ESTATES MAINTENANCE POLICY

Version: 2.0
Policy Lead/Author & position: Assistant Director of Estates
Ward / Department: Estates and Facilities
Replacing Document: 1.0
Approving Committee / Group: Policy Development, Monitoring and Review Committee
Date Approved/Ratified: July 2012
Previous Reviewed Dates: Nil
Date of Current Review: July 2013
Date of Next Review: July 2016
Relevant Standards: N/A
Target Audience: All Staff
Contractors
EQUALITY STATEMENT

Barnet, Enfield and Haringey NHS Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. It takes into account the Equality Act (2010) including the Human Rights Act 1998 and promotes equal opportunities for all. This document has been assessed to ensure that no employee or patient receives less favourable treatment on the protected characteristics of their age, disability, sex (gender), gender reassignment, sexual orientation, marriage and civil partnership, race, religion or belief, pregnancy and maternity.

Barnet, Enfield and Haringey Mental Health NHS Trust embraces the four staff pledges in the NHS Constitution and this policy is consistent with these pledges.

This Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Consultation Record of Procedural Document Form

<table>
<thead>
<tr>
<th>Name and Title of Individual</th>
<th>Date Consulted</th>
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<td>Health Safety and Welfare Committee</td>
<td>January 2014</td>
</tr>
<tr>
<td>Name of Committee</td>
<td>Date of Committee</td>
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Version Control Summary

<table>
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<td></td>
<td>Assistant Director of Estates</td>
<td>New Policy</td>
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<td>Flowchart</td>
<td>Assistant Director of Estates</td>
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ESTATES MAINTENANCE FLOWCHART

<table>
<thead>
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<th>Category</th>
<th>Type</th>
<th>Response Time</th>
<th>Rectification Time</th>
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<tr>
<td>Priority 1</td>
<td>Emergency</td>
<td>Immediate</td>
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<td>Within 24hrs</td>
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<tr>
<td>Priority 3</td>
<td>Routine</td>
<td>Within 3 working days</td>
<td>Within 5 working days</td>
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Planned Preventative Maintenance (PPM)

Estates shall produce detailed PPM Programs for every 12-month period.
1. **Policy Statement**

1.1 Barnet, Enfield and Haringey Mental Health NHS Trust is committed to ensure an effective maintenance system in place and that the Estates department shall provide a high quality service that ensures.

2 **Introduction**

2.1 This policy will ensure that:
- The continuous provision of functionally suitable facilities for healthcare provision creating a safe pleasant environment internally and externally.
- Maintenance of the integrity of the building fabric and building Services, public health and utility systems equipment and site infrastructure which comprises the Facilities.
- Minimise disruption to the Trust's operation in the delivery of the Estate Services.
- Provide an efficient, responsive, comprehensive and effective Estates Service which is cost effective and is based on sound technical and operational requirements in compliance with codes and policies of good practice and industry and statutory standards.
- Ensure that all plant, equipment, buildings, utility Services and site infrastructure do not cause or create any hazard to the environment and/or any person on the Trust Site(s) and community premises.
- Maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure that standards stay high, and that any slippage is recognised and corrected.

3 **Aim**

3.1 The aim of any maintenance regime or programme is to maximise the life of an asset at minimum cost. In seeking to meet this aim, the whole life economics must be considered (i.e.: cost, carbon, value, etc).

4 **Scope**

4.1 The policy applies to:
- All properties owned and maintained by the Trust; except where a separate maintenance policy, service level agreement supersedes.
- Properties leased, rented or occupied under lease or other occupancy agreement where the Trust is responsible for maintenance to be maintained in accordance with this policy.
- Estates maintenance services include electrical and mechanical services, medical gases, air conditioning and air handling, plumbing, joinery, building, painting and decorating, security, fire alarms, flooring, portable appliances, etc. Maintenance services will be provided both on a planned and reactive basis as defined above.

5 **Purpose and Outcome**

5.1 The purpose and outcome of this policy is to:
- Minimise the risk arising from occupation and use of the build environment
• Remain compliant with legislation.
• Ensure that the structure, fabric and finishes remains in good repair and fit for the purpose.
• Ensure that environmental conditions remains appropriate and conducive to allow the Trust to safely and effectively deliver it's services
• Deliver the most practical and economic maintenance solutions that retain the utility and value of the estate.

6

Definitions:

6.1 PAT: Portable Appliance Testing

6.2 Reactive repairs maintenance (RRM): Reactive maintenance is a repair service requested normally by the user department. When faults are reported they are allocated a priority from urgent to routine depending upon the nature of the fault. The priority will generally attract a pre-set response time.

Planned Preventative Maintenance (PPM): is the routine inspection and/or servicing of equipment, or the planned repair or replacement of components, elements or systems. On a time or hours run basis (e.g. lubrication, fire alarm testing, filters changes etc).

Irregular or cyclical maintenance: Irregular or cyclical maintenance is work carried out in accordance with planned recurrent and often multi-year cycles (e.g. redecoration, flooring renewals).

Backlog maintenance: is a term which covers situations where there is long standing outstanding maintenance which can only be tackled by larger investment projects. These types of maintenance issues are identified through risk assessments, service reports, backlog surveys and are incorporated into the Trusts Capital Programme where funding allows.

Minor Works: is a term which covers small items of Estates works involving adaptation, alteration and new installations which are often required to support changes in procedures and work practices (e.g. additional sockets, shelving etc).

7

Duties

7.1 Chief Executive

The Chief Executive has overall responsibility to provide a safe working environment, ensuring compliance with the requirements of The Health and Safety at Work etc, Act 1974 and the requirements of this policy; In addition, has overall responsibility so far as is reasonably practical, provide and maintain “safe systems” of work for employees, members of the public, visitors and contractors in relation to relation to workplace

7.2 Directors/Assistant Directors / Team Leads / Senior Managers / Heads of Department/

They have Corporate responsibility to provide a safe working environment under Health and Safety Legislation. They are responsible for exercising the Trust duty of care and shall ensure adequate arrangements are in place via their designated deputies for implementing this policy and associated ‘safe systems of work’ within their respective Directorate

7.3 Director of Estates and Facilities

7.3.1 Assume the delegated responsibility of the Chief Executive
7.4 **Assistant Director of Estates and Capital Projects**  
7.4.1 Responsible for the development of a programme of inspection, audit and repair and the day to day management and implementation of this policy in relation to services provided by the Estates department.

7.5 **Estates Manager**  
7.5.1 Responsible for the timely implementation of the programme of inspection, audit and repair of building, mechanical and electrical engineering installations including regular progress review.

7.6 **Assistant Projects Manager**  
7.6.1 Responsible for the management and timely execution of individual repair of minor works and the planned maintenance programme to ensure that they are completed to appropriate standards and do not give rise to unnecessary consequential risks.

7.7 **Maintenance Staff**  
7.7.1 Responsible for the effective repair and replacement of the components or building elements to an appropriate quality and leaving the repair in safe and serviceable condition.

7.8 **Helpdesk Staff**  
7.8.1 Responsible for the reporting system

7.9 **Line Managers/Senior Staff on Duty/Employee**  
7.9.1 Responsible for works reporting arrangements to the Helpdesk (via the intranet) in the areas for which they are responsible.

8 **Protocol:**  
8.1 **Scope:**
8.1.1 - Estates shall comply with all requirements relevant to the delivery of the Estates Service.  
- Estates shall comply with all requirements relevant to the delivery of the Estates Service.  
- Estates shall provide a 24 hours service 365(6) days per year.  
- Estates shall provide to the Trust comprehensive maintenance service including:
  
  (i) Planned Preventative and  
  (ii) Reactive Maintenance

- Under the obligations of the Maintenance Services Estates shall be responsible, but not limited to the following elements of the Trust. Site/Facilities. All activities must be carried out in compliance with statutory requirements, industry standards, policies and codes of good practice etc.

  (i) External and internal building and fabric repairs  
  (ii) Internal and external painting/redecoration programmes  
  (iii) Maintenance and programmed replacement of gutters and rainwater systems  
  (iv) Maintenance of drainage and sewerage systems  
  (v) Maintenance of lightning conductor systems  
  (vi) Maintenance of water storage, distribution and treatment systems.
(vii) Maintenance of air conditioning and ventilation systems.
(viii) Maintenance of boilers, calorifier and heat exchanger systems.
(ix) Maintenance of emergency plant and uninterruptable power supply systems (UPS).
(x) Maintenance of lighting and electrical systems
(xi) Maintenance of lifts and lifting equipment.
(xii) Maintenance of heating and domestic hot water systems.
(xiii) Maintenance of energy and Environmental Management Systems.
(xiv) Maintenance of fire alarm and fire prevention systems.
(xv) Maintenance of security and surveillance equipment and systems.
(xvi) Maintenance of Catering equipment.
(xvii) Programmed Plant replacements.
(xviii) Maintenance of Grounds / Gardens and Pest Control services.

8.2 Estates shall provide all requisite plant, equipment, apparatus and consumable items required for the proper execution of all work which Estates is required to carry out. Including scaffolding, craneage, tackle, machinery, tools or other appliances and all items necessary for undertaking the work, and shall be responsible for their conveyance, use, subsequent removal, making good and cleaning.

8.3 In addition to the legislation and guidance stated in the Technical Manuals, The Estates shall ensure that they identify and comply with all appropriate legislative requirements; the following list is not an exhaustive list and is provided as an example of legislative requirements.

I. Trust policies and procedure documentation e.g. Fire, Equipment, Major Incidents, Health & Safety incl. Accident & Incident reporting.
II. Fire Practice Notes and The Fire Regulatory Reform Order 2005
III. NHS Estates Policy letters or Estate Code.
V. The Electricity at Work Regulations 1989.
VI. The Electricity Supply Regulations 1988.
VIII. Control of Pollution Regulations et seq
IX. Gas Safety (Installation And Use) Regulations 1994.
XI. Gas Burning Installations.
XII. Confined Spaces Regulations 1997.
XIV. Health and Safety Executive Booklet HS(G)54.
XVI. Control of Hazardous Substances to Health Regulations 2002.
XVII. Noise At Work Regulations 2005.
XIX. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

8.4 Service Requirements
8.4.1 Statutory Testing:
- Estates shall advise the Trust in writing of all statutory and regulatory tests which require to be carried out. Attend upon and undertake where appropriate insurance, statutory and regulatory tests required by law or the Trust's insurers, and prepare boilers, lifts, hoists, calorifiers, sterilisers, air receivers etc for insurance company inspections.
The Estates shall prepare and reinstate the Plant required to enable Engineering Insurance Surveyors to carry out inspections. The Estates shall assume responsibility for planning and organising arrangements with the Surveyors that shall be integrated into the Planned Preventative Maintenance Schedule.

The Estates shall be responsible for all corrective actions arising from such inspections and shall undertake such works to ensure Plant attains the standards required.

The Estates shall be responsible for the routine/regular testing of standby generators, standby domestic pumps, fire alarms, emergency lighting systems and exit signs and electrical distribution systems etc. the testing and servicing of hand fire appliances and testing associated with the prevention of legionella.

The Estates shall be responsible for the testing, labeling and recording of all portable appliances, as required under PAT Legislation.

8.4.2 Permits to Work:
The Estates shall apply the use of Permits to Work where any work may affect Trust operations. This includes, but is not limited to works involving or affecting the following.

I. Fire and security Alarms.
II. Trust operations.
III. Confined Spaces.
IV. Hot Works including drilling and cutting.
V. Works on Electrical systems.
VI. Pressure Systems.
VII. Energy systems.
VIII. Roof working. and any other area or type of work so identified by the Estates.

8.4.3 Maintenance:
The Estates shall provide a Planned Preventative and Reactive Maintenance Service on a day to day basis to meet the requirements of the Trust in all Areas of the Sites.

Estates shall ensure Authorised Persons, Competent Persons and Suitably Designated Persons as required by relevant standards and Good Industry Practice are available 24 hours a day 365(6) days per year to undertake Maintenance tasks.

8.4.3.1 Planned Preventative Maintenance:
The Estates shall establish and maintain suitable systems and procedures to ensure that planned preventive maintenance is carried out at such times and in such manner that the service standards and legislation is met in relation to the Trust Site(s), the Facilities, Plant and Equipment. The Estates shall provide a Planned Preventative Maintenance (PPM) Service, which actively reduces the risk of Reactive Repairs and Maintenance work affecting Trust operations.

The Estates shall produce detailed PPM Programs for every 12-month period. The PPM Programs shall include but not be limited to information relating to any implications arising from carrying out the work content of the report and its effects, if any, on Clinical Services while work is in progress.
The PPM Service shall include, but not limited to maintenance of:

- Utility service connections and distribution systems, and on-site infrastructure including Roads, footpaths, car parks, hard standings, access ways etc. so that they are properly and safely maintained and remain functional, safe, operationally sound and of good appearance.
- Internal and external fabric of the Facilities so that they are properly and safely maintained and remain functional, safe, operationally sound and of good appearance.
- Mechanical and electrical Services including air conditioning, hot and cold water systems, electrical and cabling systems, heating and vent systems, energy management system, fire safety systems and equipment the alarm system, such that they are properly and safely maintained and remain functional, safe and operational.
- Specialist Services so that they are properly and safely maintained to remain fully functional, safe and operational.

Inspecting and testing building fabric, utilities, mechanical and electrical Services, site infrastructure roads footpaths and car parks etc. to ensure they are compliant with applicable Legislation and Trust requirements, and Good Industry Practice.

**8.4.3.2 Reactive Repairs & Maintenance:**

The trust shall provide a complete and comprehensive reactive repairs and maintenance (RRM) Service including a Service giving immediate technical and managerial support and advice 24 hours per day, 365(6) days per year. The Service shall be consistently delivered, sensitive to clinical and patient care needs and responsive to the changing requirement of the National Health Service.

The Estates shall respond and rectify faults that reported through the Helpdesk. Each fault shall be classified as one of the following:

a) Priority 1 Emergency.
b) Priority 2 Urgent.
c) Priority 3 Routine.

**8.4.3.2 Response and Rectification**

For the purpose of determining Response Times and Rectification Times the failure or request for Service shall be categorised as Priority 1 Emergency, Priority 2 Urgent or Priority 3 Routine.

Event description and response times are outlined on the following tables:
### Table 1 - Failure or request for Service categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Type</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>Emergency</td>
<td>Any events felt to be life threatening or serious enough to cause significant damage. Any request for a Service which is required to avoid a life threatening event or an event serious enough to cause significant damage or unavailability or major disruption to wards, departments or the running of “The Facility”. Work which, if not carried out immediately, will endanger the health, safety and welfare of patients, staff and the general public. Work which if not undertaken immediately will present an unacceptable security risk.</td>
</tr>
<tr>
<td>Priority 2</td>
<td>Urgent</td>
<td>Any faults that shall cause operational problems if not attended to quickly, or which may develop into an emergency if not remedied. Any request for a Service which requires attendance quickly to avoid operational problems, or will give rise to an Emergency situation if not remedied. Faults which do not present an immediate threat to health and safety and/or welfare of patients, staff and the general public but is work which if not carried out within the required period presents a significant risk that it would become such a threat and may result in the need for staff to be called out after normal working hours.</td>
</tr>
<tr>
<td>Priority 3</td>
<td>Routine</td>
<td>Any faults that are not seen as immediately detrimental, and will not cause operational problems if attended to out with the above time scales.</td>
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### Table 2 - Response Requirements for different Categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Type</th>
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<th>Rectification Time</th>
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<tr>
<td>Priority 1</td>
<td>Emergency</td>
<td>Immediate</td>
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<td>Routine</td>
<td>Within 3 working days</td>
<td>Within 5 working days</td>
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</table>
9 Training and Information

9.1 It is mandatory that all staff attend staff induction. During this training staff are made aware of the Risk Management Policies and Procedures and the requirement to undergo training. Also, staff must undertake local induction.

9.2 Specific training will be provided for maintenance staff in relation to the procedures related to estates maintenance.

10 Incident Reporting

10.1 All incidents are to be reported in accordance with the Incidents Management Policy and using the on-line DATIXWEB reporting system. Serious harm to an employee’s health may require the Head of Non-clinical Risk or the Health and Safety Advisor to complete a RIDDOR report form.

11 Monitoring Compliance and Effectiveness

11.1 Key performance indicators will be developed to support the Trusts Executive Governance team, in ensuring compliance to this policy. In addition the Trust operates a number of monitoring processes to ensure our service providers deliver the correct standards set out in this policy.

11.2 The following apply:
- Environmental Audits: A regular inspection is carried out by Trust Monitoring officers with Matrons or heads of departments.
- Site Tour Inspections: Regular inspections carried out by the Monitoring Officers in conjunction with representatives from our service providers.
- Helpdesk: This function records all the requests and complaints raised by Trust staff, patients and visitors. Response targets are allocated to each request.
- Monthly ppm meetings
- KPIs are monitored at Estates and Facilities Senior Management Team and Senior Management Group Meeting at Estates and Facilities Directorate Level with the Estates and Facilities Director.

11.3 This policy will be reviewed 3 yearly or earlier if research, evidence or a change in practice or legislation requires a review to be undertaken.

12 Dissemination and Implementation

12.1 This document will be made available to all Trust staff on the Trust Intranet and through line management cascade. Staff should be referred for printing (if necessary to the current version on the trust intranet). This policy supersedes all previous policy implementation. This policy provides guidance to managers and staff in relation estates maintenance on Trust’s premises.

13 Trust’s Related Documentation

13.1 - Health and Safety Policy and related documentation
- Estates and Facilities Policies
- People and Organisational Development Policies
- Sustainable Development And Implementation Strategy
14 References

14.1

- Legionnaires’ Disease – The Control of Legionella Bacteria in Water Systems Approved Code of Practice & Guidance (L8)
- Health Technical Memorandum 2027 - Hot and Cold water supply, storage and mains services 1995
- Health Technical Memorandum 04-01 – The Control of Legionella,
Hygiene, “Safe” hot water, cold water and drinking water systems

- Health Technical Memorandum 03-01 Specialised Ventilation for Healthcare Premises
- Health Technical Memorandum 2025 - Ventilation in Healthcare Premises (design considerations)
- Health Technical Memorandum 01-01 Decontamination of reusable medical devices
- Health Facilities Note 30 – Infection Control in the Built Environment
- Health Technical Memorandum 07-01 Safe Management of Healthcare Waste
- Health Technical Memorandum – General collection of publications and policies for health design
15. EQUALITY IMPACT ASSESSMENT FORM AND MONITORING FORM

Name of the policy/service development, strategy or plan being analysed:
ESTATES MAINTENANCE POLICY

Name and job title of the manager responsible for carrying out this analysis:
Health and Safety Advisor

Please summarise your policy/service development, strategy or plan
Barnet, Enfield and Haringey NHS Mental Health Trust (BEHMHT) recognises and accepts its responsibility, to provide so far as is reasonably practicable, safe systems of work and a safe place of work, in accordance with The Health and Safety at Work Act, etc (1974) and subordinate legislation

What are the main objectives or intended outcomes of the policy/service development, strategy or plan?

Aim:
The aim of any maintenance regime or programme is to maximise the life of an asset at minimum cost. In seeking to meet this aim, the whole life economics must be considered (i.e.: cost, carbon, value, etc).

Objective:
The Trust has a stated objective of providing safe, high quality Healthcare Environments for its patients, staff and visitors. This is achieved by ensuring that Trust premises are designed and maintained to high standards and comply with all the statutory and mandatory requirements as well as NHS technical standards.

Intended outcomes:
The purpose and outcome of this policy is to:
- Minimise the risk arising from occupation and use of the build environment
- Remain compliant with legislation.
- Ensure that the structure, fabric and finishes remains in good repair and fit for the purpose.
- Ensure that environmental conditions remains appropriate and conducive to allow the Trust to safely and effectively deliver it’s services
- Deliver the most practical and economic maintenance solutions that retain the utility and value of the estate.

1. Please indicate the expected impact of your proposal on people with protected characteristics

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>Significant +ve</th>
<th>Some +ve</th>
<th>Neutral</th>
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<tbody>
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<td>Marriage and civil</td>
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2. Consideration of available data, research and information

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<tr>
<td>Staff side</td>
<td>Comments on draft copy sent to all staff side representatives</td>
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<tr>
<td>Service user/ Community representatives</td>
<td>Comments on draft copy sent to selection of service user and community group representatives.</td>
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4. Equality Impact Analysis Improvement Plan

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<th>Negative impacts</th>
<th>Actions planned</th>
<th>By who</th>
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### MONITORING COMPLIANCE WITH AND EFFECTIVENESS OF PROCEDURAL DOCUMENTS FORM

1. **How will the document be monitored?**
   (please circle as appropriate)
   - **Audit**
   - **Review X**
   - **Other, please specify:**

   **Methodology:**

   The Equality Delivery system is an NHS-wide performance management process for stakeholders to assess who the trust is doing in this area of work across all its responsibilities as a service provider and employer.

2. **What is the process for reviewing results of monitoring?**

   Stakeholders are invited to grade the Trust's performance and the grades are made publically available.

3. **Report to:**
   - Trust board and the general public

4. **Who is responsible for conducting the monitoring?**
   (please circle as appropriate)
   - **Group / Committee**
   - **Individual**

   **Name / Title (also include position of individuals):**

   Ad hoc meetings of stakeholders once a year

5. **How often will the document be monitored?**
   (please circle as appropriate)
   - **Monthly**
   - **6 Monthly**
   - **Yearly X**
   - **Other, please specify:**

   **Comments:**

6. **Responsibility for action planning after review**