

MF.18 – Car Parking Policy

Document Summary

This policy outlines the procedures used for car parking at Wye Valley NHS Trust. It outlines the scope of service and responsibilities for Wye Valley Trust Staff, Mercia and Sodexo.

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Accountable Director	Chief Operating Officer
Document Author(s)	Security & Logistics Manager

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Document Submission Cover Sheet

Committee / Group Name: JNCC

Please choose **New Document** **Revised Document**

<i>Type of Document</i>	Policy	<i>If other state:</i>
<i>Reason for submission</i> <input checked="" type="checkbox"/>	For Approval <input checked="" type="checkbox"/>	For Ratification <input checked="" type="checkbox"/> For Noting <input type="checkbox"/>

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Division: Surgical <input type="checkbox"/> Medical <input type="checkbox"/> Integrated Care <input type="checkbox"/> Clinical Support <input type="checkbox"/>
Directorate / Specialty <i>give detail</i> _____

Document Title: <i>(succinct & key word first)</i>	Car Parking Policy		
Your Ref No:	MF.18	Version:	2.1
Author(s) Name:	[REDACTED]	Designation:	Local Security Management Specialist
Date submitted:	November 2020		

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List of contributors <i>Detail name(s) and designation of contributors or those consulted</i>	Company Secretary
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For Quality and Safety Use Only

Content checked

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n/a

For Committee Use Only

On agenda for Meeting on: Sept 2020

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Approved

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Document for Noting:

Noted

No further action

Committee Comments:

For Policies only – to go to Policy Team

Final version Word document, Cover Document and minutes to be sent to Policy Team
(policy@wvt.nhs.uk)

DOCUMENT HISTORY

Issue Status e.g. Draft or Final	Catalogue and Version Number	Document Title	Date	Actioned by: (Job Title)	Page/ Section/ Paragraph	Comments
Final	Version 1	Car Parking Policy	Sept 2013	Estates & Facilities	Full document	New Policy
Final	Version 2	Car Parking Policy	Nov 2020	Local Security Management Specialist / Logistics Manager	Full document	Reformatted into new policy template Updated to reflect new wards/hospital sites, part time staff permit charges and changes to enforcement re penalty charges.
Final	Version 2.1	Car Parking Policy	June 2021	Local Security Management Specialist	5.3, 6.1.12	-Committee name changed to Sustainable Transport Committee -Payment method modified

TABLE OF CONTENTS

1	SCOPE	6
2	INTRODUCTION.....	6
3	STATEMENT OF PURPOSE	7
4	DEFINITIONS	7
5	DUTIES.....	7
5.1	Wye Valley NHS Trust	7
5.2	Head of Estates, Facilities, and Capital Planning	7
5.3	Car Parking Committee.....	Error! Bookmark not defined.
6	PROCEDURE	8
6.1	Staff	8
6.2	Public (Patients and Visitors)	12
6.3	General.....	13
7	TRAINING.....	15
8	MONITORING COMPLIANCE WITH THIS DOCUMENT	15
9	REFERENCES/BIBLIOGRAPHY	15
10	RELATED TRUST POLICIES / PROCEDURES.....	15
11	EQUALITY IMPACT ASSESSMENT	16

1 SCOPE

The policy covers the car parking facilities and arrangements at the following Trust site locations:

- The County Hospital
- Ross on Wye Community Hospital
- Leominster Community Hospital
- Bromyard Community Hospital
- Some smaller WVT sites will operate individual site specific parking policies

It applies to the following users:

- All employees (including on secondment)
- All visitors
- All patients and relatives
- Students and trainees
- Support Service employees

2 INTRODUCTION

The Trust recognises its responsibilities to contribute to a sustainable environment and is committed to a green/sustainable Travel Plan that aims to implement measures that help reduce the need for employees to bring their car to work and promotes awareness of the benefits of alternative travel methods. The Trust Travel Plan is reviewed every two years or when external influences require it.

The Trust also recognises that some employees need to use their car for travel to and from work and in connection with their job. Patients, visitors and other members of the public may also need to use their cars for travel to and from the hospital.

In view of the above, the Trust will take reasonably practicable measures to:

- Provide appropriate parking facilities for employees and other users where required
- Administer the allocation of parking permits for employees on a fair and equitable basis
- Operate a system of parking charges on all Trust sites
- Explore sustainable ways to minimise on-site car parking problems e.g. park and ride, car sharing and facilities for employees to cycle to work
- Promote the health and environmental benefits of walking, running and cycling to work
- Help minimise the impact of the hospital parking with neighbouring streets and residential areas

3 STATEMENT OF PURPOSE

The aim of the policy is to:

- Formalise and raise awareness of the Trust's car parking arrangements for employees, patients and visitors.
- Raise awareness of alternatives to using a car for work.
- Ensure employees and other users are aware of their responsibilities in respect of this policy.
- Ensure employees and other users are aware that action will be taken in consequence of a failure to act in accordance with the Trust policy.

4 DEFINITIONS

None

5 DUTIES

5.1 Wye Valley NHS Trust

The Trust is in contract with the PFI Partners Mercia and Sodexo with regards to car parking provision at the County Hospital, so has limited flexibility in future parking alterations. The Trust will ensure that the Management of the car parks meets contractual obligations within the PFI contract.

The Trust directly manages the Pay and Display car parks at Ross on Wye, Leominster and Bromyard community hospitals. The Trust will contract out the day to day management of the car parks to an external car parking management company, but the Trust will retain all of the income generated from the car parks.

5.2 Head of Estates, Facilities, and Capital Planning

Has overall responsibility for the administration and management of the car parking arrangements at Wye Valley NHS Trust.

5.3 Sustainable Transport Committee

Members of the committee are:

- Associate Director of Corporate Governance
- Chair of Staff Side
- Estates & Facilities lead for car parking arrangements
- Estates & Facilities Monitoring Officer
- Trade Union representatives
- Member of staff working at the County Hospital site
- Member of HR Staff

The role of the Sustainable Transport Committee is to:

- To consider all parking related issues.
- To oversee the allocation of all parking permits to employees.
- To ensure appropriate measures are taken to ensure compliance with this policy by all users. If employees breach the policy, this may result in the withdrawal of their permit and possible disciplinary action.
- To review all appeals from employees around allocation and non- allocation of permits.
- To review all appeals from the breach of the Car Parking Policy and from issued Penalty Charge Notices issued at the County Hospital only.

6 PROCEDURE

6.1 Staff

6.1.1 Permits

There are different types of permits within Wye Valley NHS Trust, currently County Hospital Site Only;

- Staff On-Site
- Off-Site (County Hospital)
- Off-Site (Community Site)
- Disabled Permit
- Out of Hours
- On Call
- Departmental Permit
- Residential
- Priority
- Junior Medical Staff Residing for 6 months
- Patients Relatives Exemption Permits (ward staff need to approve) i.e. on SCBU, Children's Ward & Last days of life – Free

The parking permit application procedure, application forms, salary mandates, barrier cards application forms and change of vehicle registration form can be found on the Estates Intranet page.

6.1.2 Permit Payment and Permit Charges

WVT Staff parking permits can be paid for by two payment methods, salary deduction paid monthly or as a one off salary deduction. The permit values will be pro rata depending on the hours the employee is contracted. Existing NHS Bank Staff will have the average hours that they have worked in the previous financial year used for their permit value. At the end of the financial year they can liaise with the Estates Team if their hours have changed greatly in year. New Bank Staff will pay the full price value, however at the end of the financial year

they can liaise with the Estates Team with the average hours they have worked and if applicable the appropriate changes can be made.

- Salary deduction monthly or as a one off deduction (Part time pro rata paid permits can only pay via salary deduction) – A 5% admin fee is added to the permit price for monthly deductions (no admin fee if the complete permit value is paid in one salary deduction) and then payroll will deduct twelve equal deductions over the year. A Salary Deduction Mandate Form must be completed.

6.1.3 Allocation of Staff Permits

In conjunction with the Trust Travel/Green Commuter Plan which is updated every two years and approved by the Trust Board, any employee residing within a two mile radius does not qualify for an on-site permit; exemptions are applicable for disabled and late shift workers.

The Car Parking Committee will allocate in line with the Car Parking Policy (e.g. allocating permits on a fair and equitable basis). Applicants are assessed using the criteria below. The highest priority applicants will be permitted in order until all availability is utilised. Late applicants/new starters will be reassessed regularly.

It is the responsibility of the Trust to nominate eligible staff for the allocation of parking permits. To do so the following considerations will be taken into account.

- Disability
- Late Shift Working (Finish Time after 8pm)
- Clinical/business need
- Community Site Working
- Length of Journey/Post Codes – Sliding Scale i.e. 3 miles = 1point 20+ miles= 5 points
- Car Sharing/Taxi scheme users
- On Call – Groups of staff undertaking on-call should operate under a departmental on-call permit, this will remove the need for individual staff permits, so help relieve parking pressures on-site
- Supporting Information

Within the PFI Contract, under the section of car parking there is a Schedule 10 document that highlights the amount of spaces there are at the County Hospital has for both patients Pay on Foot/Pay and Display and staff spaces. The schedule 10 highlights how many staff permits can be allocated in line with the agreed ratio of permits to spaces numbers. Once the limit has been reached, any received application or new application will have to be held and only issued as and when a permit is handed back in by a member of Trust/Support staff.

6.1.4 Staff On-Site Permits Where Applicable

Staff permits are issued on an annual basis, for the period from 1st April to 31st March. Staff must complete an application form which will need to be authorised by the agreed Manager/Head of Department. Along with the completed application form, staff should provide payment for the stated cost, or if salary deduction is required, a salary deduction form should be completed. Forward all forms to the Sodexo General Office, Support Building, who will seek authorisation from the Trust's Car Parking Committee to process the application and send out the permit. Unsuccessful applicants may be offered alternative arrangement, where possible. Monkmoor Court car park is an additional on-site permit holders only.

Multi Trust Site Roaming Staff – Staff must highlight on their application form if they are multi-site workers. Their base site will be the on-site permit price that they will pay. The permit will be marked as “roaming” which will allow parking within staff areas at Wye Valley Trust sites.

New staff must be informed on the commencement of employment that car parking is limited and so they may have to wait for an on-site parking permit and they may need to make alternative arrangements. New starter permits will be charged pro-rata on months remaining to 31st March.

If staff haven't got a parking permit and go to sites where parking charges are applicable, staff can claim back parking charges through the staff expenses claims through the Payroll Department.

6.1.5 Priority Permits – County Hospital Site

Priority permits are available at a premium fee and subject to eligibility, this being Trust business need supporting Trust service delivery and availability only. Staff nominated by the Trust will be eligible to apply. A priority barrier card must be acquired also.

6.1.6 Junior Doctor Permits – County Hospital Site

Junior Doctors permits are available to reflect the Junior Doctors changeover period in February & August. Junior Doctors will be charged on a six month basis and the price will be half the cost of the set annual fee for staff permits from April to March.

6.1.7 Residential Permits – County Hospital Site

Residential Permits are available to all staff resident on site in Longfield House and Gwyndra Downes, which allows them to use the facility of the residential car parks only, and is limited to one vehicle only. An annual charge does apply, which would be part refunded (pro-rata) when the resident leaves their accommodation; to obtain a refund the permit must be returned to the Sodexo General Office. If salary deduction has been used then the deductions will cease on the month of handing in of the permit, so no refund would be applicable.

6.1.8 Off-Site Permits – County Hospital Site

Off-site parking is available at Garrick House Multi-Storey car park on levels 6 and above (during snowy and icy conditions staff can park on level 5 and above), Monday - Friday only. Permit holders will get penalized if parking on the lower levels by the Council Parking Enforcement Team. All permits must be current and if a Penalty charge is incurred it will be the responsibility of the owner of the vehicle not the Trust. Sodexo is responsible for the management and allocation of these permits. The permit can be used to park on-site out of normal office hours on the staff parking areas only.

6.1.9 Off-Site Permits – Community Sites (Ross/Leominster/Bromyard)

Permits are issued on an annual basis, for the period from 1st April to 31st March. Staff must complete a community site application form which will need to be authorised by the agreed Manager/Head of Department. Along with the completed application form, staff should provide payment for the stated cost, or if salary deduction is required, a salary deduction form should be completed. Forward all forms to the Estates Department based at Franklin Barnes Building, who will seek authorisation from the Trust's Car Parking Committee to

process the application and send out the permit. Unsuccessful applicants may be offered alternative arrangements, where possible.

6.1.10 Out of Hours Permits – County Hospital Site

Out of hours permits are available to all staff working between the hours 5.00pm - 8.00am Monday - Friday and from 5.00pm Friday to 8.00am Monday.

6.1.11 Barrier Cards Car Park Shift Change – County Hospital Site

On-site permit holders are eligible to apply for a barrier card which will be issued on the Trust's discretion. A deposit of twenty five pounds will be required which is refundable on surrender of the barrier card. The allocation of these cards is limited to valid on site permit holders and availability.

6.1.12 Refunds

Refunds for car-parking permits paid up front will be paid through Sodexo. If paid through salary deduction, Sodexo will notify Payroll Dept to cease deductions. Permits should be returned to Sodexo General Office. Controlled Parking will arrange for the refunds of paid up front permits to be paid direct to the member of staff by cheque, which is calculated pro-rata against the annual cost and length of time used.

Barrier cards must be surrendered to the Sodexo General Office, who will then notify the Trust to arrange a refund of the deposit.

6.1.13 Loss of Permit/Barrier Card

Lost barrier cards must be notified to Sodexo General Office, a further deposit of £25 will be required for the replacement barrier card.

6.1.14 Multiple Vehicles

A maximum of two vehicle registrations can be displayed on any one permit. Only **one** car-parking permit will be issued. It will then be the responsibility of the driver to transfer the permit, as applicable, to the vehicle being parked in the car park with a note; failure to do so will mean that a penalty would be incurred. Photocopying or scanning of any permit is not acceptable, and will incur a penalty, and may result in disciplinary action as photocopying and scanning are fraudulent and covered in Guidance To Staff On Fraud and Corruption, Personnel Policy 28.

6.1.15 Change of Vehicle

Details of change of vehicle must be completed on the Change of Vehicle Registration Form (available on request from Sodexo) and sent with the current permit to the Sodexo General Office. ***(Telephone calls and personal visits will not be accepted)*** A new permit will then be issued.

Community site permits please contact the Estates Dept at Franklin Barnes.

6.1.16 Disabled Staff Parking

Car parking spaces are available for staff with blue badges. A member of staff must display an on-site permit, which will be charged at the same annual rate. Winged parking bays are limited so all staff parking bays can be used.

6.1.17 Short Term Disablement

Staff with a short-term disablement can apply for a temporary on-site permit. An application in writing with supporting documentation from their GP must be sent to the Estates & Facilities Department. A permit will then be issued for a maximum period of three months. At the end of this period a further application can be made again with supporting documentation.

6.1.18 Appeals

Any appeals to permit application decisions should be issued to the Estates & Facilities Department. Appeals must be in writing and issued by the employee(s) Line Manager. The Car Parking Committee will review each appeal and communicate directly with the Line Manager with the decision of the application following the review. If this decision is to be appealed against, then the Line Manager must put the further appeal to the Head of Estates & Facilities, who will review the Committee's decision.

6.2 Public (Patients and Visitors)

6.2.1 Pay on Foot and Pay & Display Car Parks (County Hospital) & Pay & Display Car Parks (Community Hospital Sites)

The Pay on Foot and Pay & Display car parks are for patients and visitors use only. Concessions are available where applicable at the County Hospital Pay on Foot car parks only. The concession list is as follows:-

- Outpatient's appointments – should a visit to the clinic exceed the local two hour standard due to delays caused by the hospital, car parking charges will be discounted to the two hour rate.
- Paediatric Outpatient/Women's Health – should a visit to the clinic exceed the local three hour standard due to delays caused by the hospital, car parking charges will be discounted to the three hour rate.
- A&E Dept – 4hrs – Where initial treatment is not received within four hours, car parking charges will be discounted to the four hour rate.
- Parental Night – 2hrs – Any parent that has been here with their child overnight can have their parking charge reduced to 2hrs.

Concession slips will be completed and authorised by the outpatient/ward area. The concessions will be applied to the parking tickets by the Patients Advice Liaison Service (PALS) administrators on Main Reception between 8.30am and 5pm Monday to Friday, excluding bank holidays. Out of hours car park attendants will carry out limited concessions.

Patient Advice Liaison Service (PALS) will ensure that patients are informed of the parking system in place and the concessions available.

6.2.2 Income Support & Other Benefits

Any patient entitled to claim their mileage will be able to claim back their car parking charges. For more information please contact a main entrance reception area.

6.2.3 Exemption Permits- County Hospital Site

Exemption permits are available for:

- a) Parents of premature babies (SCBU)
- b) Next of Kin of patients on Intensive Therapy Unit/Coronary Care Unit
- c) Parents of long stay patients on the Children's Unit
- d) Sister's Discretion – End of life care plan.

Other groups may be considered, but all applications for exempt parking must be authorised by the Estates & Facilities Department Ext 4005. The Sister of the ward must agree that the exemption permit is appropriate and then contact Estates & Facilities to arrange the permit. Permits will be sent directly to the ward. In the event of the application being refused, this decision will be final.

6.3 General

6.3.1 Disclaimers

- The Trust cannot accept responsibility for any vehicle left on Wye Valley Trust sites. All vehicles and contents are left entirely at the owner's own risk.
- The purchase of an on-site and community site permits does not guarantee parking space.
- The Trust in conjunction with Mercia and after consultation with the staff side, reserves the right to alter the details of the Car Parking Procedures at any time in accordance with service requirements.
- Any member of staff who consistently breaches car parking policy or uses verbal/physical abuse against the car parking attendants or other car parking staff, will have their parking permit cancelled and on surrender of the permit a refund will be made. Such behaviour may also mean that disciplinary action would be taken.
- The Pay on Foot and Pay and Display car parks are not for the use of staff; to use them will incur a penalty and may also mean disciplinary action could be taken.
- There is no free car parking for Seminars, Courses and Meetings being held on the Wye Valley Trust sites. It will be the responsibility of the organiser to inform the attendees of this, and include directions to other car parking facilities nearby.

6.3.2 Queries or Complaints

County Hospital operational queries/complaints – should be directed either to the car-parking attendants, Sodexo Admin Office or the Estates & Facilities Dept.

Community Hospital Sites operational queries/complaints – should be directed to the Estates & Facilities Dept.

6.3.3 Improper Parking/Penalties

Mercia for the County Hospital site or the Trust for the Community Sites will be responsible for and will have the benefit of the implementation of penalties for the following:-

- a) Unauthorised vehicle parking – in relation to road markings, signage and inconsiderate parking.
- b) Parking in prohibited or restricted areas including access roads and fire paths.

- c) Non-Payment within Pay & Display areas (after the agreed free period).
- d) Parking on the helicopter landing area and its vicinity.
- e) Removal of vehicles parked causing obstruction/safety hazard.
- f) Vehicles blocking Fire Exits and Gates.

6.3.4 Penalty Enforcement

Illegal parking will not be tolerated

A “One warning system” will be used, by applying a yellow warning notice to the vehicle windscreen.

County Hospital:

After a one warning notice has been issued within 12 months, and if a further infringement of the car parking procedures occurs, a penalty charge notice, carrying an automatic charge of **£50** will be levied by Controlled Parking. This will be reduced to **£25.00** if payment is made within **14 days** of the date of the penalty ticket issue. Continual offending vehicles will be notified to the Trust by CP Plus. The Trust will in turn use appropriate authorities to identify the owner of the vehicle. Actions will be taken which could include disciplinary actions for staff members.

There is an appeal process detailed on the reverse of the penalty charge, staff should appeal immediately if they feel they have a justified case. Also the member of staff should send in an appeal to the Trust to carparking@wvt.nhs.uk. The appeal will be reviewed by a Sodexo Representative and two car parking committee members, their decision will be absolute and the staff member and their line manager will be informed of the decision.

Garrick House Car Park:

Herefordshire Council manage the penalty charges within the car park. If a vehicle is parked and is not displaying a permit or the permit has not got the appropriate registration plate displayed, the Council will issue a Penalty Charge Notice. The charge of the penalty charge notice is **£50** and if paid within **14 days** it will be reduced to **£25**. If a member of staff receives a penalty charge and wishes to appeal it, they should follow the procedure detailed on the penalty charge notice.

There is an appeal process detailed on the reverse of the penalty charge, staff should appeal immediately if they feel they have a justified case. Also the member of staff should send in an appeal to the Trust to carparking@wvt.nhs.uk. Two car parking committee members will review the appeal and if required liaise with the Council. The member of staff and their line manager will be informed of the appeal decision.

Community Sites:

The Trust manages the car parks in the community hospitals and contracts a parking control company to control the car parks on a daily basis. The company will manage the penalty charges within the car park. If a vehicle is parked and is not displaying a pay and display ticket, a permit or the permit has not got the appropriate registration plate displayed, the company will issue a Penalty Charge Notice. The charge of the penalty charge notice is **£100** and if paid within **28 days** it will be reduced to **£60**. If a member of the public or a staff

member receives a penalty charge and wishes to appeal it, they should follow the procedure detailed on the penalty charge notice.

There is an appeal process detailed on the reverse of the penalty charge, staff should appeal immediately if they feel they have a justified case. Also the member of staff should send in an appeal to the Trust to carparking@wvt.nhs.uk. Two car parking committee members will review the appeal and if required liaise with the Council. The member of staff and their line manager will be informed of the appeal decision.

7 TRAINING

There are no training requirements associated to this policy.

8 MONITORING COMPLIANCE WITH THIS DOCUMENT

The table below outlines the Trust's monitoring arrangements for this document.

Aspect of compliance or effectiveness being monitored	Monitoring Method	Individual responsible for the monitoring	Frequency of the monitoring activity	Group/ committee which will receive the findings / monitoring report	Group / committee / individual responsible for ensuring that the actions are completed
Staff adherence to the policy	Ad-hoc audits and PCN's issued	Trust/Sodexo/CP+	Continual	Car Parking and Wellbeing Committee	Car Parking and Wellbeing Committee

9 REFERENCES/BIBLIOGRAPHY

The main Standards and Legislation covering this policy are contained in, but not limited to:

- The Health and Safety at Work Act 1974
- HTM 07-03 Transport Management and Car Parking
- Private Finance Initiative (PFI Contract)
- Health and Social Care Act (Regulated Activities) Regulations 2010

10 RELATED TRUST POLICIES / PROCEDURES

None

11 EQUALITY IMPACT ASSESSMENT

Please read EIA Guidance when completing this form.

Section 1

Name of Lead for Activity:	[REDACTED]
Job Title:	Local Security Management Specialist

Details of individuals completing this assessment	Name	Job Title	Email Contact
	[REDACTED]	Local Security Management Specialist	[REDACTED]
Date assessment completed	November 2020		

Section 2

Activity being assessed (e.g. policy/procedure, document, service redesign, policy, strategy etc.)	Title: MF.18 Car Parking Policy			
What is the aim, purpose and/or intended outcomes of this Activity?	To manage car parking within Hospitals.			
Who will be affected by the development & implementation of this activity?	X	Service User	X	Staff
	X	Patient	X	Communities
	X	Carers	<input type="checkbox"/>	Other
	X	Visitors	<input type="checkbox"/>	_____
Is this:	<input checked="" type="checkbox"/> Review of an existing activity <input type="checkbox"/> New activity <input type="checkbox"/> Planning to withdraw or reduce a service, activity or presence?			
What information and evidence have you reviewed to help inform this assessment? (Please name sources, e.g. demographic information for patients / services / staff groups affected, complaints etc.)				
Summary of engagement or consultation undertaken (e.g. who, and how, have you engaged with, or why do you believe this is not required)				
Summary of relevant findings				

Section 3

Please consider the potential impact of this activity (during development & implementation) on each of the equality groups outlined below. **Please tick one or more impact box below for each Equality Group and explain your rationale.** Please note it is possible for the potential impact to be both positive and negative within the same equality group and this should be recorded. Remember to consider the impact on e.g. staff, public, patients, carers etc. in these equality groups.

Equality Group	Potential <u>positive</u> impact	Potential <u>neutral</u> impact	Potential <u>negative</u> impact	Please explain your reasons for any potential positive, neutral or negative impact identified
Age		X		
Disability	X			
Gender Reassignment		X		
Marriage & Civil Partnerships		X		
Pregnancy & Maternity		X		
Race including Traveling Communities		X		
Religion & Belief		X		
Sex		X		
Sexual Orientation		X		
Other Vulnerable and Disadvantaged Groups (e.g. carers; care leavers; homeless; Social/Economic deprivation, travelling communities etc.)		X		
Health Inequalities (any preventable, unfair & unjust differences in health status between groups, populations or individuals that arise from the unequal distribution of social, environmental & economic conditions within societies)		X		

Section 4

What actions will you take to mitigate any potential negative impacts?			
Risk identified	Actions required to reduce / eliminate negative impact	Who will lead on the action?	Time frame
No Risks Identified			

How will you monitor these actions?
No risks identified.



When will you review this EIA? (e.g. in a service redesign, this EIA should be revisited regularly throughout the design & implementation)
At next policy review.

Section 5

Please read and agree to the following Equality Statement

Equality Statement

- 1.1. All public bodies have a statutory duty under the Equality Act 2010 to set out arrangements to assess and consult on how their policies and functions impact on the 9 protected characteristics: Age; Disability; Gender Reassignment; Marriage & Civil Partnership; Pregnancy & Maternity; Race; Religion & Belief; Sex; Sexual Orientation
- 1.2. WVT will challenge discrimination, promote equality, respect human rights, and aims to design and implement services, policies and measures that meet the diverse needs of our service, and population, ensuring that none are placed at a disadvantage over others.
- 1.3. All staff are expected to deliver services and provide services and care in a manner which respects the individuality of service users, patients, carers etc. and as such treat them and members of the workforce respectfully, paying due regard to the 9 protected characteristics

Signature of person completing EIA:	
Date signed:	November 2020
Comments:	
Signature of Lead for this activity:	
Date signed:	November 2020
Comments:	