

Integrated Impact Assessment

Annual Business Plan 2025-2026

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

Protected Characteristics	None	Positive	Negative	Assessment
Age		X		<p>The Annual Plan ensures that engagement is inclusive of people of all ages. The plan's initiatives, including our Llais local engagement and digital inclusion efforts, will support people of all ages in having their voice heard.</p> <p>There is specific mention of the Children and Young People's programme as our data tells us that we have not heard enough from them.</p> <p>Our data tell us that older people regularly engage with Llais and whilst they are not specifically mentioned in the plan we have partnerships in place with the Older People's Commissioner, whose work aligns with our own.</p>
Disability		X		<p>The plan includes accessibility considerations such as alternative formats, Easy Read and digital tools to enable</p>


			<p>people to more easily engage with our work. 52 % of individuals who have used our complaints advocacy services and provided us with their equality information identify as disabled. Around 21.1% of the wider Welsh population identify as disabled so this may represent an over-representation which we will monitor. Our complaints advocacy work will continue to support disabled individuals navigating health and social care services.</p>
Gender Reassignment		X	<p>Gender-neutral language is used throughout the document.</p> <p>There is no explicit reference to how our work may affect trans or non-binary people which may cause concern for individuals, however, the actions that fall under this plan, such as our position statement on Gender Services in Wales, should ensure that our work has no detrimental impact on this characteristic.</p> <p>We will continue to work with our partners in the public, voluntary and third sectors as well as community groups to ensure that trans voices on health and social care are heard.</p>
Marriage/Civil Partnership	X		<p>The plan aligns with our principles of non-discrimination. There are no specific references in the plan to this characteristic, nor are there any specific impacts that have been identified, however, actions underneath this plan are likely to have their own IIA and will review this as part of future planning.</p>

Pregnancy/Maternity		X		<p>This plan explicitly includes the Maternity and Neonatal Voices Partnership Cymru, which will gather real-life experiences from those who have used maternity services to drive improvement, building on what we have been hearing over the last year.</p>
Race		X		<p>There is no explicit reference to ethnicity within the plan, however it supports equitable representation in decision-making spaces through our commitment to anti-racism and our work with ethnic minority-led organisations. This includes minority groups who are seldom heard e.g., Gypsy, Roma and Traveller people and continues to build upon what we have been hearing through our engagement and our work with our partners.</p> <p>This plan also ensures that the needs and experiences of ethnic minority communities are better understood and reflected in services, continuing to embed anti-racist principles across our work, recruitment and governance.</p> <p>As an all-Wales organisation we know that our work covers areas where there are higher percentages of people who may not speak English well or at all e.g., Cardiff, Newport, Wrexham and Swansea. Translation services will be provided for key documents ensuring accessibility for non-Welsh and non-English speakers as well as providing in-person translation for any advocacy clients who request it.</p>

Religion/belief		X		The plan does not contain explicit references to religion or belief, but it supports inclusive engagement across a range of communities. Our people are encouraged to use planning tools with our wider IIA toolkit embedded in them, to ensure we consider when and how we engage with different communities e.g., being conscious of cultural/religious festivals, attire, different practices etc.
Sex		X		<p>We know that women's health and wellbeing in Wales is often undervalued and under-resourced. Women's Health is mentioned within the plan and will form one strategic area of responsibility during the life of the plan.</p> <p>Additionally, whilst there is no specific mention of our gender pay gap report and actions within the plan an update report will be published as part of our workplan to support internal development.</p>
Sexual Orientation		X		Llais remains committed to ensuring health and social care services meet the needs of LGBTQ+ individuals. We have heard from our various engagement events about the challenges of accessing gender and mental health services and support over the last year. We will continue to work with our partners and the public through targeted engagement and advocacy efforts including planned presence at Pride Cymru and other LGBTQ+ events.
Wales-specific considerations				

Health		X		<p>The work that sits under this report has the potential to influence and impact health inequalities across Wales on a broad range of issues.</p> <p>Our findings will be published and representations will be made to NHS bodies and local authorities to ensure action is taken to help reduce inequities across our society within health and social care.</p>
Socio-Economic		X		<p>We know that chronic condition and low live birth rates have increased for those who live in deprived areas. We also know that people who are socio-economically disadvantaged have less access to broadband and both public and private transport (Welsh Index of Multiple Deprivation 2019: analysis relating to areas of deep-rooted deprivation [HTML] GOV.WALES)</p> <p>There is no explicit mention of socio-economic disadvantage within the plan. However, an internal working document emphasises 4 key lenses for planning our work associated with this plan. One of those lenses is those who live in deprivation and who can be involved in our work. Regional Directors have been asked to specifically engage with people from these communities through their Llais local or Forum programme.</p>
Well-being of Future Generations		X		<p>The plan, its objectives and planned actions work towards the following: A More Equal Wales, A Wales of Vibrant</p>

<p>① If your proposal/project uses the 5 ways of working/helps to meet the 7 well-being goals include them here.</p>				<p>Culture and Thriving Welsh Language, A Wales of Cohesive Communities and A Healthier Wales.</p> <p>Our work is also likely to contribute to collaboration, integration and prevention.</p>
<p>Welsh Language</p>		<p>X</p>		<p>This plan is available in Welsh and people are encouraged to communicate with us in the language of their choice.</p> <p>This plan prioritises Welsh language considerations. Our ‘Welsh Language First’ principle is embedded in our communications, engagement and service delivery.</p> <p>We heard through our work with Mwy na geiriau of the challenges that people face when they are unable to access health and social care services in the language of their choice and how positive small interactions in the medium of Welsh can be on their wellbeing.</p> <p>We will continue to build on what we are hearing through our events and advocacy work and actively encourage participation in Welsh at events such as the Urdd and the Eisteddfod.</p>
<p>Additional considerations</p>				
<p>Carers/Care-Experienced or those</p>		<p>X</p>		<p>There is an emphasis within our plan on unpaid carers and respite support to ensure that the needs of caregivers are</p>

with caring responsibilities				considered in our work. This builds on what we have been hearing over the last year and recognises that 10.9% of people provide some form of unpaid care within Wales.
Digital Inclusion/Exclusion  Please include details of any of the Digital Inclusion Charter pledges that your proposal/project will help progress.		X		<p>This plan will be made available in non-digital formats for those who are at risk of digital exclusion (e.g., those from more rural areas, older people and socio-economically disadvantaged people).</p> <p>Our work with Digital Inclusion Alliance Wales and a planned programme with Digital Health and Care Wales will support us in advocating for equitable access to digital health and social care services.</p>
Rurality		X		<p>This plan highlights transport and service access challenges in rural Wales, working towards more inclusive service delivery. This is supported in one of the two Wales projects that will focus on integrated care in the community, which is particularly important in rural communities.</p> <p>The plan references position statements and attendance at national events to hear from communities – like the Royal Welsh Agricultural Show and our position on rural health and care.</p>

Overall Assessment of the impacts on particular groups

Summary

The Llais Annual Plan 2025-2026 is designed to have a positive impact across all protected characteristics within this assessment and has the potential to impact on other groups outside of this assessment. Its focus on accessibility, inclusion, and equity ensures that seldom-heard voices are amplified in health and social care decision-making.

No detrimental impacts have been identified during the development of this plan. It has been drafted using a range of internal and external evidence to ensure objectives are focused on the areas that matter to our people and the people and communities of Wales.

This plan has been circulated internally to all staff, volunteers, and Board members and no further action has been identified in relation to negative impacts on different groups.

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

As discussed, most actions undertaken as part of this plan will likely have their own individual assessments that will identify (and mitigate) any potential negative impacts on particular groups as part of our project planning.

Welsh Language

This proposal has been assessed in line with our Welsh language requirements.

- **‘Welsh Language First’ Approach:** All public-facing materials will be available in Welsh, with proactive encouragement for Welsh speakers to engage in their preferred language.
- **Welsh-Language Events & Engagement:** Events such as the Eisteddfod and Urdd will have dedicated Welsh-language activities and representation.
- **Internal and External Commitment:** All staff and volunteers will be supported in developing their Welsh language skills, and our partnerships will prioritise bilingual service delivery.

Outcome – see *Welsh Language* for further details.

Data Protection

This proposal has been assessed in line with our data protection responsibilities.

Outcome

This plan does not need a DPIA in line with the guidance.

Document considered by **Ben Eaton (Strategic Director of Organisational Strategy and Engagement)** and **Charysse Harper (Head of Equity, Diversity, Inclusion and Wellbeing)** on **18 March 2025**.