



## EqlA Final Report: Volunteering Policy

The numbered sections relate directly to the steps outlined in EqlA Guidance. It is recommended that the report is completed on an ongoing basis throughout the EqlA process. Each of the sections below must be completed. NB The term “policy” is used throughout to include any strategy, practice, function or proposal that is subject to an EqlA.

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<b>Name/Title of Policy</b>	<b>Glasgow Life Volunteering Policy</b>
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### Step 1. Screening

Date EqIA Initiation Form Submitted to Corporate Policy:	<b>11<sup>th</sup> March 2013</b>
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### Step 2. Lead Officer and Steering Group Members

Lead Officer:	<b>Neil Paterson</b>
Steering Group Members:	1. Nikki Stein
	2. John Galt
	3. Helen Maclean
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	5.
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### Step 3. Preparation

<p><b>Rationale and Aims of the Policy:</b></p>	<p><i>Including policy options (i.e. what is open to influence or will change as a result of this EqIA?) Continue on an additional page if necessary</i></p> <p><b>To outline the procedures involved in recruiting and supporting volunteers. The document will be used by both volunteers in order that they know what to expect from a volunteering experience with Glasgow Life, and, by Glasgow Life staff involved in volunteer placements.</b></p> <p>The policy was introduced in order to standardise and simplify practice in relation to volunteers across the Company. The main “drivers” for change were inconsistencies in practice and the need to ensure that diversity in the Company’s volunteer profile was increased.</p> <p>In order to achieve this, a more strategic service - wide approach to the following is required:</p> <ul style="list-style-type: none"> <li>• recruitment and selection procedures</li> <li>• identifying volunteer opportunities</li> <li>• dealing with volunteer enquiries</li> <li>• volunteer tracking</li> <li>• payment of volunteer expenses</li> <li>• volunteer performance reporting</li> <li>• advertising volunteer vacancies with the purpose of eliminating discrimination and encouraging diversity amongst volunteers</li> </ul> <p>The recruitment and ongoing support of volunteers is the main focus of the policy and all of it is “open” to change, or to additions.</p>
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**Key sources of evidence & facts that informed the development of the policy**

<b>Type of Evidence</b>	<b>References</b>	<b>Key Facts/Comments</b>
Data on populations in need	None	We do not have data on populations who are not accessing volunteering opportunities. Once we start monitoring equality information when people are recruited as volunteers we will be better able to understand who is, and who is not accessing these opportunities. There were inconsistencies across the Company in relation to age groups for volunteering. We will be lowering the age at which people can volunteer to allow younger people to access more opportunities.
Data on service uptake/ access	<p>This is limited. The Glasgow Museums Volunteers Diversity Survey 2011 is the only source of volunteer data.</p> <p>The Glasgowlife Annual Performance Review for 2011/12 A more recent audit (2012) reported that 866 people volunteered on a regular basis.</p>	<p>This demonstrated that a typical profile of a Museums volunteer is as follows:</p> <ul style="list-style-type: none"> <li>White</li> <li>Female</li> <li>Aged over 55 years</li> <li>Heterosexual</li> <li>Non – Transsexual</li> <li>Non – disabled</li> <li>Christian faith</li> </ul> <p>This recorded 282 volunteers undertaking 44,000 hours of voluntary work at an estimated worth of over £555K However, there is no record of who these people were.</p> <p>The Company needs to collect data on volunteers and this will be done via the new application process which will include an EQIA monitoring section.</p>

		<p>We also need to ensure that travelling expenses are offered to all volunteers in order that no-one is excluded because of economic circumstances.</p> <p>However, there is no record of who these people were.</p>
Data on quality/outcomes	The Glasgow Museums Volunteers Diversity Survey 2011 reported 100% satisfaction in the quality of volunteer opportunities offered in Museums	The new policy will collect data on outcomes for volunteers as each volunteer will have a mentor who will assist in the personal development of the volunteer and record progress accordingly.
Research evidence/ literature review	<p>Volunteer Scotland policies Glasgow's Strategic Volunteer Framework Volunteer Glasgow policies MacMillan Cancer Support Volunteer Policy Inspiring Edinburgh's Volunteers Strategy and Action Plan 2012 - 2017 Wales Council for Voluntary Action ( model volunteer policy) Volunteer Ireland website Salford City Council Volunteer Policy Cancer Research Volunteer Policy</p> <p>Macmillan Cancer Support ( Glasgow Libraries) Language register</p> <p>Macmillan Cancer Support (Glasgow Libraries) Equality monitoring data</p>	<p>These recommend payment of volunteer expenses in order that no-one is excluded from volunteering due to lack of funds.</p> <p>They also attempt to ensure diversity in volunteers via removing potential barriers for some population groups.</p> <p>This records the languages spoken by volunteers and the register is kept to help match appropriate volunteers to those whose first language is not English</p> <p>This spreadsheet records equality data on volunteers</p>

Stakeholder consultation	Internal consultation has taken place with Service Champions for volunteering and with Service Champions for Equalities	Their ideas and reported experiences shaped the development of the policy
EqIAs on similar policies	Leicester County Council – Volunteering policy EQIA (June 2008)	They noted low uptake from several “protected characteristics” groups. This reinforces our need to collect data in future to ensure that we know if we are/are not attracting or retaining volunteers from particular “protected characteristics” groups
Other (please specify)	<p>Volunteer Expenses proposal – an internal document that scoped out the cost of paying all volunteers expenses</p> <p>The Glasgow Life Equalities Mainstreaming Action Plan</p> <p>“ Making it Simple” internal report</p> <p>Glasgow Life Child Protection Policy</p>	<p>This report recommended the future payment of all volunteers</p> <p>This plan recommended that equalities data on volunteers be captured and monitored over coming years.</p> <p>The plan also suggested that a policy on volunteering be developed and that as part of that policy there should be a commitment to encouraging diversity in the accessing of volunteering opportunities</p> <p>This report recommended focusing on one approach to volunteering across the Company</p> <p>This advises staff on Company protocols on protecting children and young people</p>

## Step 4. Scoping Workshop

### *Scoping Workshop – Date and List of Participants*

<b>Name/Title of Policy</b>	Volunteering Policy ( Glasgow life)		
<b>Date of Scoping Workshop:</b>	11 <sup>th</sup> March 2013		
<b>List of Participants:</b>	<b>Name</b>	<b>Job Title/Role</b>	<b>Organisation</b>
	10. Janice Malone	MacMillan Programme Manager	Glasgow Life
	11. Morven Maclean	MacMillan Volunteer Coordinator	Glasgow Life
	12. Steven Coulter	Club and Volunteer Development Officer	Glasgow Life
	13. Jill Elborn	Project Manager, Events	Glasgow Life
	14. Yla Barrie	Volunteer Coordinator, Museums	Glasgow Life
	15. Colin J Campbell	Quality and Enterprise Officer, Area Teams	Glasgow Life
	16. John Galt	Learning Officer	Glasgow Life
	17. Lesley Hepburn	Producer, Arts	Glasgow Life
	18. Neil Patterson	Learning Manager	Glasgow Life
	19. Helen Maclean	Policy and Research Officer	Glasgow Life
	20.		
	21.		
	22.		
23.			
24.			

**Scoping Workshop - Summary of main issues/impact areas identified**

*This table is completed after the Scoping Workshop. Summarise here the main areas of impact issues identified in the Scoping Workshop and any key questions/missing information/evidence required. The Steering Group will use this summary for the prioritisation exercise. (For full detail of all impacts identified please refer to the Scoping Workshop Report)*

Populations	Potential differential impacts	(Positive <input type="checkbox"/> or negative <input checked="" type="checkbox"/> )	Key Questions/ missing information/ evidence required	Initial Recommendations
<b>Protected Characteristics</b>				
Older people, people in the middle years, young people and children	Policy focuses on over 16s and under 75 years olds, and is therefore excluding people who are not within this age group	X	<ul style="list-style-type: none"> <li>• Check why this is the case.</li> <li>• Check our Insurance contract to ascertain what age groups are covered.</li> <li>• Guidance on supervision/child protection issues for younger volunteers</li> </ul>	<p>Remove upper age limit and explore role of under 16s (e.g. change to 14) – this may require changes to our insurance cover.</p> <p>Consider adding information re identifying volunteers (uniforms etc) and what is acceptable and appropriate for different age groups</p> <p>More thought should be given to ways of attracting older people into volunteering opportunities for contemporary arts Information on the section on advertising to show the wider range of methods</p>



Populations	Potential differential impacts	(Positive <input checked="" type="checkbox"/> or negative <input checked="" type="checkbox"/> )	Key Questions/ missing information/ evidence required	Initial Recommendations
			Lack of detail on different methods of advertising opportunities.	<p>used. (e.g. Museums work with participants who use BSL and incorporate advertising for volunteers into their advertising for services for older people on posters/leaflets) All sections of the Company could think about using printed material to place in volunteers folders when updating them with information as on-line info is not always suitable for all age groups</p> <p>Help with application forms via our partner organisation (Volunteer Glasgow) to be made available to anyone requiring assistance which may include older age groups who are not confident in using computers</p>
Women, men and	Childcare costs can be a	X	The breakdown of gender	Volunteer policy and

Populations	Potential differential impacts	(Positive <input checked="" type="checkbox"/> or negative <input checked="" type="checkbox"/> )	Key Questions/ missing information/ evidence required	Initial Recommendations
transgender people (include issues relating to pregnancy and maternity)	barrier for some parents/guardians. (Expenses issue)		statistics across the different GL services. Limited date is available e.g. Museums - baseline survey in 2010. which has informed e.g. Curious.	volunteer development should be informed by a better knowledge of levels of involvement of different equality groups We won't include childcare in the expenses section. Include emphasis on being flexible on times and working with other partners to help volunteers with issues like this. Also, a volunteer opportunity could be to look after children
Disabled people (includes physical disability, learning disability, sensory impairment, long term medical conditions, mental health problems)	Expenses issues for some disabled vols – taxis etc. which should not be allowed to prevent them from volunteering  Some roles and venues are not suitable for all disabled vols Implications of 'evacu-chair ' policy – excluding some	X  X	We are legally bound by 'evacu-chair ' usage regulations – can't be changed	We will pay disabled peoples any extra costs involved in travelling  We will be honest and transparent about what we can offer  Include in the policy a

Populations	Potential differential impacts	(Positive <input checked="" type="checkbox"/> or negative <input checked="" type="checkbox"/> )	Key Questions/ missing information/ evidence required	Initial Recommendations
	<p>groups</p> <p>Recruitment – some services have a range of approaches to help vols from under represented groups fill in applications- but this is not consistent across the Company</p>		<p>Who should provide help to fill in application forms? (eg Admin staff, senior vols?)</p>	<p>statement outlining our intent to make necessary reasonable arrangements to maximise volunteering opportunities for disabled volunteers (include examples)</p> <p>Think about training for staff –e.g. on supporting people with learning disabilities.</p> <p>Think about working with partner orgs to help us with training and awareness – e.g. RNIB, SRC</p> <p>Include information in the policy on the role of the Mentor</p> <p>Ask all applicants if they would like help to fill in the form – include this information on website and telephone helpline.</p>

Populations	Potential differential impacts	(Positive <input checked="" type="checkbox"/> or negative <input checked="" type="checkbox"/> )	Key Questions/ missing information/ evidence required	Initial Recommendations
				<p>Explore role of 'lead volunteers' to help with this – but possible data protection issues.</p> <p>Think about the potential to place volunteer management information on the staff intranet</p>
Minority ethnic people (includes Gypsy Travellers, non-English speakers)	We may have difficulty in offering sufficient language support	X	MacMillan record languages that vols can speak and use this to signpost people – could we do the same?	<p>Language support – use of bi-lingual volunteers</p> <p>Can't translate everything into every language in the City so need to think through other mechanisms for supporting non- English speaking volunteers e</p>
Refugees & asylum seekers	These groups cannot volunteer for 2014 Games – but <b>can</b> with GL		The Curious project– used bus vouchers to support all vols as refugees and asylum seekers cannot deal with cash to pay bus fares. .Could this be repeated in future by other parts of the organisation?	<p>Staff training issue.</p> <p>Include a statement in the policy on this – Refugees/ Asylum seekers <u>can</u> volunteer with us</p>
People with different		X	Can we identify and provide	We need to think further

Populations	Potential differential impacts	(Positive <input checked="" type="checkbox"/> or negative <input checked="" type="checkbox"/> )	Key Questions/ missing information/ evidence required	Initial Recommendations
religions or beliefs			facilities for prayer within each venue? How deal with fasting	about providing facilities for prayer within each venue and how to deal with fasting.  Put together a religious calendar which shows the main religious holidays etc. so that volunteering does not clash with these. Child care issues e.g. Muslim women are supposed to assume all child care responsibilities so may have to bring children with them. Again suitable timing of volunteering opportunities e.g. during school hours should help with this.
Lesbian, gay, bisexual people		X		Ensure that staff are adequately trained in supporting volunteers who recruit volunteers with these protected characteristics
People who are unmarried, married or in a civil partnership	N/A			

Populations	Potential differential impacts	(Positive <input checked="" type="checkbox"/> or negative <input checked="" type="checkbox"/> )	Key Questions/ missing information/ evidence required	Initial Recommendations
Other disadvantaged groups				
People in different socio-economic groups (including living in poverty / people of low income)		X		<p>Include guidance on how job seekers can volunteer</p> <p>Actively encourage volunteering in line with our employability policy</p> <p>Travel expense reimbursement</p> <p>Continue to identify local volunteering opportunities</p>
Homeless people		X	How would they apply without an address for future contact?	Could consider working with partner organisations who could organise groups of homeless people volunteering (with the contact address being that of the organisation)
People involved in the criminal justice system	PVG checks.	X	<p>Are people asked about convictions on the application form?</p> <p>Clarity on Supervised/unsupervised access?</p>	Ensure that in any possible case where a volunteer may be in a position of working with children or vulnerable groups that a disclosure check has been undertaken e.g. race

Populations	Potential differential impacts	(Positive <input checked="" type="checkbox"/> or negative <input checked="" type="checkbox"/> )	Key Questions/ missing information/ evidence required	Initial Recommendations
			Application form does make it clear that having a conviction does not mean there are no opportunities to volunteer. It also explains what references are used for.	volunteers picking up children who are lagging behind
People with low literacy levels	The policy is not an easy read!  Advertising of opportunities	X	How easy to read is the current policy for vols?  Who is the policy for? Is it for staff or volunteers or both?	Support to fill in application form. Need a phone line where the person filling in the form phones at a specified time. Ensure this system is advertised.  Can use staff who work directly with people to alert those with low literacy levels to volunteer ring opportunities.  Revise the policy to simplify it and make it easy to read
People in remote locations or particular geographical areas				
Carers		X	How are people who can't	Emphasise flexible

Populations	Potential differential impacts	(Positive <input type="checkbox"/> or negative <input checked="" type="checkbox"/> )	Key Questions/ missing information/ evidence required	Initial Recommendations
			volunteer with one service encouraged to consider other GL or city opps?	approaches. Make it clear that there are a range of volunteering opportunities in the Company and/or city Crossover marketing of opportunities if one isn't suitable
Staff (including people with different work patterns e.g. part/full time, short term, job share, seasonal)		X		Emphasise flexible approaches/ different times of opportunities e.g. weekends





Issue/Impact Area	Population Groups Affected	Key questions/missing information/evidence required	Initial Recommendations
Age range of prospective volunteers	Old and Young people	Information from new insurance company on age range for coverage of employee liability insurance for volunteers	Attempt to agree coverage from people aged from 14 years and remove the upper age limit number
Identification of appropriate prayer space	Faith	Audit of suitable space in each venue which hosts volunteering opportunities	Ask staff to identify such a space and ensure that all staff are aware of its location
On-line recruitment process	Disability Older People		<p>Ensure that staff advertise opportunities in local communities and services, e.g. via word of mouth or on leaflets advertising other events/programmes.</p> <p>Think of ways of assisting those with no internet access e.g. direct to the free access at the local library. Consider those unable to fill in an online application and how to support them e.g. older people or people with a disability.</p> <p>Extra assistance would also help those with a low literacy level to apply</p>
Information distribution	Disability Older People		Create a folder for each volunteer and ensure that printed updates of information is placed in it as well as links to the intranet

Range of time and day distribution of volunteer placement opportunities	Gender (Pregnancy/ Maternity) Older and young people, People with different religions or beliefs	Information on range of placement day and time slot details	Analyse the time and day of availability of volunteer placements with a view to ensuring that there are opportunities after school hours and at weekend for young people, during the working day for older people, and during school hours for parents  Promote cross marketing of opportunities between services to assist people in finding a suitable day/time for placement  Think about childcare volunteering being a volunteer opportunity
Policy wording and length	Older people, young people and disability	Could this be simplified to develop a shorter easier read version without losing all the necessary information contained within it?	Re- write the policy to simplify and shorten it
Uniforms	Older people	Information about what is acceptable to them	Ask an existing group of older volunteers about future uniform preferences
Language	Minority Ethnic people	Evidence on how many people in this category and accessing volunteering opportunities	Analyse equality information captured as part of the new volunteer recruitment scheme
Planning volunteer placements/times of working to avoid religious celebrations/events	Faith	Lack of knowledge of dates of significant religious events	Need to produce a timetable annually of significant religious events/festivals
Refugees/ asylum seekers cannot receive cash payments for volunteer travel expenses	Minority Ethnic people		Need to emulate the trial scheme run by Museums where travel tickets were purchased and

			issued
<p>Adequately Supporting people with a disability</p> <p>Lack of evacu chairs in some venues</p>	Disabled people	<p>Examine staff training to see if mentors feel confident</p> <p>Audit of venues to ensure that staff know how many volunteers with mobility problems can be accommodated</p>	<p>Emulate previous practice in working with partner organisations to assist in supporting volunteers with a disability</p> <p>Ensure that staff training is sufficient</p>
Payment of volunteer expenses which will curtail the number of volunteer opportunities made available	<p>People on lower incomes</p> <p>Disabled people</p> <p>Older people and young people</p>	Ensure that sufficient finance is set aside for travel expense payment	Offer all volunteers travel expenses

## Step 5. Prioritisation of Impacts Identified

Impacts may be judged '*significant*' if they:

- are likely to apply to a large number of people
- apply to a particularly vulnerable group of people
- have potential severe negative impacts for a subsection of the population
- have large potential for additional positive effects

Not all impact areas need to be subjected to further evidence and detailed assessment. See guidance on relevance and proportionality

<p>Which of the impact areas summarised above have been agreed by the Steering Group should be subject to further evidence gathering and appraisal?</p> <p>(This might include consulting with affected population groups or other stakeholders – see guidance in Appendix G)</p>	<p>Age range of volunteers Monitoring of equality data on volunteer applicants</p>
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## Step 6. Appraisal of Evidence

- For each impact area prioritised, use the table below to summarise the populations affected, and the likelihood and severity of impact. (Four tables are provided, delete or copy these as necessary, depending on how many impact areas you are appraising).
- Underneath each table use bullet points to describe the impacts and how they are expected to arise with reference to the evidence.
- Complete each section by making recommendations.

**Impact Area 1: Age**

Impact (i.e. potential impact on inequality)	Positive/ Negative	Affected population groups	No. of people affected	Likelihood (definite/ probable/ possible/ speculative)	Severity (major/ moderate/ minor)	Other comments (further evidence required/ questions)
<b>Exclusion of potential volunteers on the basis of age</b>	<b>Negative</b>	<b>Older people and young people</b>	<b>Impossible to identify</b>	<b>Definite</b>	<b>Major</b>	<b>Checking of insurance policy and changing if applicable</b>

### Description of impacts, pathways and evidence

Limited evidence of effect, but ageist practice cannot continue regardless of number of people possibly affected

### Recommendations

- Check and change insurance policy if required

**Impact Area 2: Lack of Equality Data**

Impact (i.e. potential impact on inequality)	Positive/ Negative	Affected population groups	No. of people affected	Likelihood (definite/ probable/ possible/ speculative)	Severity (major/ moderate/ minor)	Other comments (further evidence required/ questions)
<b>May not be recruiting a diverse profile of volunteers</b>	<b>Negative</b>	<b>All</b>	<b>All</b>	<b>probable</b>	<b>Major</b>	<b>Monitoring practices need to be put in place</b>

Description of impacts, pathways and evidence

- Lack of information therefore no evidence to support equal and positive recruitment practice

Recommendations

- Track volunteers from initial application process onwards.

**Impact Area 3:** \_\_\_\_\_

Impact (i.e. potential impact on inequality)	Positive/ Negative	Affected population groups	No. of people affected	Likelihood (definite/ probable/ possible/ speculative)	Severity (major/ moderate/ minor)	Other comments (further evidence required/ questions)

<p><u>Description of impacts, pathways and evidence</u></p> <ul style="list-style-type: none"> <li>○</li> </ul>
<p><u>Recommendations</u></p> <ul style="list-style-type: none"> <li>○</li> </ul>



**Impact Area 4:** \_\_\_\_\_

Impact (i.e. potential impact on inequality)	Positive/ Negative	Affected population groups	No. of people affected	Likelihood (definite/ probable/ possible/ speculative)	Severity (major/ moderate/ minor)	Other comments (further evidence required/ questions)

<p><u>Description of impacts, pathways and evidence</u></p> <ul style="list-style-type: none"> <li>○</li> </ul>
<p><u>Recommendations</u></p> <ul style="list-style-type: none"> <li>○</li> </ul>

## Step 7. Final Recommendations, Implementation Plans and Sign Off of EqIA Final Report

### ***Recommendations, changes required to the policy and future monitoring and evaluation***

Please summarise any recommendations made in the Scoping Workshop or as a result of the appraisal below. For each recommendation, explain, what actions have been, or will be, undertaken and by when. Please also detail the arrangements put in place to monitor and evaluate the results of the action. (If the recommendation is not going to be progressed at this time please explain so and why.)

Recommendation	Protected characteristic affected	Action taken/to be taken	Who will take this forward (name and email)	Deadline for progressing	Review date
1. Remove age barriers to volunteering	Age	Minimum age to be lowered to 14 years of age and the maximum age to be removed	All services who involve volunteers  Business Support	Immediately	March 2014
2. Ensure that the policy procedures are easily able to be understood	All	Re- Write the Policy in plain English	Helen Maclean and Nikki Stein both @glasgowlife.org.uk	August 2013	March 2014
3. Review advertising practice	Age, culture, gender (pregnancy, maternity), disability	a) produce a Marketing Strategy and ensure that as part of that applications and advertising of volunteering opportunities are not solely based on – line b) Workers will promote opportunities and, this will be included in advertising for events, programmes etc, c) The advertising will include information about the flexibility of opportunities in terms of times of day/ days of the week	a) Utilisation of and direction to partner organisation (Volunteer Glasgow) to assist this who cannot use the internet b) All front- line staff dealing with the public and/or volunteers c) All staff dealing with potential volunteers	a)September 2013 b) Ongoing  c) ongoing	March 2014
4. Ensure that language is not a barrier to volunteering	Culture	Attempt to recruit bi- lingual volunteers Link ESOL participants to	All staff who involve volunteers	Ongoing	March 2014

		volunteering opportunities	ESOL tutors		
5. Ensure that economic circumstance is not a barrier to volunteering	Other disadvantaged groups  Culture	a) Offer travel expenses to all volunteers b) Purchase bus vouchers for refugees/asylum seekers who are not allowed to use cash for bus fares c) Advertise local opportunities in local areas d) Link with the Company policy for Employability	All staff who involve volunteers   d) The learning Team	Ongoing  b) When required c) When required d) Ongoing	March 2014
6. Ensure that equality needs do not prevent someone from volunteering	All	At induction, identify equality needs and ensure that the facility and volunteer opportunity is appropriate e.g. prayer facilities , disability access	Volunteer Mentors	At induction	March 2014
7. Ensure that analysis of data and monitoring of new practices is undertaken	All	Put monitoring system in place.  Annual breakdown of volunteer in formation together with details of progress being made in using the information	Service Volunteer reps with Service Equality reps	From application stage onwards	December 2014
8. Produce and Action Plan for implementing the recommendations	All		Group	December 2013	
9. Monitor implementation of recommendations	All		Group Learning Team	At 6 monthly intervals	December 2014
10.					

**Sign off EqIA Final Report**

<b>Manager's/Steering Group Chair's Name:</b>	Neil Paterson
<b>Signature:</b>	

<b>Date:</b> 13 <sup>th</sup> December 2013
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**Step 8. Submission for Publishing**

Please send a completed copy of the EqIA Final Report with the EqIA Summary Form to: [helen.maclean@glasgowlife.org.uk](mailto:helen.maclean@glasgowlife.org.uk)

<b>Date submitted to Corporate Policy for publication:</b>	
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The Council is required to submit monitoring reports on Equality Impact Assessment to Scottish Government. Therefore, please note that you may be contacted by a member of GCC Corporate Policy Team for quality assurance and/or monitoring purposes.