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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Equality Annual Report



2022-2023

Accessibility Statement

This report and any supporting documents are available in Welsh, and can be made available in other languages and formats on request.

For other formats, please contact: Patient Advice and Liaison Service Tel 03000 851234

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Foreword

Welcome to Betsi Cadwaladr University Health Board's (BCUHB) Annual Equality Report covering the period April 2022 – March 2023. This report summarises the work we have undertaken to demonstrate our commitment to advancing equality and human rights.

Since I joined the Health Board in January 2023, I have seen the challenges we face and immense commitment staff have to the equality agenda.

In February 2023, our Health Board was placed into Special Measures. We recognise that there is significant progress to be made in the leadership and culture of our organisation, and equality and inclusion alongside compassionate leadership will be at the heart of these improvements.

The delivery of inclusive services and providing a workplace free from discrimination is the aim of our Strategic Equality Plan. Our Strategic Equality Plan (SEP) for the period 2020-2024 was published in March 2020 with an aim to embed and strengthen equalities and human rights across all functions of the Health Board to ensure delivery of our Strategic Equality Plan.

Since the publication of the Strategic Equality Plan, we have seen challenges through Covid-19 and its adverse disproportionate impacts on certain communities. Along with this, there have been key legislative changes within Wales with the Socio-economic Duty and national equality drivers such as the Anti-racist Wales Action Plan and the LGBTQ+ Action Plan for Wales. These equality drivers, provide the backdrop for improving experiences for everyone in our community and for our diverse workforce.

We hope this report provides evidence of our organisational commitment and the progress made during 2022-2023. We also look forward to sustaining our commitment to advancing equality during 2023 and into 2024.



Jason Brannan - Deputy Director of People, Workforce and Organisational Development

Section 1: Introduction

1.1 Structure of this report

Promoting equality, inclusion and valuing diversity are all fundamental to accessing health care and addressing better health outcomes. The following report is divided into different sections, which provides information and evidence to demonstrate how we have discharged our equality duty. This evidence includes:

- Delivering on the Equality Duty – Public Sector Equality Duty and Socio-economic Duty
- Reporting progress on our Strategic Equality Objectives - Year 3 Plan
- Next Steps - Strategic Equality Plan year 4

1.2 Population

North Wales has a resident population of 686,909 persons (on census day 2021), living across an area of approximately 2,500 square miles. It is bordered by Irish Sea to the north and west, Ceredigion and Powys to the south, and England to the east.

The region is defined by coastland, rural areas particularly in the west, and more urban areas in the east predominantly in and around Wrexham and Deeside. The majority of settlements are along the coast, including resorts popular with tourists such as Rhyl, Llandudno, Pwllheli, Prestatyn and Tywyn. It is mountainous and is home to Eryri National Park, and the mix of natural features is a strong draw for tourists and visitors.

Betsi Cadwaladr University Health Board is the largest health organisation in Wales, and is responsible for providing primary care, community care, mental health and acute hospital services for the population of North Wales. Further demographic information is provided within Appendix A.



Section 2: Delivering on the Equality Duties

2.1 Anchor Institution

We are an 'anchor institution', which means that we are a large organisation, and our long-term sustainability is tied into the wellbeing of the populations we serve. Our responsibilities are both as a health provider and employer.

2.2 Our Strategic Equality Plan

Our Strategic Equality Plan (SEP) for the period 2020-2024 was agreed and published in March 2020. As a listed body in Wales under the Equality Act 2010, we are required to draw up a Strategic Equality Plan at least every 4 years. The purpose of the Strategic Equality Plan is to document the steps that BCUHB is taking to fulfil its duty.

Our Equality Objectives and related year 3 action plan was informed by gathering and analysing information from national and local sources, evidence, and from impact assessments undertaken as well as from ongoing engagement with staff and service users. The planned work during 2022-2023 was developed using principles of co-design with our Equality Stakeholders and Staff Networks.



2.3 Our Equality Objectives

1	We will prioritise action to help identify and mitigate the impact of poverty for recipients of healthcare at risk of or actually living in low income households in North Wales.
2	We will prioritise action to reduce health inequalities and increase the accessibility of healthcare for people sharing different protected characteristics in North Wales.
3	We will prioritise action to respond to key policy and legal developments in healthcare for people sharing different protected characteristics in North Wales.
4	We will prioritise action to advance gender equality in North Wales.
5	We will prioritise action to address personal security for people sharing different protected characteristics accessing health services in North Wales.
6	We will increase engagement with individuals and groups sharing different protected characteristics in North Wales.
7	We will prioritise action to increase participation for people sharing different protected characteristics in health services across North Wales.
8	We will prioritise action to develop an inclusive culture where leaders routinely demonstrate their commitment to promoting equality within BCUHB and beyond and enable a fair and inclusive workforce.
9	We will prioritise action to advance race equality in North Wales.
10	We will prioritise action to deliver the Public Sector Equality Duty.

2.4 Governance arrangements

During 2022-2023, work has been ongoing to ensure that the equality duty is part of all new governance arrangements within the Health Board. This also includes citing equality considerations with new terms of reference for all governance meetings and where appropriate having a representative from the Equality team.

During the year 2022-2023, work has continued to advance equality through the delivery of the third year of our Strategic Equality Plan. The Health Board is now in the last year of the Equality Strategic Plan, and is preparing to begin the co-production work to identify the Strategic Equality Objectives for the next four years.

2.5 Statutory reporting

In line with our statutory duty, we have published the following:

2.5.1 Strategic Equality Plan

The Equality Objectives set out to deliver in our 4 - year Strategic Equality Plan sets the foundation for advancing equality across the Health Board. Our Strategic Equality Plan (SEP) for the period 2020-2024 was agreed and published in March 2020. The four year plan is aligned to Regulations 14 and 15 within the Public Sector Equality Duty.



2.5.2 Equality Annual Reports

Our latest and past Equality Annual Reports are published on our website in line with regulation 16 of public sector equality duty: Wales.

<https://bcuhb.nhs.wales/use-of-site/publication-scheme/class-five-our-policies-and-procedures/equality-and-human-rights/strategic-equality-plans/>

These reports provide progress statements that arise from complying with the specific duties within the permitted timelines set by the Equality and Human Rights Commission. In line with regulation 16, our annual reports include:

- The steps taken to identify and collect relevant information
- How the Health Board has used relevant information it holds in complying with the general duty and the specific duties
- The progress made in order to fulfil each equality objective
- A statement of the effectiveness of:
 - Arrangements for identifying and collecting relevant information, and
 - Steps taken in order to fulfil each equality objective
 - Employment information that the listed authority has collected

2.5.3 BCUHB Statutory Employment – data report

This provides comprehensive data on our staff, including recruitment, leavers and disciplinary / grievance data sets. We have also published a commentary document to support the analysis of our full data report.

2.5.4 Gender Pay Gap reporting

This provides information on regulations 2017 within the Equality Act, which requires organisations with more than 250 employees to calculate and publish gender pay gap information. We have published our fifth Gender Pay Gap Report. All figures are based upon data taken from the NHS ESR (Electronic Staff Record) payroll systems as at the latest snapshot date (31st March 2022). This report contains the following:

- Average and Median Hourly Rates and Pay Gaps
- Average and Median Bonus and Pay Gaps
- Proportion of staff receiving a bonus
- Number and percentage of males and females divided into four groups (Pay Quartile) ordered from lowest to highest pay

Section 3 of our report outlines our progress in year three of our Strategic Equality Plan. The following section includes our equality objectives and related activities.



Section 3: Reporting our progress

3.1 Focus on Engagement - linked to objectives 6 7 8 9 10

Over 2022-23, Our Engagement Team has continued to collaborate and work with partners to deliver shared engagement opportunities, reduce duplication of effort and deliver on shared outcomes. By developing and creating new relationships, the Health Board has created opportunities to engage and involve communities in decisions.

To support engagement, the public engagement team has started to develop toolkits and guidance documents. The internal intranet pages are being reviewed and updated to provide staff with engagement advice and guidance. Engagement with communities across North Wales is continuing through maintaining and developing networks and channels of engagement that services can use to involve and listen to the public and partners.

3.1.1 Example of Targeted Intervention

Feedback from Welsh Government has been very positive in terms of engagement and progression across the engagement domain. From a public engagement perspective, our focus has been on supporting the embedding of engagement across the organisation. This has included providing advice and support to our newly formed Integrated Health Communities (IHCs) and corporate teams on robust and meaningful engagement.



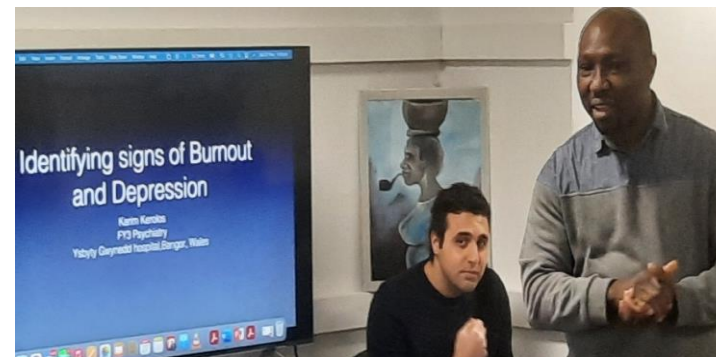
During 2022-2023, we have undertaken wide-ranging engagement on a range of strategies including the Health Board's Clinical Services Strategy, which used a range of engagement tools and approaches including:

- An online public survey.
- Social media platforms such as Facebook and Twitter to promote key messages and a public survey.
- Links to surveys and information shared widely through regional, area and community networks and groups.
- Staff engagement through internal communication channels, building on approaches developed through the 'Stronger Together' internal organisational change programme.

3.1.2 Bite-size health events

Our Bite-size health events are now starting to move from virtual to face to face. Bite-size Health strengthens our engagement with businesses to provide health advice and guidance direct to North Wales residents in their place of work. It is a collaboration between the Public Engagement Team, BCUHB services, and our partner organisations, working together to improve access to information. Bite-sized health sessions provide a range of support and health information including:

- Blood pressure checks
- Mental health and wellbeing
- Health screening
- Smoking cessation, alcohol and substance misuse
- Carers information



3.1.3 Engagement Practitioner Networks

Our forums are a network of engagement professionals who can share information and good practice, identify opportunities for collaboration, reduce duplication and pool resources. Forums provide opportunities for sharing common challenges, highlighting concerns, and supporting each other. During 2022-2023, our engagement practitioner networks / forums have taken place across the three areas of Central, East and West across North Wales.

3.1.4 Engagement with Black and Minority Ethnic Communities

During 2022-2023, we have continued to cultivate relationships and help to promote awareness and understanding of the needs of different communities. Engagement work has been undertaken with:

- Health and wellness day in collaboration with the North Wales African Society in Bangor.
- Attendance to Eid al –Adha Celebrations.
- The Asylum Hub in Wrexham.
- North Wales African Society Hub – ICAN services.



3.1.5 Integrated Health Community level engagement

Engagement has been ongoing on a range of programmes and service changes. We have engaged with patients, carers and key partners to explore options for:

- The development a Neuro Rehabilitation Service within North Wales.
- Holyhead Integrated Health and Well Being Hub project.
- Development of Tywyn Rural Educational Hub to support training and recruitment to a rural health care service for GPs.
- New primary care facilities as part of the Conwy and Llandudno Junction Primary Care Project.
- Review work within the Denbigh Health and Social Care Programme.

3.1.6 Role of Equality Stakeholders

Equality stakeholders are a group of people that represent different parts of the North Wales population and meet regularly to discuss health care services. Over the past year, meetings of the Equality Stakeholder Group continue to raise issues and barriers faced by patients and carers. Further work will be carried out during 2023-2024 to promote the role of Equality Stakeholders and increase the diversity of our Equality Stakeholder Group.

3.2 Focus on Patient and Carer Experience - linked to objectives: 6 7 8 9 10

Our Patient and Carer Experience Team provide comprehensive support to gather patient experience, which is used to inform service planning and delivery.

Every day, we collect the views of our service users so that we can really understand what matters to them, especially when people are at their most vulnerable. With permission, we then share the feedback with the relevant managers via the Patient Safety and Experience Team in order to both learn, and to identify areas where we need to improve. Patient and Liaison Service (PALS) are working directly with the Medical Examiner Office to ensure families have an opportunity to have any unanswered questions answered around the loss of a loved one and to share their experiences.



3.2.1 Patient and Carer Champions

The Patient and Carer Champion role allows members of staff to personally support the Patient and Carer Experience Team to drive change and understand patient feedback.

The role of a Patient and Carer Champion is to:

- Liaise with the patient experience team and actively promote the collection of patient experience feedback.



- Signpost patients, service users and their carers to supportive services.
- Ensure that ward/area patient experience information is up to date.
- Ensure that the needs of carers are identified and supported.
- Escalate any patient experience problems to both the service and the Patient and Carer Experience Team.

Staff who are Patient and Carer Champions meet monthly. Over the past year, 16 guest speakers attended these meetings to deliver signposting and awareness training representing the following topics:

- Age Cymru - HOPE Advocacy Project.
- BCUHB Equality training.
- Welsh Interpretation and Translation Service training.
- Domestic Abuse Safety Unit.

3.2.2 Interpretation and Translation Services

To support patients and staff with Interpretation and Translation Services we have launched a digital roll out of 24-hour access to interpreters. Digital equipment called 'Interpreter on Wheels' are placed in Emergency Departments, and Outpatients and Women's Services. On average, staff make 500 bookings for interpretation and translation services per month from the Welsh Interpretation and Translation Service (WITS). Multi-lingual Posters have been produced for patients to help raise awareness and empower them to ask for an interpreter.



3.2.3 Carers support

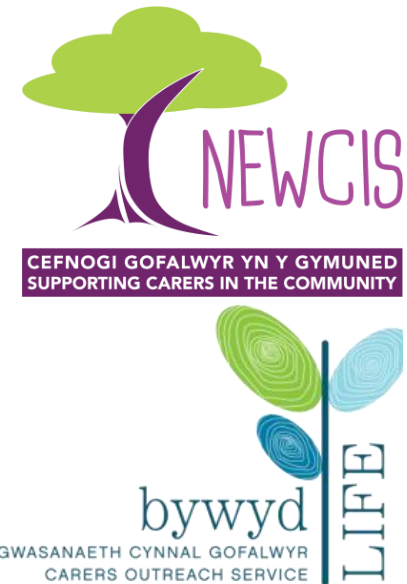
Supporting unpaid carers is a priority for the Patient and Carer Experience Team. Key carer experience activities for this reporting period include:

- PALS continue to support complex enquiries.
- Continued collection of carer experience stories – including experience of accessing Mental Health Services.

To celebrate national Carers Rights Day on 24th November 2022 a series of events were coordinated including information stalls in hospital areas hosted by North East Wales Carers Information Service (NEWCIS) and Carers Outreach and information videos promoting support available for unpaid carers for staff and the public.

3.2.4 Accessible Communication

A Sensory Loss and Accessible Health Care information hub has been established for staff, which contains sensory loss toolkit guides for Primary Care, Community Services and Secondary Care. Information also includes signposting to other support organisations to support patients and carers. See appendix B for information on the All Wales Standard for Accessible Communication.



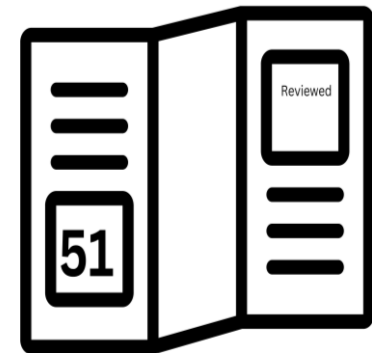
In September 2022, 18 staff in frontline roles attended Deaf Awareness training. The course identified the barriers that deaf and hearing impaired people face and how best to communicate. Staff attending, learnt the British Sign Language fingerspelling alphabet.

3.2.5 Patient and Carer information

Betsi Cadwaladr University Health Board (BCUHB) has a duty to provide quality information, whilst adhering to legislation when producing any form of patient information whether it be verbal or written.

The Patient and Carer Experience Team facilitate a Readers Panel made up of multi-disciplinary team of staff who last year reviewed 51 Health Board patient information leaflets. Examples include:

- Ysbyty Glan Clwyd Critical Care Unit Relatives Information Booklet.
- Ysbyty Glan Clwyd Intensive Care Information for Relatives.
- Home First – Your hospital discharge explained.
- Bereavement Clinic Information for Relatives.



3.2.6 Patient stories - HMP Berwyn

Patient and Liaison Service (PALS) Officers attended HMP Berwyn to deliver Patient Stories training in line with BCUHB Patient Stories procedures to Peer Mentors so they can replace this feedback tool to capture health

care experience across HMP Berwyn. Peer Mentors provide a similar service to PALS. HMP Berwyn have now been set up on CIVICA All Wales feedback system to capture patient reportable experience measures (PREMs). The Patient and Carer Experience Team are supporting HMP Berwyn to increase patient feedback on HMP Berwyn Health Care Services.

3.2.7 Small Business Research Initiative

We are working with the Small Business Research Initiative (SBRI) funded by Welsh Government to explore innovative digital solutions to improve communication between relatives when their loved one is in hospital. Staff, patients and carers have been involved in focus groups to share their experiences as to what may work well. To support the Small Business Research Initiative the Patient and Carer Experience Team interviewed 99 patients to capture feedback for the five businesses as how they want digital solutions. This feedback will shape the future digital solution to support families' communication with their loved one's progress in care.

3.2.8 Individual stories – helping to improve patient experiences

Stories told by individuals from their own perspective regarding a health care setting, or the care they have received, has been identified as a powerful tool to understand their lived experience. Examples include:

Sue's Story: Sue contacted the PALS team about problems she and her child experienced trying to access Changing Places facilities at one of the hospitals. The room was initially locked and needed cleaning. It was apparent that the room was being used by staff as a storage area and the hoist was not working properly. The

Patient and Carers Experience team filmed Sue's story which was shared at a Board Meeting. Through this story, the Health Board has taken action to address the poor experiences faced by Sue and her child. This includes the following actions:

- Apology given to Sue and her child.
- Improving signage to the facility.
- Keeping the facility unlocked to improve access.
- Regular maintenance checks on the equipment.
- Providing lockers for staff in a different area to address storage.
- Regular cleaning routines for the room.

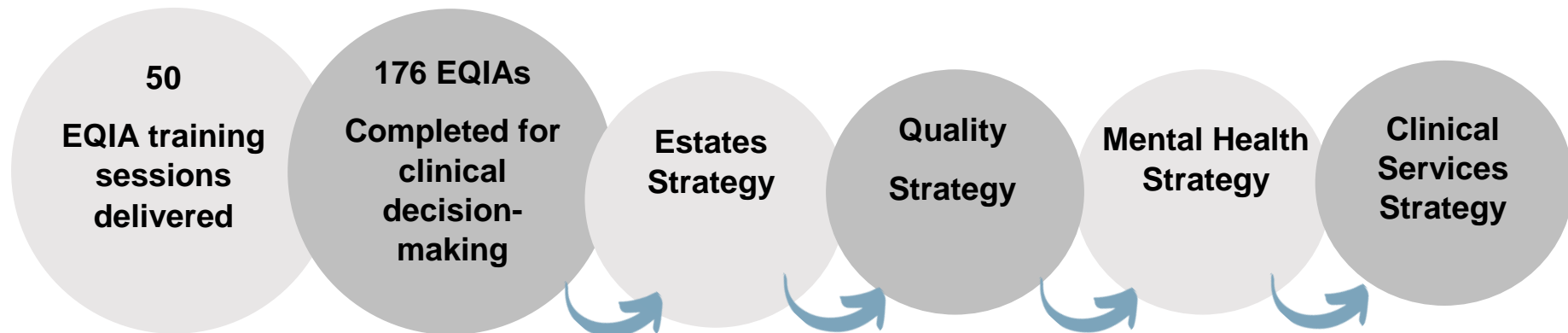
Eileen's Story: Eileen shared her experience of how important it was that she was given the opportunity to speak in first language Welsh with staff and other patients. Eileen highlights the exemplary nursing care that she received and her positive experience of patient nutrition and hydration. Eileen's experience demonstrates the importance of staff awareness around the Welsh Active Offer for patients and carers across our Health Board.

Matthew's Story: Matthew was diagnosed with Gall Bladder issues that required emergency surgery. Matthew felt the standard fit gown was compromising his dignity, embarrassing him and making him feel that his needs were not being met from a breakdown of simple staff awareness and lack of available resources. Following this story, larger sized gowns are now being made available and a procurement review is underway to ensure suppliers have equality knowledge and awareness - that one size doesn't fit all.

3.3 Inclusive decision-making - linked to objectives 2 3 7 10

3.3.1 Equality Impact Assessments and Socio-economic Impact Assessments

Equality Impact Assessments (EQIA) and Socio-economic Impact Assessments (SEIA) procedures are in place for ensuring we meet our statutory duties. Internal audit of board papers indicated that all strategies and major planning decisions had undergone EQIA. Procedures are in place for clinical policies to ensure that all clinical policies have EQIA completed. A range of training, advice and guidance is in place to support staff undertaking assessments. Key work includes:



3.3.2 Data and information to inform decision making and monitor progress

We have reviewed our own approach to Equality Impact Assessments following the publication of Audit Wales 'Equality Impact Assessments: more than a tick box exercise?' New procedures are planned for implementation in 2023-2024 with an increased focus on equality risk, alignment with the Socio-economic Duty and intersectionality.

3.3.3 Socio-economic Duty progress

We have carried out a training session with the Board in December 2022 to provide information about the duty and the key responsibilities for strategic decision making.

We have completed an internal audit and undertaken the Welsh Government progress tracker to monitor compliance. The progress tracker indicates that there has been progress during year one and two in the following areas:

- Considering socio-economic disadvantage and reducing inequality in decision-making/policy development.
- Tracking and reporting on impact.
- Engagement, involvement and consultation.



The duty is now included within governance procedures and SEIAs are completed for the majority of strategic decisions during the decision-making process rather than retrospectively.



3.4 Public Sector Partnerships – linked to objectives 1 2 3 4 5 6 7 8 9 10

3.4.1 All Wales approaches – Equality Leadership Group

We have continued to work with the NHS Wales Equality Leadership Group to share good practice and identify areas of work where we can adopt a “Once for Wales” approach. We have contributed significantly through the Equality Leadership Group to national work including consultations and engagement sessions on the Anti-racist Wales Action Plan, the LGBTQ+ Action Plan, the Locked Out report, the Is Wales Fairer Report and the “3Ps” Planned Care Improvement Programme.

3.4.2 North Wales Public Sector Equality Network- NWPSEN

We have continued to work with our public sector partners which include North Wales Local Authorities, North Wales Police, North Wales Fire and Rescue Service, North Wales Police and Crime Commissioner, Eryri National Park Authorities, and North Wales Housing Association. During 2022-2023, the network has:

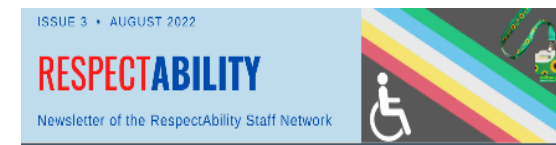
- Promoted and hosted events during Hate Crime week
- Hosted a round table discussion on Stonewall Cymru 5 year Strategy
- Agreed to share organisational approaches to Welsh Government Action Plans

3.5 Focus on our workforce - linked to objectives 1 5 6 8 9

3.5.1 Staff Equality Networks

Throughout 2022-2023, our staff networks have continued to provide peer support and act as collective voices for colleagues and groups that have been traditionally under-represented or who have experienced discrimination within the workplace. During the years our networks have arranged a number of activities to raise awareness of issues affecting staff. Here are some examples;

- The BCUHB GEN (Gender Equality Network) organised a panel event to mark International Women’s Day and discussed the career journeys of the women on the panel and barriers they face.
- The RespectAbility (disabled staff and carers) network has produced quarterly newsletters focussing on specific conditions and lived experience. The newsletter has been very well received and feedback tells us that colleagues find the newsletter informative and useful.



- The BCUnity Ethnic Minority and Overseas staff network has played an active part in the Health Board's Anti-racist Wales Action Plan implementation work, and members also provide engagement and oversight of this work.

We are committed to further developing our staff equality networks in 2023-2024.

3.5.2 People Strategy 2022

During the year 2022-2023, a People Strategy 2022-2025 was developed. This strategy includes 'A compassionate and inclusive culture, role modelled by excellent leaders and managers' as a success measure.

During the year, 2022-2023 significant work to develop an equality workforce data dashboard has taken place. This was developed to improve the monitoring of staff data by protected characteristic. This is available to inform inclusive decision making in areas such as recruitment, disciplinary and grievance, as well as access to development opportunities.

3.5.3 Staff Wellbeing Support Service

The Staff Wellbeing Support Service (SWSS) provides a range of support to staff. This year the service has coordinated various projects including:

- Awareness campaigns to promote available resources
- Menopause support and resource service 'Menopause Matters'

- Cost of Living Support Group – see section 10 for further information
- Speak Out Safely
- Guidance for Staff in Crisis
- Trauma Risk Management Service

We monitor the take up of the SWSS by protected characteristic group to identify any perceived or actual barriers to access or differential outcomes.

3.5.4 Speak Out Safely

Codi Llais Yn Ddiogel - Speak Out Safely is BCUHB's approach to supporting staff to raise concerns when going through formal routes to raise their concern may not be an option for the staff member concerned. The approach offers an independent and anonymous web-based platform called 'Work in Confidence',

which supports anonymous two-way conversation between staff and one of the Speak Out Safely Team. This can be in person, virtually, by phone or by e-mail. Speak Out Safely has been introduced to ensure that all staff, students, contractors and volunteers working within the Health Board have opportunities to have their concerns heard and taken seriously.



3.5.4 Supporting our International Workers to Settle Well in North Wales

In a collaborative project between the International Nursing Practice Development Management Team (East), the Corporate Equality Team, and BCUnity Ethnic Minority and Overseas staff network, a support pack has been produced. This will help colleagues settle well in North Wales as they relocate to join the Health Board. This information pack is designed to assist colleagues in their transition to working in the United Kingdom.

The welcome pack provides information on the many questions international colleagues may have prior to travelling, and includes information on a broad range of areas, from banking and grocery shopping to policing and education and steps to follow upon arrival in the UK, including useful information and tips compiled by recently arrived colleagues. We aim to support our international colleagues as much as possible to prepare for their time in North Wales and in the Health Board.



3.6 Focus on increased understanding and awareness - linked to objectives 2 6 7 10

During the year, we have increased our promotional work both externally and internally to continue to build understanding of equality and inclusion and our role in reducing inequality. The promotion of key events has brought many people together to share good practice and insights into lived experience for a range of equality campaigns. These have been promoted through a network of 61 Equality Champions.



3.6.1 NHS Wales Equality Week

Equality Week 16-20th May 2022 was promoted across all NHS staff in Wales. The week was coordinated by the Chair of the All Wales NHS Equality Leadership Group with support from NHS organisations in Wales. BSL interpretation was provided for all of these sessions. Lunchtime learning sessions took place for:

- Leadership and NHS Wales Priorities
- Healthcare for those seeking sanctuary
- Experiences of working in the NHS with Sensory Loss
- The Gay Dementia Venture
- Learning Disability and Neurodiversity
- Identity, Othering and Belonging

3.6.2 North Wales Pride – June 2022

Attending North Wales Pride was a great opportunity to celebrate the diversity across North Wales. The event was supported by our Sexual Health Team, Public Health colleagues and by engagement colleagues in North Wales Local Authorities. We spoke to members of the public to raise awareness of the Sexual Health Service and the work of the Equality Team, as well as encouraging people to come forward and share their experiences of the healthcare system with us to inform our forthcoming action plans and Strategic Equality Plan.



Thank you to all the hundreds of people that came to say hello to us.

3.6.3 Monthly Equality Children's Book Competition

Our monthly Equality Children's Book Competitions was launched in early 2023 to promote equality and inclusion across a range of topics. Each book links to a theme such as Disability History Month, South Asian Heritage Month, International Women's Day and Autism Acceptance. The competitions promotes understanding of equality issues and inclusive healthcare.

Aimed at health board staff, since the launch, over 100 staff have registered into the competitions. These are promoted bi-lingually and Welsh language versions are included.

3.6.4 International Women's Day – 8th March 2023

To mark this year's day, BCUHB Gender Equality Staff Network hosted a Panel Event with a line-up of inspirational women. This event was supported by North Wales Victim Support service who were one of our speakers and panel members, and the event aimed to increase staff understanding of gender issues in the workplace and in healthcare. Staff were encouraged to join the Gender Equality Network and to sign up as Equality Champions.



INTERNATIONAL Women's Day 2023
Mawrth- cystadleuaeth Llyfr Staff

Merched Hanes Gwych gan Kate Pankhurst
Genod Gwych a Merched Medrus gan Medi Jones Jackson

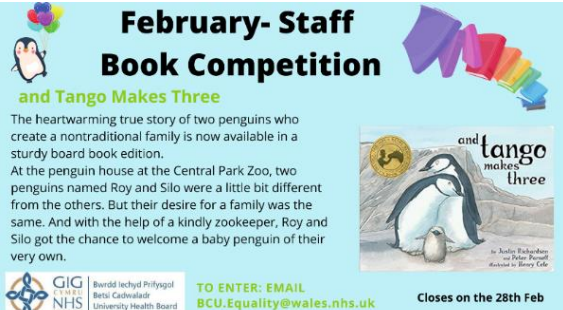
I nodi Diwrnod Rhyngwladol y Menywod mae gennym 2 lyfr i'r staff eu hennill i ddathlu Menywod anhygoel. ✉ eich dewis

I GYSTADLU: EBOST BCU.Equality@wales.nhs.uk

Yn cau ar y 31ain o Fawrth

GIG NHS WALES
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University Health Board

GENOD GWYCH MERCHED MEDRUS
GREAT WOMEN who made HISTORY



February- Staff Book Competition
and Tango Makes Three

The heartwarming true story of two penguins who create a nontraditional family is now available in a sturdy board book edition. At the penguin house at the Central Park Zoo, two penguins named Roy and Silo were a little bit different from the others. But their desire for a family was the same. And with the help of a kindly zookeeper, Roy and Silo got the chance to welcome a baby penguin of their very own.

TO ENTER: EMAIL
BCU.Equality@wales.nhs.uk

Closes on the 28th Feb

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University Health Board

and Tango makes three
by Judy Blume
and Peter Abrahams
Illustrated by Barry Cote

This year's theme was #EmbraceEquity. A visit to Ysbyty Glan Clwyd gave an opportunity for staff to show their support for gender equality and show their 'embrace' pose.

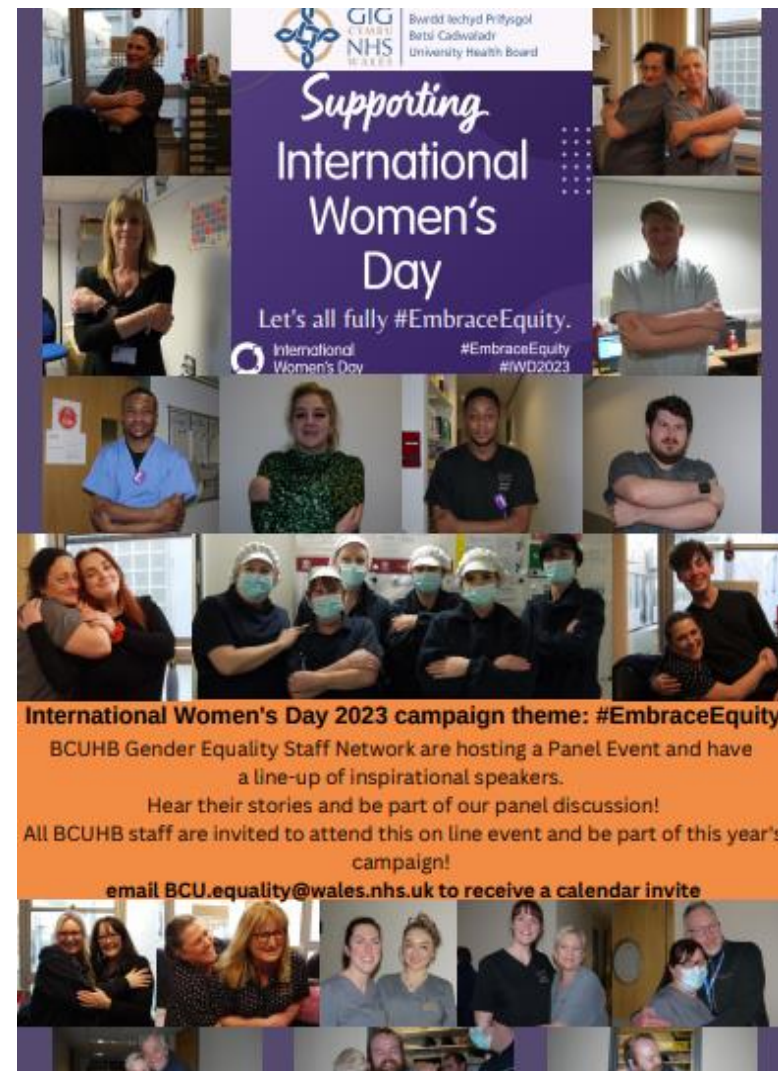


"I am a Dad raising two sons and I am really trying to give them a better understanding of sex and gender than I was given in the 1980s and 1990s"

3.6.5 Menopause Matters

Work has been underway throughout 2022-2023 to identify support needed for all staff that may be affected by the perimenopause, including male menopause. Menopause awareness sessions were put in place during 2022-2023 open to all staff. Staff are kept up to date with the development and implementation of initiatives and key messages via the staff bulletin. Future support is planned with menopause cafes.

Training for future menopause champions has taken place and a working group has been established to drive actions forward into 2023-2024.



3.6.6 Hear our voice, hear me now conference

A Conference organised by Conwy Learning Disability Self Advocacy Group and Prestatyn Self-Advocacy for Learning Disability took place on 21st October 2022.



Our Public Health team attended the event with a health promotion stand alongside a speaker from the Mental Health and Learning Disability team. The conference gave an opportunity to share key issues, share ideas and discuss solutions about important issues.

3.6.7 Movember 2022

To mark Movember 2022 and promote men's mental health, we hosted a virtual discussion event. The session focussed on staying Mentally Health in Work, with speakers from BCUHB Mental Health Team, The BCUHB Equality Team, Members of the Senedd, Construction industry and other occupations. This was hosted by the Mental Health and Learning Disability team and we collaborated with the National Confederation of Builders to

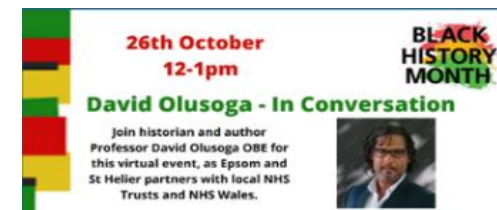
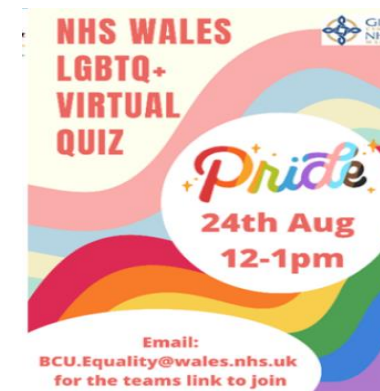
promote the event. The virtual event was open to individuals and employers across North Wales who wanted to gain a better understanding on how to support men to look after their mental health in work. Over 100 participants attended. The sessions are publicly available for access and to use as a training tool.

Links to these online events:

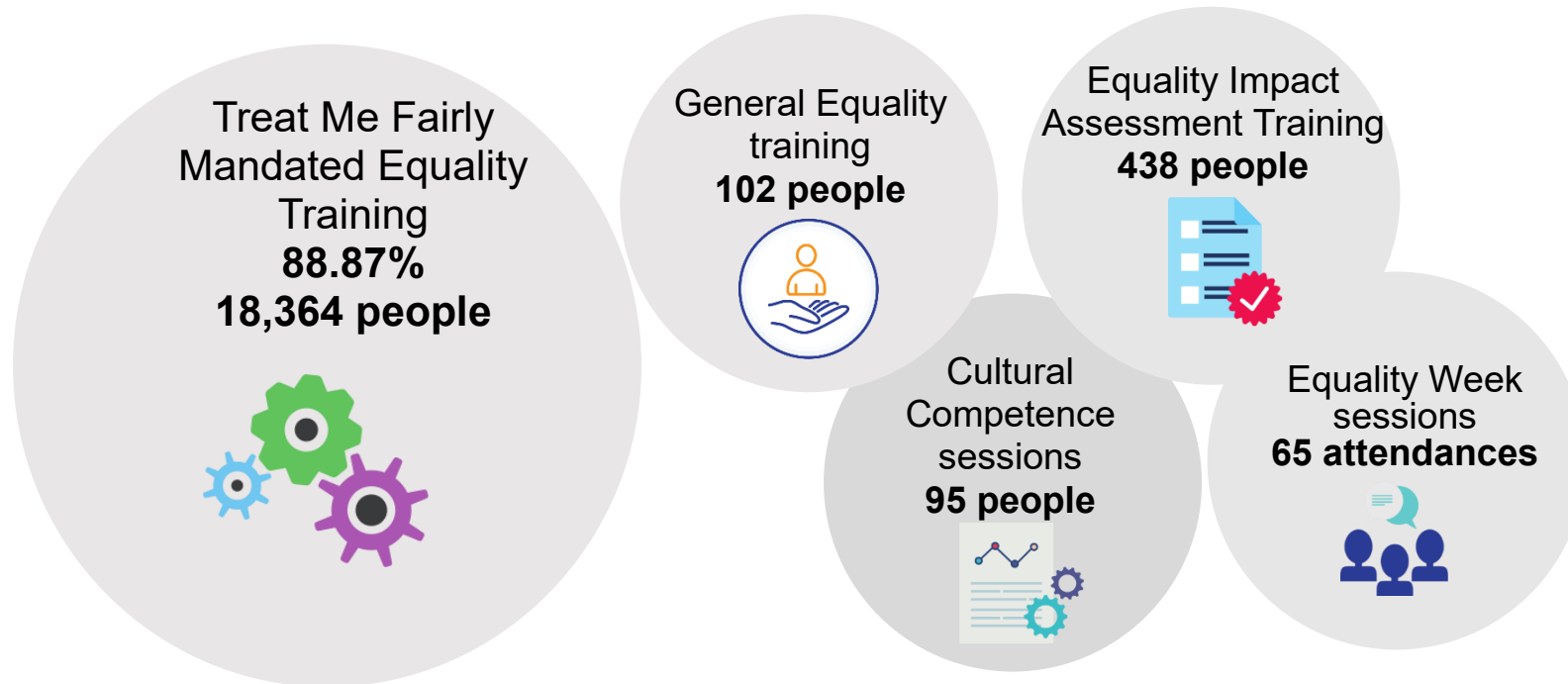
- Men's Mental Health Discussion 2022
- Men's Mental Wellbeing Wakelet

3.6.8 Other events promoted during 2022-2023

- World Aids Day event at Bangor Cathedral.
- Black History Month.
- Launched Here and Proud – LGBTQ+ awareness.
- Hate Crime Week.
- International Nurses Day.
- Carers Rights Week and Social Model of Disability sessions.
- Cynnig Cymraeg week.



3.7 Focus on training and development – linked to objectives **1** **2** **3** **5** **8** **9** **10**



3.7.1 Treat Me Fairly Mandatory Training

All staff are required to undertake mandated Equality Training – called Treat Me Fairly. At the end of March 2023, our compliance rate across the Health Board was 88.87%

3.7.2 Equality Impact Assessment and Socio-economic Impact Assessment Training

There has been a range of face to face and online equality related training delivered during the year 2022-2023. Training sessions on Equality Impact and Socio-economic Assessments have carried out with Public Health, Mental Health and Learning Disability team, Transformation and Planning Team, the Student Nurse Forum and the COVID-19 Vaccination Team.

3.7.3 General Equality Training

General Equality Training has been delivered to Patient and Carer Champions as well as across GP practices on request. External training events are also promoted. Examples include Hate Crime training delivered by Victim Support helping teams to develop the knowledge on how to better support people who experience discrimination.

3.7.4 Cultural Competence Training and Accreditation

Diverse Cymru has delivered Cultural Competency training resulting in greater awareness of culturally sensitive care and greater recognition of the diversity across Wales and beyond. This training has been promoted as part of the Anti-racist Action Plan with 95 people taking part during 2022-2023.

3.7.5 Case study: Embedding Cultural Competence: Good Practice in the Workplace

During 2022, the Therapeutic Support Service completed the Cultural Competence Certification Scheme with Diverse Cymru. The service were awarded a Silver award for the work. This work has included:

- Embedded cultural considerations through involving the service user group and consulting and co-producing with community members.
- Held multi-cultural events to place cultural diversity at the heart of the service and provide service users with meaningful activities and celebrations to look forward to.
- Increased staff awareness of unconscious bias, and our need to counter this over time.



Feedback includes:



“I thank the team for welcoming me for who I am - appreciating my Pakistani Heritage and being attentive towards my Islamic Beliefs. I believe the cultural competence scheme shows the significance and value of equity in healthcare.”



“In the last year, we have celebrated a harvest festival, Diwali, a Jamaican Reggae Extravaganza, Christmas, St Dwynwen’s day, Chinese New Year, St David’s Day, St Patricks Day, Eid and an African

drumming workshop. These celebrations helped us embed the learning alongside the celebration and spend time in our in patients' service which is both enabling, empowering and a fine example of a social model of care. Our posters are increasingly multi-cultural now....having added Gaelic and Chinese, among other languages to our environment.”



“As Welsh communities become increasingly diverse...we see how this work has helped us work closer together...remembering the power of a human connection as a catalyst for change.” Manager, Learning Disability Service

3.8 Focus on inclusive care guidance – linked to objectives 1 2 3 4 5 6 7 8 9 10

A range of guidance has been produced to help inform decision making within the Health Board. This is published internally on our intranet resources pages.

3.8.1 Trans Care guidance document

Trans Care guidance document called ‘It’s Just Good Care’ and ‘Gender Language Toolkit’. This was co-produced with the Unique Transgender Network. This guidance gives staff important information to deliver inclusive care that is sensitive to the needs of patients and carers.

3.8.2 Equality Toolkit for Primary Care

The Equality Toolkit for Primary Care was developed during 2022-2023 and is available for any Primary Care Practices in North Wales. This is intended to promote greater understanding of the different needs of communities across North Wales. The toolkit was developed in partnership with Cambria Surgery in Anglesey and The Laurels Health Centre in Flint, in which staff provided areas of information, which would be useful. The toolkit provides key information on equality issues and accessible healthcare. This toolkit was developed using principles of co-design with equality stakeholders.



3.8.3 Transformation Projects guidance

A guide to “Building Equality and Human Rights Considerations into Strategy Development and Large Scale Transformational Projects” produced for decision-makers to ensure that equality considerations are embedded at the beginning of transformational change.

3.9. Focus on insights from COVID-19 - linked to objectives 2 3 10

3.9.1 Building Back Fairer

The impacts of COVID-19 remains across all NHS organisations dealing with the legacy of long delays, waiting lists and a backlog for patients awaiting treatments alongside the impacts from Long Covid.

We have continued to build on the response to COVID-19 delivering the vaccination programme in line with Welsh Government guidance, this being informed by an EqIA. This includes the promotion of NHS staff receiving the vaccine and prioritisation of vulnerable patient groups.

3.9.2 Long COVID

One of the lasting impacts of Covid-19 has been Long Covid. We have gained understanding of the impacts of Long Covid on our workforce and for the population. A Long Covid Partnership group was established with patients playing an important role in shaping the development of the new service. This approach to co-producing services in partnership with patients won a NHS Wales award in empowering people to co-produce their care and was a finalist at the patient Experience Network National Awards 2022 in partnership working to improve experience.



The Long Covid service has been developed to support any person across North Wales who have Long Covid. The Health Board have published information for patients, which includes a Covid-19 Recovery app and self-referral into the Long Covid Service.

This service provides a programme of support for fatigue management, support for better sleep, exercises and strategies for managing breathlessness, intervention for “brain fog” issues such as memory and concentration difficulties, medication review and monitoring, pain management, help for low mood and anxiety; and support for the ways in which Long Covid is affecting people’s roles and responsibilities in their wider life at home and at work.

As a new service since December 2021, the service is developing ways of working to ensure its service is accessible to all different backgrounds. Patient leaflets in key languages have been developed and plans are in place for staff to undertake cultural competency training.

3.10 Focus on Public Health - linked to objectives 2 3 6 7 8 9 10

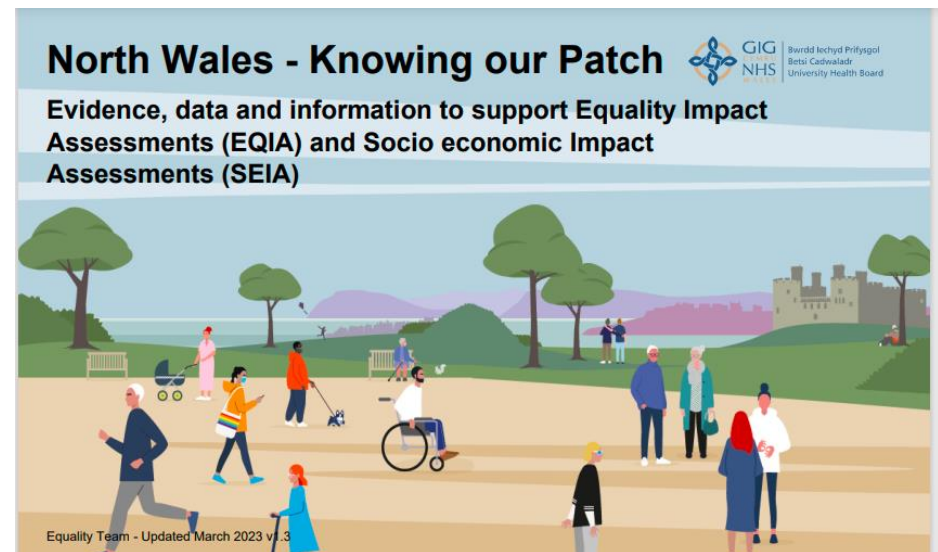
Reducing health inequality is at the heart of our Public Health work. Our Public Health Team plays an active role in the Equality and Human Rights Strategic Forum, the delivery of the Strategic Equality Plan Implementation Plan and the development and delivery of our Anti-racist Action Plan.

3.10.1 North Wales Public Health Team Annual Report

The North Wales Public Health Team produced their 2022 annual report which this year had a spotlight on mental health. The report focused on prevention, mental as well as physical well-being and the current drivers of mental ill health, along with some inspiring case studies.

3.10.2 Knowing Our Patch

The Public Health Team in partnership with the Equality Team have supported the production of our “Knowing Our Patch” document. This document presents collated demographic information of Protected Characteristics and socio-economic circumstances, and is designed to support inclusive service design and delivery.



3.10.4 Well North Wales

The Health Board’s health inequalities programme is Well North Wales, which is a regional programme focusing on working with the most disadvantaged populations in North Wales. More recently, the Well North Wales programme has been supplemented by the development of the Inverse Care Law programme and the development of the Community Support Hubs.

Well North Wales has evolved to focus on supporting four key themes:

- Infrastructure: developing Health and Wellbeing hubs in Penygroes and Bangor. These will foster new ways of working, and enable prevention activities alongside more traditional interventions. By involving the voluntary and community sector, and focusing on social prescribing as a means of addressing non-clinical issues, health outcomes for people living in poverty can be improved.
- Food poverty: Active support for a network of initiatives across the region, ensuring that some of the most disadvantaged populations have:
 - Accessed affordable, nutritious food.
 - Enhanced their cooking skills.
 - Made healthier lifestyle choices.
- Homelessness and vulnerable groups: Working with local authorities and the housing sector to promote wellbeing services.
- Social prescribing: enabling individuals to have access to social prescribing programmes that enable them to participate in activities that help improve their health and well-being.

3.10.5 Childhood Immunisations

The BCUHB 'Vaccinate your Child' campaign is designed to ensure all children get their routine immunisations. During 2022/2023, the BCUHB Public Health Team and BCUHB Communications Team worked together to arrange translation of the campaign marketing materials

to the 15 most-frequently spoken foreign languages within North Wales, and created a British Sign Language short film.

3.10.6 Denbighshire Intergenerational Project

This project focussed on delivering a Trauma-Informed creative project supporting children who had experienced trauma at a young age and had been resettled in Denbighshire from Syria, Afghanistan and Ukraine.

3.10.7 Alcohol Insight Project

Our Public Health team carried a joint project with our Substance Misuse Midwife about the current service for reducing alcohol use in pregnancy. This included:

- A survey of health professionals.
- An analysis of available resources and support services.
- Information on support services, and support during pregnancy.

A final report with recommendations is currently in development to support actions to increase the provision of information, increase skills and develop a social media campaign.



3.11 Focus on the cost of living support - linked to objectives 1 2 10

In September 2022, NHS Employers published a report called 'The rising cost of living: key facts, employer response and resources'. This highlighted the adverse impacts of the cost of living crisis on NHS staff across the UK, which included 19% of staff reporting lost sleep and 10% experiencing difficulties in concentrating or making decisions due to financial worries.

3.11.1 The cost of living crisis

Our Cost of Living Group was established during 2022-2023 to discuss ways to support staff on low incomes and for those experiencing financial hardship. This resulted in a range of initiatives to support staff, which included:

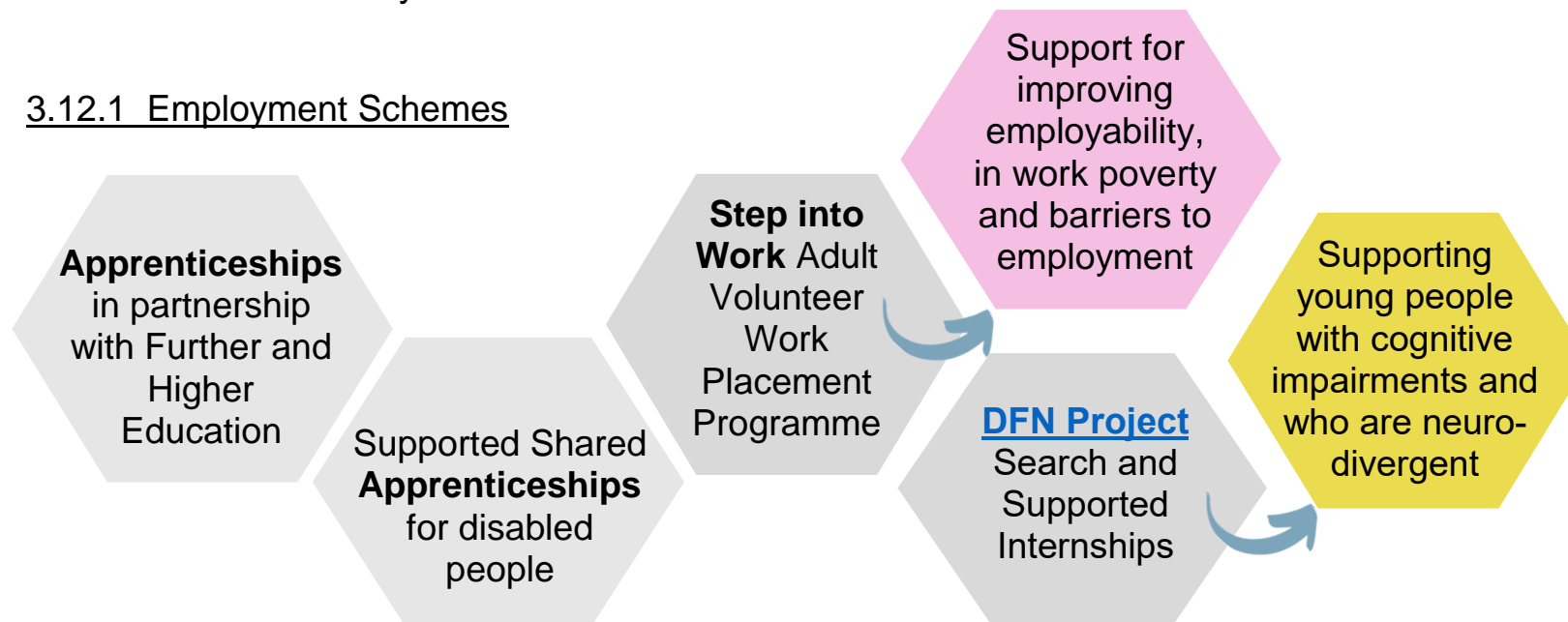
- Improving the financial support information pages on BetsiNet intranet.
- Collating information on support organisations for advice on financial hardship and debt advice
- Meal deal schemes such as the "£1 meal" implemented.
- Awareness and advice sessions arranged and promoted.

3.12 Focus on Employability schemes - linked to objectives 1 2 6 7 8 10

Our employment schemes provide opportunities for people to access support including work experience and placements to help them gain employment within the Health Board. This work demonstrates the Socio-economic Duty and our role in supporting individuals with gaining employment. A range of schemes are delivered in partnership with:

- Job Centres.
- Agoriad, Scope, Remploy, Sight and Sound, Gisda.
- North Wales Regional Equalities Network (NWREN).
- Educational settings.
- 'Go Wales' University Students.

3.12.1 Employment Schemes



3.12.2 Step into Work Programme

Our Step into Work Programme provides support for a range of people, especially those who are furthest away from the labour market including:

- Long- term unemployment.
- Young people not in work or full time education.
- People experiencing 'in work poverty'.
- Disabled people.

Our employment schemes provide opportunities to gain experience, skills support and confidence. Since 2017, our 'Step into Work' programme has helped over 330 participants to gain employment within the Health Board.

3.12.3 Working with schools and colleges

During 2022-2023, we have promoted the Health Board across schools and colleges in North Wales. This includes:

- Attendance at careers fairs
- Visits / talks to colleges and schools - including mock interview sessions.
- Provide support through mentoring circles

3.12.4 Robin volunteers

Our Robins volunteering scheme provides support to patients, carers, their families visitors and staff. Volunteer work across the three acute hospital sites, as well as within many of the community hospitals. There are two main Robin roles: Ward Volunteers at all hospitals and Guide Volunteers at Wrexham Maelor Hospital. There are over 200 people registered as Robins at March 2023.



During 2022-2023, our Volunteers Handbook has been reviewed with improvements made to equality and inclusion information.

3.13 Focus on National Plans - linked to objectives 2 3 6 7 8 9 10

During 2022-2023, we have responded to consultations and subsequent action plans published by Welsh Government. See Appendix B for further information about the following plans.

3.13.1 Anti-racism action plan and progress

The Anti-racist Action Plan was published in June 2022 and we have developed a comprehensive plan to address the health actions and continue to engage with our stakeholders to implement the plan. We have:

- Developed a BCUHB plan to implement the Anti-racist Wales Action Plan with governance in place.
- Commissioned Diverse Cymru to deliver cultural competency courses.



- Commenced engagement with external stakeholders
- Delivered a Board session on the requirements of the plan
- Appointed an Executive Race Equality Champion
- Undertaken an Equality Impact Assessment for the plan
- Published plan on a page – [link here](#)

3.13.2 Welsh Government – LGBTQ+ Action Plan

In February 2023, the Welsh Government published the LGBTQ+ Action Plan for Wales. Work is underway to develop a co-designed BCUHB action plan to implement the health related actions. We have:

- Identified stakeholders
- Promoted the plan internally
- Promoted internal campaign – Here and Proud

3.13.3 Code of Practice for Autism Services

We have launched a co-produced Steering Group to move the Health Board towards compliance with the Code of Practice. We have agreed to work to a set of co-production principles and to self-assess on an annual basis.



3.14 Focus on support for Armed Forces community – Linked to objectives 3 7 8

We have implemented the new requirements for the Armed Forces Act 2021 to enshrine the Armed Forces Covenant. Further information is available within Appendix B on the Armed Forces Act. During 2022-2023, this work has included:

- Established a Veterans' staff network.
- Established an Armed Forces Community Intranet site including information for Reservists.
- Improved the Health Boards' external website related to support available to the Armed Forces community members for both staff and patients.
- Implemented the Poppy veteran identification programme.
- The Poppy programme is set to be implemented across all acute admission areas across the Health Board.
- Remembrance Service held 11th November 2022.
- Veterans Covenant Healthcare Alliance (VCHA) Accreditation, which has resulted in Ysbyty Wrexham Maelor, Ysbyty Glan Clwyd and Ysbyty Gwynedd hospitals becoming 'Veteran Aware' Hospitals.

3.15 Focus on Spiritual Care - linked to objectives 2 3 5 6 7 8 9 10

All our staff are expected to provide a level of spiritual support appropriate for their role and are supported by our Chaplaincy Service, which represents faith communities across North Wales.

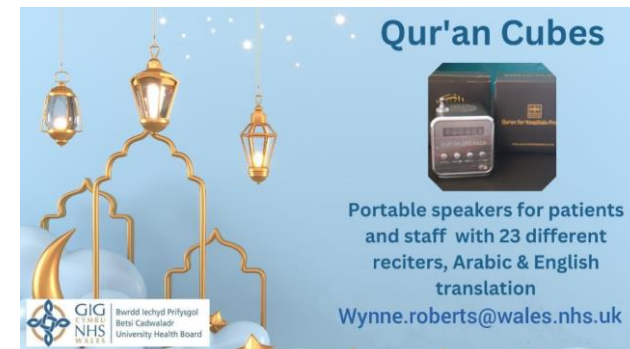
3.15.1 Chaplaincy support

Our support to patients, carers, families and staff includes:

- A listening ear and pastoral care in difficult times – including 24 hour urgent pastoral care
- Religious care
- Contact with different faith communities
- Supporting last rites for patients
- Support at times of bereavement
- Resources – multi-faith trolleys and access to chapels

3.15.2 Qu'ran cubes

To mark the end of Ramadan we received a donation of Qu'ran cubes, which are small Bluetooth speakers, which recite the verses of the Qu'ran in 24 different languages. These were kindly donated by the charity Quran for Hospitals and are available for both patients and staff.



3.15.2 Multi-faith celebrations

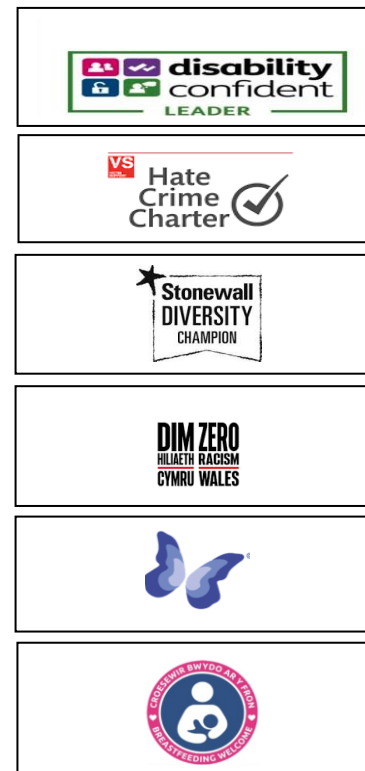
During 2022-2023, we have acknowledged a wide range of faiths and celebrations which were included within our Equality@BCU twitter feed.

Examples of faith calendar dates include Ramadan, Eid, Passover, Easter Blessing, Diwali event in Bangor, Mosque open day – at Wrexham Islamic Cultural Centre, and Happy Vaisakhi.

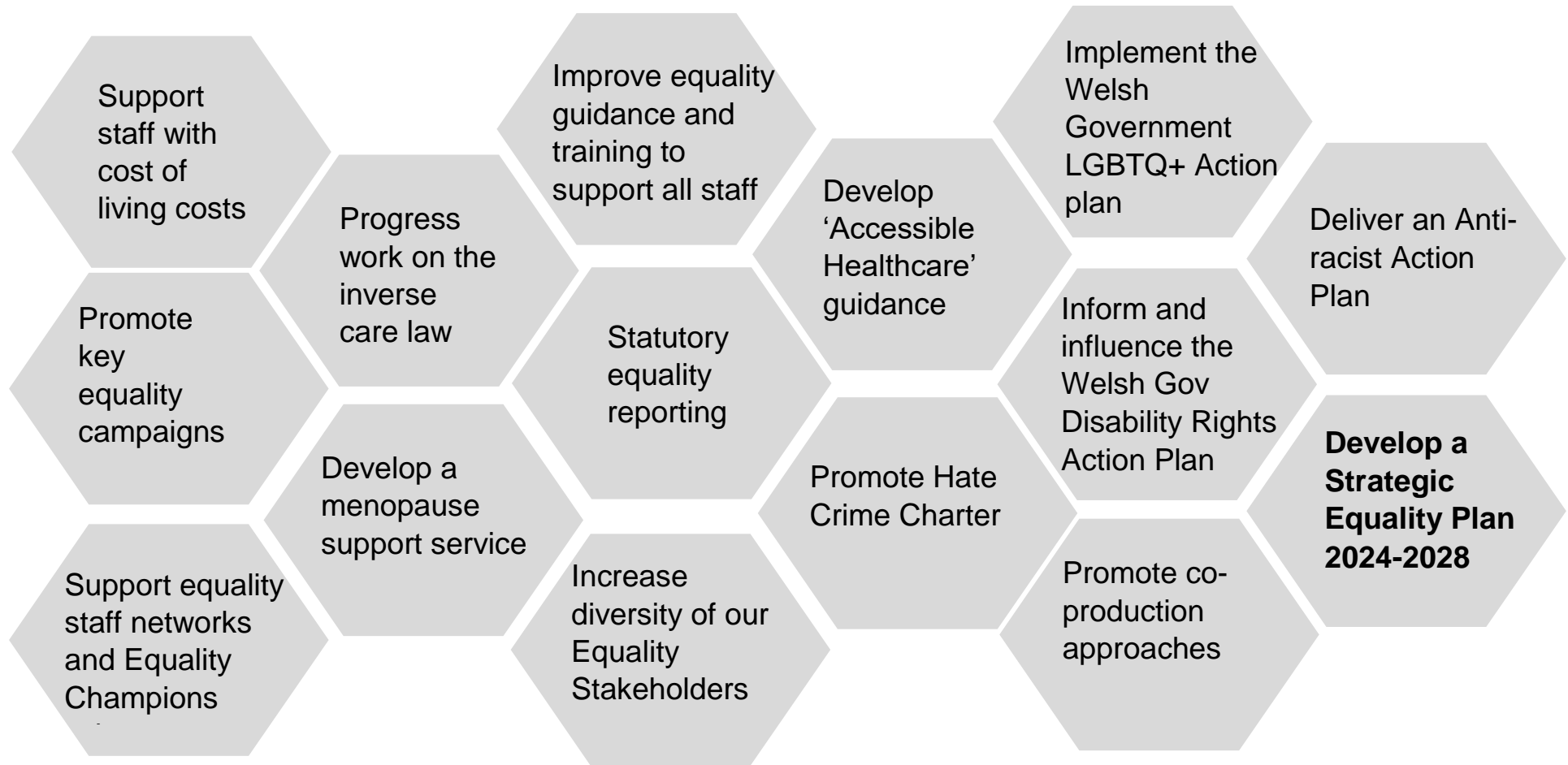
3.16 Focus on Pledges and Charters - linked to Objectives **1 2 3 4 5 6 7 8 9 10**

These are our pledges, charters and accredited schemes for 2022-2023. These schemes enable us to adopt best practice and share a wide range of resources across other organisations.

- Disability Confident: We renewed accreditation for Disability Confident leader certification in March 2023.
- Hate Crime Charter: We renewed our pledge to the charter in 2022.
- Stonewall Diversity Champion: We renewed our membership as a diversity champion for 2022-2023.
- Zero Racism Wales: The health board pledged to Zero Racism – 2022.
- Dementia Friendly: Dementia friendly services since 2019.
- Breastfeeding Friendly: Ongoing membership to the Breastfeeding Welcome scheme.
- Children’s Charter: Developed during 2022



Section 4: Next steps of our Strategic Equality Plan 2023-2024



Section 5: Conclusion

This Equality Annual Report highlights some areas of key work that we have undertaken across teams and individuals, and by working in partnership to work towards advancing equality, promoting human rights and tackling health inequalities.

The publication of the Anti-racist Wales Action Plan and the LGBTQ+ Action Plan for Wales has placed a requirement upon us as a Health Board to address discrimination and provide equitable access into our services. These plans involve actively identifying and changing the policies, behaviours and beliefs that perpetuate discrimination and inequality.

Our People Strategy is driving a range of actions to improve recruitment, retention and development opportunities for staff. We have made significant improvements to monitoring data and aligning this work to our Equality Strategy. We strive to be an employer of choice; one that is free from discrimination, harassment, and victimisation, and led by compassionate leadership.

In February 2023, our Health Board was placed into Special Measures. We recognise that there is significant progress to be made in the leadership and culture of our organisation, and equality and inclusion alongside compassionate leadership will be at the heart of these improvements.

The Equality Impact Assessment and Socio-economic Impact Assessment procedures are embedded within all key changes within our services, Health Board plans, policy reviews and strategies to ensure inclusive decision making.

The appointment of Executive Champions for Equality has been a positive step towards having direct executive participation in our equality agenda. More is to be done, but this is a start to get greater accountability for key areas such as the Welsh Government Anti-racist Plan and LGBTQ+ Action Plan.

External Equality Stakeholders have been fundamental in the progress made on our Strategic Equality Plan, and in holding us to account. The role of our stakeholders has helped us deliver a range of guidance – based on lived experience insight. We thank our Stakeholders for their time, supportive challenge and ongoing scrutiny of how we demonstrate our commitment to equality and human rights. Our external equality stakeholders will have an even stronger representative voice in the coming years.

Examples of our day-to-day activities within the Health Board are enriched by embedding an ethos of inclusion and diversity. The example of embedding cultural competence in the work of our Therapeutic Support Service highlights the benefits and impacts of participation and acknowledgment of diversity.

The work of our engagement team highlights our partnerships with different organisations and communities across North Wales. Engagement work reaches out to different communities to ensure voices from all communities can be heard about the decisions that affect them.

All people across North Wales have the right to accessible health care. We acknowledge that occasionally patients or carers may not always have a positive experience in accessing and receiving care. Our Patient and Carer team work hard to ensure that we constantly learn from patient and carer feedback, and that we make it as easy as possible for our service users and their carers and families to share their views with us.

Changes in how people access translation and interpretation services has improved during 2022-2023 and digital access now provides timely access for staff to arrange an interpreter. Face to face interpretation remains an option for patients where required.

As we enter into the final year of our 4-year Strategic Equality Plan, we have much work to do to ensure people across North Wales and our staff are welcomed into inclusive and accessible services that meet their needs. We are committed that our new 4-year Strategic Equality Plan 2024-2028 will be developed in partnership with our equality stakeholders to represent views across North Wales.

Acknowledgements

We are always grateful for all the support that we receive from all of our stakeholders who represent a diverse and inclusive range of organisations and people, including:

Autistic UK

North Wales Independent Advocacy Service

Unique Transgender Network

Community Health Council (now Llais)

North Wales Regional Equality Network

Wheeleability

Arfon Access Group

FDF Centre for Independent Living

Fair Treatment for Women in Wales

Centre for Sign Sight Sound

Victim Support

EYST

BAWSO

Race Council Cymru



Race Equality First

North Wales Africa Society

Disability Wales

We would also like to acknowledge the support of every member of our staff networks: Celtic Pride, BCUnity and International Staff network, RespectAbility, The Gender Equality Network and Veterans Staff Network.

We would also like to acknowledge the support of each of our Equality Champions.

Finally thank you to all those staff, of whom there are too many to mention, who have made a positive contribution to advancing Equality and Human Rights this year.

Appendices

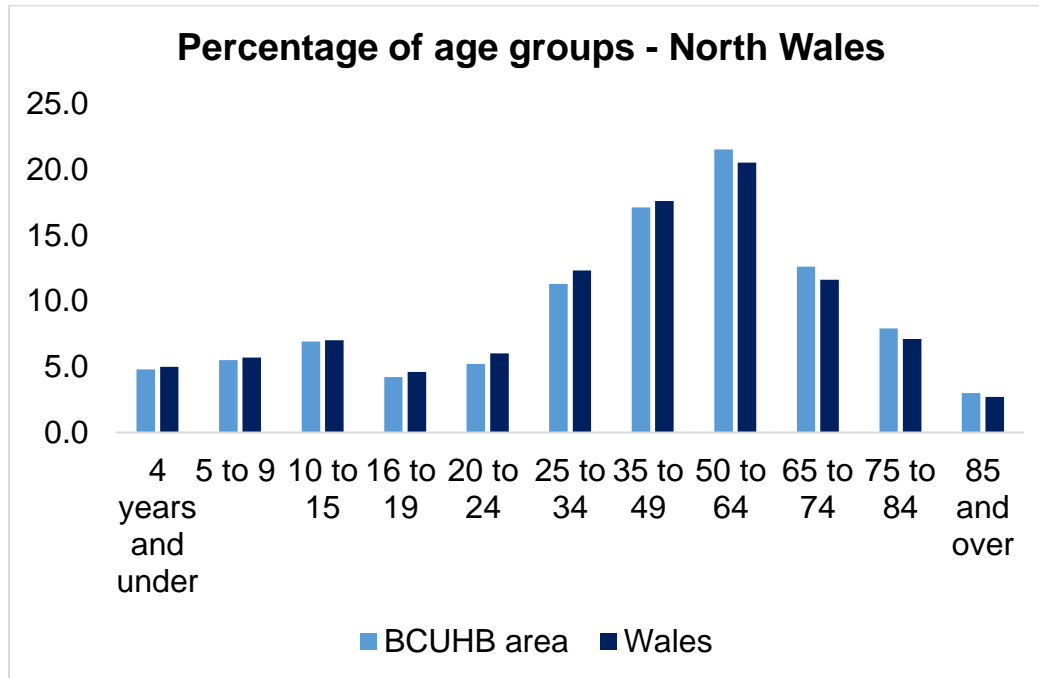
Appendix A: Population information

Appendix B: Equality legislation and Strategic Context

Appendix C: BCUHB Vision, Values and Purpose

Appendix A: Population information

A snap shot about North Wales: Source: Nomis 2022



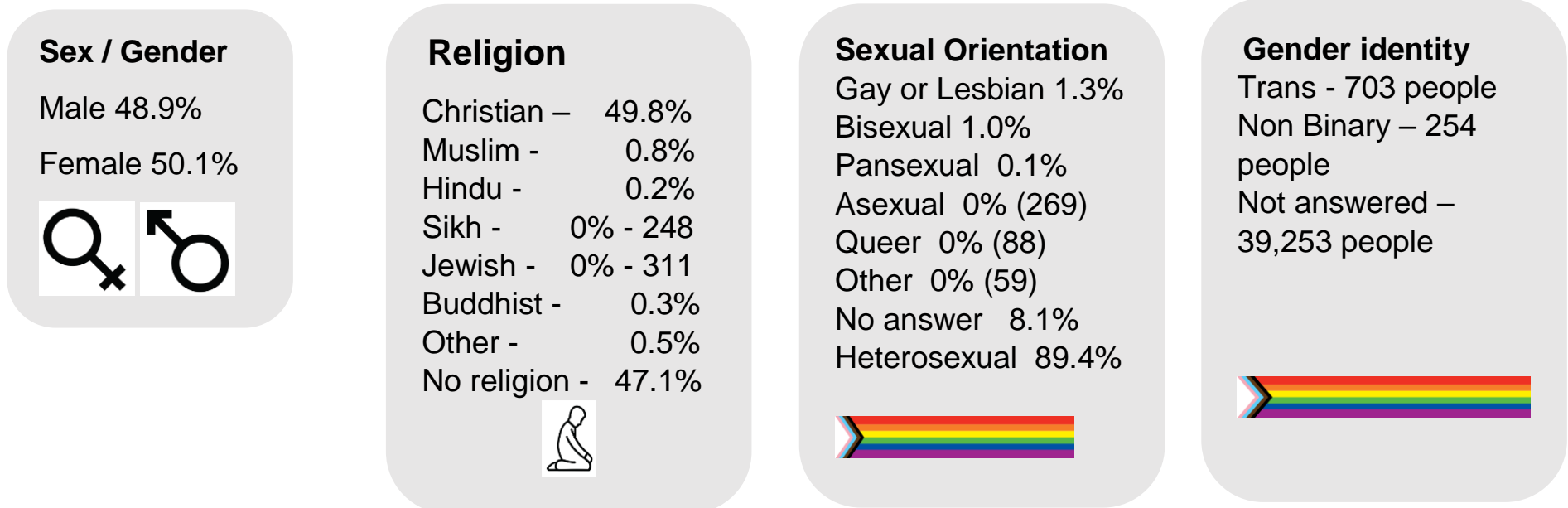
Across North Wales, Flintshire has the largest population (156,100) followed by Wrexham (135,957). Anglesey has the smallest population at 70,043.

Flintshire and Wrexham also have a younger population with 19% of the population aged 15 years and under, and Anglesey and Conwy have an older population with 26% and 28% respectively aged 65 and over. Conwy also has the greatest percentage of people aged 85 and over at 4% of the population.

Welsh speakers:

North Wales is home to more Welsh-language speakers than elsewhere in Wales. The highest percentages of people (across Wales) aged three years or older able to speak Welsh were in north-west Wales, with 64.4% in Gwynedd, and 55.8% in Anglesey.

A snapshot of our demographics



Caution should be taken with LGBTQ+ census data as this is considered as significantly under estimated.

Disability / long term conditions and impairments

72,235 people

10.5% as

defined under

the Equality Act

Carers 10.3%

>19 hours of

care per week



Ethnicity

White – 96.8% compared to Wales 93.8%

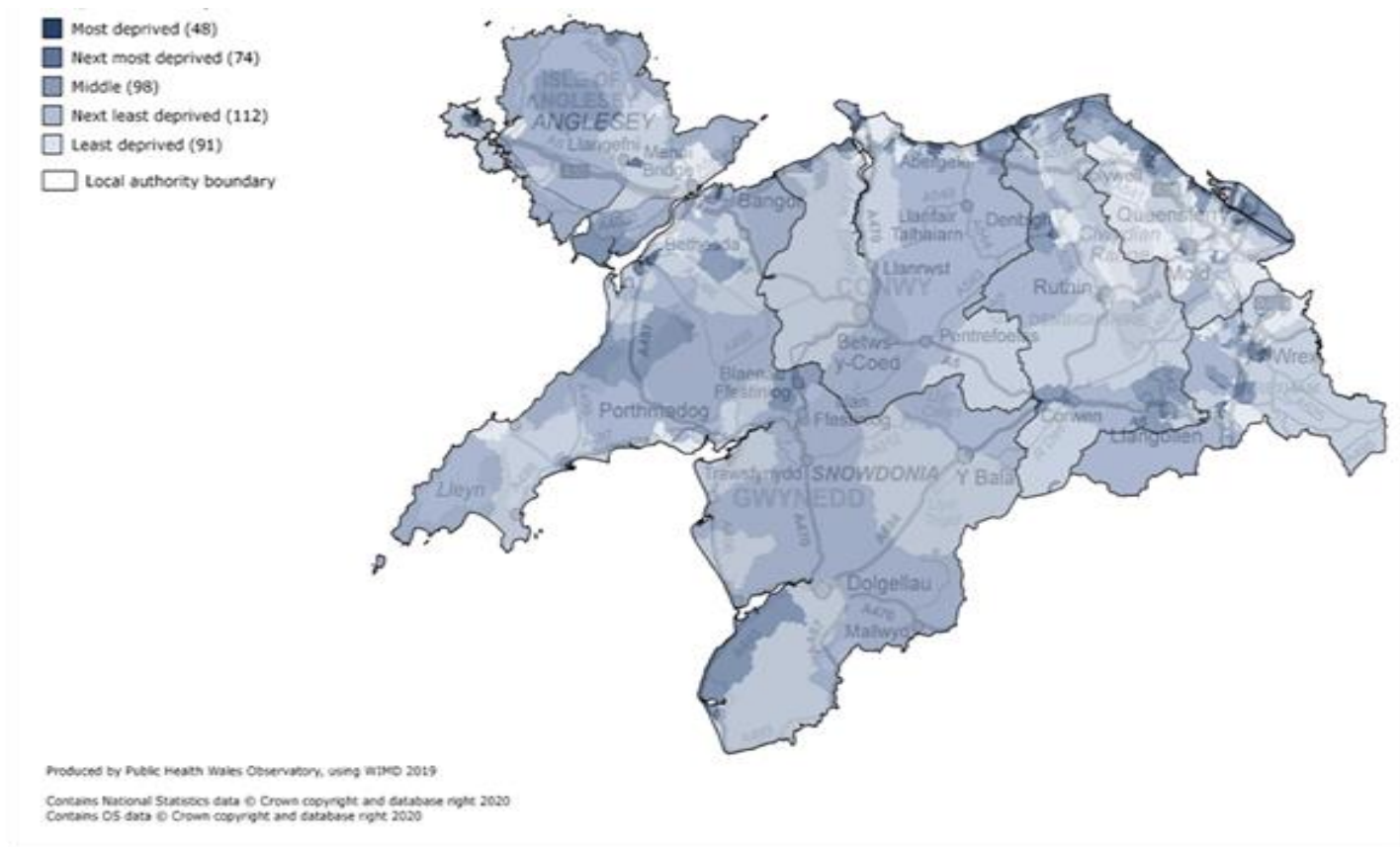
Asian, Asian British or Asian Welsh – 1.4% compared to Wales 2.9%

Black, Black British, Black Welsh, Caribbean or African – 0.3% compared to Wales 0.9%

Mixed or Multiple ethnic groups – 1.1% compared to Wales 1.6%

Other ethnic group – 0.4% compared to Wales 0.9%

Map showing Lower Super Output Areas by fifths of deprivation, Overall Welsh Index of Multiple Deprivation, North Wales, 2019¹



¹ Source: [WIMD - Explore \(gov.wales\)](https://gov.wales/wimd-explore)



Appendix B: Equality Legislation and Strategic Context

The Equality Act 2010

The Equality Act 2010 protects people and groups from unfavourable treatment and makes it unlawful to discriminate, harass or victimise people because of a reason related to their protected characteristic.

The Public Sector Equality Duty

Section 149 of the Equality Act 2010 requires us to demonstrate compliance with the Public Sector Equality Duty (PSED), which places a statutory duty on the Health Board to:

- Eliminate unlawful discrimination, harassment, and victimisation;
- Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not;
- Foster good relations between those who share a relevant protected characteristic and those who do not.

Our Health Board also has a specific duty under the PSED to undertake the following actions:

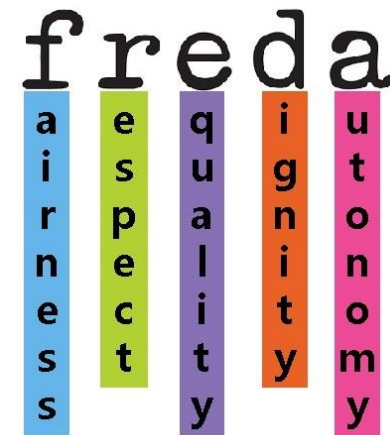
- Publish information to demonstrate compliance with the Equality Duties, at least annually
- Set equality objectives, at least every 4 years.

The Socio-economic Duty

The Socio-economic Duty was introduced by the Welsh Government on 31st March 2021, implementing a previously dormant section of the Equality Act (2010). Its aim is to deliver better outcomes for those who experience socio-economic disadvantage. It further enhances current equality legislation and the Well-being of Future Generations (Wales) Act 2015 and Social Services and Well-being (Wales) Act 2014. The Socio-economic Duty places a requirement on the Health Board that when taking strategic decisions, the Health Board has due regard for the need to reduce inequalities of outcome that result from socio-economic disadvantage.

The Human Rights Act 1998

The Human Rights Act 1998 sets out universal standards to ensure that a person's basic needs are recognised and met. Public Bodies have a mandated duty to ensure they have arrangements in place to comply with the Human Rights Act 1998. It is unlawful for a healthcare organisation to act in any way that is incompatible with the Human Rights Act 1998. In practice, this means we must treat individuals with Fairness, Respect, Equality, Dignity and Autonomy. These are known as the FREDA principles.



Infographic courtesy of CQC

All Wales Standard for Accessible Communication

An All Wales Standard for Accessible Communication and Information for People with Sensory Loss produced by Welsh Government (2013) sets out the level of service people with sensory loss should expect to be met when they access health care. These standards apply to adults, young people and children.

Armed Forces Act 2021

The covenant aims to prevent service personnel and veterans and their families being disadvantaged when accessing public services. This introduced a statutory duty to have “due regard” to the principles of the Armed Forces Covenant.

Welsh Government - Anti-racist Wales Action Plan

In June 2022, the Welsh Government published the “[Anti-racist Wales Action Plan](#)”. The Anti-Racist Wales Action Plan places a responsibility on public bodies to report demonstrable progress in areas detailed in specific actions. Health is one of the component parts of the plan, and BCUHB will be undertaking the actions contained within the five Health priority action areas:

1. Leadership
2. Workforce
3. Data
4. Access to services
5. Health Inequalities



Leadership



Workforce



Data



Access to services



Health inequalities

Welsh Government – LGBTQ+ Action Plan

On the 7th February 2023, the Welsh Government published the LGBTQ+ Action Plan. The Welsh Government has said that it “wants to make Wales the most LGBTQ+ friendly nation in Europe” with the stated aim “to show our clear commitment to respecting, protecting, and fulfilling the human rights of all LGBTQ+ people in Wales”. Health is one of the component parts of the plan.

The Welsh Government wants to make Wales the most LGBTQ+ friendly nation in Europe. It is an ambitious goal, but we believe we can support all LGBTQ+ people in Wales to live their fullest life: to be healthy, to be happy, and to feel safe. This LGBTQ+ Action Plan for Wales has been established to help coordinate action by the Welsh Government and other agencies. The plan sets out an overarching vision to improve the lives of and outcomes for, LGBTQ+ people. It includes a wide range of policy-specific actions relating to human rights, education, improving safety, housing, health and social care, sport, culture, and promoting community cohesion.

Health is one of the component parts of the plan, and BCUHB will be undertaking the actions contained within the health related actions:

- Understand and improve the experience of LGBTQ+ people in the health and social care sectors.
- Ensure maternity and fertility services are accessible and straightforward to use for LGBTQ+ people.
- Ensure the development of the new mental health strategy takes account of LGBTQ+ people.
- Publish and act on a new HIV Action Plan and overcome barriers to LGBTQ+ people accessing sexual health services.
- Review the Gender Identity Development pathway for young people in Wales.
- Continue to develop the Wales Gender Service.
- Improve the data recording and change processes for maintaining trans, non-binary and intersex people's medical records.

BCUHB Strategic Equality Plan

Our [Strategic Equality Plan](#) (SEP) for the period 2020-2024 was agreed and published in March 2020. As a listed body in Wales under the Equality Act 2010, we are required to draw up a Strategic Equality Plan at least every 4 years. The purpose of the Strategic Equality Plan is to document the steps that BCUHB is taking to fulfil its duty.

Appendix C: BCUHB Vision, Values and Purpose

For more information visit: [About the Health Board.](#)

Our Vision

We will improve the health of the population, with particular focus upon the most vulnerable in our society.

We will do this by developing an integrated health service which provides excellent care delivered in partnership with the public and other statutory and third sector organisations.

We will develop our workforce so that it has the right skills and operates in a research-rich learning culture.

Our Values

Put patients first.

Work together.

Value and respect each other.

Learn and innovate.

Communicate openly and honestly.

Our Purpose

To improve health and deliver excellent care.

The Health Board's Strategic goals

Improve health and well-being for all and reduce health inequalities.

Work in partnership to design and deliver more care closer to home.

Improve the safety and outcomes of care to match the NHS's best.

Respect individuals and maintain dignity and care.

Listen to and learn from the experiences of individuals.

Support, train and develop our staff to excel.

Use resources wisely, transforming services through innovation and research.

For more information visit: [About the Health Board.](#)