

Equality & Health Impact Assessment for

Cardiff and Vale University Health Board Volunteer Framework

Please read the Guidance Notes in Appendix 1 prior to commencing this Assessment

Please note:

- The completed Equality & Health Impact Assessment (EHIA) must be
 - Included as an appendix with the cover report when the strategy, Framework, plan, procedure and/or service change is submitted for approval
 - Published on the UHB intranet and internet pages as part of the consultation (if applicable) and once agreed.
- Formal consultation must be undertaken, as required¹
- Appendices 1-3 must be deleted prior to submission for approval

Please answer all questions: -

1.	For service change, provide the title of the Project Outline Document or Business Case and Reference Number	Updated following review of Volunteer Framework
2.	Name of Clinical Board / Corporate Directorate and title of lead member of staff, including contact details	Michelle Fowler Voluntary Services Manager 02921847867 Patient Experience Corporate Nursing
3.	Objectives of strategy/ Framework/ plan/ procedure/ service	This is an existing Framework recently updated. The Volunteering Framework will improve the experience of volunteering for people through: For those volunteering within the Health Board we pledge to ensure the:

¹http://nww.cardiffandvale.wales.nhs.uk/portal/page?_pageid=253.73860407.253.73860411&_dad=portal&_schema=PORTAL

		<ul style="list-style-type: none"> • Creation of clearly defined roles • Development of a clear recruitment process • Development of induction and ongoing training • Provision of appropriate management, support and supervision • Provision of a clear identity for volunteers as individuals and as a team that recognises the value of their contribution • Development of further opportunities for people with disabilities to volunteer. <p>Fundamentally, we enhance the patient experience by maximising the added value provided by volunteers through:</p> <ul style="list-style-type: none"> • The development of roles that support patients in a variety of settings • Continuing and further developing existing volunteer support through a plethora of mechanisms and projects • Developing improved volunteer links with Health Board services and the wider community • Ensuring a diverse mix of volunteers reflecting the diversity of our communities <p>This will ensure a supportive, responsive, effective service provision that is safe, sustainable and valuable for all.</p> <p>The Volunteer 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>
4.	<p>Evidence and background information considered. For example</p> <ul style="list-style-type: none"> • population data • staff and service user's data, as applicable • needs assessment 	<p>This Framework is linked to the UHBs'</p> <ul style="list-style-type: none"> • The Framework on Volunteering fits with the following Policies; • Health and Safety Framework, • Equality, Diversity & Human Rights Policy,

<ul style="list-style-type: none"> • engagement and involvement findings • research • good practice guidelines • participant knowledge • list of stakeholders and how stakeholders have engaged in the development stages • comments from those involved in the designing and development stages <p>Population pyramids are available from Public Health Wales Observatory² and the UHB's 'Shaping Our Future Wellbeing' Strategy provides an overview of health need³.</p>	<ul style="list-style-type: none"> • Data Protection Framework, all relevant HR policies e.g. recruitment training • Bringing Respect to Work – All Wales Dignity at Work Framework, Welsh Language Standards <p>Evidence demonstrates the positive human, economic, social and cultural value that volunteering brings. Volunteering provides value, not only to organisations and their recipients but also to the wider society. Most importantly, volunteering impacts upon the engaged and motivated citizen. As well as supporting personal growth, links have been made to reduced isolation, improved health and wellbeing and, for some, an increased sense of belonging and identity, as recognised as fundamental within the Social Services and Well-being (Wales) Act 2014.</p> <p>As one of our national policy foundations, the '<i>Supporting Communities, Changing Lives</i>' and the '<i>Wales Council Voluntary Action (WCVA) Code of Practice for Involving Volunteers</i>' also recognises the impact volunteering has on wellbeing at individual, local and national level. This Framework is underpinned not only by this guidance but also aligns perfectly to the Cardiff and Vale University Health Board 'Shaping our Future Wellbeing Strategy 2015-25'.</p> <p>Wellbeing is at the fore and two of the quadruple aims within the '<i>A Healthier Wales</i>' (2018) document also alludes to the importance of:</p> <ol style="list-style-type: none"> 1. Improved population health and wellbeing 2. A motivated and sustainable health and social care work force <p>It is recognised that people who volunteer within the health care environment often seek, either further education or substantive posts within this field. Again, reiterating the value of volunteering for all, including the future workforce.</p>
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² <http://nww2.nphs.wales.nhs.uk:8080/PubHObservatoryProjDocs.nsf>

³ <http://www.cardiffandvaleuhb.wales.nhs.uk/the-challenges-we-face>

'Prosperity for All', the Welsh Government's National Strategy, also highlights how volunteering contributes to a more prosperous Wales. Volunteering is specifically discussed as key to building united, connected and resilient communities.

As a proactive 'Volunteer Organisation', this Framework details how Cardiff and Vale University Health Board will improve access to volunteering for all, encouraging more effective involvement, also improving the status and image of volunteering.

The design of the Framework and underpinning Operational procedure contributes to the outcomes as it ensures that all of the Equality 'protected characteristics' are covered.

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.

The UHB commits appropriate resources to working with all volunteers, such as money, management, staff time and materials.

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.

The UHB develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers.

The UHB is committed to ensuring that, as far as possible volunteers are protected from physical, financial and emotional harm arising from volunteering.

Consultation and information has also been had with:
Keithley Wilkinson Equality Manager Cardiff and Vale University Health Board and representative of the Rainbow Flag and LGBT Network.
Alun Williams Welsh Language Office Cardiff and Vale University Health Board.

Kate Roberts Senior Health Promotion Specialist Public Health Wales,

5.	Who will be affected by the strategy/ Framework/ plan/ procedure/ service	<p>The Framework potentially affects a wide range of Departments and services working with volunteers within the Cardiff and Vale UHB.</p> <p>All staff, patients, service users, volunteers, families of patients and carers.</p>

EQIA / How will the strategy, Framework, plan, procedure and/or service impact on people?

Questions in this section relate to the impact on people on the basis of their 'protected characteristics'. Specific alignment with the 7 goals of the Well-being of Future Generations (Wales) Act 2015 is included against the relevant sections.

How will the strategy, Framework, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate. Make reference to where the mitigation is included in the document, as appropriate
<p>6.1 Age For most purposes, the main categories are:</p> <ul style="list-style-type: none"> • under 18; • between 18 and 65; and • over 65 	<p>The Framework supports all ages and as an organisation have volunteers from age 16 up to age 88 we have in place a minimum age of sixteen to ensure that young volunteers are supported with age appropriate roles, for example patient survey roles and befriending in patient appropriate areas. There are areas which would not be suitable for under 18s and this is reflected in the roles that this age group are recruited to.</p> <p>We have also recruited a Youth Volunteer Manager to oversee young person's projects where we can engage with young volunteers from</p>		

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	<p>age 13-25.</p> <p>There is no upper age limit as some research says that the perception of volunteering can negatively “affect elderly people”</p>		
<p>6.2 Persons with a disability as defined in the Equality Act 2010 Those with physical impairments, learning disability, sensory loss or impairment, mental health conditions, long-term medical conditions such as diabetes</p>	<p>There does not appear to be any impact. There is a broad evidence base that if ‘reasonable adjustment’ is not made for some disabled people they will be disadvantaged. The Framework takes account of this to ensure equality. The equality training in relation to the Framework will include disability considerations.</p>		
<p>6.3 People of different genders: Consider men, women, people undergoing gender reassignment NB Gender-reassignment is</p>	<p>There is no evidence identified that the Framework will disadvantage trans people as it aims to be inclusive of all. However, it is known that Trans people may not necessarily wish</p>		

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<p>anyone who proposes to, starts, is going through or who has completed a process to change his or her gender with or without going through any medical procedures. Sometimes referred to as Trans or Transgender</p>	<p>to come forward based on perceptions. The issue of people's perceptions of 'volunteering', 'volunteer' and voluntary work has been highlighted for some time. Improving the image and appeal of volunteering involves the promotion of volunteering activities and opportunities through publicity and regular advertising. The UHB approach is informative and inclusive, so that people are aware that different backgrounds, interests, motivations and degrees of commitment are catered for.</p> <p>An example</p> <p>Volunteer recruited whilst going through transition looking to further develop communication and understanding of being part of a health care environment</p>		

How will the strategy, Framework, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate. Make reference to where the mitigation is included in the document, as appropriate
<p>6.4 People who are married or who have a civil partner.</p>	<p>There is no evidence to suggest that the Framework will disadvantage this group, we risk assess when appropriate to ensure full support is given to those who are married or in a civil partnership The issue of people’s perceptions of ‘volunteering’, ‘volunteer’ and voluntary work has been highlighted for some time. Improving the image and appeal of volunteering involves the promotion of volunteering activities and opportunities through publicity and regular advertising. The UHB approach is informative and inclusive, so that people are aware that different backgrounds, interests, motivations and degrees of commitment are catered for.</p>		
<p>6.5 Women who are expecting a baby, who are on a break from work after having a baby, or who are breastfeeding.</p>	<p>There is no evidence to suggest that the Framework will disadvantage this group, we risk assess when appropriate to</p>		

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They are protected for 26 weeks after having a baby whether or not they are on maternity leave.	ensure full support is given to pregnant volunteers'		
6.6 People of a different race, nationality, colour, culture or ethnic origin including non-English speakers, gypsies/travellers, migrant workers	There does not appear to be any impact. There is no evidence identified that the Framework will disadvantage people of different races or nationality as the Framework aims to be inclusive of all		
6.7 People with a religion or belief or with no religion or belief. The term 'religion' includes a religious or philosophical belief	There does not appear to be any impact. There is no evidence identified that the Framework will disadvantage people of different religions/beliefs or no belief as the Framework aims to be inclusive of all		
6.8 People who are attracted to other people of: <ul style="list-style-type: none"> • the opposite sex (heterosexual); 	There does not appear to be any impact. There is no evidence identified that the Framework will disadvantage people of different		

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<ul style="list-style-type: none"> the same sex (lesbian or gay); both sexes (bisexual) 	sexual orientations as the Framework aims to be inclusive of all.		
<p>6.9 People who communicate using the Welsh language in terms of correspondence, information leaflets, or service plans and design</p> <p>Well-being Goal – A Wales of vibrant culture and thriving Welsh language</p>	<p>There does not appear to be any impact. Welsh speaking volunteers are encouraged to converse in welsh while supporting service users through their volunteer role.</p> <p>Benefit for the Volunteers:</p> <ol style="list-style-type: none"> Develop their Welsh Language skills, using the language in new environments (chatting to patients, staff and friends and family). Ultimately, helping to develop their confidence in their language skills. Many of the volunteers are younger students who are using the experience to enhance their medical/nursing application. By allowing them to use their Welsh 		

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	<p>language skills, it will help in their application that they have additional language skills.</p> <p>Benefit for the patients and the organisation</p> <ol style="list-style-type: none"> 1. Patients who prefer to speak Welsh will enjoy volunteers services in Welsh, enhancing their patient outcomes and experience. 2. Improve recruitment of volunteers with Welsh language speakers - many of the volunteers are future healthcare workers. 		
<p>6.10 People according to their income related group: Consider people on low income, economically inactive, unemployed/workless, people who are unable to work due to ill-health</p>	<p>There does not appear to be any impact. Income has no impact on the potential of an individual applying to become a volunteer at the Health Board. Travel/Out of Pocket expenses are available to all volunteers.</p>		

How will the strategy, Framework, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate. Make reference to where the mitigation is included in the document, as appropriate
<p>6.11 People according to where they live: Consider people living in areas known to exhibit poor economic and/or health indicators, people unable to access services and facilities</p>	<p>There does not appear to be any impact. The UHB approach is informative and inclusive, so that people are aware that different backgrounds, interests, motivations and degrees of commitment are catered for.</p>		
<p>6.12 Consider any other groups and risk factors relevant to this strategy, Framework, plan, procedure and/or service</p>	<p>There does not appear to be any impact. We currently work in partnership with organisations that support Asylum Seekers and refugees to engage in volunteer roles that are of interest, we have engaged and recruited those with a health-related background, nurses, dieticians and doctors as examples. Engaging with Local Authority supporting individuals displaced.</p>		

6. HIA / How will the strategy, Framework, plan, procedure and/or service impact on the health and well-being of our population and help address inequalities in health?

Questions in this section relate to the impact on the overall health of individual people and on the impact on our population. Specific alignment with the 7 goals of the Well-being of Future Generations (Wales) Act 2015 is included against the relevant sections.

How will the strategy, Framework, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts and any particular groups affected	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate Make reference to where the mitigation is included in the document, as appropriate
<p>7.1 People being able to access the service offered: Consider access for those living in areas of deprivation and/or those experiencing health inequalities</p> <p>Well-being Goal - A more equal Wales</p>	<p>Out of pocket expenses are reimbursed to volunteers for example travel expenses and luncheon vouchers are available where applicable.</p>		
<p>7.2 People being able to improve /maintain healthy lifestyles: Consider the impact on healthy lifestyles, including healthy eating, being active, no smoking /smoking cessation, reducing the harm caused by alcohol and /or non-prescribed drugs plus access to services that support disease prevention (eg immunisation and vaccination, falls prevention). Also consider impact on access to supportive services including smoking</p>	<p>During the induction process Public Health support with delivering Smoking Cessation and Making every Contact Count training to volunteers. All Volunteers are able to access flu vaccination on an annual basis.</p>		

How will the strategy, Framework, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts and any particular groups affected	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate Make reference to where the mitigation is included in the document, as appropriate
cessation services, weight management services etc Well-being Goal – A healthier Wales			
7.3 People in terms of their income and employment status: Consider the impact on the availability and accessibility of work, paid/ unpaid employment, wage levels, job security, working conditions Well-being Goal – A prosperous Wales	The benefits of volunteering can enhance the individual’s skills, including gaining valuable experience of supporting in a Health Care environment. Volunteering is flexible with many projects in place with the flexibility to support at varying times during the day. It is recognised that people who volunteer within the health care environment often seek, either further education or substantive posts within this field. Again, reiterating the value of volunteering for all, including the future workforce.		
7.4 People in terms of their use of the physical environment: Consider the impact on the availability and accessibility of transport, healthy food, leisure	All volunteers are made aware of our active travel and park and ride services at induction. Volunteer vouchers issued for health board restaurants which promote healthy standards.		

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<p>activities, green spaces; of the design of the built environment on the physical and mental health of patients, staff and visitors; on air quality, exposure to pollutants; safety of neighbourhoods, exposure to crime; road safety and preventing injuries/accidents; quality and safety of play areas and open spaces</p> <p>Well-being Goal – A resilient Wales</p>			
<p>7.5 People in terms of social and community influences on their health: Consider the impact on family organisation and roles; social support and social networks; neighbourliness and sense of belonging; social isolation; peer pressure; community identity; cultural and spiritual ethos</p> <p>Well-being Goal – A Wales of cohesive communities</p>	<p>Volunteering <i>'Prosperity for All'</i>, the Welsh Government's National Strategy, also highlights how volunteering contributes to a more prosperous Wales. Volunteering is specifically discussed as key to building united, connected and resilient communities.</p> <p>As a proactive 'Volunteer Organisation', this Framework details how Cardiff and Vale University Health Board will improve access to volunteering</p>		

How will the strategy, Framework, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts and any particular groups affected	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate Make reference to where the mitigation is included in the document, as appropriate
	for all, encouraging more effective involvement, also improving the status and image of volunteering.		
<p>7.6 People in terms of macro-economic, environmental and sustainability factors: Consider the impact of government policies; gross domestic product; economic development; biological diversity; climate</p> <p>Well-being Goal – A globally responsible Wales</p>	<p>Research continues to demonstrate the positive human, economic, social and cultural value that volunteering brings. Volunteering brings value not only to organisations and their recipients but also to the wider society. Most importantly, volunteering has an impact on the engaged and motivated citizen themselves. As well as supporting personal growth, links have been made to reduced isolation, improved health and wellbeing and for some an increased sense of belonging and identity.</p> <p>The Social Services and Well-being (Wales) Act, provides the legal framework for improving the wellbeing of adults and children who need care and support, ensuring people have an active voice, making co-productive decisions about their</p>		

How will the strategy, Framework, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts and any particular groups affected	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate Make reference to where the mitigation is included in the document, as appropriate
	<p>own care.</p> <p>As one of our national policy foundations, the <i>Well-being of Future Generations (Wales) Act</i> recognises the impact volunteering has on wellbeing at the individual, local and national level.</p> <p><i>Prosperity for All</i>, Welsh Government’s national strategy, discusses how volunteering contributes to a more prosperous Wales. Volunteering is specifically discussed as key to building united, connected and resilient communities.</p> <p>As a “Volunteer Involving Organisation”, this strategy details how ABMU HB will achieve the purpose and actions of <i>Welsh Government Volunteering Policy: Supporting Communities, Changing Lives</i>, improving access to volunteering for all, encouraging a more effective involvement of volunteers and improving the status and image of volunteering.</p>		

Please answer question 8.1 following the completion of the EHIA and complete the action plan

<p>8.1 Please summarise the potential positive and/or negative impacts of the strategy, Framework, plan or service</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 Framework and to demonstrate that such an approach can address equality issues</p> <p>The Framework aims to be inclusive of all and it appears that there will be an overall positive impact. Equality training in relation to the Framework will include the protected characteristics. The Volunteer Framework and underpinning Operational Procedure sets out how Cardiff and Vale University Health Board will recruit, place and manage volunteers whilst ensuring that when recruiting volunteers, we must act to:</p> <ul style="list-style-type: none">• eliminate unlawful discrimination, harassment, victimisation and other conduct• advance equality of opportunity between persons who share a protected characteristic and those who do not; and• promote good relations between persons who share a protected characteristic and those who do not. <p>The Patient Experience Department are directly involved with this Framework and Operational Procedure</p> <p>The design of the Framework and Operational Procedure contributes to the outcomes as it ensures that all of the protected characteristics are covered.</p> <p>The aim and objectives of this Framework considers Human Rights issues. It is noted that the volunteer's 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.</p>
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Action Plan for Mitigation / Improvement and Implementation

	Action	Lead	Timescale	Action taken by Clinical Board / Corporate Directorate
<p>8.2 What are the key actions identified as a result of completing the EHIA?</p>	No key actions to report			
<p>8.3 Is a more comprehensive Equalities Impact Assessment or Health Impact Assessment required?</p> <p>This means thinking about relevance and proportionality to the Equality Act and asking: is the impact significant enough that a more formal and full consultation is required?</p>	No			

	Action	Lead	Timescale	Action taken by Clinical Board / Corporate Directorate
<p>8.4 What are the next steps?</p> <p>Some suggestions: -</p> <ul style="list-style-type: none"> • Decide whether the strategy, Framework, plan, procedure and service proposal: <ul style="list-style-type: none"> ○ continues unchanged as there are no significant negative impacts ○ adjusts to account for the negative impacts ○ continues despite potential for adverse impact or missed opportunities to advance equality (set out the justifications for doing so) ○ Stops. • Have your strategy, Framework, plan, procedure and/or service proposal approved • Publish your report of this impact assessment • Monitor and review 	<p>The Framework has recently been updated there are no identified significant negative impacts</p> <p>The EHIA will be monitored at regular intervals in line with current guidelines of the Health Boards Volunteer Framework and underpinning Operational Procedure.</p> <p>Updates will be provided by the Assistant Director of Patient to QSE</p> <p>The EHIA will be published, alongside the Framework, on the intranet and internet once approved.</p> <p>This EHIA will be reviewed three years after approval unless changes to legislation or best practice determine that an earlier review is required</p>			

