



EQUALITY MONITORING REPORT 2024-2025



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

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Foreword

We are pleased to present our Equality Report for 2024–2025.

This is our first equality report and looks at our progress towards our equality objectives between 1 April 2024 and 31 March 2025.

As the independent citizen body for health and social care in Wales we must make sure that we are reaching as many people as possible to hear what matters most to them. We believe in a healthier Wales where people receive health and social care services in a way that works best for them.

We continue to work with health and social care bodies, those who make policies, the voluntary sector and community groups to raise your voices so they are heard and acted upon, improving your lived experiences, and making outcomes fair in Wales. We want to reduce inequalities and work towards a more integrated health and social care system.

This report shows you the ways in which Llais are working towards becoming a more equitable, diverse, and inclusive organisation.

As always, we are committed to challenging inequity, discrimination and prejudice and to fully playing our part in making Wales an anti-racist nation. We would like to thank the public, our staff, our partners from the public and voluntary sectors and community groups who have helped us to achieve our goals over the last 12 months. We look forward to continuing to work together to ensure we meet our equality objectives.

Llais Pawb
Equity, Diversity and Inclusion Working Group, Llais.

Who we are

We are Llais (it means “voice” in Welsh).

We are a Welsh Government sponsored public body. This means we get our funding from the Welsh Government to give the people of Wales a stronger voice in their health and social care services.

We represent your views on health and social care in Wales making sure that we listen, working with NHS bodies, Welsh Local Authorities and others to shape and improve services for everyone.

It is important to us that our organisation is accessible to all. We understand that it is easier for some people to access support and feel heard than it is for others. We are working to change that and make sure that everyone feels able to give their feedback to help shape services and improve health and wellbeing for people living in all parts of Wales.

Our Staff – we have around 106 staff and a growing team of volunteers that work across all our regions.

We have a national team and 7 regional teams that gather your experiences, they cover:

- Cardiff & Vale of Glamorgan
- Cwm Taf Morgannwg
- Gwent
- Neath Port Talbot & Swansea
- North Wales
- Powys
- West Wales



Our Board sets our strategy, and provides scrutiny, oversight, and governance across all our work. They hold the executive team to account on delivering our aims, objectives, and priorities to meet the requirements set out in the Health and Social Care (Quality and Engagement) (Wales) Act 2020 and our wider public sector duties.

Our Vision

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

Our Mission

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

Our Values



People-driven

We put the needs and experiences of people at the centre of decision-making.

Working together

We are inclusive and accessible. We work as one team with shared goals, both within our organisation and externally.

Integrity

We are independent, honest, accountable and transparent about our work.



What this report is for

Under the Wales-specific Equality Duties, we must report annually on how we met the General Equality Duty, as set out in the Equality Act 2010.

The Public Sector Equality Duty states that we must report how we are meeting our specific equality duties by producing an annual equality report by 31 March each year.

Our legal duties and responsibilities include:

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



We also following the principles of other duties like the Socio-Economic Duty to help us to address inequalities and apply good practice in our work.

We will use this report to let you know how we are meeting our duties and to monitor our ongoing progress against the equality objectives that we set out in our [Strategic Equality Plan 2024-2028](#).

This report helps us to identify where our Strategic Equality Plan may need to change. Our actions will be updated to reflect the needs and requirements of our regions and our people.

Identifying and collecting relevant information

The information we collect comes from a range of sources including:

- **National and regional data** on engagement, representations and complaints advocacy and our volunteers via our Customer Relationship Management System.
- **What we are hearing from the people of Wales** about health and social care through our engagement activities, events, surveys, consultations and complaints advocacy.
- **Our 'Share Your Story' survey**, open 365 days per year.
- **Data we have collected** from research that we have commissioned.
- **What we are hearing** from our partners in the public, voluntary and third sectors around people's health and social care experiences.
- **Our employee records system.**

We also utilise a range of external information available to us to inform our work like reports from UK and Welsh governments, the Equality and Human Rights Commission and other public, voluntary and third sector organisations.

The data we use informs our strategic planning to shape our national and regional priorities, representations we make to NHS bodies and local authorities, and our internal strategies and plans. We use the data in our Integrated Impact Assessments which inform all the above, so we consider the impacts of our work on different groups.

Whilst we collect data from a range of sources and are continuously growing and establishing ourselves as an organisation, we recognise that we must get it right from the very beginning, embedding good practice and learning as we develop.

As detailed later in this report, we have a specific equality objective to improve our data collection. This is because we have identified that we have gaps in what we know (and do not know) and want to improve the impacts we are having for the people of Wales by using the data in a more meaningful way.

We are committed to making sure that we are hearing from a range of voices, representing and reflecting the diverse communities of Wales that use health and social care service provision.



Equality Objectives for 2024–2028

We launched our first Strategic Equality Plan in April 2024. Our equality objectives were shaped by our vision, our values, and our consultation. Our objectives are split into 4 areas: Our Services, Our People, Our Culture and Our Engagement.

Our services

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

Our people

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

Our culture

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

Our engagement

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



In our first year, we identified actions we wanted to take under the four different equality objectives for this year. Here, we will tell you what we said we would do, what we did and how effective we think those actions have been.

Our services

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

We Said

- Create a National Collaboration Register.
- Improve our Integrated Impact Assessments.

We Did

- Created a National Collaboration Register.
- Developed an Integrated Impact Assessment Toolkit including screening tool, full form, process guidance and event checklist.
- Provided further training for our people on how to use the toolkit.



Assessment: Effective

The creation of the National Collaboration Register means there is 'one true' source of information accessible to all within the organisation. This ensures that we are better connected. It will also help us in identifying who we are not hearing from so we can ensure that we tailor our work and approaches to reach voices that represent all of Wales. We need to continue to update this register annually and share it with our people.

The work on the Integrated Impact Assessments has been successful, with staff supported in increasing their understanding of not only how, but why, we measure the impacts of our work. This process will continue to be embedded into our day-to-day activities.

We now have a dedicated area on our intranet page for Integrated Impact Assessments where staff can easily access the toolkit and the central library where all our assessments are stored. We encourage our people to learn from one another and utilise the assessments we have undertaken. The process also forms part of our engagement planning tool.

For more information on what some of our Integrated Impact Assessments told us please see page 24.



Our people

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

We Said

- Procure Cultural Competency training for our people.
- Increase our 'Welsh Language first thinking'.
- Continue to review our policies, processes and practices to ensure they reflect Llais.

We Did

- Identified an organisation to deliver this training to our people.
- Nearly 75% of staff completed 'Treat Me Fairly' training.
- Developed new EDI training for our volunteers.
- Reviewed and updated our translation process so our people have clearer guidance.
- Improved our Welsh language Intranet site and resources.
- Introduced small changes to our ways of working e.g., bi-lingual meeting greetings etc.
- Whilst we have reviewed some of our policies, there has been limited capacity to undertake an in-depth review of our policies this year.
- Developed and adopted a new behavioural framework.

Assessment: Somewhat Effective

We were able to procure Cultural Competency training for our people, however, we did not undertake this training as an organisation this year. We did a cultural assessment in 2023. We have also learnt over the last year that we need to grow further as an organisation.

Part of that growth is to empower our people to gain confidence and understanding in a broad range of areas relating to equity, diversity and inclusion.

Moving forward, as we grow in confidence and maturity as an organisation, we can introduce different types and ways we can upskill our people to help us to ensure we deliver inclusive and accessible services. After the recent results of our wellbeing survey, we recognise that our people need time to absorb this knowledge and are working together to ensure they receive this.

Our ambition of 'Welsh language first thinking' has progressed well this year. However, we know that a shift in mindset will take time, and we need to improve in a range of ways. This includes continuing to introduce small changes to our use of Welsh language internally, considering different technologies available on our website and using our 'Grwp Gweithgor Iaith Gymraeg' to raise good practice and challenges across our organisation.

Though our in-depth policy review has not had as much progress as we would have hoped due to capacity, the changes that we have made to some of our policies have been well considered and all have an accompanying Integrated Impact Assessment.

The introduction of our behavioural framework is a positive step in identifying inclusive behaviours and expectations of all our people in how we undertake our work and activities.



Our culture

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

We Said

- Create internal networks for staff and volunteers.
- Celebrate difference and promote inclusion by raising awareness through campaigns.
- Establish newsletters.
- Consider how we recruit and retain people from diverse backgrounds.
- Create an Events Checklist to make sure our events are inclusive and accessible.

We Did

- We have two networks, 'Llais Pawb' and 'Grwp Gweithgor Iaith Gymraeg' made up of staff and volunteers from across the organisation.
- Llais raised awareness of over 23 different campaigns (as of 1 January 2025) through the year including Mental Health Awareness Week, Eisteddfod, Pride, Black History Month, Shwmae Day, Diwali and International Day of Persons with Disabilities.
- We have 'Y Gair' our internal newsletter and 'Impact' our external newsletter.
- We have started a review of our recruitment practices and are developing wider people-focused strategies and plans relating to what we can do to make sure people feel they can stay and grow with us. This work will continue in 2025–2026.
- Events Checklist created as part of our Integrated Impact Assessment Toolkit.

Assessment: Effective

We were established in 2023 and there were many experiences, ways of working, values and cultures that came together to form our organisation. We recognise these are valuable, but we must establish our own Llais culture and identity to deliver our strategy.

There has been a real emphasis on culture this year within Llais, leading to many successes. The development of our two internal networks have allowed our people to have safe spaces to discuss the things that matter to them. We need to continue to build on these groups by listening to what our people are telling us and regularly engaging with them to find any gaps or spaces they may need.

We have since developed an annual 12-month inclusion calendar to celebrate difference rotating different awareness campaigns, as we know we cannot celebrate everything (as much as we would want to!).

Our "Y Gair" and "Impact" newsletters have been established and we will continue to update and engage our people, our partners and the public of our activities.

In late 2023, we asked for help from outside the organisation to develop our Strategic Equality Plan and assess our overall equity, diversity, and inclusion activities. We have now recognised that we need a permanent role within the organisation to allow us to meet and strive beyond our duties and we welcomed our Head of Equity, Diversity, Inclusion and Wellbeing in February 2025.

We know there is more work for us to do around recruitment and retention, for both staff and volunteers. This year we have focused on the smaller changes that we are able to make to increase our inclusive practices.

Moving forward we will be considering other areas of our recruitment process that may pose real (or perceived) barriers to people applying for any of our roles, as well as how we can improve our organisation to ensure that we can retain the talents, skills and expertise of the people who are already a part of Llais.

Our engagement

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

We Said

- Review how we capture data across our organisation, both internally and externally.
- Promote our services in a range of ways.
- Increase Welsh language resources for our service users and our people.
- Key publications are available in a range of languages including British Sign Language and Easy Read.



We Did

- Set up a task group with our people and our partners to help us change our practices.
- Worked with external partners across different sectors to improve our learning.
- Identified what is working, what needs improving and what challenges we have in collecting data.
- We have raised awareness of Llais through a range of media including physical and online press, radio, billboards, social media channels and advertisements.
- 594 engagement activities and 143 visits were conducted (as of 1 January 2025).
- We have continued to build on our 'Llais local' approach working in community shops, livestock markets, farmer's shops, libraries etc. We have shared this learning with partners to help them improve their engagement approaches.
- Took part in various discussions/forums and consultations on a range of health and social care topics such as health inequalities, accessibility standards, engagement approaches etc. helping to share who we are and what we are hearing, gaining insights and knowledge from different sectors across Wales.
- Increased our internal bilingual publications.
- Increased our use of 'casual' Welsh in our meetings and interactions with each other.
- Created the 'Dysgu cymraeg gyda Llais' guide for our staff, which we will continue to build on.
- Maintained separate Welsh language social media accounts.
- Created a Welsh language first thinking video for our staff.
- Increased our presence at events in areas where there are high levels of Welsh speakers.
- Communications, Public Engagement and Inclusion staff received Easy read training from Learning Disability Wales.
- Making changes to how we present our information to reach wider audiences e.g., reducing the number of written reports, increasing our audio or video content etc.
- Our digital booklets are available in the top 10 most spoken languages in Wales.

Assessment: Somewhat effective

We know that how we capture and use our equality monitoring data, internally and externally needs to improve. We have spent time over the last year looking at our current practices and speaking to a range of people to find out the best ways of collecting this information. This is not a simple piece of work, there are many different approaches to consider whilst making sure we meet our duties and legal responsibilities. Progress has been slower than expected as we navigate this.

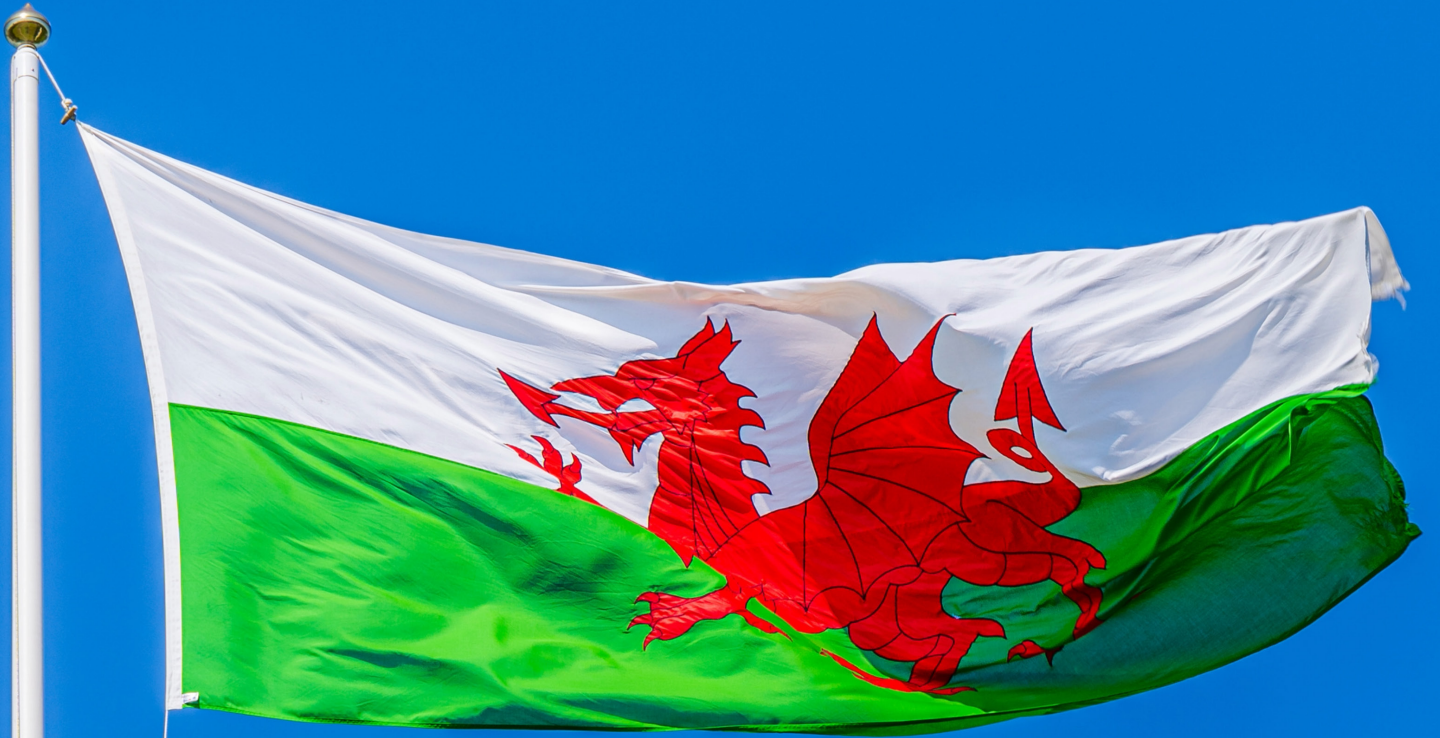
We have identified areas for improvement and are continuing to work with our people and our partners to find what approach works best for us, including redesigning our equality monitoring forms and trying new approaches in how we collect the information, internally via our Employee Records System and externally across various health and social care settings.

We continue to embed our new Customer Relationship Management system working with colleagues to ensure our systems can capture and report on the information we need them to, helping us identify themes across what we are hearing to enable us to share this with health and social care providers. Further details of our Welsh language commitment can be found below, but we are pleased with our overall progress to increase resources for our service users and our people.

We made a commitment to increase our accessibility, and we know that language is only one of the ways we can do that. We are working on increasing our language availability and alternative formats, this is an ongoing area of development, and we continue to embrace new ways of presenting our information.

We recognise we need to improve access for people who use sign language. We have heard that access to many health and social care services can be challenging where people are unable to use the telephone or able to read or write in Welsh or English.





Welsh Language Commitment

At Llais we have specific Welsh Language duties, however, our ambition is to go beyond these to help the language thrive both inside and outside of our organisation. Whilst we report on the full breadth of our Welsh language activities and duties in a separate report, we thought we would share a little bit about what we have been doing this year.

We made several commitments within our [Strategic Equality Plan 2024-2028](#) that work towards improving our ways of working and our resources that will ultimately help to enhance our service delivery.

Our **Compliance Notice** has been in effect for one year at the time of publication. At six months we wanted to check in with our regions and departments to see where they felt we were doing well and areas that we could improve. After self-assessment we identified 24 actions that we needed to take to improve consistency across the whole of our organisation.

These included things like updating templates, following up with staff who have identified learning needs, making small changes to our systems etc.

The small changes outlined within this document will have a big impact over time. Further information about our progress against our Welsh Language Action Plan will be published in a future separate report.

Llais and Mwy na geiriau

Between July and September 2024, Llais worked with 'Mwy na geiriau' to see how well health and social care services are helping people use Welsh in their day-to-day contacts with each other.

This involved two core activities:

1. **A panel discussion** on the Welsh Government stand at the national Eisteddfod on the theme of 'Clywed dy Lais: Cyfle i chi ddweud eich dweud am wasanaethau Cymraeg yn y maes iechyd a gofal cymdeithasol'.
2. A **survey** to enable the public to share their views on using Welsh in Health and Social Care.

From the insights gained at the Eisteddfod, and through our work with Mwy na geiriau, we heard about the importance of bilingual services, for practical communication and emotional wellbeing.

The appreciation for carers and medical staff who spoke Welsh made people feel happier and eased communication. This linked with the theme of inclusion, people felt more involved, valued and respected when able to use the language of their choice, however, Welsh language service provision is inconsistent.



Integrated Impact Assessments

This year we made a commitment to reintroduce Integrated Impact Assessments into the organisation, taking a new approach, to help increase our compliance with the Public Sector Equality Duty and our knowledge and understanding of how our decision-making may impact on people in different ways.

To meet our duties and responsibilities we:

1. Assess the **likely impact** of relevant new and existing policies, practices and processes.
2. Where there is **likely or substantial impact** we publish these reports on our website.
3. We continue to **monitor the impact** of relevant new and existing policies, practices and processes over time.

It should be noted that when we refer to policies, it is in the broad sense and can cover a wide range of activities beyond just workplace policies. In addition to the nine protected characteristics, our impact assessments include our duties to consider the inequities that result from socio-economic disadvantage, health inequities, the Welsh language, digital inclusion, carers, rurality and our responsibilities under the Well-being of Future Generations (Wales) Act 2015.

We undertook a range of impact assessments on different policies and practices throughout 2024–2025.

There were two key findings that are worth highlighting for the purposes of this report which are:

- Several individual assessments highlighted the benefits of relocating some regional offices (including the national office) across Wales for our people. These moves will impact positively on age, disability, gender reassignment, religion/belief, sex and our responsibilities under the Wellbeing of Future Generations (Wales) Act 2015. They raised our awareness of how inaccessible some of our existing buildings are for a multitude of reasons and we are pleased to be taking proactive and meaningful action to remedy this.
- A decision was made not to proceed with a car lease scheme at this time due to the potential for indirect sex discrimination and negative impacts through intersectionality with race, pregnancy/maternity, socio-economic status, carers and rurality which would have resulted in a large percentage of our staff in being unable to access it due to HMRC financial eligibility to enter the scheme.



ANTI-RACISM

Anti-racist Wales Action Plan

Llais is committed to ensuring we are an actively anti-racist organisation, helping to build an inclusive and equitable society for all Black, Asian and minority ethnic people and communities within Wales.

Below is the action we were given as outlined in the [Anti-racist Wales Action Plan](#) and what work we have done towards that action over the last 12 months.

Action: The Citizen Voice Body (Llais) establishes relationships with ethnic minority-led organisations, local authorities, NHS bodies, social care providers and those from ethnic minority backgrounds to ensure their views are heard and reflected.

- **Identified potential areas of learning and development**, speaking with partners like Race Equality First, to build on existing skills and increase confidence, in addition to mandatory learning modules.
- We have **developed key relationships** with Welsh Government's regional forum leads across Wales to ensure we are maximising opportunities to work together to capture peoples experiences of health and social care across the country, sharing knowledge and insights.
- We are participating in the [Aspiring Board Programme](#), to increase Black, Asian and minority ethnic representation in leadership roles within NHS Wales and wider health sector.
- We continue to **take part in a range of forums and groups** to listen and hear what our partners and communities are telling us e.g., Regional Partnership Boards, Anti-Racist Wales Action Plan sub-groups, Accessible Communications Implementation Group etc.
- We have **attended various events** as an organisation, with a specific focus on the experiences of minority ethnic people within Wales including the Creating an Anti-racist Wales Summit, Minority Ethnic Communities Health Fair, local 'Chai and Chats' and regional conversations with Gypsy, Roma and Traveller communities.
- **Established a national collaboration register**, so we have one true source of information that anyone can access to ensure we are better connected.

The Anti-racist Wales Action Plan was updated in November 2024. The refreshed actions that we will work towards moving forward are:

1. Ensure that Llais, the Citizen Voice Body for Health and Social Care, continue to embed anti-racism in their recruitment processes, governance and policies.
2. Llais embeds relationships with ethnic minority-led organisations, local authorities, NHS bodies, social care providers and those from ethnic minority backgrounds to ensure their views are heard and reflected.
3. Ensure Llais demonstrates meaningful engagement with the public in response to matters relating to racism in social services in Wales.

Here are some of the ways that we have already started working towards these actions this year (2024–2025):

Anti-racist Wales Action Plan: 2024–2026

- **Taken a refreshed approach** to Integrated Impact Assessments to ensure we consider our general duties and the potential impacts of our work on different individuals and communities.
- **Identified potential barriers** to our recruitment process including job descriptions, person specifications and recruitment practices.
- **Developed a dedicated Equity, Diversity and Inclusion Policy** that outlines our commitments to our staff and volunteers to ensure we provide them with an equitable and inclusive workplace.
- Replaced the 'All-Wales NHS Dress Code' with a new '**Llais Dress Code**', to reflect us as an independent organisation. We acknowledge that traditionally dress codes have been used to set discriminatory and exclusionary standards of 'professionalism.' Our code ensures that our people know we will not accept discriminatory attitudes of the dress code based on race, ethnicity, disability, gender identity, religious expression or cultural attire. We now explicitly reference our support of individuals who choose to wear protective hairstyles and individual's freedom to wear religious and cultural attire.



ANTI-RACISM

Our staff

Llais employs around 106 people (not including agency staff or those on temporary contracts). This data is a snapshot of our staff on 1 January 2025.

Our staff choose whether they provide us with their equality monitoring information, except for age and sex which we must capture. Some of our staff may have chosen 'prefer not to say' when completing this information and this is reflected below. We have used 'undisclosed' to report on the staff who have chosen not to provide us with any of their equality monitoring information.



Important: Please note that due to the size of our organisation, information about groups of fewer than 5 are not published to protect anonymity. We split 'prefer not to say' and 'undisclosed' as we believe that this distinction could tell us more about how our staff feel when providing us with this information.

Workforce Diversity: **Age**

Age	%
18-25	-
26-30	7.5%
31-35	7.5%
36-40	18.9%
41-45	14.2%
46-50	11.3%
51-55	15.1%
56-60	15.1%
61-65	6.6%
66-70	-

Workforce Diversity: **Sex**

Sex	%
Female	85.8%
Male	14.2%

Workforce Diversity: **Caring responsibilities**

Caring responsibilities	%
Yes	26.4%
No	39.6%
Prefer not to say	-
Undisclosed	30.2%

Workforce Diversity: **Disability**

Disability	%
Yes	10.4%
No	56.6%
Prefer not to say	3.8%
Undisclosed	29.2%

Workforce Diversity: **Ethnicity**

Ethnicity	%
White Welsh, Scottish, Irish or British or White Other	66.9%
Minority Ethnic	-
Prefer not to say	-
Undisclosed	28.3%

Workforce Diversity: **Gender reassignment**

Gender reassignment	%
Yes	-
No	70.8%
Prefer not to say	-
Undisclosed	29.2%

Workforce Diversity: **Marital status**

Marital status	%
Married or in a civil partnership	38.7%
Not married or in a civil partnership	43.4%
Prefer not to say	8.5%
Undisclosed	9.4%

Workforce Diversity: **Region/belief**

Region/belief	%
Religion or belief	36.8%
No religion or belief	27.3%
Prefer not to say	6.6%
Undisclosed	29.3%

Workforce Diversity: **Sexual orientation**

Sexual orientation	%
Lesbian, gay, bisexual +	5.7%
Heterosexual/straight	64.2%
Prefer not to say	-
Undisclosed	29.2%

What does our data tell us?

We know that most of our staff are heterosexual, White and non-disabled, reflecting the wider population of Wales. However, we know that the people of Wales want different people, with different experiences in different jobs to make a difference in the health and social care sector. We will continue to consider how we recruit and retain staff with a diverse range of backgrounds and ensure that we work closely with organisations that are representative of all people in Wales.

We know that females* are overrepresented in our workforce in comparison to the general population of Wales. When we consider how this intersects with the age of our workforce, we must be mindful to ensure that our policies and ways of working do not disproportionately impact on them.

We made a commitment in our Gender Pay Gap Statement 2023–2024 to look at how we currently recruit to our more junior level positions and what we can do to encourage more males to apply for them.

We also said we will review our current recruitment practices to ensure that we are not placing any barriers (real or perceived) for different groups of people. We recognise that as a small organisation there may be a limit on what we can change through recruitment activity alone.

We can also see that people with caring responsibilities are overrepresented in our workforce, compared to the Welsh population. This means that we need to pay extra regard to our policies and ways of working to ensure that this group are not disproportionately impacted. Because a higher proportion of staff did not disclose information in multiple categories, what our data is telling us is likely to change over time.

We know that we need to do more around this area of work and recognise that the number of people who chose not to disclose this information to us, may mean that there are elements of mistrust or misunderstanding around why we capture this information.

We are planning to provide our staff with more details about what we do with their information and how it can help us in ensuring we are an inclusive, accessible and forward-thinking organisation over the next few years as we continue to grow.

We will continue to work with our partners in the public and voluntary sector as well as community groups to build on our approaches to capture equality information, both internally and externally, as highlighted earlier in this report.

*This wording reflects binary reporting which only recognises males and females. We know that there are many people who do not identify in a way that fits into a binary category.



Future monitoring and reporting

Our ongoing progress will be checked by our Audit, Risk and Assurance Committee through regular updates.

We will publish a further Annual Equality Monitoring Report each year. Our Gender Pay Statement and Welsh Language Reports are published separately every year.

Further information relating to our employees e.g., training and grievances can be found in our Annual Report published each year.

Contact us

If you would like to give us feedback on this report or wish to receive this information in an alternative format or language, please contact us on the details below. We welcome telephone calls in Welsh. If you write to us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to your correspondence.

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