

Item: 5

Title: Llais Annual Equality Report 2024/2025

Gweithredu / Action required -	For information and comments. Please could Board also confirm they are happy to reference our participation in the upcoming 'Aspiring Board Programme' as part of this report under our anti-racist actions.
Amseru / Timing	Routine (annual)
Argymhelliad / Recommendation	That the Board: <ul style="list-style-type: none"> - Notes the draft Annual Equality Report, - Approves its contents, or provides suggested additions/amendments; and - Agrees publication subject to any agreed changes.
Risg / Risk	Mandatory reporting due by 31 March 2025
Cyllid / Finance	N/A
Amcan Cynllun Corfforaethol / Corporate Plan Objective	Annual Plan: Growing and improving as an organisation Strategic Equality Plan: Our People, Our Culture and Our Services (2,3&4) General and Specific equality duties (Equality Act 2010 & Public Sector Equality Duty) – Equality and Human Rights Commission mandated report.
Cydraddoldeb / Equality	No impact assessment required for this report. This report details our progress against our Strategic Equality Plan 2024-2028 (year 1)
Cyfathrebu / Communications	Please tick one of the following boxes if this activity will have an impact on: Internal: our people <input checked="" type="checkbox"/> External: our customers/partners/stakeholders <input checked="" type="checkbox"/> External: our organisation's reputation <input checked="" type="checkbox"/>
Cymeradwyaeth / Approval/Clearance	Tîm Arwain

Trafodaethau/ Penderfyniadau Blaenorol / Previous discussions/decisions	Tîm Arwain received an outline of the agreed actions for Year 1 in July 2024 and Board received a six-month update on our progress in October 2024.
Awdur/ Cyflwyno / Author/presenting	Charysse Harper/Ben Eaton
Dyddiad / Date	26 March 2025
Cefndir / Background	
<p>We must report annually on how we are meeting our General Equality Duty under the Wales-specific duties in the Equality Act 2010. We must also report on how we are meeting our specific equality duties by producing an annual equality monitoring report by 31 March each year.</p> <p>We must report on:</p> <ul style="list-style-type: none"> - the steps we have taken to identify and collect relevant information - how we have used this information in meeting the three aims of the general duty - any reasons for not collecting relevant information - a statement on the effectiveness of the authority’s arrangements for identifying and collecting relevant information - specified employment information, including information on training and pay* - progress towards fulfilling each of our equality objectives, and - a statement on the effectiveness of the steps that we have taken to fulfil each of our equality objectives. <p><i>A note on pay:</i> the report does not include any information relating to our pay though it does reference the Gender Pay Gap Statement 2023-2024.</p> <p>Most organisations report on the previous year’s activities for their equality report. A summary of our equity, diversity and inclusion activities in 2023/2024 was reported in our Llais Annual Report and Accounts 2023/2024.</p> <p>Our Strategic Equality Plan was agreed in 2024. A decision was made by the Head of EDI & Wellbeing to report on the current year proactively rather than retrospectively to ensure that we are meeting our legal duties and responsibilities with less chance of crossover moving into the next iteration of our Strategic Equality Plan 2029-2033.</p> <p>The report contains Information on all the above, In addition to a section on our Welsh language commitment.</p>	

Most of the information in the report runs up to 1 January 2025 to allow sufficient time for writing the report, translation and design. It is not ideal, however, in future we can provide details of anything significant in February or March as part of that year's reporting.

For future reporting, as we improve our capturing and use of external equality data, we may wish to consider reporting on how we have used that information to inform our work e.g., national priorities, representations, engagements etc.

This Board report provides an overview of the contents of the annual equality report. For more detailed information, please refer to the draft report attached.

Manylion / Detail

The report is split into the areas outlined above. Here is a brief overview of the relevant sections (things you will have not seen as part of the Strategic Equality Plan).

Identifying and collecting relevant information:

Briefly outlines where we are collecting relevant information as an organisation, from both internal and external sources and how we utilise that information to inform our strategic planning, shape our priorities, inform representations, internal strategies, Integrated Impact Assessments etc.

It specifically acknowledges that we have identified gaps in what we know. Our equality objective 4 aims to reduce those gaps through more meaningful data collection.

Our first year

This section lists each equality objective and presents the information in an accessible way into a 'We said, we did' format to show clearly how we did (or did not) meet the actions we identified in Year 1 of our Strategic Equality Plan workstreams.

Our services

Assessment: effective

We met both actions identified for this year, both with positive outcomes. The national collaboration/stakeholder register has combined all stakeholder



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information provided from each regional and national team that will allow there to be one true source of information, updated regularly for people to use as part of our communication and engagements.

For your information (not included in the report): the form now enables us to tick yes or no under all protected characteristics, as well as some other categories like education, to highlight each contacts different interests whilst also filtering by region. This means we are more able to identify different interests where we have an over or under-representation of contacts, or where we do not have specified contacts for individuals, alerting us that we need to do more in terms of our relationship building.

The (re) introduction of Integrated Impact Assessments has also gone relatively well, with all areas of the organisation making contact on how to complete them, where to find information and seeking direct support and guidance from the Head of EDI & Wellbeing.

Next year's focus will now be on embedding these into our practices even more, ensuring forms are shared to the central library to increase our resources and sharing of knowledge across the organisation.

Our people

Assessment: Somewhat effective

Whilst we have made good progress in some areas, like our 'Welsh language first thinking' and the report identifies that the introduction of the behavioural framework is a positive step towards inclusion, we did not make as much progress against certain actions like training and reviewing our policies as we would have liked.

Our biggest challenge, as has been highlighted throughout the year, is the breadth of learning and development required to be able to upskill our staff and volunteers on a range of things including equity, diversity and inclusion.

We have learnt more about our position as an organisation over the last 12 months whilst undertaking these actions. We've identified that we need to grow and develop in maturity as an organisation to be able to achieve the level of



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cultural competency we want, to engage and communicate more effectively with different groups across Wales.

Our culture

Assessment: Effective

Overall, there has been a real emphasis on culture this year and many positive steps including internal networks, newsletters, the inclusion calendar and recognition by Llais that equity, diversity and inclusion needs a specific focus and someone to drive the agenda forward.

We have faced delays in reviewing our recruitment practices and the capacity of our workforce team mean we were not able to fully consider how to retain people moving forward.

We have not yet achieved our desired culture and there is more to be done to embed behaviours, zero-tolerance, increasing our understanding on anti-racism and helping people feel confident to call out things when they see them, in a safe and constructive way.

Our engagement

Assessment: Somewhat effective

We have done a lot of work around promoting our services this year and have made some good steps towards increasing our accessibility through language. We have made a good start, and our efforts have been tangible. However, there is more to do.

The largest contributor to this objective is our data capture – what we capture, how we capture it and how we use it to identify gaps in what we know and what we don't know.

Progress has been slower than expected on this particular action. It is far more complex than we first anticipated. We know we must change some of the ways we ask the questions, and, in some cases, what questions we ask; however, we must consider the entire process and how our systems can work for us to effectively capture and use the data in meaningful ways.



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For your information (not included in the report): our ambition is to be able to link different sets of data to identify specific issues within health and social care, allowing us to make more representations where needed and providing us with easier access to information to be able to inform our position statements, etc., than our current processes. However, this is not easily achieved due to competing (and sometimes conflicting) obligations around data capture, where it is stored, and keeping it anonymous.

We continue to work with Welsh Government and other partners in public, voluntary and third sectors to help us shape this area of work, adhering to good practice and our duties under data protection.

Welsh language commitment

Briefly describes our ambition to help the language thrive, both inside and outside of our organisation. Gives a short summary of what we have done against our Compliance Notice (Welsh Language Action Plan) and on our work with Mwy na geiriau to highlight what we have been hearing this year.

Integrated Impact Assessments

General overview of how we approach integrated impact assessments and two key findings from the integrated impact assessments we have undertaken this year – inaccessibility of some of our buildings and positive impacts of moving offices and our decision not to proceed with the car lease scheme due to the potential for indirect sex-discrimination compounded by multiple other impacts on groups due to HMRC rules.

Anti-Racist Wales action plan

Provides an overview of our previous action(s) under the original Anti-racist Wales Action Plan and how we have met them in the last year. Details of the changes to our actions under the refreshed action plan launched in November of this year with some of the actions we have taken that would meet those.

Our staff data

We must legally report on this. Data that is for less than groups of 5 has not been reported to protect anonymity. Please note, ethnicity data is reduced to 2



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categories because detailing in any more granular detail risked easier identification of the few staff members who did disclose their ethnicity data to us.

As we grow in diversity, we will be able to reflect our reporting to incorporate a broader range of information.

Our workforce (of those who disclosed) is relatively reflective of the wider Welsh population, and are white, heterosexual and non-disabled. However, due to high rates of non-disclosure this may be skewed. This also does not negate what we know about people wanting diversity in their health and social care services. We have an overrepresentation of carers in the organisation in comparison to the general population of Wales and as we already know, our female staff far exceed our male staff.

Next steps

Subject to Board approval, this report will be published on our website in line with our mandatory reporting deadline by 31 March 2025.