

Integrated Impact Assessment

Llais Annual Plan 2026–2027

Please complete the table below and state whether the following groups will be positively or negatively impacted by your work or whether it will have no impact at all.

Protected Characteristics	None	Positive	Negative	Assessment
Age		X		<p>Children and young people are a specific focus for this year. We know that intersections of protected characteristics can be complex especially in social care.</p> <p>The priority focus of this group is essential, particularly for service redesign, particularly in mental health, neurodevelopmental pathways and transition points – this is an area we have been hearing about over the last 12 months, as children and young people move into adult services.</p>

				<p>We also recognise that older people face barriers in accessing services, particularly for those in rural areas (see 'Rurality.')</p>
Disability		X		<p>Mental health and neurodivergent services are both focuses for this year's annual plan.</p> <p>We have heard from LGBTQ+ people that they face challenges and barriers when trying to access mental health support.</p> <p>We know that neurodivergent people are more likely to be gender non-conforming and/or identify as trans. Whilst there is no evidence of causation, there is some evidence of correlation. We know that minority ethnic individuals also face challenges accessing diagnostic pathways and support services. This area of work may also impact on those assigned female at birth and those seeking diagnosis or support later in life due to being misdiagnosed or falling through the gaps due to biased diagnostic criteria.</p> <p>Improving how we recruit, welcome and retain colleagues is likely to have a positive impact on this group as work undertaken will link with any actions and good practice as set out in the Disabled People's Rights Plan.</p>

				As part of this work, we are continuing to move towards a proactive offer of alternative formats to our documents to reduce the burden on disabled and people in accessing information.
Gender Reassignment		X		<p>Sharing learning on what enables meaningful engagement with different groups should impact positively on this group. This will build on our existing 'Listening to Us' project, working with partners like Pride Cymru to better understand what it means to be heard and how that impacts on people's experiences and overall wellbeing.</p> <p>As part of our growth as an organisation, there will be more focus on increasing inclusion for trans and non-binary colleagues, helping people feel safe and more supported at work. This has developed from learning that we have taken from our new equality monitoring data capture. Work will include considering processes, policies, wellbeing and continuing conversations with public bodies like the Disclosure and Barring Services on updating administrative forms and systems.</p>
Marriage/Civil Partnership	X			No impacts identified; however, this area will continue to be reviewed as progress commences against the actions set out in the annual plan.

Pregnancy/Maternity		X		<p>Maternity and neonatal services are a particular focus for this year's annual plan. This has the potential to overlap with other areas of intersection e.g., gender identity, Welsh language, religion, disability, socio-economic and race. We have heard previously from underrepresented groups that experiences of maternity services were different dependent on one or more of their protected characteristics.</p>
Race		X		<p>Our People's Principles emphasise inclusive and fair services, which provides a platform for anti-racist practice. We continue to work towards our own actions under the Anti-Racist Wales Action Plan as part of our own growth, learning and development.</p> <p>We have heard that racialised communities face barriers when accessing care, the most common themes we heard were barriers for minority groups accessing social services, including Gypsy, Roma, and Irish Travellers communities, employment support gaps, language and cultural needs, cultural insensitivity and mental health inequalities.</p> <p>There are several areas of work that have the potential to positively impact this group and amplify minority ethnic voices, including building on our <i>'Listening to Us'</i> project.</p>
Religion/belief		X		<p>There is potential for this work to impact on this group.</p>

			<p>Recent research has shown that of the young people receiving social care support in Wales, Muslim children and those from other religious backgrounds are less likely to visit their GP but more likely to be admitted to hospital.</p> <p>Our work internally and externally embedding the People's Principles and wider commitments to accessibility, fairness and inclusive engagement has inherent benefits for people whose faith or belief may affect how and when they access services.</p> <p>There is scope as part of our wider learning to work more closely with faith-based organisations and groups to further our understanding of their experiences across the health and social care sector.</p> <p>We already consider religious and cultural holidays and events when planning engagement activities and advocacy appointments and this will continue.</p>
Sex		X	<p>Our focus on women's health and maternity/neonatal services is likely to positively impact on those assigned female at birth. This aligns with The Women's Health Plan for Wales and the National assurance assessment of maternity and neonatal services in Wales.</p>

				<p>We also recognise this may lead to improvements in outcomes for gender non-conforming, trans and intersex people and people who experience differences in sex development.</p> <p>Our focus on mental health is also likely to benefit men, including trans men. We know that men are more likely to die by suicide and it is crucial that that men receive the support they need to improve their wellbeing.</p>
Sexual Orientation		X		<p>As mentioned, we know that LGBTQ+ people face barriers in accessing health and social care services, particularly around mental health and gender identity pathways.</p> <p>Recent UK wide research also suggests that LGBTQ+ adults experience multiple disadvantages on their health and social care services pathways influenced by other experiences like homelessness, substance use and criminal justice.</p> <p>This highlights how complex health and social care is and the importance of intersectionality in our conversations with policy and decision-makers across Wales.</p>

			<p>Building on our partnerships and relationships with other public sector bodies, third-party organisations and community services and groups is crucial to help us to further inform this area.</p> <p>We strive to provide inclusive engagement and the plan centres safety and respect which directly supports LGBTQ+ people who we have heard feel unheard or misunderstood in health and social care systems.</p> <p>Our ongoing work to create safe ways for people to share their experiences, we hope that this may include more disclosure of experiences where people may have faced discrimination, inappropriate assumptions or exclusion in services as highlighted in the LGBTQ+ Action Plan for Wales.</p>
Wales-specific considerations			
<p>Health</p> <p> If your work contributes to reducing health inequalities in Wales please provide more detail.</p>		X	<p>Utilising our functions such as representations, engagement activities and complaints advocacy service, there is potential for us to be able to directly impact and reduce health inequalities across Wales through our work.</p> <p>This relies on us continuing our National Conversation with the people of Wales, learning from complaints and lived experiences to make meaningful</p>

				representations and embedding our People's Principles as a public accountability standard.
Socio-Economic		X		<p>Our annual plan highlights inequalities linked to deprivation, and we know that those in deprived areas live up to 20 years fewer in good health than those who do not.</p> <p>One of our focuses for this year is to prioritise engagement with communities who are experiencing poorer outcomes, in partnership with community groups and those working in deprived areas to increase shared learning, good practice and the likelihood of reducing health inequalities for this group.</p> <p>This aligns with the Socio-Economic Duty and reflects part of our growth around social mobility, and improved monitoring to ensure representation from a range of backgrounds within Llais.</p>
Well-being of Future Generations  If your work uses the 5 ways of working/helps to meet the 7 well-being goals include them here.		X		<p>There are a number of ways of working and well-being goals that this plan supports as part of the Well-being of Future Generations.</p> <p>Long-Term – the plan focuses on sustainability of health and social care systems and tackling long-term inequalities (health, access, digital and language). Preparing our next Strategic Plan with communities and partners also demonstrates this.</p>

			<p>Prevention- the plan focuses on earlier intervention, digital inclusion and addressing delays in access. Engagement with communities experiencing the most inequalities should help with widening gaps.</p> <p>Integration- The People’s Principles and priority work aim to drive joined-up care, supporting cross-system integration. This includes multi-partner collaboration e.g., Digital Inclusion Alliance, Digital Health and Care Wales, which helps to align system improvements.</p> <p>Collaboration- as mentioned, there is a strong emphasis on partnership working with national and regional bodies to shape services, this includes the launch of the People’s Principles Alliance and regional Sounding Boards.</p> <p>Involvement- the plan shows clear commitment to involving Welsh communities, especially those with lived experiences. Our areas of focus include children and young people, carers, rural communities, Welsh speakers, and people most affected by inequalities.</p>
<p>Welsh Language</p> <p> Please provide detail on whether:</p>		X	<p>Under the Welsh Language Measure 2011 we already commit to Welsh language parity in all our correspondence and work under this plan also closely aligns with our Strategic Equality Plan 2024-2028 to</p>

<ul style="list-style-type: none"> • Your work positively or negatively impacts the Welsh language. • Your work affects or impacts Welsh language users. • Your work will be available in Welsh and not treat Welsh less favourably than the English. 				<p>promote ‘Welsh language first-thinking’ within our organisation.</p> <p>However, we know from our spotlight report and ‘<i>The Health and Social Care We Want</i>’ project that Welsh speakers frequently face inequalities when trying to access care in their first language. Our People’s Principles emphasise communication that is clear, honest and accessible, directly supporting Welsh speakers’ rights.</p> <p>There are several areas of the plan that may positively impact on Welsh speakers, including our involvement in digital technology and working with partners like the Digital Inclusion Alliance to ensure that Welsh language speakers do not get excluded or left behind, particularly where digital tools are developed or under-resourced.</p>
Additional considerations				
Carers/Care-Experienced or those with caring responsibilities		X		<p>This plan is likely to positively impact on this group. We acknowledge the intersect with other categories in this assessment like sex – we know that women are more likely to be carers than men and that this can link with poverty and financial hardship.</p>

			<p>We know through our regional and national engagement that unpaid carers are under immense pressure and face barriers to timely support.</p> <p>We have recently fed back what we have heard to Welsh Government as part of their consultation on the Draft national strategy for unpaid carers 2026.</p> <p>Our People's Principles emphasise support while waiting, joined up care and care that enables independence which aligns with carers' needs.</p> <p>We know through what we have heard and our learning through partners that flexibility around dates, times and how people participate in engagement is crucial to ensure that carers are able to take part and share their lived experiences.</p> <p>Our flexibility under this year's iteration of our annual plan will not change and we will use this alongside other data we capture e.g., via our complaints advocacy services to get a better picture of what is happening across Wales.</p>
<p>Digital Inclusion</p> <p> Please include any of the Digital Inclusion</p>		X	<p>The annual plan has the potential to impact positively on this group.</p>

<p>Charter pledges that your work will progress.</p>			<p>There is a strong emphasis on digital inclusion throughout the plan, particularly on how people’s voices inform national discussions and policies.</p> <p>As mentioned, we will continue to work with partners like Digital Alliance Wales to ensure we support equity and equality, particularly where characteristics intersect and overlap e.g., disabled people, older adults, people on low incomes/socio-economically disadvantaged, rural communities and Welsh speakers.</p> <p>This work includes direct engagement on things like the NHS Wales App and other digital tools as well as the creation of a citizen panel on digital inclusion – supporting our aim to broaden the reach of services across underrepresented and marginalised groups like carers, disabled people and young people.</p>
<p>Rurality</p> <p> If applicable to your work, please outline how you have considered rural and/or coastal communities.</p>		<p>X</p>	<p>Our spotlight on rural health and social care in Wales highlighted resourcefulness and innovations of rural communities in terms of health and social care. However, it also highlighted challenges such as long travel distances, limited transport options and fewer nearby services.</p> <p>Rurality is a focus area as part of this annual plan this year – we know this impacts on multiple</p>

				characteristics within this assessment including carers, those with socio-economic disadvantage, older people and disabled people.
Armed Forces Covenant  This means that we will make sure that people and their families are not treated unfairly by us as members of the Armed Forces or because they may have been ill or injured during their service.		X		<p>Last November, Llais signed the Armed Forces Covenant.</p> <p>As part of that commitment, this group will be one of our priority focuses for this year. From our conversations with the armed forces community so far, we have heard that veterans and serving personnel face distinct health and social care challenges e.g., mental health, mobility and service-awareness amongst providers.</p> <p>This annual plan has the potential to positively impact on this group, allowing us to improve our partnerships with Armed Forces charities and NHS Armed Forces Leads on a regional and national basis.</p> <p>Specific considerations around engagement will be considered as part of any IIA's that accompany our planning for events and activities to ensure they are trauma-informed and suitable. Likewise, any further learning around this area in terms of complaints advocacy will also be embedded.</p>

Overall Assessment of the impacts on particular groups

Summary

The Llais Annual Plan 2026-2027 has the potential to positively impact across all groups considered within this assessment. The plan is strongly aligned with the People's Principles and our Strategic Equality Plan 2024-2028, as well as wider statutory duties.

There is a clear commitment to reducing inequalities, amplifying seldom-heard voices and ensuring that peoples lived experiences shape service improvement in health and social care.

The plan has the potential benefits for disabled people. children, older people, carers, racialised communities, faith groups, the armed forces community, digital inclusion, those living in rural areas and LGBTQ+ communities, using previous learning and recognising the need for inclusive, trauma-informed participation.

What action has been/will be taken to mitigate any potential negative impact(s) on particular groups?

Whilst no negative impacts have been identified to any of the groups included in this assessment, we continue to listen and engage with the people of Wales in ways that work best for them. This includes face-to-face and online, in Welsh and other community languages, BSL, Easy Read. We recognise the importance of different routes in our work to ensure people are digitally included, critical for disabled people who face accessibility problems, as well as those who are more likely to be digitally excluded or left behind.

We are continuing building good working relationships with organisations and community groups to ensure those we are less likely to hear from have their voices amplified to make sure they shape their health and social care services.

We will make sure that our regional Sounding Boards consider a range of voices to ensure they are representative of the diverse communities we have in Wales.

Welsh Language

'See *Welsh Language*.'

Outcome

We are confident this assessment meets our Welsh language duties under the Welsh Language Standards and Welsh Language Measures 2011.

Data Protection**Outcome**

No DPIA required for this plan – any handling of personal or sensitive data as part of related work under this plan will have their own DPIA where required.

Document considered by Charysse Harper (Head of Equity, Diversity, Inclusion and Wellbeing) on 18 March 2026.