from the Ward Activities Coordinator. The project was extremely successful and their experience and progress was captured via Junior Ward Volunteer evaluation reports and feedback.

There is no upper age limit for volunteering as long as they are able to undertake their volunteering role, which can be accessed via the Health Boards Occupational Health Team where necessary.

Do you think that the policy impacts on people because of their caring responsibilities? E.g., would it affect their ability to care for somebody who is primarily dependant on them?

Volunteer shifts are generally flexible in terms of times and days dependent on the needs of the service and the volunteer's availability, the Ward Befriender role is split into mornings, afternoons or evenings over a 7-day period. We recommend around 4hours per shift, which can be changed if the volunteer has additional responsibilities outside of volunteering including caring and unable to commit for the full shift. However, some specific roles may be less flexible for e.g., the Meet and Greet role covers Monday – Friday between 8.30am – 16.30pm or 9.00am – 17.00pm, the Wellness Improvement Service Volunteer Support role is a set day and time each week for the first 6 weeks, which is discussed with any potential new volunteer to ensure they are aware of the commitment.

Do you think that the policy impacts on people because of their disability? E.g., sensory loss, physical disability, Learning disability, some mental health issues

Volunteering opportunities is open for anyone from our local communities. We encourage and support volunteers for example wheel chair users to carry out volunteering roles and where possible use a buddy scheme for those volunteers who may need additional support. The volunteer service is open to recruiting volunteers with disabilities and ensure that reasonable adjustments can be made to support them to undertake tasks. Volunteers are assessed on an individual basis and any limitations are discussed at interview, as part of the recruitment process volunteers have to undertake an occupational health check, any additional requirements are identified and recommendations from the Occupational Health Clinician in order that they are able to carry out the role. Volunteers with a disability will be required to complete a Personal Emergency Evacuation Plan with their identified lead to ensure there is appropriate support in place should this situation arise. However, volunteers, the role they will be undertaking and the area they will be volunteering at will be assessed to ensure they are able to complete tasks, in the event that the Organisation is unable to achieve the goals or make reasonable adjustments, volunteers will be supported and referred / sign posted to their local community volunteer centre to look at volunteering opportunities that may be better situation and able to make necessary adjustments if necessary.

Do you think that the policy impacts on people because of Gender reassignment? This includes all people included under trans* e.g., transgender, non-binary, gender fluid etc

This could be positive for people particularly in the early stages of transition and could provide evidence to Gender Identity Clinics that they have transitioned successfully and are comfortable in their new role. Opportunities for volunteers would not prejudice against any person interested in a particular volunteer role and the volunteer service strive towards supporting individual volunteers to ensure they have a positive experience, all information provided by the volunteer is dealt with in a sensitive manner and confidentiality is paramount under these circumstances.

Do you think that the policy impacts on people because of their being married or in a civil partnership?

Opportunities for volunteering would not prejudice against any person regardless of their marital status.

Do you think that the policy impacts on people because of their being pregnant or having recently had a baby?

Volunteering opportunities are offered to ladies who may be pregnant and will be required to complete the appropriate risk assessments in conjunction with their specific lead, in addition the volunteer service will be required to seek advice from an occupational health clinician to ensure appropriate plans are put in place prior to the volunteer commencing the role.

Do you think that the policy impacts on people because of their race? (This includes colour, nationality and citizenship or ethnic or national origin such as Gypsy and Traveller Communities.)

The volunteer service strives to ensure that opportunities for potential new volunteers are open to all and that the policy does not impact on any persons regardless of their race.

Do you think that the policy impacts on people because of their religion, belief or non-belief? (Religious groups cover a wide range including Buddhist, Christians, Hindus, Jews, Muslims, and Sikhs)

Volunteering opportunities are open to local communities and the volunteer service recruit Chaplaincy Volunteers who provide bed side support for patients with a holistic approach, they are also able to contact the Chaplain for any patients whom wish to be visited and supported from a religious point of view. This policy would not impact on people's ability to volunteer or opportunities on the basis of their religion and in line with volunteer policy will be required to undertake an informal interview with both a member of the volunteer service team and a Chaplain to ensure they are appropriate and have a full understanding of the role and information on additional training which will be required prior to commencing as a volunteer.

Do you think that the policy impacts on men and woman in different ways?

Volunteering opportunities are open to anyone from the local community depending on the desired role and not relevant whether applications are from men or women. Statistics show that there may be more women volunteering. However, the volunteer services focus is around the potential volunteers, availability, commitment, dedication and what they can offer opposed to gender.

Do you think that the policy impacts on people because of their sexual orientation? (This includes Gay men, heterosexual, lesbian and bisexual people)

As above, volunteering opportunities are offered to anyone in the local communities interested in joining the team regardless of sexual orientation. The volunteer service focus is on that person's availability, commitment, dedication and what they can offer opposed to their sexual orientation.

Do you think that the policy impacts on people because of their Welsh language? (e.g.) the active offer to receive services in Welsh, bilingual information etc).

Volunteers are offered the opportunity to request and complete their application in the medium of Welsh. The application also offers the option for volunteers to note whether they speak Welsh or any another language. This information is logged on the volunteer database and discussions held with the volunteer themselves to establish whether they would be comfortable utilising their conversational skills with patients / service users but not from an interpretation perspective.

The Human Rights Act contains 15 rights, all of which NHS organisation have a duty to act compatibly with and to respect, protect and fulfil. The 7 rights that are particularly relevant to healthcare are listed below.
Consider the relevance of your Policy to these Human Rights and list any available information to suggest the Policy may interfere with, or restrict the enjoyment of these rights.

The right to life

N/A

The right not be tortured or treated in an inhuman or degrading way

Volunteers will be treated with respect.

The right to liberty

N/A

The right to a fair trial

N/A

The right to respect for private and family life, home and correspondence

This policy offers the opportunity to balance volunteering with home life commitments.

The right to freedom of thought, conscience and religion

No negative impact.

The right not be discriminated against in relation to any of the rights contained in the Human Rights Act

No obvious likelihood of discrimination.

Section 3 Outcome Report

Policy Title:	Volunteer Policy
Organisation:	Cwm Taf Morgannwg University Health Board
Name:	Sarah Morgan-Jones
Title:	Volunteer Manager
Department:	Patient Experience Team
Date:	17 th March 2023
Summary of Assessment: Please indicate issues of significant concern and changes that will be made to the policy accordingly. Please indicate whether these changes have been made.	<p>Some minor amendments have been incorporated into the policy in terms of recognition of the updated protected list of equality strands. Furthermore, in recognition of the Disability Confidence Scheme.</p>
Please indicate where issues have been raised but the policy has not been changed and indicate reasons and alternative action taken where appropriate.	N/A

OP1

Monitoring Arrangements:	The policy will be monitored via day-to-day recruitment and management of volunteers, team meetings and via the All-Wales Volunteer Managers Network. Relevant reviews, updates and guidelines will be incorporated will be noted and or new guidelines are issued.
Review Date: This is usually the same as the policy review date.	3 years from approval
Signature of all Parties:	Rhiannon Ellis (EDI Practitioner)



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POLICY TRAINING IMPACT ASSESSMENT

1. Will training be required as a result of the policy?

Yes	Proceed to question 2
No	Policy will be promoted via internal communication and by ensuring wards and departments have a volunteer folder containing the policy as appropriate. The policy will be shared with individuals as they choose to volunteer.

2. Please complete the following information relating to training

Course/ policy title	
Course type	
Reference to KSF/NMC Dimensions	
Target Audience (refers to scope of policy)	
Course / policy training objectives	
Course / policy training content	
Duration of course / programme	
Name of trainer (or policy lead)	
Approximate cost of providing training	
Please embed lesson plan, link to e-learning, presentation or other relevant learning material	

