

# **Meeting Space Booking Policy**

**V3.0**

**July 2024**

## Summary

- All available meeting space, within the Trust should be accessible through Bookwise to ensure optimal use of the space.
- Meeting space should be booked before being used.
- Meeting space, depending on where it is located, has different priority for use and booking.

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**Data Protection Act 2018 (UK General Data Protection Regulation – GDPR) Legislation).**

The Trust has a duty under the Data Protection Act 2018 and UK General Data Protection Regulations 2016/679 to ensure that there is a valid legal basis to process personal and sensitive data. The legal basis for processing must be identified and documented before the processing begins. In many cases we may need consent; this must be explicit, informed, and documented. We cannot rely on opt out, it must be opt in.

Data Protection Act 2018 and UK General Data Protection Regulations 2016/679 is applicable to all staff; this includes those working as contractors and providers of services.

For more information about your obligations under the Data Protection Act 2018 and UK General Data Protection Regulations 2016/679 please see the Information Use Framework Policy or contact the Information Governance Team.

Royal Cornwall Hospital Trust      [rch-tr.infogov@nhs.net](mailto:rch-tr.infogov@nhs.net)

## **1. Introduction**

- 1.1. Within the Trust there are a limited number of meeting spaces available for the delivery of training and to use for meetings.
- 1.2. The Trust has implemented a robust approach to the management of their limited meeting space, to ensure they are made available to be booked and used at optimal occupancy. This policy and procedure will address these issues.
- 1.3. This version supersedes any previous versions of this document.

## **2. Purpose of this Policy/Procedure**

- 2.1. To specify clear, well-defined roles about the booking and management of meeting space across the whole spectrum of staff.
- 2.2. Is designed to ensure that the Trust meeting space allocated for meeting and training purposes is utilised effectively and efficiently and all staff can identify and book available meeting space with ease.
- 2.3. Is designed to minimise the number of meetings that are held off site and thus reduce associated costs.

## **3. Scope**

- 3.1. This policy applies to all staff and external bodies booking meeting space at Royal Cornwall Hospital NHS Trust.
- 3.2. This policy covers all meeting space owned or leased by the Trust.

## **4. Definitions/Glossary**

- Bookwise - Online booking system that manages the meeting spaces.
- RCHT - Royal Cornwall Hospitals NHS Trust.
- Meeting space – The term used for meeting rooms/space, training rooms/space and all space used or could be used for meeting and training purposes that is available to be booked.
- Room Booking Administrator – The person who accepts meeting space requests on Bookwise.
- Knowledge Spa Team – The team, working for the Trust, who manage, operate and deliver the services to the Knowledge Spa.

## **5. Ownership and Responsibilities**

### **5.1. Chief Executive Officer**

The Chief Executive Officer has overall accountability for the cleanliness of the Trust and the cleaning activities that are delivered.

## **5.2. Role of Director of Estates and Facilities**

The Director of Estates and Facilities has overall accountability to ensure the meeting space under the control of RCHT is used efficiently and effectively, reducing the need for external space to be utilised. The Director has delegated the responsibility to the Facilities Department, through the Senior Facilities Manager.

## **5.3. Role of the Senior Facilities Manager**

The Senior Facilities Manager has overall responsibility for management of the Knowledge Spa and the meeting space Booking System and delegates the operational delivery of the policy to the Facilities Manager, with responsibility for the Knowledge Spa.

## **5.4. Role of the Facilities Manager**

- 5.4.1. The Facilities Manager has operational responsibility for managing the meeting space booking system and ensuring that meeting space is used in an efficient and effective manner.
- 5.4.2. The Facilities Manager will ensure that the Knowledge Spa space is used as required by the Trust Lease Agreements with the occupants in line with this policy.

## **5.5. Role of the Knowledge Supervisor**

The Knowledge Spa Supervisor have responsibility for bookable meeting space, in the Knowledge Spa, to include:

- Operational management and administration of all meeting space and meeting space booking arrangements.
- Ensuring the fair allocation of bookable meeting space.
- Ensuring priority bookings are handled in a timely manner.
- Considering appeals arising from a breach of the scope of this policy and the considerate use of meeting space.

## **5.6. The Knowledge Spa Administrator**

The role controls and administers the meeting space booking system and database, to include:

- Promptly action all requests for meeting space bookings.
- Send confirmation of meeting space bookings to the requestor.
- Identify and monitor requests for audio-visual equipment.
- Liaise with tenants regarding changes to meeting space bookings.

- Prioritise the bookings as per the guidelines of this policy.
- Create occupancy booking reports as requested.
- Create cancellation reports as requested.
- Monitor customer satisfaction and make recommendations to the knowledge spa manager for improvement of facilities.

### **5.7. Role of “Owners” of Departmental and Clinical Booking Space**

Bookable meeting space, within Trust Departments and Clinical Space is managed by the relevant Department, with the Room Booking Administrator, having responsibility for:

- The acceptance of booking requests received through Bookwise.
- Operational management and administration of all meeting space within their control
- Ensuring the fair allocation of bookable meeting space within their control
- Ensuring priority bookings are handled in a timely manner.

### **5.8. Role of the Space Utilisation Group**

The Space Utilisation Group is responsible for assuring the Trust that meeting space is utilised efficiently, and that meeting space maintains maximum occupancy as required.

### **5.9. Role of Individual Staff**

All staff members are responsible for:

- Ensuring that procedures for booking meeting space are followed.
- Ensuring booking requests are accurate and submitted in a timely fashion.
- Ensuring all booking cancellations and amendments are communicated in a timely fashion.
- Ensuring that meeting space is used appropriately and left clean and tidy after use.

## **6. Standards and Practice**

### **6.1. General Requirements**

- 6.1.1. All meeting space at RCHT must be registered for inclusion on the Bookwise System to ensure a Trust-wide approach to space utilisation and to ensure there is complete transparency over availability of space. No meeting space, within the Trust is truly owned by the department in which it is located and should be shared and made available, when not in

use.

- 6.1.2. Where possible, meetings should be undertaken virtually to reduce demand on the available meeting space and in accordance with the Cornwall Green Plan and support the NHS Net Zero aspirations.

## **6.2. Internal Booking Procedure (RCHT/Leaseholders)**

- 6.2.1. All booking requests must be made through Bookwise.

- For rooms in the Knowledge Spa and Postgraduate Centre use the Knowledge Spa drop down.
- For rooms in Hospital based meeting space use the Clinical site dropdown.

- 6.2.2. Bookings made through Bookwise are all provisional until confirmed by the Room Booking Administrator and no booking is guaranteed until a confirmation email has been received.

- 6.2.3. All meeting space requests will be prioritised as outlined in 6.4.

- 6.2.4. Bookings in the Knowledge Spa, for users other than the University of Plymouth Faculty of Health and University of Exeter Medical School will not be accepted for groups of less than six.

- 6.2.5. The number of delegates for other meeting space will be determined by the size of the meeting space with each meeting space has a maximum capacity, and these numbers are not to be exceeded.

- 6.2.6. Meeting space will be allocated according to the appropriateness of the requirements and size of the group. This may not in some cases be the original meeting space requested.

- 6.2.7. Bookwise details the opening hours of each meeting space. If a meeting space is required outside of their opening hours, this must be agreed, in advance, with the Knowledge Spa Team or the Host Department.

- 6.2.8. Room Booking Administrators will respond to meeting space booking requests submitted on Bookwise within 48 hours of receipt of a request.

- 6.2.9. RCHT and University staff members are not permitted to book meeting space on behalf of other organisations. Charges apply for meeting spaces used by external parties.

- 6.2.10. Students are not permitted to book meeting space; these must be arranged via their University.

- 6.2.11. Atrium spaces within the Knowledge Spa are not bookable during the working day. The space can be booked for events out of hours.

- 6.2.12. Meeting space must be vacated promptly at the end of the booked period.

- 6.2.13. Meeting space must be left clean and tidy, with furniture returned to its standard layout and all papers, crockery and rubbish removed.
- 6.2.14. No hospitality is allowed in the Knowledge Spa and Postgraduate Lecture Theatres.

### **6.3. External Booking Procedure (Non-RCHT/Leaseholders)**

- 6.3.1. For external bookings visit: [Knowledge Spa \(royalcornwallhospitals.nhs.uk\)](http://royalcornwallhospitals.nhs.uk)
- 6.3.2. All bookings made by non-RCHT/Leaseholders will be subject to the agreed meeting space hire rates and any extra costs for equipment or hospitality used. The Knowledge Spa Team must arrange these bookings.
- 6.3.3. Meeting space will need to be used and vacated in line with this policy or hire agreement.

### **6.4. Priority and booking allocation.**

#### **6.4.1. Knowledge Spa meeting space:**

- 6.4.1.1. Meeting space in the Knowledge Spa operates a priority booking system to ensure there is minimal impact on learning requirements for the Universities. Booking priority is in the following order:
- 6.4.1.2. All academic activities undertaken by University of Plymouth Faculty of Health and University of Exeter Medical School will be given priority and will be booked in for the full academic year.
- 6.4.1.3. Space not booked by the Universities will subsequently be made available in the following priority order:
- Trust Board will be considered up to 12 months in advance.
  - Learning and Development mandatory training will be considered up to 12 months in advance.
  - RCHT educational activity not delivered by Learning and Development will be considered up to three months in advance.
  - RCHT corporate events such as recruitment events, Executive Leadership Meetings, or large group activities where there is no alternative venue on site, and which would result in a cost to RCHT, will be considered up to three months in advance.
  - Income generating activity bookings will be considered up to three months in advance.

- All other RCHT bookings which relate to general business matters e.g. department meetings, will be considered up to 1 month in advance if the booking is unable to be accommodated in other meeting space across the RCHT site or undertaken virtually.
- For any other activity where an advance booking is required, the Facilities Manager will consult with the University of Plymouth Faculty of Health and University of Exeter Medical School prior to approving a request.

#### 6.4.2. Knowledge Spa Allocation

- 6.4.2.1. In accordance with the lease agreements with University of Plymouth Faculty of Health and University of Exeter Medical School, all academic activities will be given priority. No space will be released to other users until these activities have been scheduled.
- 6.4.2.2. The Knowledge Spa Team will work closely with University of Plymouth Faculty of Health and University of Exeter Medical School during the timetabling of the academic programmes.
- 6.4.2.3. University of Plymouth Faculty of Health and University of Exeter Medical School must provide full details of their academic requirements on the appropriate agreed template to the Facilities Manager – Knowledge Spa and Residences. The templates will be issued in January each year. The following timescales must be adhered to:
  - The Facilities Manager to receive details of all academic requirements by the last Friday of April each year.
  - Throughout the month of May, the Knowledge Spa Team will collate the data of the key stakeholders and identify any clashes between the different parties.
  - This information will be fed back to the stakeholders asking for solutions to any issues identified.
  - By the end of May each year any issues identified must be resolved and most meeting space booking requirements for the academic year will be finalised.
  - If an amicable solution cannot be reached, then the Facilities Manager will refer to the Schedule of Accommodation assigned to the lease between the RCHT and University of Plymouth dated 6 April 2006.
  - Meeting space booking data will be imported into Bookwise at the beginning of June each year. Throughout the month of June, University of Plymouth Faculty of Health and University of Exeter Medical School will have the opportunity to make

additions/alterations to the timetable data by submitting a written request via email [rch-tr.kspareception@nhs.net](mailto:rch-tr.kspareception@nhs.net) to the Facilities Manager.

- 6.4.2.4. During the first week of July each year space will be released, and a copy of the final template will be sent to all key stakeholders.
- 6.4.2.5. If timescales are not achieved, the Trust reserves the right to release the booking of space to other users and any additional bookings required by University of Plymouth Faculty of Health and University of Exeter Medical School after this date must follow the standard booking procedure as detailed in this Policy.
- 6.4.2.6. Once the academic timetables have been scheduled, the Knowledge Spa Team will have meeting space availability for the next academic year from 01 August until 31 July.
- 6.4.2.7. The Knowledge Spa Team will prioritise other meeting space booking requests as detailed in this policy.

6.4.3. Hospital meeting space, including Post Graduate Centre:

- 6.4.3.1. Meeting space in Hospital meeting spaces including Postgraduate Centre operates a priority booking system to ensure space is used as effectively as possible. Booking priority is in the following order:
- 6.4.3.2. Departmental meeting space located in the department can be booked up to a year in advance by the Department, with priority given to clinical or mandatory meetings such as Multidisciplinary Team (MDT), training, or meetings with external regulatory bodies.
- 6.4.3.3. All other RCHT bookings which relate to general business matters e.g. department meetings, will be considered up to 1 month in advance if the booking is unable to be accommodated in other meeting spaces across the RCHT site or undertaken virtually.
- 6.4.3.4. The department holding responsibility for the meeting space will accept or reject bookings. However, departments must not unnecessarily reject booking requests. If the space is available and meets the booking criteria, then booking should be accepted.
- 6.4.3.5. If a meeting space request has been submitted and the department has not accepted/rejected within 48 hours of receipt, Knowledge Spa Team will accept the booking if the space is available, and the date falls within the 1-month rule.
- 6.4.3.6. External bookings should not be taken, in RCHT meeting space without the agreement of the department where the space is located.

- 6.4.4. There is an expectation that RCHT meetings wherever possible will be accommodated in other meeting space across the RCHT site.
- 6.4.5. Knowledge Spa Team will reject RCHT booking requests for the Knowledge Spa when suitable space is identified within RCHT meeting space.
- 6.4.6. Meeting space should only be booked as required for events. Space should not be booked to prevent other users accessing the meeting space.

## 6.5. Hospitality

- 6.5.1. Meeting space hospitality should be arranged through the Trust's Catering Department: [rcht.hospitalityfunctions@nhs.net](mailto:rcht.hospitalityfunctions@nhs.net)
- 6.5.2. The user of the meeting space is responsible for the clearing of all hospitality items, from the space once the event has finished.

## 6.6. Cancellation

- 6.6.1. Meeting space throughout the Trust is in great demand and bookings that are no longer required should be cancelled as soon as possible and with at least 24 hours' notice.
- 6.6.2. Cancellation charges for external users will be applied as per the booking terms and conditions.

## 6.7. No show

- 6.7.1. Meeting space usage throughout the Trust is monitored to ensure that booked space is being used.
- 6.7.2. Staff, who find booked space not being used, should report this to the Knowledge Spa Team.
- 6.7.3. Persistent 'No Shows' will be refused access to make future bookings,
- 6.7.4. University of Plymouth Faculty of Health and University of Exeter Medical School activity will be monitored, if there are repeated 'no shows' for academic activity this will be highlighted to the University by the Facilities Manager.

## 6.8. Hire charges:

| Information Category                                                                                                                        | Detailed Information                 |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| University of Exeter Medical School and University of Plymouth Faculty of Health delivering their academic programmes in the Knowledge Spa. | Charged as per the lease agreements. |

| Information Category                                                                                                                                                                                         | Detailed Information                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| University of Exeter Medical School and University of Plymouth Faculty of Health which require a change to the standard arrangement of a meeting space in the Knowledge Spa.                                 | Charged as per the lease agreements.                               |
| RCHT groups and individuals with no income attached to the meeting between normal working hours.                                                                                                             | No Charge.                                                         |
| RCHT groups which require a change to the standard arrangement of a meeting space in the Knowledge Spa.                                                                                                      | Staff charges apply – refer to Knowledge Spa Team                  |
| RCHT, University of Plymouth Faculty of Health and University of Exeter Medical School activities with income e.g. activity is receiving external sponsorship or delegates are being charged for attendance. | Charges apply – refer to Knowledge Spa Team                        |
| RCHT groups/individuals providing recreational activities for staff.                                                                                                                                         | Charges may apply – refer to Knowledge Spa Team                    |
| Any RCHT, University of Plymouth Faculty of Health and University of Exeter Medical School activity which falls outside normal working hours                                                                 | Staff Charges may apply – refer to Knowledge Spa Team              |
| All external bookings e.g. not RCHT, University of Exeter Medical School or University of Plymouth Faculty of Health bookings.                                                                               | Details of meeting space charges available from Knowledge Spa Team |

## 6.9. Audio Visual Equipment and Support

6.9.1. Users should check details on Bookwise for information on what audio-visual equipment is available in each meeting space.

6.9.2. Knowledge Spa meeting space

- 6.9.2.1. All IT equipment in Knowledge Spa Seminar rooms is owned by the University of Plymouth and is not on the RCHT network. It is not possible to conduct a RCHT hybrid meeting in the Knowledge Spa seminar rooms.
- 6.9.2.2. Users must bring a laptop if they wish to use display equipment in Knowledge Spa seminar rooms. It is the responsibility of the meeting organiser to ensure they are familiar with the equipment prior to the meeting.
- 6.9.2.3. Any faults that occur with the equipment in the Knowledge Spa should be reported through the agreed University IT reporting structure for academic activity or via the Knowledge Spa Team for RCHT activity.

6.9.3. Hospital meeting space, including Post Graduate Centre

- 6.9.3.1. Most Hospital meeting space will not have inbuilt audio-visual equipment, in the meeting space.
- 6.9.3.2. Any IT faults that occur with the equipment must be reported to the Post Graduate team for the Post Graduate Centre and individual clinical areas for all other meeting spaces.
- 6.9.3.3. There is no user support provided for IT equipment in the Hospital based meeting spaces. It is the responsibility of the meeting organiser to ensure that they are familiar with the equipment prior to the meeting.

## **6.10. User Responsibility**

- 6.10.1. Where meetings are taking place in a Hospital meeting space, the organiser remains responsible for ensuring that all attendees, especially non-RCHT staff, are accompanied and adhere to Trust policy for patient privacy and dignity.
- 6.10.2. Attendees using Hospital meeting space should be respectful of the operational delivery taking place and not interfere with any clinical activities.
- 6.10.3. Meeting space must be left clear and tidy at the end of the booking. costs will be applied for additional cleaning and resetting of meeting space.
- 6.10.4. All confidential or sensitive material must be removed at the end of the meeting.
- 6.10.5. Space outside meeting space, including corridors must not be used as waiting areas, refreshment breakout space or as promotional space.
- 6.10.6. The host must ensure that all attendees are made aware of the Fire Safety Procedures for the meeting space and have a full understanding on the actions they need to take during fire incidents.
- 6.10.7. Meeting space users must ensure that their usage and booking does not impact on the Trust security standards and add any additional risk to the Trust.

## **6.11. Accessibility and Adaptability**

- 6.11.1. When booking meeting space, the needs of attendees should be considered. Not all meeting space are easily accessed or fully adapted to meet everyone's special requirements or additional needs.
- 6.11.2. Consider the additional needs of meeting space attendees throughout the meeting space booking process and speak with the meeting space owner/host to assess if the space is suitable to meet the requirements or needs.

## 6.12. Meeting space Standards and Usage

6.12.1. The Knowledge Spa Team will undertake regular audits of meeting space to ensure the space is being used, as booked and that the standards are being maintained.

6.12.2. The Knowledge Spa Team will produce occupancy, cancellation and no-show reports each month.

## 6.13. Complaints

6.13.1. All concerns about meeting space should be directed to the Knowledge Spa Team, in the first instance.

6.13.2. Fire Safety, health and safety and compliance impactors should be reported on the Trust's Datix system.

## 7. Dissemination and Implementation

7.1. This policy will be placed on the documents library and all staff involved in managing bookings will be provided further information on the processes and operating procedures.

7.2. Tenants of the Knowledge Spa will be provided with the policy along with associated documents.

## 8. Monitoring compliance and effectiveness

| Information Category                  | Detail of process and methodology for monitoring compliance                                           |
|---------------------------------------|-------------------------------------------------------------------------------------------------------|
| Element to be monitored               | Utilisation of the meeting spaces including cancellation and any associated income.                   |
| Lead                                  | The Senior Facilities Manager with responsibility for the Knowledge Spa                               |
| Tool                                  | The "Bookwise" Booking System will be used to monitor usage, cancellations, and income.               |
| Frequency                             | Reports will be generated monthly for submission to the Site Utilisation Group.                       |
| Reporting arrangements                | Site Utilisation Group.<br>The report will be an agenda item and any actions recorded in the minutes. |
| Acting on recommendations and Lead(s) | The Site Utilisation Group will report back to the Facilities Manager on any actions required.        |

| Information Category                               | Detail of process and methodology for monitoring compliance                                                                                                                                                          |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Change in practice and lessons to be shared</b> | Required changes to practice will be identified and actioned. A lead member of the team will be identified to take each change forward where appropriate. Lessons will be shared with all the relevant stakeholders. |

## 9. Updating and Review

This policy is to be updated and reviewed every three years or sooner where there have been any operational or service changes.

## 10. Equality and Diversity

10.1. This document complies with the Royal Cornwall Hospitals NHS Trust service Equality and Diversity statement which can be found in the [Equality Diversity And Inclusion Policy](#) or the [Equality and Diversity website](#).

10.2. Equality Impact Assessment

The Initial Equality Impact Assessment Screening Form is at Appendix 2.

## Appendix 1. Governance Information

| Information Category                                                     | Detailed Information                                                                                                                                   |
|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Document Title:</b>                                                   | Meeting Space Booking Policy V3.0                                                                                                                      |
| <b>This document replaces (exact title of previous version):</b>         | Booking Meeting and Training Rooms Policy V2.0                                                                                                         |
| <b>Date Issued/Approved:</b>                                             | June 2024                                                                                                                                              |
| <b>Date Valid From:</b>                                                  | July 2024                                                                                                                                              |
| <b>Date Valid To:</b>                                                    | July 2027                                                                                                                                              |
| <b>Author/Owner:</b>                                                     | Helen Tyler, Senior Facilities Manager                                                                                                                 |
| <b>Contact details:</b>                                                  | 01872 256400, <a href="mailto:rch-tr.kspareception@nhs.net">rch-tr.kspareception@nhs.net</a>                                                           |
| <b>Brief summary of contents:</b>                                        | The purpose of this document is to set out how the meeting and training space at Royal Cornwall Hospital NHS Trust is booked, managed, and maintained. |
| <b>Suggested Keywords:</b>                                               | Meeting rooms, training rooms, booking process.                                                                                                        |
| <b>Target Audience:</b>                                                  | <b>RCHT:</b> Yes<br><b>CFT:</b> No<br><b>CIOB ICB:</b> No                                                                                              |
| <b>Executive Director responsible for Policy:</b>                        | Director of Estates and Facilities                                                                                                                     |
| <b>Approval route for consultation and ratification:</b>                 | Estates and Facilities Performance and Governance Group                                                                                                |
| <b>Manager confirming approval processes:</b>                            | Head of Facilities                                                                                                                                     |
| <b>Name of Governance Lead confirming consultation and ratification:</b> | Performance Improvement, Governance and Compliance Manager, Estates and Facilities                                                                     |
| <b>Links to key external standards:</b>                                  | None                                                                                                                                                   |
| <b>Related Documents:</b>                                                | None                                                                                                                                                   |
| <b>Training Need Identified:</b>                                         | Yes – any staff with responsibility for accepting bookings and management meeting or training rooms.                                                   |

| Information Category                                                                    | Detailed Information                |
|-----------------------------------------------------------------------------------------|-------------------------------------|
| <b>Publication Location (refer to Policy on Policies – Approvals and Ratification):</b> | Internet and Intranet               |
| <b>Document Library Folder/Sub Folder:</b>                                              | Estates and Facilities / Facilities |

### Version Control Table

| Date           | Version Number | Summary of Changes                                                                                                                                                                                   | Changes Made by                                                                                            |
|----------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| November 2014  | V1.0           | Initial Issue                                                                                                                                                                                        | Gill Pipkin, Site Utilisation and Sustainable Development Manager.<br>Karen Fallows, Knowledge Spa Manager |
| September 2017 | V1.01          | Addition of appendix 4. Knowledge Spa Room Booking Policy                                                                                                                                            | Phil Bond, Governance Lead, Estates and Facilities                                                         |
| November 2018  | V2.0           | Minor updates to the Roles and Responsibilities to clarify and separate.<br><br>Knowledge Spa Manager. Addition of Director role, Summary added. Addition of appendix detailing Trust meeting rooms. | Karen Fallows, Knowledge Spa Manager                                                                       |
| June 2024      | V3.0           | Full review of policy including a total rewrite                                                                                                                                                      | Karen Fallows, Facilities Manager – Knowledge Spa and Residencies                                          |

**All or part of this document can be released under the Freedom of Information Act 2000.**

**All Policies, Strategies and Operating Procedures, including Business Plans, are to be kept for the lifetime of the organisation plus 6 years.**

**This document is only valid on the day of printing.**

### Controlled Document.

This document has been created following the Royal Cornwall Hospitals NHS Trust [The Policy on Policies \(Development and Management of Knowledge Procedural and Web Documents Policy\)](#). It should not be altered in any way without the express permission of the author or their Line Manager.

## Appendix 2. Equality Impact Assessment

### Section 1: Equality Impact Assessment (EIA) Form

The EIA process allows the Trust to identify where a policy or service may have a negative impact on an individual or particular group of people.

For guidance please refer to the Equality Impact Assessment Policy (available from the document library) or contact the Equality, Diversity, and Inclusion Team  
[rcht.inclusion@nhs.net](mailto:rcht.inclusion@nhs.net)

| Information Category                                                                                                                | Detailed Information                                               |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| <b>Name of the strategy/policy/proposal/service function to be assessed:</b>                                                        | Meeting Space Booking Policy V3.0                                  |
| <b>Department and Service Area:</b>                                                                                                 | Estates and Facilities                                             |
| <b>Is this a new or existing document?</b>                                                                                          | Existing                                                           |
| <b>Name of individual completing EIA</b><br>(Should be completed by an individual with a good understanding of the Service/Policy): | Karen Fallowes, Facilities Manager – Knowledge Spa and Residencies |
| <b>Contact details:</b>                                                                                                             | 01872 256400                                                       |

| Information Category                                                                                                                  | Detailed Information                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <b>1. Policy Aim - Who is the Policy aimed at?</b><br>(The Policy is the Strategy, Policy, Proposal or Service Change to be assessed) | All staff booking and using meeting rooms, training rooms or meeting space throughout the Trust |
| <b>2. Policy Objectives</b>                                                                                                           | To ensure that all staff are clear of their obligations when requesting to use meeting space.   |
| <b>3. Policy Intended Outcomes</b>                                                                                                    | Regulated the booking and use of meeting space                                                  |
| <b>4. How will you measure each outcome?</b>                                                                                          | Review the booking Key Performance Indicators on space usage.                                   |
| <b>5. Who is intended to benefit from the policy?</b>                                                                                 | All staff.                                                                                      |

| Information Category                                                                     | Detailed Information                                                                                                                                                                             |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>6a. Who did you consult with?</b><br>(Please select Yes or No for each category)      | <ul style="list-style-type: none"> <li>Workforce: Yes</li> <li>Patients/visitors: No</li> <li>Local groups/system partners: No</li> <li>External organisations: No</li> <li>Other: No</li> </ul> |
| <b>6b. Please list the individuals/groups who have been consulted about this policy.</b> | <b>Please record specific names of individuals/ groups:</b><br>Estates and Facilities Performance and Governance Group.                                                                          |
| <b>6c. What was the outcome of the consultation?</b>                                     | Agreed                                                                                                                                                                                           |
| <b>6d. Have you used any of the following to assist your assessment?</b>                 | <b>National or local statistics, audits, activity reports, process maps, complaints, staff, or patient surveys:</b><br>No                                                                        |

## 7. The Impact

Following consultation with key groups, has a negative impact been identified for any protected characteristic? Please note that a rationale is required for each one.

Where a negative impact is identified without rationale, the key groups will need to be consulted again.

| Protected Characteristic                                                                            | (Yes or No) | Rationale                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Age</b>                                                                                          | No          | No anticipated impact                                                                                                                                                                                                                   |
| <b>Sex</b> (male or female)                                                                         | No          |                                                                                                                                                                                                                                         |
| <b>Gender reassignment</b><br>(Transgender, non-binary, gender fluid etc.)                          | No          |                                                                                                                                                                                                                                         |
| <b>Race</b>                                                                                         | No          |                                                                                                                                                                                                                                         |
| <b>Disability</b> (e.g. physical or cognitive impairment, mental health, long term conditions etc.) | No          | There are some meeting rooms where access is limited due to steps or similar. This should be discussed as part of the special requirements when booking. Meeting rooms do not have hearing loops with the exception of Bedruthan House. |
| <b>Religion or belief</b>                                                                           | No          | This policy describes a general administrative activity that has no impact on religion or beliefs.                                                                                                                                      |

| Protected Characteristic                                               | (Yes or No) | Rationale                                                                                                               |
|------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Marriage and civil partnership</b>                                  | No          | This policy describes a general administrative activity that has no impact on whether an individual is married or other |
| <b>Pregnancy and maternity</b>                                         | No          |                                                                                                                         |
| <b>Sexual orientation</b> (e.g. gay, straight, bisexual, lesbian etc.) | No          |                                                                                                                         |

**A robust rationale must be in place for all protected characteristics. If a negative impact has been identified, please complete section 2. If no negative impact has been identified and if this is not a major service change, you can end the assessment here.**

I am confident that section 2 of this EIA does not need completing as there are no highlighted risks of negative impact occurring because of this policy.

Name of person confirming result of initial impact assessment: Helen Tyler, Senior Facilities Manager

**If a negative impact has been identified above OR this is a major service change, you will need to complete section 2 of the EIA form available here:**  
[Section 2. Full Equality Analysis](#)