

**Item: 12**

**Title: Annual Equality Monitoring Report 2025/2026**

<b>Gweithredu / Action required -</b>	Any comments welcome, if Board wishes to feedback.
<b>Amseru / Timing</b>	Routine
<b>Argymhelliad / Recommendation</b>	That the Board agrees the publication of our Annual Equality Monitoring Report 2025/2026
<b>Risg / Risk</b>	No risks identified in relation to our duties. Any future risks will be reported to our Audit and Risk Assurance Committee and Workforce, Remuneration and Terms of Service Committee, as appropriate.
<b>Cyllid / Finance</b>	N/A
<b>Amcan Cynllun Corfforaethol / Corporate Plan Objective</b>	Equality Act 2010 and other legislation.  Annual Plan: Growing and improving as an organisation  Strategic Equality Plan (SEP)
<b>Ecwiti, Amrywiaeth a Chynhwysiant / Equity, Diversity &amp; Inclusion</b>	Any major policy or process changes and any activities within this report would have had their own individual Integrated Impact Assessment. The SEP has its own.
<b>Cyfathrebu / Communications</b>	Please tick one of the following boxes if this activity will have an impact on: <b>Internal:</b> our people <input checked="" type="checkbox"/> <b>External:</b> our customers/partners/stakeholders <input checked="" type="checkbox"/> <b>External:</b> our organisation's reputation <input checked="" type="checkbox"/>
<b>Cymeradwyaeth / Approval/Clearance</b>	Ben Eaton
<b>Trafodaethau/ Penderfyniadau Blaenorol / Previous discussions/decisions</b>	Annual Equality Monitoring 2024-2025, March 2025.
<b>Awdur/ Cyflwyno / Author/presenting</b>	Charysse Harper & Roxanne Treacy/Ben Eaton

## Dyddiad / Date

## Cefndir / Background

The Annual Equality Report 2025-2026 is Llais' second statutory report under the Equality Act 2010 and Public Sector Equality Duty. It covers progress made between 1 April 2025 and 31 March 2026 and demonstrates how Llais is meeting its legal responsibilities relating to equality.

The report outlines progress against the four objectives in the Strategic Equality Plan 2024-2028: Our services, Our people, Our culture, Our engagement.

Information in the report is based on data from workstreams across the organisation as well as insights from our Client Record Management System (CRM), Employee Records System (ESR), our engagement activities, representations, position statements, consultation responses complaints advocacy service and commissioned research.

Its purpose is to demonstrate compliance, showcase progress, identify challenges and outline learning that will shape future priorities.

The final draft text version of the report is available at Appendix 1. Once approved, the report will be published in a range of designed and accessible versions.

## Manylion / Detail

### Our services

#### Assessment: Effective

#### Strengthening our Integrated Impact Assessments (IIA's)

- Refresher training delivered; quality monitoring introduced.
- CRM-based reminders to be introduced to increase completion during busy periods.
- Staff reported better understanding of intersectionality and improved decision-making.

#### Improved National Stakeholder Register

- Data quality strengthened.

- Fully embedded into our Customer Relationship Management (CRM) system for consistency and visibility across regions.

## **Improved Collaboration with Equity, Diversity and Inclusion Leads**

- Engagement with all Health Boards and Local Authority Leads – utilising Welsh Local Government Association to connect with dedicated equality networks.
- Growing connections with Public Health Wales and Social Care Wales.

This should support more co-ordinated national and local engagement.

## **Our people**

### **Assessment: Somewhat effective**

#### **Policy development and review**

- Policies reviewed with IIAs included in all consultations
- New neonatal policy introduced
- Work slowed due to resource pressures and complex legal challenges (biological sex ruling); preparation for required updates underway.

#### **Recruitment Improvements**

- Increased job advertising reach – data used to assess trends and barriers.
- Interview questions trial – now provided in advance for all candidates.
- Considered how to align our own practices with the Disabled People's Rights Action Plan.

#### **Wellbeing and Inclusion**

- Wellbeing survey redesigned.

- Embedding of Llais behavioural framework.
- Inclusion Passport developed.
- Increased visibility of wellbeing breaks and celebration of staff achievements.

## **Complaints Advocacy Improvements**

- Development of policies for complex cases and case load management.

## **Our culture**

### **Assessment: Effective**

### **Upstander Behaviour**

- Mandatory training for all staff, embedded into induction.
- Bespoke training in development for challenging conversations.
- Behavioural framework discussed monthly via Y Gair.

## **Our engagement**

### **Assessment: Effective**

### **Equality Monitoring**

- Internal and external forms redesigned to align with best practice.
- Staff trained; toolkit created for sensitive discussions.
- Improved ability to benchmark against Welsh population data.

## **Accessibility Improvements**

- Improved partnership working with d/Deaf organisations leading to consultation on improving our own offer for BSL users e.g., the introduction of a Video Relay Service.
- Website accessibility audit completed and accessibility statement updated.

- New WCAG 2.2 AA- compliant website in development – in consultation with all major stakeholders to ensure suitability and accessibility.
- More use of plain language, posters, videos and infographics.

## **National engagement project highlights**

### **The Health and Social Care We Want**

Engaged over 3000 people, developed the People's Principles to guide service improvement.

### **Listening to us**

Targeted underrepresented groups, working with key national equality organisations.

### **Silly Rules campaign**

Jointly delivered with Bevan Commission to identify unnecessary administrative barriers in health and social care.

### **Welsh Language commitments**

- IIA's updated to strengthen Welsh language considerations in line with Welsh Language Commissioner's recommendations.
- Over 2 million words translated internally.
- Celebration of Welsh cultural events and increased support for staff.
- Active involvement in Mwy na Geiriau Advisory Board to strengthen service-user voice.
- Published our first Annual Welsh Language report.

We continue to build strong working relationships with the Welsh Language Commissioner's Office to ensure people can access support fairly in Welsh.



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We recently welcomed the Deputy Welsh Language Commissioner to our video podcast under *The Health and Social Care Want* national conversation.

### **Anti-racism actions**

- Stronger partnerships with minority ethnic organisations and others active in underrepresented voice spaces.
- Llais dress code updated for cultural inclusion.
- Reinforced zero-tolerance stance on racism.
- Anti-racism mandatory e-learning module introduced.
- Increased community engagement with minority-led organisations.
- Participation in conferences and formal networks – Social Care Wales EDI expert group and Anti-Racist Wales social care sub-group.
- External learning tools shared to strengthen cultural competency and engagement.

Evidence from engagement highlights language barriers and cultural misunderstandings in health and social care. We are hearing more from our clients using racist and non-tolerant language towards health and social care staff.

Whilst no racist experiences from a service user perspective have been captured by Llais this year, we know they may have occurred and we have not heard about them.

Continuing to develop our relationships with minority-led organisations is key to help build trust and increase disclosure.

### **Llais staff profile: key insights**

- Aging workforce: over 70% aged 36-60, very low representation under 30.

- Disability disclosure is low (9.1%) whilst ethnicity disclosure is mixed.
- Gender and trans identity have high rates of non-disclosure (but positive engagement from those who have disclosed).
- High proportion of LGB+ staff (9.1%), above Welsh average.
- Socio-economic backgrounds appear diverse, limited by high levels of non-disclosure.

These insights indicate both progress and clear areas where inclusion confidence must grow. We expect disclosure rates to improve as staff and volunteer confidence in the new reporting mechanism grows. Work around inclusion in underrepresented areas e.g., ethnicity, disability and gender and trans identity is planned in 2026-2027 to demonstrate support and ongoing commitments to inclusion and diversity within Llais.

## **Next steps**

Learning from this year's report to be taken forward into next financial year's priorities under the Strategic Equality Plan. This includes:

- Increased awareness of neurodivergent conditions and reasonable adjustments.
- Build and launch of new WCAG 2.2 AA compliant website with greater scope and accessibility features.
- Improving disability and minority ethnic representation in recruitment.
- Developing a tailored Wellbeing Action Plan considering connected workstreams and long-term planning.
- Increased accessibility across Llais, including improved access for d/Deaf communities and 1 member of staff per region starting BSL level 1 learning.



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- Developing guidance for challenging conversations and exploring dedicated learning and development to equip staff with confidence and skills to help de-escalate conversations.
- Building on 'Listening to us' project, increasing what we are hearing from marginalised and underrepresented communities to ensure better representation.