

**NHS Greater Glasgow and Clyde
Equality Impact Assessment Tool For Frontline Patient Services**



It is essential to follow the EQIA Guidance in completing this form

Name of Current Service/Service Development/Service Redesign:

NHS Greater Glasgow and Clyde's Volunteering Policy and Procedures.

Please tick box to indicate if this is a : Current Service Service Development Service Redesign

Brief description of the above: (Please include if this is part of a Board-wide service or is locally determined).

The purpose of the policy is 'to encourage and enable rather than limit the involvement of volunteers from socially diverse backgrounds.' (Scottish Executive Volunteering Strategy, 2004) This policy was previously impact assessed at the pilot stage of the Equality and Diversity Impact Assessments process. Comments and actions from the previous Equality and Diversity Impact Assessment have been cross checked into this Equality and Diversity Impact Assessment.

Who is the lead reviewer and where based?

Margaret McInnes, Services Manager, Yorkhill Hospital.

Please list the staff groupings of all those involved in carrying out this EQIA

(when non-NHS staff are involved please record their organisation or reason for inclusion):

Services Manager, Voluntary Services Organiser; Voluntary Services Manager, Volunteer Co-ordinator; Health Improvement Practice Co-ordinator; Befriending Co-ordinator, Health Improvement Practitioner; Patient Focus Public Involvement Co-ordinator, Clinical Governance; Quality Co-ordinator.

The previous Equality and Diversity Impact Assessment included representation from Voluntary Organisations.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
All	<ul style="list-style-type: none"> • The policy includes an Appendix 4 devoted to the claiming of expenses in conjunction with Her Majesty’s Customs and Revenue guidelines. • The policy states ‘ will recruit volunteers from all sections of the community in line with the Equal Opportunities Policy and take positive steps to actively raise awareness and recruit volunteers from socially diverse backgrounds’ (Page 5). • NHS Greater Glasgow and Clyde’s Reimbursement of Out of Pocket Expenses for Volunteers states that in some cases, childcare or carer expenses will be reimbursed. • The policy recognises that volunteering can ‘contribute to raising individuals self esteem and self confidence’. • Volunteers are treated individually and if necessary can be re-deployed or referred to another organisation. 	<ul style="list-style-type: none"> • No negative impact identified
Gender	<ul style="list-style-type: none"> • The policy does not use gender pronouns. 	<ul style="list-style-type: none"> • No negative impact identified
Ethnicity	<ul style="list-style-type: none"> • See all box 	<ul style="list-style-type: none"> • There are some difficulties encountered in receiving Enhanced Disclosures for prospective volunteers who originate out with the UK.
Disability	<ul style="list-style-type: none"> • Experience to date has been that an organisation would read the policy rather than the learning disabled person who wants to volunteer. This has worked well as the organisation knows their client’s level of understanding and preferred method of communication. 	<ul style="list-style-type: none"> • There is no statement to say if the policy is available in alternative formats like large print or audio. • There are some amendments to text style required to make the policy more visually friendly. (E.g. use of italics which

		is not visually friendly).
Sexual Orientation	<ul style="list-style-type: none"> • See all box 	<ul style="list-style-type: none"> • No negative impact identified
Religion and belief	<ul style="list-style-type: none"> • See all box 	<ul style="list-style-type: none"> • No negative impact identified
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • The policy identifies that volunteering is open to all age groups, however, where children or young people are requesting to be volunteers, an individual risk assessment must be undertaken. • The policy has a specific section on children and young people under the age of 16. The section makes reference to the Protection of Children (Scotland Act) 2003: Guidance for Organisations and NHS Greater Glasgow and Clyde's Child Protection Policy and Guidelines. • The policy has a specific section on older volunteers which clearly states that they 'should be treated as individuals, with the only measure being their capability to carry out duties in a safe manner and in line with the NHS organisations policies and procedures'. The policy also states that 'where older volunteers are no longer able to conduct their duties, consideration should be given to changing their role or redeployment elsewhere in the organisation' (Page 6). 	<ul style="list-style-type: none"> • No negative impact identified
Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • The policy states that NHS Greater Glasgow and Clyde will ensure 'there is a fair, consistent and transparent system for the reimbursement of out of pocket expenses'. (page 7) • NHS Greater Glasgow and Clyde's Reimbursement of Out of Pocket Expenses for Volunteers states that 'payments are to be made promptly and that low 	<ul style="list-style-type: none"> • No negative impact identified

	<p>income volunteers are not disadvantaged’.</p> <ul style="list-style-type: none"> • The payment of expenses is usually in the form of a cheque, but it can be arranged for payment to be made directly to the volunteer’s bank account. • NHS Greater Glasgow and Clyde’s Reimbursement of Out of Pocket Expenses for Volunteers states ‘ to ensure there is equal opportunity for participation in volunteering activities there may be a need, where small amounts of expenses are involved, to pay out of pocket expenses in cash on the day of the activity and in some cases in advance’. (page 22) • The policy recognises that the role and value of volunteering can also contribute to the ‘regeneration of deprived areas and the strengthening of social networks and community life’. 	
Additional marginalisation	<ul style="list-style-type: none"> • The policy states that volunteering can “help those who are experiencing difficulties in their lives such as addiction, homelessness, and mental health problems to get back on their feet and become fully integrated into communities”. (Page 4) 	<ul style="list-style-type: none"> • No negative impact identified

Actions

	Date for completion	Who is responsible?(initials)
<p>Cross Cutting Actions</p> <ul style="list-style-type: none"> • Continue to pursue and campaign for better/additional ways of seeking enhanced disclosures for prospective volunteers who originate out with the UK. • Clarify if the policy needs to be available in alternative formats. If it does then amend the policy to state how these are obtained. 	<p>Disclosure now replaced by PVG – this work is on-going. October 2011</p>	<p>MM LK MM</p>

<ul style="list-style-type: none"> Amend the policy to make it more visually friendly. 	October 2010	
Specific Actions		

Ongoing 6 Monthly Review **Please write your 6 monthly EQIA review date:**

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Lead Reviewer: **Name:** **Margaret McInnes**
Sign Off: **Job Title** **Services Manager**
 Signature *Margaret McInnes*
 Date: **1st October 2010**

Please email copy of the completed EQIA form to irene.mackenzie@ggc.scot.nhs.uk

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