

Foreword

We are pleased to present our second Annual Equality Report, covering 1 April 2025 to 31 March 2026.

As Wales's independent voice for health and social care, our work focuses on listening to people across every community and making sure their experiences shape better care and fairer outcomes.

We remain committed to challenging inequality, discrimination and prejudice and to supporting Wales's ambition to become an anti-racist nation.

Thank you to the public, our staff and all partners who helped us make progress this year.

Llais Pawb

Draft

Who we are

We are Llais, it means “voice” in Welsh.

Llais is a Welsh Government–sponsored body created to ensure people across Wales have a stronger voice in health and social care. We work with NHS organisations, local authorities and community partners to improve services.

We have around 99 staff and a growing number of volunteers across a national team and seven regional teams, they cover: Cardiff & Vale of Glamorgan, Cwm Taf Morgannwg, Gwent, Neath Port Talbot & Swansea, North Wales, Powys and West Wales

Our vision: We believe in a healthier Wales. A health and social care system where people get the services they need in a way that works best for them and is ready for whatever the future holds.

Our mission: We make it our mission to listen carefully, locally, regionally and nationally, and to increase the impact of people’s voices in shaping services.

Our values

People-driven – our work is driven by the concerns of the people in Wales.

Working together- working together across our regions, with the public and others we can help reduce inequalities and make people’s voices heard.

Integrity- we make sure we are honest and accountable for all we do and the ‘why’ behind our decision-making is clear.

What this report is for

Our legal duties and responsibilities

We must report each year on how we are meeting the General Equality Duty set out in the Equality Act 2010 and publish an annual equality report by 31 March to show how we are meeting our equality responsibilities.

Our legal duties and responsibilities include:

- The Equality Act 2010
- The Public Sector Equality Duty
- The Wellbeing of Future Generations (Wales) Act 2015)
- The Welsh Language Standards 2016
- Welsh Government action plans and guidance

This report explains how we are meeting these and our progress against the equality objectives in our **Strategic Equality Plan 2024–2028**.

Identifying and collecting relevant information

We collect information from many different places to make sure our work reflects the real experiences of people across Wales.

We use information from:

- national and regional data on engagement, representations and complaints advocacy
- what we hear directly from people through events, surveys, consultations and advocacy work
- our 'Share Your Story' survey
- research we have commissioned
- information from partners across the public, voluntary and third sectors
- data from our Employee Records System (ESR) and Customer Relationship Management System (CRM)

We use important external information, such as reports from UK Government, Welsh Government, the Equality and Human Rights Commission, and others who work with or support the public.

This helps us plan our work, shape our national and regional priorities, and improve the representations we make to health boards and local authorities.

Equality Objectives for 2024-2028

We launched our first Strategic Equality Plan in April 2024. Our equality objectives were shaped by our vision, our values, and our consultation.

Our objectives are split into 4 areas:

Our services: Develop the way we work together with health and social care boards and bodies in Wales to help create a more connected health and social care service.

Our people: By 2028, we will review our policies, practices and approaches to make sure our people, now and in the future, are given the right support and tools they need to succeed in a fair and accessible workplace.

Our culture: Establish a 'One Llais' culture that is inclusive in all regions, one that promotes equity and empowers a representative workforce.

Our engagement: Redesign how we capture and use the data we hold about our people and our service users by 2027, to find gaps (in what we know and who we are speaking to) and develop our services, encouraging new ways of working that improve equity of opportunity for all.

Our second year

We identified actions we wanted to take under the four different equality objectives for this year. Some of these build on the work we did in our first year, whilst others developed from what we had seen and heard inside and outside of the organisation.

Here, we will tell you what we said we would do, what we did and how effective we think those actions have been.

More information our work around the Welsh language and Anti-racism can be found in the relevant sections of this report.

Our services:

We said	We did
<ul style="list-style-type: none">• Continue to embed Integrated Impact Assessments (IIA)	<ul style="list-style-type: none">• IIA refresher training• Introduced regular quality monitoring of IIA's
<ul style="list-style-type: none">• Improve National Stakeholder Register	<ul style="list-style-type: none">• Improved data quality and harmonisation of the register• Embedded the register into our CRM system to ensure information is organised, accessible and trackable
<ul style="list-style-type: none">• Connect with EDI leads from Health Boards and Local Authorities to understand the EDI work they are undertaking	<ul style="list-style-type: none">• Reached out to EDI leads in Health Boards and Local Authorities• Used the Welsh Local Government Association to make contact additional equality networks

Assessment: Effective

Integrated Impact Assessments (IIA's)

We are working to make Integrated Impact Assessments a normal and routine part of our everyday work. Staff had refresher training this year to help them feel more confident using the tool and to understand how

different parts of someone's identity can affect how they experience our decisions.

Completion rates were strong in the first half of the year. They dropped in the second half, which shows we may need to give teams more support during busy periods. To help with this, we are adding reminders into our Client Relationship Management System (CRM). These prompts will encourage staff to complete an IIA when they update their engagement activities.

Our Head of Equity, Diversity and Inclusion reviews the assessments, shares good practice, and gives helpful feedback to teams. Staff have told us they can see the benefits of using IIA's and the process helps them think about their work in new and useful ways.

Teams are also encouraged to run reflection sessions and think about the outcomes of work where assessments or tools were not used. These sessions have helped us spot challenges that may have been avoided, giving us important learning for the future.

National Stakeholder Register

This year, we improved the register by strengthening data quality and making sure categories were used consistently across all teams. A key part of this work was moving the register onto our CRM. This makes it easier to keep information organised in one place, helps staff access it more easily, and lets us track work happening with the same stakeholder across different regions.

Last year we mapped our stakeholders by characteristics to identify gaps. We believe the work we have done this year will continue to support better decision-making by making our engagement more consistent, coordinated and effective.

Connecting with Equity, Diversity and Inclusion Leads

We contacted all Equity, Diversity and Inclusion leads in Health Boards and Local Authorities across Wales to learn more about the work they are doing to support fairness and inclusion. These conversations have helped us start building strong links that we can continue to grow.

We are also exploring ways to work more closely with other public sector organisations, such as Public Health Wales and Social Care Wales. By sharing what we hear from the public, community groups, third sector partners and networks, we hope to understand problems more clearly.

These steps help us work in a more consistent, informed and connected way, which supports better decision-making and helps create a more joined up health and social care service.

Our second year

Our people:

We said	We did
<ul style="list-style-type: none">• Continue with our policy review to ensure policies are considered through different lenses and approaches	<ul style="list-style-type: none">• Several policies were reviewed or sent out for consultation• Every policy has an accompanying IIA that is also sent out as part of consultation process
<ul style="list-style-type: none">• Continue to develop our Welsh language first approach	<ul style="list-style-type: none">• Celebrated key dates in the Welsh calendar and developed guidance alongside them to promote use of the Welsh language• Joined the Mwy na geiriau/More than Just Words Advisory Board as observers• Listened when our staff told us they needed help with terminology, providing links to resources to assist them

	<ul style="list-style-type: none"> • Further developed our Welsh language learning opportunities by signing up to the Work Welsh Services
<ul style="list-style-type: none"> • Review our end-to-end recruitment process 	<ul style="list-style-type: none"> • Reviewed our recruitment data for this year to identify any trends or barriers for underrepresented groups applying for our roles • Identified different processes of practices we can either improve or introduce in line with the Disabled People's Rights Action Plan (Wales) • Increased the range of places where we advertise our jobs and implemented providing interview questions in advance for everyone
<ul style="list-style-type: none"> • Develop an All-Wales Wellbeing action plan 	<ul style="list-style-type: none"> • Addressed the things we could implement using feedback from last year's Wellbeing survey and last year's staff conference • Mapped more complex areas of work to see what linked together and the resources we would need to undertake those projects • Redesigned our Wellbeing Survey so it is clearer and better defined to improve our insights and act accordingly

Assessment: Somewhat effective

This year, we made good progress across many areas, even though some work took longer than we hoped. We continued improving our policies, strengthening our recruitment practices, supporting the Welsh language, and building our wellbeing and inclusion work.

Policy work We have worked on policies that will help make work more flexible and supportive for our staff.

These include ideas like allowing people to carry over more flexi-time and giving staff more choice in when they work their core hours. Each one included an Integrated Impact Assessment to help us think carefully about how different groups of people might be affected. These updates are with the Executive team to be approved.

One of our main achievements was introducing a new neonatal policy, which gives better pay and support to staff whose babies need neonatal care. We also updated our Sexual Harassment Policy to meet new legal requirements. This helps us keep our workplace safe and respectful for everyone.

We are thinking about how we may need to update our policies following the UK Supreme Court's decision to change the legal definition of biological sex.

We are waiting for more guidance because there has been a recent challenge to this decision, and the rules were different for employers and service providers.

While we wait, we are taking time to understand what the changes might mean so any updates we make are clear, lawful and fully inclusive. Our goal is to remain welcoming and supportive to everyone.

Some policy work took longer due to capacity, some staff changing roles, and signoff processes moving more slowly. Over the coming year, we will look at how we can make these processes easier and faster.

Recruitment improvements

We are continuing to review our full recruitment process to make sure it is fair, inclusive and accessible. This year, we looked closely at our recruitment data to understand any trends or barriers that may affect underrepresented groups.

We identified areas where we could improve our approach in line with the **Disabled People's Rights Action Plan**. To reach a wider range of candidates, we advertised roles in more places. We reflected on how our recruitment outcomes linking to the Anti-racist Wales Action Plan, recognising where further work is needed.

This year we took steps to make our job interviews fairer.

We have talked with managers about using clear and consistent interview questions for many of our job roles.

For our recent Corporate Director job, we shared the interview questions before the interview. This helped make the process more open and fairer. We have written a plan for a full policy. It is now waiting for approval, which shows we are moving in the right direction.

Wellbeing and inclusion work

We planned to develop a new Wellbeing Action Plan this year, but this work is still ongoing. We are taking time to link wellbeing activities with our wider organisational priorities for next year, because many of the actions sit within larger projects which need time and resources to develop properly.

Even without a full plan, we made important progress through several actions that came directly from staff feedback. One of the things staff told us was they wanted more recognition for their achievements. In response, we introduced a new section in our *Y Gair* newsletter where anyone can “shout out” their colleagues. This has already helped us celebrate positive moments and highlight great work happening across the organisation.

Staff also shared that not everyone was aware of their 15-minute wellbeing break or felt able to take it. We added reminders to *Y Gair* and encouraged people to share how they spend their break so others could get ideas. We also added information about the break, along with useful wellbeing resources, to the wellbeing area of our intranet.

Another area staff raised was simple courtesies, like saying “please” and “thank you,” were sometimes missing from day-to-day communication. People also said they wanted clearer role modelling of positive behaviours.

In response, we introduced the **Llais Behavioural Framework**, which explains what respectful behaviour looks like for everyone and sets out both helpful and unhelpful behaviours across all levels of the organisation.

Staff also talked about wanting more connection with each other, safe spaces and clear boundaries. Some colleagues said they would like a little more office-based working to help build relationships. We encouraged each team to use their autonomy to agree the office working patterns that suit them best, helping them stay connected in ways that work for their roles and responsibilities.

We redesigned the wellbeing survey to make sure it asks clearer and more useful questions. It now asks about the 15-minute wellbeing break, including whether people want to use it differently. It also asks whether the break is helping staff and invites suggestions for how we can improve or change the system.

Alongside these changes, we developed our new Inclusion Passport. This helps staff and managers talk openly about working styles, learning needs, and reasonable adjustments. As we move into the next year of

our Strategic Equality Plan, the passport will link closely with our work on neurodiversity and reasonable adjustments. It links our commitments under various Welsh Government action plans, whilst considering how different parts of a person’s identity can overlap.

These steps, together with our new reporting dashboards, will give us better insights into our people, supporting their wellbeing and helping us spot trends — such as sickness patterns — more effectively.

Complaints advocacy work

We continued improving our complaints advocacy work by reviewing and updating our policies and practices for complex cases and caseload management. These changes help protect the wellbeing of our advocates and support us in reducing our waiting lists. We have also been developing practical guidance and additional training to help staff feel more confident when managing challenging conversations.

Our second year

Our culture:

We said	We did
<ul style="list-style-type: none"> • Provide our people with the skills to be upstanders 	<ul style="list-style-type: none"> • All staff received upstander training and this will be incorporated into our induction activities • We are developing a bespoke package for our staff to help with challenging conversations and behaviours which builds upon the upstander training they have received
<ul style="list-style-type: none"> • Further develop our understanding of anti-racism and embed our learning into our ways of working 	<ul style="list-style-type: none"> • Introduced a mandatory Anti-racism E-learning module for all staff. • Attended ‘Creating an anti-racist Wales’ conference

	<ul style="list-style-type: none"> • Met with partners to further understand how we can embed anti-racism into our policies • Attended specific events aimed at increasing anti-racism and improving health and care outcomes for minority ethnic people • Worked with minority-led organisations to further understand good engagement practices and capture people's experiences
<ul style="list-style-type: none"> • Develop an All-Wales Communications and Events Calendar 	<ul style="list-style-type: none"> • Calendar is shared every month via the Y Gair newsletter

Assessment: Effective

Learning to be upstanders

We taught all staff how to be upstanders, which means speaking up when someone is being treated unfairly. New staff will learn this too when they join us. We are also creating new training to help people feel confident when they need to have difficult or uncomfortable conversations.

We talk about our behaviour framework every month in Y Gair to help everyone understand how we should treat one another. We also held a session on leadership and equality, where staff talked about what we should do next.

At our recent staff conference, we discussed “how we show up for one another”, meaning how we support and appreciate each other—even when the good things people do are not always easy to see.

Sharing important information across Llais

We created an All-Wales Communications and Events Calendar, which is shared every month in the Y Gair newsletter. This helps everyone in Llais know what events, celebrations and awareness days are happening across Wales.

Our second year

Our engagement:

We said	We Did
<ul style="list-style-type: none">• Redesign our equality monitoring forms – internally and externally	<ul style="list-style-type: none">• Our internal and external forms have been updated, in line with good practice, shared learning with partners and data protection guidance• Some questions can now be more easily linked with external data sources to make sure we reflect the population of Wales within our organisation and hearing from all communities in Wales
<ul style="list-style-type: none">• Train our people on how to capture equality monitoring information and its importance	<ul style="list-style-type: none">• Our teams have received training on the updated forms• A toolkit has been developed to aid with conversations, reframing questions and why equality monitoring is important to us and the work we do
<ul style="list-style-type: none">• Explore different tools to increase accessibility to Llais services and information.	<ul style="list-style-type: none">• Identified a British Sign Language Video Relay Service to enable BSL to ease initial contact with Llais services whilst procuring preferred translation services• Considered accessibility tools and overlays on our existing website

<ul style="list-style-type: none"> • Audit and increase website accessibility in line with the Website Accessibility and Communication Guidelines 2.2. AA 	<ul style="list-style-type: none"> • Commissioned our annual website audit and noted areas of improvement • Updated our Digital Accessibility Statement to reflect the outcomes of the audit • A new website is being developed to incorporate current and future WCAG guidelines and additional good practice relating to website accessibility
<ul style="list-style-type: none"> • Review how we write our documents and communications to ensure they are accessible 	<ul style="list-style-type: none"> • Continued conversations around translation, sentence-length and terminology • Continuing to present information in different ways e.g., impact posters, videos, infographics

Assessment: Effective

Redesigning our equality monitoring forms

We updated the forms we use inside Llais and the forms we give to the public, so they are clearer, easier to understand and follow good practice. The new questions link better with information about the people who live in Wales. This helps us check if our organisation represents the different communities across Wales and if we are hearing from everyone.

We are working closely with organisations like Digital Health and Care Wales, Social Care Wales, Health Inspectorate Wales, and Care Inspectorate Wales to improve how we all collect and use information about equality. Together, we are trying to create the same rules for collecting this information across both health and social care. This will help everyone understand the people who use these services better and make sure the information is used in a clearer, more helpful way.

Training our staff to collect equality information

We trained our staff to use the new forms properly and to understand why these questions matter. We also made a toolkit to help staff explain things clearly, ask questions kindly and help people feel comfortable sharing personal information.

Using new tools to make Llais more accessible

We are working closely with the d/Deaf community and organisations who work with them to ensure any tools we use work well for them. We are consulting on options such as a British Sign Language Video Relay Service so BSL users can contact us more easily.

We are exploring the potential for more focused advocacy services and support for the d/Deaf community to ensure cultural awareness and reducing barriers that BSL users face traditionally when trying to access support.

We are working with Action Deafness Cymru and Deaf Health Wales to identify other areas we can improve like our complaints advocacy service, resources and the development of our new website.

As part of this work, in the coming year, at least one person in every region will be working towards a qualification in British Sign Language level 1.

Improving website accessibility

We completed our yearly audit and found areas to fix. We updated our Digital Accessibility Statement to explain what we learned. We are now building a new website that follows the latest Website Content Accessibility Guidelines 2.2. AA.

We are working directly with our stakeholder organisations and the people of Wales to find out what they need from our site.

We are working with our developer to ensure we consider ways we can increase accessibility for those with hidden disabilities, whilst making other tools, easier to find.

Making our writing clear and easy to understand

We continued to work on using simple, clear language in our documents so everyone can understand them. This included thinking about sentence length, translations and using everyday words instead of complicated terms. We also shared information in different ways, including videos, posters and infographics.

We listened to advice from people and organisations across Wales — including Deaf groups, older people, carers, disabled people and community organisations — so we can keep improving.

The Health and Social Care We Want

Llais designed and led the *Health and Social Care We Want* National Conversation. We worked with over 3,000 people across Wales to find out what works well in health and social care, what doesn't and what matters most to them when using services.

From everything people told us, we created a set of People's Principles — these explain clearly what the people of Wales want their health and social care services to be like.

All our people's principles are important, but two link directly to equity, diversity and inclusion for people in Wales.

Access that works for everyone

- Care should be easy to get whenever it's needed.
- People should be able to get care online, by phone or in person.
- There should be no barriers because of where someone lives, the language they speak or whether they can use digital tools.

Inclusive, accessible and fair services for all

- Care should respect people's rights and identities.
- It should remove barriers linked to language, culture, disability or digital access.

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We also collected ideas on how these changes can be made in real life, while still recognising the challenges the system faces, such as staff shortages, high workloads and budget cuts.

This project gives health and social care decision makers a strong, clear message from the people of Wales about the improvements they expect and how services can be better for everyone.

Learn more about our People's Principles [here](#).

Listening to people across Wales

This year we started our "Listening to Us" project to reach communities we don't always hear from. We are working with groups like Sub Sahara Advisory Panel, Pride Cymru, Action Deafness Cymru, the All Wales Forum for Parents and Carers and Fair Treatment for the Women of Wales.

Together, we are exploring what good listening looks like, how people know when they have been heard and what makes engagement fair. This will lead to a range of resources that we will share with other organisations to make sure people's voices help shape important decisions across Wales. Especially those most affected by health and social care problems.

Silly rules

We joined forces with the Bevan Commission in partnership with the Institute of Health Improvement. This campaign identified everyday

procedures which may unintentionally impact health and care. Together, we highlighted how small changes to delivery could help to streamline services and improve the experiences of both patients and staff.

If you would like to read the full report, click [here](#).

Welsh language

This year, we worked hard to make sure people can use Welsh when they talk to us or use our services. We want everyone to feel welcome and able to choose the language that feels right for them.

We updated our Integrated Impact Assessments, so they include more about the Welsh language duties which sit outside the Equality Act 2010. This followed a recommendation from the Welsh Language Commissioner's Office. We continue to build strong working relationships with the Commissioner and with health and social care services across Wales, so people can access support fairly in Welsh.

We check these assessments to help us monitor how well we support Welsh speakers. Many staff are learning Welsh, and some say they need more confidence to use Welsh at work. Because of this, we are improving our training and giving people better resources. We are also updating our Welsh language guide, *Dysgu Cymraeg Gyda Llais*, to help everyone learn simple words and phrases.

We are still working closely with the Welsh Government's *Mwy na geiriau* team, who help organisations make services easier to use in Welsh. This year, Llais joined their Advisory Board to make sure people who use health and social care services can share their views directly.

Throughout the year, our awareness days and inclusion calendar helped staff learn about different cultures and languages. We celebrated events

such as St Dwynwen's Day, Defnyddia dy Gymraeg, and S'mae Day. At our staff conference, we marked both Lunar New Year and St David's Day with fortune cookies and Welsh cakes, showing the importance of cultural inclusion, bilingualism, and shared identity.

Our internal translation team translated over two million words into Welsh this year, which is our highest amount since we were established in 2023.

We also use external specialist translation services for Welsh, BSL, Easy Read and other languages.

You can find more about how we meet the Welsh Language Standards in our first [Annual Welsh Language Report](#) and [our spotlight](#) on using Welsh in health and social care.

Anti-racism

Our work this year supports our actions under the Anti-racist Wales Action Plan. We continue to make sure anti-racism is part of our recruitment, governance and policies. We are strengthening our links with ethnic minority-led organisations, public bodies and communities so their views are heard and respected.

We aim to show clear and meaningful engagement on issues linked to racism in health and social care services in Wales.

We take part in the Anti-racist Wales Action Plan subgroup, where we join wider discussions about social care and how to put the national plan into action.

To help raise minority voices, we now sit on the Social Care Wales Equity, Diversity and Inclusion Expert Group. This gives us a way to share what people tell us about using health and social care services.

As part of the first phase of *The Health and Social Care We Want* national conversation, we heard from a range of people who identified with over 12 ethnic backgrounds.

They shared a wide range of experiences, from using GP and hospital services to families dealing with complex social care situations. Some felt excluded because of language barriers. Others said cultural misunderstandings left them feeling unseen, especially when their beliefs, families or identities were not understood.

Read the full report [here](#).

During the first phase of *Listening to Us*, we worked with third sector groups to hear from underrepresented communities. The Sub Sahara Advisory Panel is helping us better understand the experiences of African communities in Wales, especially what it means to be listened to in health and social care.

We have taken part in minority-led events such as the Anti-racist Wales Conference and the Minority Ethnic Health Fair Wales. We have updated our dress code, so it respects cultural differences, shared resources to support engagement, and made anti-racist eLearning mandatory. We continue to reinforce our zero-tolerance stance on racism, especially when harmful incidents appear in the media.

Future monitoring and reporting

Our ongoing progress will be checked by our Workforce, Remuneration and Terms of Service Committee through regular updates.

We will publish a further Annual Equality Monitoring Report each year along with our Gender Pay and Welsh Language reports.

As the needs of Wales change, we will continue updating our actions, so they reflect the priorities of our regions and the people we serve.

Contact us

If you would like to give us feedback on this report or wish to receive this information in an alternative format or language, please contact us at:

enquiries@llaiscymru.org

Crown Buildings, Cathays Park, Cardiff, CF10 3NQ

02920 235 558

We welcome telephone calls in Welsh.

If you write to us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to your correspondence.

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Our staff

Llais employs around 99 people (not including agency workers or those on temporary contracts). The information below shows a snapshot of our workforce as of 31 January 2026.

This date has changed since last year as we have introduced a new way of capturing this information. Moving forward we will use the same day every year.

Our staff can choose whether to share their equality monitoring information with us, except for age and sex, which we are required to record. Some colleagues may have selected ‘prefer not to say’ when completing this information, and this is shown in the data. We use the term ‘undisclosed’ for staff who have chosen not to provide any equality monitoring information at all.

Important: To protect anonymity, we do not publish information about groups of fewer than 5 people. We report ‘prefer not to say’ and ‘undisclosed’ separately, as we believe this distinction can help us better understand how staff feel about sharing this information.

Age	%
18-25	-
26-30	10.1%
31-35	8.1%
36-40	11.1%
41-45	20.2%
46-50	11.1%
51-55	13.1%
56-60	17.2%
61-65	6.1%
66-70	-

What does our data tell us?

Over 70% of staff are aged between 36-60 with very few staff under 30 and a small number over 65. This tells us we have an aging workforce, which is consistent with the wider population. This may mean we are retaining stability and experience within our organisation, but we may have potential skills gaps soon if we don’t do more to attract people in their early careers.

Armed Forces Community	%
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Yes, currently or previously	6.1%
No	36.7%
Prefer not to say	-
Undisclosed	57.1%

What does our data tell us?

This is our first year of capturing Armed forces community data. Most staff did not disclose this information, which is expected in the first year of monitoring. A small number of our staff identify as veterans or as having links to the armed forces, we at least know there is some representation within Llais.

The introduction of this question shows our commitment to the Armed Forces Covenant and will help us to understand and support this group better over time. As this data improves it will mean we can track any trends to make sure members of the armed forces community do not face disadvantages within our organisation.

Caring responsibilities	%
Yes	21.2%
No	27.3%
Prefer not to say	-
Undisclosed	50.5%

What does our data tell us?

Caring responsibilities remain high in our organisation and aligns with census data for Wales. This higher representation is likely influenced by our workforce profile, as most employees are aged between 36 and 65 and we have a predominantly female workforce—both groups that are more likely to take on caring roles.

Disability	%
Yes	9.1%
No	65.7%
Prefer Not to Say	6.1%
Undisclosed	19.1%

What does our data tell us?

We have fewer disabled staff or those with a long-term health condition than the wider Welsh population. This is to be expected as we do not measure the entire population of Wales. However, we do not know how many of the people who chose not to disclose this information may be living with a disability.

We do know people within our organisation have lived experience with a range of conditions including mental health, neurodivergence and mobility challenges.

As part of our work relating to the **Disabled People's Rights Action Plan**, we recognise we may need to change some of our approaches and practices to ensure we attract and retain disabled people and the range of skills and experiences they can bring.

Ethnicity	%
White Welsh, Scottish, Irish or British or White Other	83.8%
Minority Ethnic	-
Prefer not to say	-
Undisclosed	12.1%

What does our data tell us?

Most of our staff identify as White Welsh, Scottish, Irish, British or White Other. This aligns with the wider population of Wales.

The data tell us we have fewer minority ethnic staff than we would expect in our organisation. Whilst the gap is not large it does identify we need to continue the work on our recruitment practices and monitor trends over time.

The level of staff who did not disclose their ethnicity means these numbers could be slightly higher or lower than reported.

Gender identity	%
Female	42.4%

Male	6.1%
Non-binary	-
Prefer not to say	-
Undisclosed	50.5%

Gender reassignment (Trans identity)	%
Yes	-
No	48.5%
Prefer not to say	-
Undisclosed	50.5%

What does our data tell us?

Due to the **UK Supreme Court** ruling that changed the definition of biological sex, we have separated how we capture sex, gender and trans identity to ensure that we remain inclusive and respectful of all identities.

All staff who chose to answer these questions did disclose their gender and trans identity which is positive and suggests that those who did, felt safe enough to share this information with us.

Nearly half of our staff chose not to answer these questions, either choosing to skip the question or by not completing the survey. There may be many reasons for this including fear of being identified in a small organisation and survey fatigue.

As this is the first year using the updated questions, continued reassurance, communication and visibility of support for all gender identities, particularly trans and non-binary inclusion will be important to build confidence across Llais.

Religion/belief	%
Religion or belief	48.5%
No religion or belief	22.2%
Prefer not to say	13.1%
Undisclosed	16.2%

What does our data tell us?

Compared with some of our other identity categories, the number of staff who chose not to tell us about their religion or belief is lower. This might mean that our people feel like religion is less sensitive than other aspects of their personal identity or they are more familiar with being asked about this compared to some of the new questions.

13.2% of our staff chose 'prefer not to say', which might tell us they are comfortable to express boundaries around this information, but it could also mean some people see religion or belief as private or may worry about misunderstanding.

We provide a high-level overview of this information to protect confidentiality, but we continue to monitor trends against the census and wider population of Wales.

Sex	%
Female	84.8%
Male	15.2%

What does this tell us?

We have a full data set for sex because it is required from all staff. This is a positive as it allows us to compare it against the gender and trans identity data we hold, but it can't tell us if people feel safe.

What we can see is that staff provide mandatory administrative information but nearly half of them this year chose not to share voluntary information on their gender and trans identity. This suggests that some staff do feel safe and confident sharing personal identity information with us, but others may be disengaged or cautious.

As this is the first year of us asking these questions in this way, we will need to continue to provide reassurance and understanding of why we capture this information and how we use it to build confidence and improve future response rates.

You can find out more information around our Gender Pay Gap reporting [here](#).

Sexual Orientation	%
Lesbian, gay, bisexual +	9.1%
Heterosexual/straight	70.7%
Prefer not to say	5.1%

Undisclosed	15.2%
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What does our data tell us?

We know that most of our organisation identify as heterosexual, this is reflective of the wider Welsh population. However, around 1 in 10 of our staff identify as LGB+ which is higher than the national average.

This is positive and may mean that people feel safer to be themselves. It also means we have a more diverse mix of staff which is a good thing for our culture and our decision-making.

Socio-Economic Background	%
Clerical and intermediate occupations	-
Long-term unemployed	-
Modern professional and traditional professional occupations	8.1%
Routine, semi-routine manual and service occupations	10.1%
Senior, middle or junior managers or administrators	9.1%
Small business owners who employed less than 25 people	-
Technical and craft occupations	5.1%
Traditional professional occupations	-
Other occupation	5.1%
Prefer not to say	-
Undisclosed	50.5%

What does our data tell us?

We collected this information by asking staff about the occupation of their main household earner at age 14. This is in line with guidance from the social mobility commission.

Based on those staff who responded to this question, we have a good representation of staff from different backgrounds. This means that the people who work for us come from a range of backgrounds and social classes, including those less advantaged ones. This suggests we are in line with the Socio-Economic Duty.

A high number of our staff chose not to answer this question, selected 'prefer not to say' or did not complete the survey, which means these numbers could be different.

Over time we hope to improve what staff share with us around this category to help us to build a clearer picture and make sure we are meeting our responsibilities under the Socio-Economic Duty.

What has changed over the last 12 months?

We can only compare categories from 2024-2025 and 2025-2026 where we have collected information in the same way.

The number of staff who chose to share information around their sex, age, disability, religion or belief and sexual orientation has improved. This suggests people may feel safer in sharing some aspects of their identity.

The data captured this year gives us a baseline. Going forward we can track changes more reliably and identify longer-term trends about our organisation.

The data we hold across both years shows there are opportunities for us to improve disability and ethnicity representation within Llais. It also tells us we need to help people feel more comfortable to share other parts of their identity with us.

We will continue to work on strengthening our inclusive recruitment practices, improving our data confidence and providing guidance on a range of identities to increase inclusion. This will help to ensure our organisation builds in diversity and helps staff to feel confident to be themselves.

By strengthening inclusion for our own staff, we also strengthen our ability to support our communities with greater sensitivity, confidence and understanding.

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