



West Hampshire
Clinical Commissioning Group

EVENTS AND HOSPITALITY POLICY

Version 3.3

Subject and version number of document:	Events and Hospitality Policy Version 3.3
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Author:	Business Manager Reviewed by Finance Manager
CCG owner:	Business Manager
Links to other policies:	Social Value Policy Reimbursement of Expenses Policy Remote Working & Portable Devices Policy
Review date:	July 2022
For action by:	All staff who have any involvement in the running of events and booking external meeting rooms.
Policy statement:	This policy outlines the approach to running events for the CCG, within CCG premises and at external venues, to ensure that they are effective, accessible to diverse communities, reflect well on the CCG and are a good use of public money.
Responsibility for dissemination to new staff:	Line managers
Mechanisms for dissemination:	This policy will be promoted to staff through the internal staff newsletter, the CCG intranet and published on the CCG website.
Training implications:	Staff will be made aware of all policies at induction.
Resource implications:	Unless otherwise indicated within the policy, any requests for booking external venues for more than £1000 must have prior approval of the chief finance officer (delegated to deputy director of finance) and any requests over £250 must have prior approval of the budget holder.
Further details and additional copies available from:	Website https://westhampshireccg.nhs.uk/document-tag/finance-policies/
Equality Analysis Completed?	In line with our commitment and legal equality duties this policy has been adjusted to ensure it has a positive impact for equality groups. As part of our policy monitoring and review

Events and Hospitality Policy (COR/034/V3.03)
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	process, any negative impacts will be identified and the policy amended as necessary.
Consultation Process	Staff Forum (original policy) Equality & Diversity Manager Policy Sub Group
Approved by:	Policy Sub Group
Date approved:	17 July 2019

Website Upload:

Website	Location in FOI Publication Scheme	https://westhampshireccg.nhs.uk/document-tag/finance-policies/
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Amendments Summary:

Amend No	Issued	Page(s)	Subject	Action Date
1			Complete review of policy in light of new meeting room availability / room booking arrangements.	Mar 16
2	Jun 16		Update regarding sign off – Chief Finance Officer	Jun 16
3	Aug 17		Complete review of policy in light of amended processes	Aug 17
4	Dec 17		Update details re room bookings at CHC premises	Dec 17
5	Jun 19	throughout	References to admin team updated to corporate services team. Update to policy monitoring arrangements. Update to approval process and limits. Addition of meeting / visitor protocol for Fareham Civic offices and completed EIA template	Jun 19
6	Feb 20	11, 19 and Appendices B and E	Update to reference that budget centre is required on booking form, update room details / add visitor and meeting protocols for Fareham Civic Offices (V3.3). Update hyperlinks.	Feb 20

Review Log:

Include details of when the document was last reviewed:

Version Number	Review Date	Reviewer	Ratification Process	Notes
3	Aug 17	Business Manager / Finance Manager	Policy Sub Group / Board	See amendment 3 above
3.1	Dec 17	Business Manager / Finance Manager	Policy Sub Group / Board	See amendment 4 above
3.2	Mar 19	Business Manager / Finance Manager	Policy Sub Group: May 2019	See amendment 5 above
V3.3	Feb 20	Business Manager	Not put through Policy Sub Group as no amendment to policy requirements.	See amendment 6 above

EVENTS AND HOSPITALITY POLICY

SUMMARY OF KEY POINTS TO NOTE

This policy outlines the approach to running events, both internally within CCG premises and at external venues, to ensure that they are effective, accessible to diverse communities, reflect well on the CCG and are a good use of public money. Specifically

- The policy does not apply to the Continuing Healthcare team in relation to review meetings with families, for which there is a separate budget / process
- Staff must always use the existing facilities at CCG premises, where they are available and appropriate, before booking external venues
- As all budgets for events are held centrally, requests for external venue hire should have prior approval either from the budget holder for bookings of more than £250, or from both the budget holder and chief finance officer (delegated to deputy director of finance) for bookings of more than £1000.
- Whilst it is important to ensure people receive refreshments at meetings, it is important that these are appropriate and are not excessive. In addition tea and coffee may only be purchased at external venues for meetings of more than 1.5 hours.
- If an event is going to be part or completely funded by an external NHS source, then prior approval is required as set out in the Partnership Working – Commercial Sponsorship Policy.
- Presentations provided by external visitors should be emailed in advance of the meeting. Where this is not possible, any portable devices connecting to CCG / CSU systems will need to be virus-scanned / authorised by CSU IT Services prior to use.
- An evaluation of events should be undertaken and equalities information about attendees should be captured when applicable.

EVENTS AND HOSPITALITY POLICY

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EVENTS AND HOSPITALITY POLICY

1. INTRODUCTION AND PURPOSE

- 1.1. West Hampshire CCG (CCG) is committed to effective engagement with its stakeholders using a variety of methods. One identified method is through events which can facilitate face to face discussion, and generate helpful, timely and relevant feedback through group discussions and workshops.
- 1.2. Whilst the CCG does have a number of meeting rooms at its buildings, it is clear that sometimes these are not sufficient for the events which are needed. However, external venues should only be used if absolutely necessary and if they are good value for money.
- 1.3. This policy outlines the approach to holding and running events for the CCG, within CCG premises and at external venues, to ensure that they are effective, accessible to diverse communities, reflect well on the CCG and are good value for money.

2. SCOPE AND DEFINITIONS

Scope

- 2.1 This policy applies to everyone who works for the CCG, whether on a full or part-time basis, temporary or permanent. It also applies to third parties organising events on behalf of the CCG.
- 2.2 It applies equally to all events being hosted by the CCG. The process and communication requirements outlined in this policy may be reduced for smaller activities, but should be considered as good practice.
- 2.3 The policy does not apply to the Continuing Healthcare team in relation to review meetings with families, for which there is a separate budget / process.

Definitions

- 2.4 The term 'event' in this context includes, but is not limited to, training, launch, consultation or awareness raising events, exhibitions and open days, team meetings and development sessions and includes people both internal and external to the organisation.

3. PROCESS AND REQUIREMENTS

- 3.1 The CCG understands the importance of meeting with people in local communities, and using local venues for events to encourage attendance and ensure there is more visibility of the organisation.

- 3.2 It is also clear that there are limited numbers of meeting rooms at CCG premises for staff events and sometimes it is necessary to hold these events off-site.

In house facilities

- 3.3 Staff must always use existing facilities at CCG premises, where they are available and appropriate, before booking external venues. Meetings should be rearranged where possible to be held in house. The rooms and capacity are outlined at Appendix A, and often directors' offices at Omega House may be available. Rooms should be booked as far in advance as possible.

Omega House

- 3.4 The Omega House meeting room booking system is on NHS Mail, which means everyone can view calendars and book rooms by sending a meeting invite to the relevant room on NHS Mail; availability of the room should be checked before sending an invite. Please refer to the CCG intranet for details.
- 3.5 The benefit of 'inviting' a room to the meeting is that if the meeting is cancelled so is the room, reducing 'no shows' and freeing up availability.
- 3.6 PAs will be able to advise if director's offices are available for meetings and they should be contacted as early as possible.

Continuing Healthcare – Civic Offices, Fareham

- 3.7 To book please contact Continuing Healthcare on 01329 228430.

External events

- 3.8 As part of its commitment to the local community, wherever possible, community venues should be used to ensure the CCG supports community and voluntary organisations and to achieve better value for money. Please also refer to the CCG's Social Value Policy.
- 3.9 There are preferred venues for the CCG as they have been used previously, which are of a suitable standard for the organisation and are accessible to people with a disability. In some cases the CCG has also secured discounted rates and can cater for a range of dietary requirements. Assistance and advice on venues can be obtained from the corporate services team.
- 3.10 Staff should also consider whether partners can offer venues for meetings, particularly when meetings involve a wider number of local partners both from health or the local authority.
- 3.11 External venues should not be used for 1:1's unless there is a business need for an external site.

- 3.12 Bookings for external venues for all meetings, conferences or workshops over £250 will need budget holder sign off and cost centre identified to fund the request. Bookings of £1000 and over will need additional sign off by the chief finance officer (delegated to deputy director of finance).
- 3.13 Staff considering an event should complete the booking form at Appendix B and submit to the budget holder for bookings of £250 or more and additionally the chief finance officer (delegated to the deputy director of finance) for bookings of £1000 or more. Approved booking forms will be returned and should be saved by the event owner to the West Hampshire CCG V Drive (V:)/ under Corporate Services/Meetings – Bookings within the relevant folder for the venue. The format for the file name is DD MM YYYY – Meeting Title – Directorate. Bookings can only be provisional until approval is granted. Any further correspondence from the venue confirming the booking should also be saved. Invoices will only be approved for payment once the booking form has been approved and saved to the V drive as above.
- 3.14 For bookings under £250, booking forms and email confirmation of the bookings should be saved to V:Corporate Services//Meetings – Bookings/, in the appropriate month for the date of the meeting. The format for the file name is DD MM YYYY – Meeting Title – Directorate. Any cancellation emails should be saved to the folder.
- 3.15 Final numbers for events need to be submitted at least one week before the event date to ensure that the catering and room requirements are suitable.
- 3.16 Consideration should be given to the cancellation terms when booking a venue especially where it may be likely to require cancellation. Venues with more favourable cancellation terms should be considered in these circumstances. Should you no longer require a booking, cancellation should be made at the earliest opportunity to avoid unnecessary cancellation costs which can be up to 100% of the cost of the event.
- 3.17 In the event of the venue needing to be cancelled, the meeting organiser / corporate services team should be informed at the earliest opportunity. Any cancellation costs will be charged to individual cost centres. Any cancellation costs must be reported to the finance team to be reported as part of the financial statements of the CCG.
- 3.18 Please consider how the venue will be paid and ensure that the finance team is informed where payment is required on a pro-forma invoice. If the venue has not been used before, a new supplier form will need to be completed so that invoices can be paid in a timely manner; please contact a member of the finance team in this instance.

Catering and refreshments

- 3.19 Whilst it is important to ensure people receive refreshments at lengthy meetings, it is important that these are appropriate and are not excessive.

- 3.20 Hot drinks for meetings at CCG premises are funded centrally with supplies of appropriate coffee, tea, sugar and milk to service meeting rooms. These should always be used for meetings and not the personal supplies purchased by teams / individuals through their own tea fund arrangements. For Omega House; Boardrooms A and B are stocked up by the corporate services team each Friday for the following week.
- 3.21 Drinking water is also available in each kitchen and should be provided at each meeting.
- 3.22 Any refreshments or food required for an event should be reviewed by the budget holder when the venue booking form is completed. Unless the meeting is held at lunch-time or goes over the lunch-time period, food should not be provided. For any food or other catering ordered, the guidelines below should be adhered to.
- 3.23 When a meeting has been booked at an external venue (e.g. not 1:1s/team meetings held within coffee shops), tea/coffee should only be provided for any meetings of more than 1.5 hours unless patients or members of the public have been invited. Drinking water is normally available at most venues or on request.
- 3.24 For internal meetings, lunch-times should be avoided and lunch will not be provided. However staff should be encouraged to bring their lunch if a lunch-time meeting is necessary. This option should be included in the invitation.
- 3.25 Meetings at external venues held over lunch-times or early evenings of more than 1.5 hours can include food, and again should be an inexpensive option. Fruit should also be included if possible.
- 3.26 Any specific dietary requirements of attendees to the meeting should be ascertained before the meeting and checked with the venue that it is being provided.

4. COMMERCIAL SPONSORSHIP

- 4.1 If an event is going to be part or completed funded by an external NHS source then prior approval is required as set out in the CCGs [Partnership Working – Commercial Sponsorship Policy](#). Please contact the finance team to ensure the correct VAT treatment and invoices are raised as appropriate.
- 4.2 Commercial sponsorship is defined as ‘NHS funding from an external source, including funding of all or part of the cost of a member of staff, NHS research, staff training, pharmaceuticals, equipment, meeting rooms, costs associated with meetings, meals, gifts, hospitality, hotel and transport costs (including trips abroad), provision of free services and buildings or premises.

5. ROLES AND RESPONSIBILITIES

- 5.1 There should be a named event owner for each event that is responsible for the event details and a nominated deputy should the event owner be absent.

5.2 For in house events, the event owner or their delegate/s must ensure:

- that meetings are cancelled if they are no longer needed
- that any presentations provided by external visitors are emailed in advance of the meeting (where this is not possible, any portable devices connecting to CCG / CSU systems will need to be virus-scanned / authorised by CSU IT Services prior to use)
- they have asked attendees whether they have access or other additional needs in advance of the visit to CCG premises. This is to ensure any particular requirements can be implemented ahead of the event (for example booking a sign language interpreter or providing bowl of water for an assistance dog)
- where applicable inform reception of the attendees and if necessary provide a registration list (including any relevant information about access or additional needs of attendees)
- they follow the communication guidelines in section 6 of this policy
- they follow the visitor and meeting protocols for Omega House (Appendix D) and Fareham Civic Offices (Appendix E)
- the rooms are set up as they need them and accessible for anyone with any specific sensory or mobility needs
- meetings end promptly at the end of the booking time and allow for clearing up and exiting the room
- after the meeting, the rooms are cleared of food, drink, paperwork, and dirty crockery is placed in the dishwasher and any equipment used is turned off and windows closed/fans turned off
- visitors are not waiting to access rooms in the main office area, but are kept in reception until the room is ready
- an evaluation of the event is undertaken and equalities information about attendees captured when applicable.

5.3 For external events, the event owner must:

- ensure the booking form is completed and approved, by the budget holder for bookings over £250 and the chief finance officer or deputy director of finance for bookings over £1000 well in advance of a meeting and before any booking is confirmed
- ensure that value for money is achieved and any catering and refreshments are appropriate and the policy is adhered to
- bookings that are no longer required are cancelled in a timely manner and the appropriate people informed
- be clear about the need for the event, the type of event required and the audience

- specify exactly what equipment is required in advance (such as laptops, projectors or other audio/video/media)
- ensure room hire agreements are only signed by budget holders, and costs are maintained within the agreed budgets set at the beginning of the financial year
- follow the communication guidelines in section 6 of this policy
- ensure they have asked attendees whether they have access or other additional needs in advance of the visit to the booked venue. This is to ensure any particular requirements can be actioned ahead of the event
- ensure final numbers are provided at least a week before the event
- have enough staff available for registration and meeting and greeting
- have a sign in/registration form (minimum font size point 14) and pens
- undertake an evaluation of the event and collect equalities information about attendees when applicable – see Appendix G
- feedback any problems/positive comments with the venue to the business manager
- ensure any changes to the requirements are communicated in a timely way
- ensure finance are informed where the venue is a new supplier or payment is required on a pro-forma invoice.

5.4 The corporate services team can assist with:

- identifying the right venue for the event
- keeping internal stocks of tea, coffee, milk and sugar replenished
- liaising with the named event organiser or deputy to ensure the appropriate support is available
- booking the internal room or external venues where appropriate

6. COMMUNICATION

6.1. It is important that there is effective communication about both internal and external events to the potential attendees. The communication should be timely, relevant, provide clear information about the event, and be accessible (plain English, jargon and acronym free, and offer a range of ways to respond including telephone, email, post and ideally text message).

6.2. In the first instance, invites should be sent out no later than six weeks before the event. Some people may need longer than this and the earlier the invitations can be sent out the better. Reminders should be sent out in a timely fashion to encourage attendance to ensure maximum value for money.

- 6.3. If the details of the event are not finalised, a 'hold the date' invite should be sent out which provides enough information about the event, the date and if possible the location. Details about the event should then be sent through at least two weeks before the event date.
- 6.4. Invitees should be asked to confirm attendance at least two weeks before the event, and be asked to tell the event organiser about any dietary or access requirements or if they will be accompanied by a carer/support worker. Attendees should then be sent at least one week before the event the following:
- an agenda / programme for the day
 - any papers which are needed for people to read prior to the event. This is particularly important for consultation events as people must have documentation early to ensure they can contribute appropriately
 - directions to the venue that include information about car parking facilities, costs, options for people with disabilities, and how to travel to the venue by car and public transport. Where provided this information should also include details of pushchair storage, baby feeding and changing facilities, or crèche
- 6.5. The event owner must ensure that any speakers for the event receive, at least one week before the event:
- a briefing on the event and any supporting information that may be useful, such as any newsworthy issues relating to the event
 - an agenda
 - any speaker notes or directions which will help them with the event
 - an attendance list including organisations
 - directions to the venue by car and public transport and the times to arrive
 - confirm whether they have any access requirements or other additional needs
- 6.6. The event owner must ensure that any facilitators for the event receive:
- an agenda
 - a facilitator's pack which outlines the role of the facilitator for the event
 - an attendance list including organisations
 - directions to the venue and the times to arrive
 - are alerted to any access needs or additional needs of attendees and how to provide appropriate support
- 6.7. At the event it is important that there are:
- name badges for larger events
 - spare agendas/programmes/briefing packs

- an attendance list for signing in, and a list of attendees for the delegates
- copies of any PowerPoint slides to ensure people are able to follow any presentations
- an evaluation form
- an equalities monitoring form.

6.8 Where requested by an attendee, a face-to-face foreign language or sign language interpreter should be booked at least two weeks in advance. Foreign language interpretation can be arranged through Access to Communications on 023 8024 1300. Sign language interpretation and other forms of communication support can be organised via [SONUS] on 0845 688 2626. (Note: it is good practice to send event information pack/ power point slides to interpreters in advance so they can provide the most effective service).

7. TRAINING

7.1 There are no specific training requirements in respect of this policy however it will be shared with staff at induction and through the administrators to ensure there is a wide awareness.

8. EQUALITY ANALYSIS

8.1. The CCG is committed to equality of opportunity for all people and to eliminating unlawful discrimination, harassment and victimisation. During the production of this policy, due regard has been given to eliminate discrimination, to advance equality of opportunity, and to foster good relations between people who share a relevant protected characteristic (as cited in under the Equality Act 2010) and those who do not share it.

8.2. This policy will have a high impact on people with sensory and physical disabilities, people of different age groups, ethnic minorities, people of different faiths, parents and carers. In line with our commitment and legal equality duties this policy has been adjusted to ensure it has a positive impact for equality groups. As part of our policy monitoring and review process, any negative impacts will be identified and the policy amended as necessary.

9. SUCCESS CRITERIA / MONITORING THE EFFECTIVENESS OF THE POLICY

9.1 The event organiser is ultimately responsible for ensuring that meetings and events are arranged in accordance with this policy. In addition, any invoices received for event arrangements that have not been approved in accordance with the policy will be queried and retrospective approval will be needed.

- 9.2 All meeting invoices relating to room bookings / external venues will be sent to the corporate services team for checking and approval by the business manager.
- 9.3 A spreadsheet has been created for all CCG external bookings so that a check can be undertaken before any cancellation deadlines. This will capture venues booked in advance where boardrooms have subsequently become available so that meetings can be brought in-house at no cost.
- 9.4 Bookings which are not compliant with the policy will be flagged up with line managers.
- 9.5 Audit to ensure compliance with process and requirements within this policy will be undertaken on a six monthly basis until booking forms are being correctly authorised and catering is being provided within the guidance set out in the policy and reaches more than 95% compliance. Once that has been achieved, audit of the policy will reduce to annually. The following areas will be recorded as part of the audit and all invoices paid will be audited by the finance team:
- Supplier
 - Directorate
 - Meeting date
 - Meeting time
 - Length of meeting
 - If there was a room available at Omega House or Fareham Borough Council Offices
 - If a community venue was used
 - If the booking form and / or booking confirmation was correctly filed in West Hampshire CCG V Drive / Corporate Services / Meetings – Bookings
 - If the booking was correctly authorised
 - If refreshments are charged, if they comply with the policy
 - Name of person who booked the meeting and name of the person requesting the meeting.
- 9.6 Audit to ensure compliance with communications to attendees as set out in the policy will occur on an annual basis covering the following areas and will be carried out by the corporate services team. A selection of meetings from each directorate will be assessed:
- Was the meeting invitation timely – was the invite sent more than six weeks before the event, or a 'hold date' invite sent and final details sent more than two weeks before the event?
 - Were dietary or access requirements requested and details of any carer or support worker accompaniment noted?

- Was clear information about the event given – i.e. directions, car parking, costs, public transport options etc?
- For speakers / facilitators, was information sent per the policy?
- For large events of more than 10 people, were name badges, agendas, sign in sheets, evaluation forms and equalities monitoring forms provided / completed?

10. REVIEW

10.1 This document may be reviewed at any time at the request of either staff or management, but will automatically be reviewed on a triennial basis.

10.2 The review process will include looking at feedback from event attendees, and anonymous equality monitoring information. The aim being to identify how well events are organised, the suitability of venues used, whether access needs are identified and met, and how inclusive public events have been. This will help us to assess how well the policy is working and make any necessary changes or improvements as part of the review.

11. REFERENCES AND LINKS TO OTHER DOCUMENTS

- [Reimbursement of Expenses Policy](#)
- [Social Value Policy](#)
- [Remote Working & Portable Devices Security Policy](#)

Appendix A Internal meeting rooms and capacity

OMEGA HOUSE MEETING ROOMS AND CAPACITY

CCG Rooms

- Ground floor: Boardroom A (25 people)
- Ground floor: Boardroom B (12 people)

CCG Corporate Meetings will take priority over other CCG meetings. If a CCG room is booked by the CSU for meetings which do not involve the CCG, CCG meetings will take priority over CSU meetings.

These rooms can be joined together to create a larger room.

South, Central & West Commissioning Support Unit (CSU) Rooms

- Second floor: Room 2 (12 people)
- Second floor: Room 2a (8 people)
- Third floor: Room 3a (3 people)
- Third floor: Room 3c (8 people)

If a CSU room is booked for meetings which do not involve the CSU, their meetings will take priority and you may not be successful in retaining the room.

CIVIC OFFICES (CONTINUING HEALTHCARE) MEETING ROOMS AND CAPACITY

- Fifth floor: Meeting room 1 (8 people)
- Fifth floor: Meeting room 2a (8 people)
- Fifth floor: Meeting room 2b (8 people)

These rooms 2a and 2b can be joined together to make one large room.

Appendix B External venue booking request form

External Venue Booking Request Form

Please ensure you fully complete ALL sections of this form otherwise there will be a delay in processing. Please note this is not a confirmation of your booking

Event owner and deputy (including contact details, including directorate)			
Chair of the meeting			
Full title of event:			
Venue:			
Date of event:			
Time required: (please allow for any set-up time if required)	From:	To:	
Number of attendees: (please allow for support staff attending)	Min:	Max:	
Food required: (for events over lunch or in the evening only)	Yes/No	Type:	
Tea/coffee: (for events more than 1.5 hours)			
Equipment required: (please list all equipment required)			
Admin support required: (please list all support required)			
Additional Information:			
Why CCG rooms not available?			
Total cost:	£	ex-VAT	£ inc VAT

Cost Centre or Budget funding request i.e. TARGET/NDPP/SMI	
Signature/date: (Budget holder – if £250 or more) Only approve if cost centre identified	
Signature/date: (Chief finance officer / deputy chief finance officer – if £1000 or more) Only approve if cost centre identified	

Appendix C Venue checklist

VENUE CHECKLIST

Suitability

- ✓ Does the venue fit the CCG's corporate image?
- ✓ Will it appeal to the target audience?
- ✓ Will the venue's staff add to the attendees' experience in a positive way?
- ✓ Is the venue accessible for people with a range of disabilities?
- ✓ Is the acoustics/visibility good?

Location

- ✓ Can the venue be easily reached by those attending?
- ✓ Does the location offer the necessary road / rail links?
- ✓ Is the venue location suitable for any extra events / shows / excursions that have been planned?
- ✓ Is there suitable car parking and disabled parking?

Availability

- ✓ Is the venue available on the dates required?
- ✓ Are any extras such as equipment, accommodation, etc. available on the dates required?
- ✓ How flexible are they if you have to change the meeting date?

Size

- ✓ Are the seating capacity and layout options suitable?
- ✓ Are the meeting rooms large enough to provide a comfortable experience for those attending, including those with a disability or wheelchair users?
- ✓ Are the meeting rooms well laid out? Do they allow for good views of the speaker without any obstructions?
- ✓ Does the venue allow attendees to move around without bottlenecks and delays?

Facilities

- ✓ Does the venue have a variety of rooms if required? An auditorium if necessary? Small rooms for break-away meetings? Space for information boards/promotional stalls?
- ✓ Can the venue offer equipment, such as projector, flip chart and screens?
- ✓ Can the venue provide or hire in AV equipment, such as microphones, sound system and plasma screens?
- ✓ Does the venue offer wi-fi internet access? Do they have a photocopying / fax service? Can they make available laptops or PC if required?
- ✓ Can they provide refreshments, such as tea, coffee, caffeine free drinks and herbal teas? (Ensuring booked within CCG policy)

- ✓ Are vegetarians, vegans, those with dietary requirements related to their faith, and those with health related dietary requirements catered for if food is provided?
- ✓ Does the venue have enough parking spaces, including disabled parking bays?
- ✓ Is there space to leave prams/pushchairs, and a secure area to leave bicycles?
- ✓ Are the rooms well ventilated and temperature controlled?
- ✓ Will the particular needs of diverse delegates be catered for? For example, no steps or ramp and steps at entrance to building, automatic doors, grab rails, clear signage for way finding, toilet facilities for disabled people, baby feeding and changing facilities, induction loop for people with hearing impairments, good lighting throughout venue, ground floor rooms are accessible by wheelchair, a lift is available to access rooms on upper floors.

Cost

- ✓ Does the venue fall within the budget for this meeting?
- ✓ What type of rates do they offer (for example, public sector / NHS discount, delegate rate and individual room hire rate)?
- ✓ Does the overall cost, all extras included, compare favourably with other offers / options (such as hotel accommodation at a separate location to the meeting or dining elsewhere)?
- ✓ Are there any hidden costs?
- ✓ When is payment required?
- ✓ What is their cancellation policy? Will you receive a full or partial refund?

VISITOR AND MEETING PROTOCOLS – OMEGA HOUSE

Meeting room protocol

1. The chair of the meeting is responsible for ensuring that the meeting room is cleared of papers and dirty crockery and that all electronic equipment is turned off at the end of the meeting and that any windows are closed.
2. The chair of the meeting is also responsible for ensuring the meeting starts and finishes on time.
3. All cups, glasses and jugs must be placed in the dishwasher after the meeting
4. In accordance with the [Remote Working and Portable Devices Policy](#), when external visitors require access to presentation facilities, they should be asked to provide their presentation via email to the meeting organiser in advance of the meeting / event. Authorisation for the use of portable devices by external visitors which require connection to CCG / CSU networks (such as laptops and USB sticks) will only be given following consultation with IT Services; they will ensure that the device is virus-scanned before any documents are opened.
5. If any support is needed during the meeting then the admin team should be contacted who can offer the relevant support.

Visitor protocol

6. All visitors to the CCG are to be sent the guidelines for attending meetings at the CCG when appointment issued – this includes details of parking, reporting to reception on arrival and to request extra help if they have special needs. (see annex at the end of this document)
7. Visitors to the building must sign in at Reception and also add vehicle registration details to the signing in log.
8. Visitors to the CCG for any meetings must be met at Reception and escorted to the room where they are having the meeting.
9. Please ensure that visitors have a contact phone number in case there is no-one at Reception. Visitors should be instructed to call this number if they are unable to access Omega House.
10. All visitors should wait in Reception or the foyer until they are needed for the meeting.

11. Reception will require a contact number to call for any late comers or for any queries. This contact needs to be a person who is not in the meeting and is free to escort the visitor to the correct place.
12. Visitors to the ground floor should use the disabled toilet on the ground floor. If additional facilities are needed, visitors should be escorted to the relevant place.
13. At the end of the meeting visitors need to be escorted back to the foyer to sign out with Reception and not left to find their own way.
14. Should a visitor enter the building with a member of staff they should be directed to Reception to sign in, they should not be allowed to enter the rest of the building unescorted.

INFORMATION FOR VISITORS TO OMEGA HOUSE

NHS West Hampshire Clinical Commissioning Group, Omega House, 112
Southampton Road, Eastleigh, Hampshire, SO50 5PB

Switchboard: 023 8062 7444

On arrival in Omega House

All visitors will need to sign in at Reception and log vehicle registration details as appropriate and wait either in Reception or the foyer where you will be met by a member of staff and escorted to your meeting. There is a toilet with disabled facilities in the foyer for your use on arrival. If there is no-one at Reception, please call the organiser of the meeting.

Visitors with additional needs

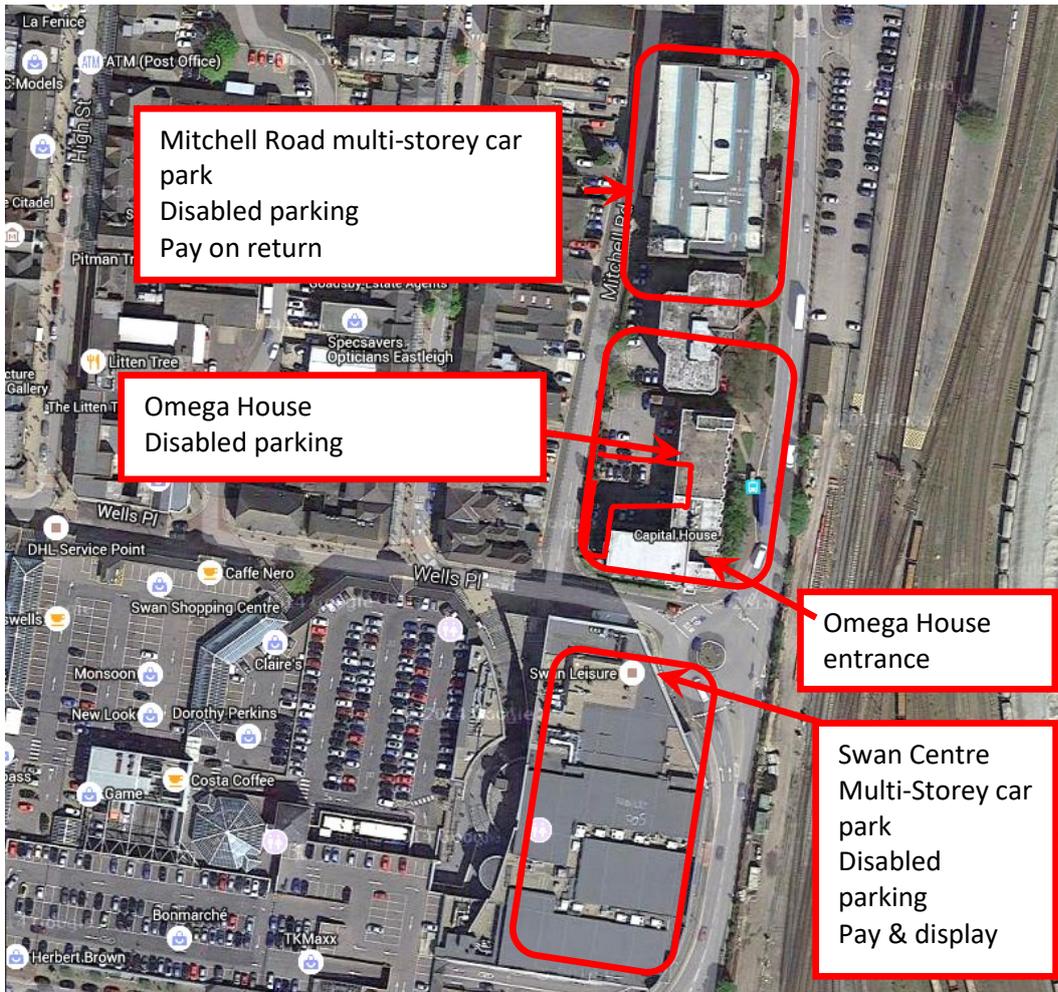
If you need communication support, have difficulty with mobility or have other needs that we should know about in order to facilitate your visit to Omega House, please let the person arranging the meeting know, so reasonable adjustments can be made.

Presentation facilities

Visitors requiring presentation facilities are asked to email their presentation to the meeting organiser in advance of the meeting. Authorisation for the use of portable devices by external visitors which require connection to CCG networks (such as laptops and USB sticks) will only be given following consultation with IT Services; they will ensure that the device is virus-scanned before any documents are opened.

Traveling to Omega House

Omega House has excellent public transport links, it can be found diagonally opposite Eastleigh train station. There is a bus stop outside the building for the Bluestar 2, Bluestar 5 and Xelabus X4 buses and is within five minutes' walk of the Eastleigh bus depot. Southampton Airport is a 20 minute walk away. Details of parking can be found below.



VISITOR AND MEETING PROTOCOLS – FAREHAM CIVIC OFFICES

Visitor protocol

1. **IMPORTANT** - The Continuing Healthcare (CHC) office is situated on the 5th floor of the Civic Office building and therefore due consideration must be given regarding the safety of attendees with mobility difficulties.

The building management team **must** be made aware of any person in the building who may need assistance in the event of an emergency evacuation of the building. The lift system will not operate at such times and it is therefore essential that alternative arrangements are in place.

If any attendees of your meeting do have any mobility difficulties please discuss with the Business Support team at CHC prior to arranging the meeting.

2. All visitors to the Civic Offices will require a visitor pass to be arranged in order to gain access to the 5th floor office.

A full list of attendees **must** be emailed to the CHC Business Support team at least 48 hours before the meeting.

3. On arrival at reception, the visitor will be provided with a visitor pass for the day and the reception desk will telephone the CHC office to advise of their arrival.
4. On arrival at the 5th floor the meeting organiser should make themselves known to the CHC Business Support team who will be able to support with coordinating the arrival of attendees and any room set up requirements.
5. Please note there is no waiting area facility on the 5th floor and therefore any attendees who arrive early may be asked to wait on the ground floor until the meeting room is available. It will then be the responsibility of the meeting organiser to collect them at the appropriate time.

Meeting room protocol

1. The chair of the meeting is responsible for ensuring that the meeting room is cleared of papers and dirty crockery and that all electronic equipment is turned off at the end of the meeting. Any CHC projector borrowed for the meeting should be packed up and returned to the Business Support team.

2. The chair of the meeting is also responsible for ensuring the meeting starts and finishes on time.
3. In accordance with the CCG's Remote Working and Portable Devices Security Policy, when external visitors require access to presentation facilities, they should be asked to provide their presentation via email to the meeting organiser in advance of the meeting / event. Authorisation for the use of portable devices by external visitors which require connection to CCG / CSU networks (such as laptops and USB sticks) will only be given following consultation with IT Services; they will ensure that the device is virus-scanned before any documents are opened.

INFORMATION FOR VISITORS TO THE CIVIC OFFICES

Address:

NHS West Hampshire Clinical Commissioning Group
NHS Continuing Healthcare
5th Floor, Civic Offices
Civic Way
Fareham
Hampshire PO16 7AZ

Telephone:

Business Support team direct lines:
01329 228430 01329 228436 01329 228494

Email:

whccg.continuingcare@nhs.net (subject line: FAO Business Support Team)

Meeting refreshments

Tea and coffee can be purchased from a vending machine on the ground floor.

Alternatively, meeting organisers are welcome to bring along tea/coffee/sugar /milk and use the kettles and mugs available in the 5th floor kitchen area, please remember to wash these and return to the kitchen at the end of the meeting.

Equipment:

Projectors are available, please arrange at time of room booking.

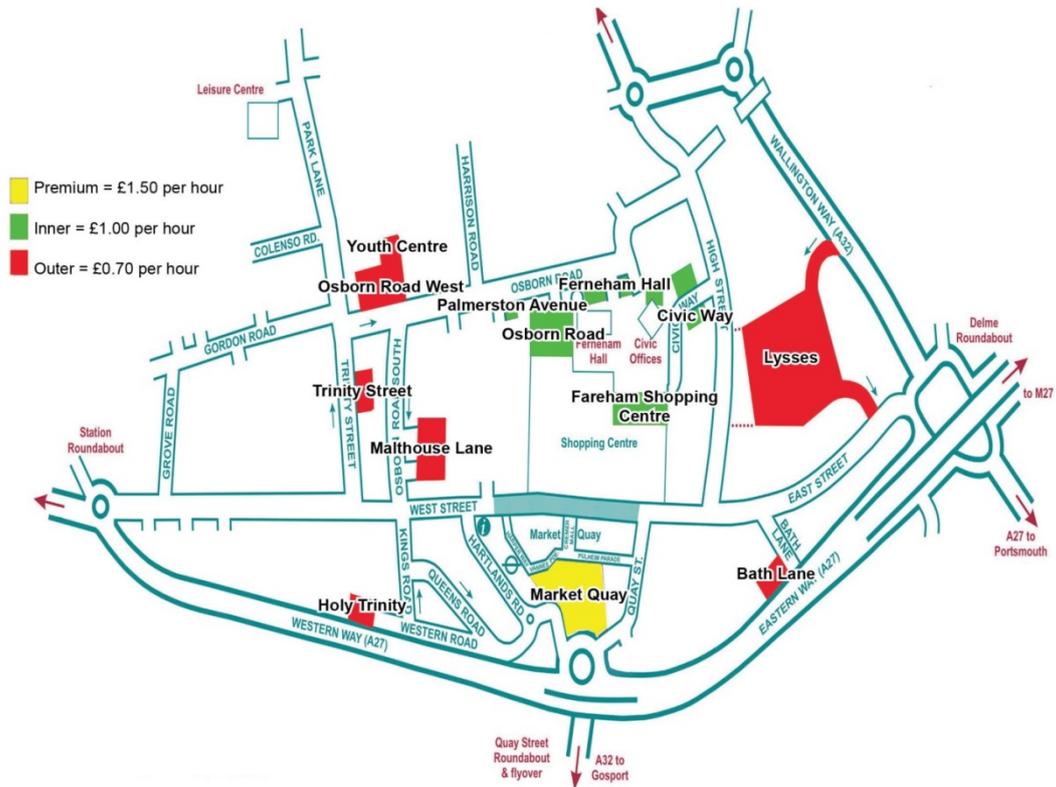
Traveling to Civic Offices Fareham

The Civic Offices are conveniently situated in the centre of Fareham, the main bus station is a 10 minute walk and the railway station approximately 25 minute walk.

No parking is available at the Civic Offices; however there are numerous public car parks within a short walk of the building.

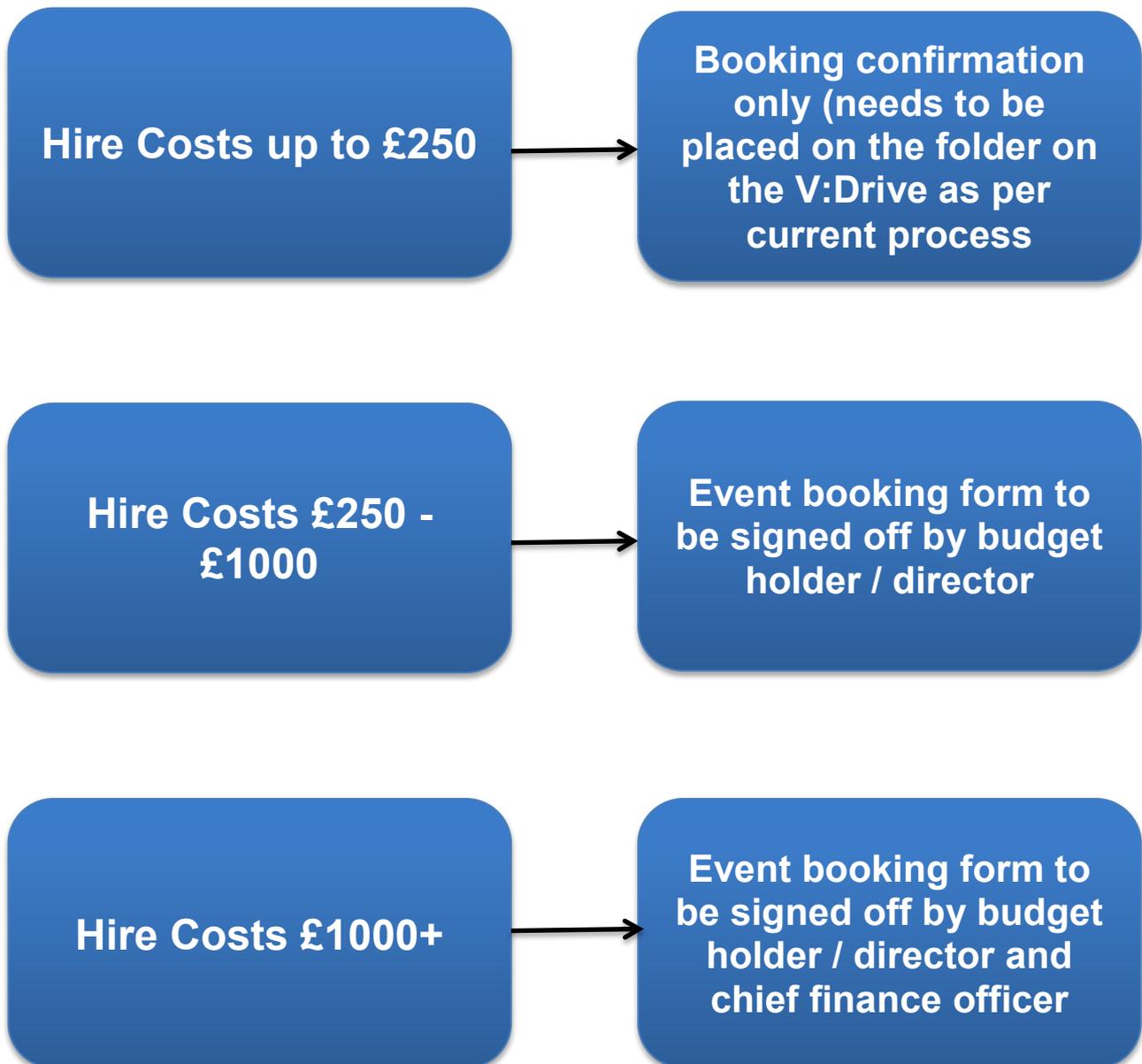
Full details can be found at:

https://www.fareham.gov.uk/parking_and_traffic/parking_in_fareham_town_centre/intro.aspx



Event and Hospitality Policy

Sign-off Process



Appendix G Equality monitoring information for events

EQUALITY MONITORING INFORMATION

- I am a: Patient or member of the public
 Representative of a local voluntary group, charity or patient group
 Member of staff from a public sector organisation

We need to collect this information to make sure that we are engaging with and listening to everyone in our community. Your completion of this form will take a few moments and will help us to understand the groups of people who are attending our events.

This information will remain anonymous.

Your age group:

- | | |
|--------------------------------|--|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 85 + |
| <input type="checkbox"/> 45-54 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 55-64 | |

Your gender:

- | | |
|---------------------------------|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Male | |

Your marital status:

- | | |
|---|--|
| <input type="checkbox"/> Divorced | <input type="checkbox"/> Single |
| <input type="checkbox"/> In a civil partnership | <input type="checkbox"/> Widow/ widower |
| <input type="checkbox"/> Married | <input type="checkbox"/> Prefer not to say |

You would describe your sexuality as:

- | | |
|---|---|
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Lesbian/ gay woman |
| <input type="checkbox"/> Gay man | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Heterosexual/ straight | |

You would describe your ethnic origin as:

Asian or Asian British

- | | |
|--|--|
| <input type="checkbox"/> Indian | Black or Black British |
| <input type="checkbox"/> Pakistani | <input type="checkbox"/> Caribbean |
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> African |
| <input type="checkbox"/> Any other Asian background,
please specify | <input type="checkbox"/> Any other black background,
please specify |

Chinese or other ethnic group

- Chinese
- Any other ethnic group, please specify

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian

- Any other mixed background, please specify

White

- British
- Irish
- Any other white background, please specify

Not stated

- Prefer not to say

Your religious belief is:

- Atheist
- Buddhist
- Christian
- Hindu
- Islam
- Judaism

- Sikh
- Other religious belief , please specify

- Prefer not to say

Do you consider yourself to have a disability?

- Yes
- No

- Prefer not to say

If yes, please tell us what your disability is:

- Learning disability or difficulty
- Long-standing illness
- Mental health condition
- Physical impairment

- Sensory impairment
- Other, please specify

- Prefer not to say

Are you pregnant?

- Yes
- No
- Prefer not to say

Are you a carer?

- Yes
- No
- Prefer not to say

Thank you

Appendix H Equality Impact Assessment (Policy)

Equality impact assessment

Title of policy, project or proposal:
Events and Hospitality Policy

Lead manager:	Business Manager
Directorate:	Strategy & Partnerships

What are the intended outcomes of this policy, project or proposal?
The policy outlines the approach to running events for the CCG, within the CCG premises and at external venues to ensure they are effective, accessible to diverse communities, reflect well on the CCG and are a good use of public money.

Evidence
Who will be affected by the policy, project or proposal? CCG employees, other NHS staff, patients, carers, members of the public.
Age Patients or members of the public invited to take part in meetings / events could be of any age. Those under the age of 18 would be accompanied by a parent or carer. Individuals who are elderly or infirm could also be accompanied by a family member or carer if needed.
Disability People with different kinds of disability could take part in meetings / events. The CCG will aim to use venues which meet the needs of diverse attendees e.g. no steps or a ramp to access the building, automatic doors, grab rails, clear signage, toilet facilities for disabled people, rooms accessible by wheelchair, a lift to access rooms on upper floors, induction loop for people with hearing disabilities, good lighting throughout the venue, disabled parking, good transport links, allow access to assistance dogs.. If attendees have specific requirements, such as the need for lower lighting, then the CCG will source a venue that can accommodate their needs. In order to help facilitate attendance at CCG meetings / events, reimbursement of signing costs is available if required, as are claims for a range of public and private transport methods to recognise that people with a disability may find certain transport methods inaccessible (please refer to Reimbursement of Expenses Policy).
Dementia This policy is not thought to discriminate against people with dementia. CCG staff are available at meetings to assist patients or carers as needed.

Gender reassignment (including transgender)

There is no identified impact on transgender people or those undergoing gender reassignment.

Marriage and civil partnership

There is no specific impact on this characteristic.

Pregnancy and maternity

Support is available for reimbursement of carer costs where respite or childcare costs are incurred (please refer to Reimbursement of Expenses Policy).

Race

Funding is available for interpreters for people attending meetings who speak little English (please refer to Reimbursement of Expenses Policy).

Religion or belief

The CCG will secure venues that can cater for a range of dietary requirements. Where meetings are held at lunch-times or early evening and include food, the CCG will seek to ascertain specific dietary requirements of attendees in advance of the meeting and check with the venue that it is being provided.

Sex (gender)

There is no impact on sex (gender). Women may be more likely to take on caring roles.

Sexual orientation

There is no impact on sexual orientation.

Carers

Provision is made in the CCG Reimbursement of Expenses Policy so that carers can attend CCG meetings / events.

Serving Armed Forces personnel, their families and veterans

There is no specific impact on serving armed forces personnel, their families or veterans.

Other identified groups

Provision is made within the CCG Reimbursement of Expenses policy for the reimbursement of expenses to be made immediately should it cause hardship. This includes provision for payment of expenses in advance where the person cannot attend the meeting due to potential hardship and costs incurred to attend.

Involvement and consultation

For each engagement activity, briefly outline who was involved, how and when they were engaged, and the key outputs

How have you involved stakeholders with an interest in protected characteristics in gathering evidence or testing the evidence available?

How have you involved/ will you involve stakeholders in testing the policy, project or proposals?

Equality statement

Considering the evidence and engagement activity you listed above, please summarise the findings of the impact of your policy, project or proposal. Consider whether the evidence shows potential for differential impact, if so state whether adverse or positive and for which groups.

Impact summary (statutory considerations)

Age	Positive	Neutral	Negative
Disability	Positive	Neutral	Negative
Sexual orientation	Positive	Neutral	Negative
Race	Positive	Neutral	Negative
Religion or belief	Positive	Neutral	Negative
Gender reassignment	Positive	Neutral	Negative
Sex	Positive	Neutral	Negative
Marriage and civil partnership	Positive	Neutral	Negative
Pregnancy and maternity	Positive	Neutral	Negative

Other policy considerations

Poverty	Positive	Neutral	Negative
Place (Rural versus urban living)	Positive	Neutral	Negative
Serving Armed Forces/ veterans	Positive	Neutral	Negative
Other factors	Positive	Neutral	Negative

Have you identified any positive or negative impacts?

Yes No

If 'Yes' please provide details below

Positive impacts

The CCG will seek to use venues which are accessible for people with disabilities and to accommodate different dietary requirements in accordance with religion or beliefs.

Whilst not specifically detailed in the Events & Hospitality Policy, in order to ensure inclusion the CCG has developed a separate Reimbursement of Expenses Policy which will help facilitate attendance at meetings and events by people with disabilities, carers, those who require interpreters and individuals where attendance would cause financial hardship.

Negative impacts

None identified

Health inequalities

The separate Reimbursement of Expenses Policy supports the Events & Hospitality Policy by allowing payment in advance or at the time of the meeting for people on low income.

Action planning for improvement, and to address health inequalities and discrimination

Please give an outline of the key actions based on any gaps, challenges and opportunities you have identified. Include here any general action to address specific equality issues and data gaps that need to be addressed through consultation or further research.

Action	Person responsible	By date
To adjust the policy to ensure it has a positive impact for equality groups e.g. people with sensory and physical disabilities, people of different age groups, ethnic minorities, people of different faiths, parents and carers.	Author	Completed; when policy reviewed.

For your records

Person who carried out this assessment: Business Manager

Date assessment completed: June 2019

Date to review actions: Not applicable – actions complete

Responsible Director: Director of Strategy & Partnerships

Date assessment was approved: