

Cardiff & Vale University Health Board

# Annual Equality Report 2022-2023



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This document is available in Welsh and on request in a range of accessible formats. Please email [EquityAndInclusion@wales.nhs.uk](mailto:EquityAndInclusion@wales.nhs.uk)

# Introduction & Background

The Cardiff & Vale UHB Annual Equality Report 2022–2023 provides an overview of the progress we have made in delivering our outcomes as set out in our [Strategic Equality Plan 2020–2024](#). To learn more about our work, we recommend reading the [Cardiff and Vale UHB Annual Report 2022–2023](#) and [Shaping Our Future Wellbeing 2023–2035](#).

Cardiff & Vale UHB is responsible for the care of over 500,000 people living throughout Cardiff and the Vale of Glamorgan. In 2022/23 we employed 17,221 members of staff across the organisation.

Our work aims to support everyone to ensure that they are treated fairly and with respect, and we work within several different legislative requirements including the Human Rights Act 1998 and the Equality Act 2010. The Public Sector Equality Duty places a statutory Duty on Cardiff & Vale UHB 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.

The Health Board aims to discharge this duty through delivering on our Strategic Equality Plan 2020–2024. Our Plan sets out our equality objectives to support the delivery of our strategic aims. Our Annual Report describes our work towards implementing the objectives during 2022/23. This includes highlighting achievements and identifying areas

where further work needs to be done. Our objectives were developed through engagement with patients, staff, partners, equality organisations, and other stakeholders in partnership with Wales Public Body Equality Partnership.

The four outcomes set out in our Strategic Equality Plan 2020–2024 are:

1. People are and feel respected, this includes patients, carers and family members as well as staff and volunteers.
2. We communicate and engage with people in ways that meet their needs.
3. More people receive care and access services that meet their individual requirements, including those from socio-economic communities.
4. Gender and any other protected characteristic pay gaps are eliminated.

These outcomes are aligned to our [Shaping our Future Wellbeing Strategy](#), our [Integrated Medium Term Plan](#) and the [Well-being of Future Generations Act 2015](#).

# Reflecting on 2022 – 2023...

In the following section, we reflect upon the work undertaken in Cardiff & Vale UHB to deliver the four outcomes set in our Strategic Equality Plan 2020–2024.

## Outcome 1: People are and feel respected

### Promoting Cardiff & Vale UHB as a great place to work

During 2022/23, the People Resourcing Team promoted the Health Board as a great place to work to a variety of diverse groups within our community. Some of the ways in which this was achieved are detailed below.

The People Resourcing Team engaged with over 12,000 people within Cardiff and the Vale locality to promote the many job opportunities and career pathways available within the Health Board to generate interest and help secure our future workforce. The Health Board obtained over 1,530 applications and enquiries because of our attendance at recruitment events, such as 'Open Your Eyes Week', which reached an audience of over 5,000 school pupils. Almost 80% of pupils stated they 'would like' or 'would maybe like' to work for Cardiff and Vale UHB following the presentation.

The team also attended two Career Transition Partnership recruitment events to promote employment within the NHS to the military personnel who are reaching the end of their time within the military. This focused on roles around project management.

Throughout the year the People Resourcing Team have engaged with many different initiatives which includes:

- Engaging with 68 Schools and Colleges providing Careers Carousels, Mock Interviews, Interview sessions and Careers days reaching large audiences including schools in areas such as Ely, St Mellons, and Llanrumney.
- Princes Trust – 'Get Hired Day' giving eleven individuals a work placement with a view to them gaining experience to apply for a role at end of placement.
- Refugee Recruitment days for individuals from Afghanistan and Ukraine.
- Inter Work Services, DWP, Careers Wales and Community Centre Recruitment Days and two job fairs in Cardiff City Hall attracting large audiences.
- Secured funding from Cardiff & Vale UHB's Health Charity to produce ten 'Day in the Life of' videos for areas and roles where it has proved difficult to recruit to.
- Held four recruitment fairs at The Hilton Hotel in Cardiff, which attracted a diverse audience from across our communities.
- Adverts have been redesigned to be more representative of our workforce in an effort to attract diverse talent.
- The Work Experience Framework has been followed to reinvigorate and expand the wide variety of work placements within the Health Board to include job taster sessions, internships and work experience placements for school and university students and the long-term unemployed. Two Pharmacy taster sessions were carried out providing over 30 children an insight into a career in Pharmacy.

## Pharmacy

Pharmacy is a diverse profession as a whole and this is also the case within Cardiff & Vale UHB. The Pharmacy workforce consist of people from a range of backgrounds and promote a culture of inclusion within the workplace.

Pharmacy have an established wellbeing team and have arranged a wellbeing counsellor to be available regularly within the directorate, alongside running regular events both in and out of work to promote a culture of inclusion within the department.

The directorate has successfully worked with Project Search since its introduction to the Health Board, regularly welcoming interns on placement who experience working within the pharmacy stores and distribution team, gaining useful knowledge and employment skills.

This has proven beneficial for the department and staff who support the placements. Pharmacy's participation in the programme has led to two interns gaining substantive employment within the Pharmacy department at the University Hospital of Wales (UHW).

The directorate's monthly Quality and Safety Group has a regular agenda item to discuss initiatives to improve access to services. The directorate is reviewing the patient experience whilst visiting Pharmacy, including work to ensure all staff are aware of procedures where there are language barriers when engaging with patients around their medicines.

## Stonewall's Workplace Equality Index 2023

The Health Board participated in Stonewall's Workplace Equality Index 2023 to benchmark our LGBTQ+ inclusion against organisations from across the UK. The Health Board achieved Gold

Award status and were ranked the Top 100 most LGBTQ+ inclusive employers for the second consecutive year. This score has enabled us to promote the Health Board as an excellent place to work for members of the LGBTQ+ community and demonstrates our wider commitment to equality and inclusion.

## Digital Stories

The Patient Experience Team uses Digital Stories to empower individuals to share their experiences of not only the care we provide, but also of working within our organisation. The link below is a digital story from a colleague highlighting the importance of having a diverse and inclusive workforce.

[Dr Kerry Ann Holder](#)

## Staff Networks



The Health Board's Access Ability Staff Network which was launched in January 2021, supports members of staff living with a disability, impairment or long-term health condition. Access Ability is a lived-experience network for CAVUHB staff to come together and talk about their experiences at work, and other barriers that impact their day-to-day lives.

The Health Board joined Purple Space, a community that promotes conversations about disability and work, which provided access to resources for members of our Access Ability Network Committee.



Purple Space have helped us promote 'Confident Conversations' that helps employees build inner confidence and personal resilience.



Our LGBTQ+ Staff Network continues to help our staff create a more inclusive and diverse organisation. The network provides staff with the opportunity of social interaction, peer support and assisting in raising awareness of equality. The network supported the Health Board in promoting LGBTQ+ awareness events, including Pride Month and Trans Day of Remembrance. The network also contributed to the Stonewall Workplace Equality Index submission for 2023.

As part of LGBT+ History Month in February 2022, the Health Board hosted a reading group for colleagues from across NHS Wales. The group read 'The Picture of Dorian Gray' by Oscar Wilde. The group took the time to reflect on the book, the author, and their own experiences.



Our OneVoice Staff Network is an employee group for colleagues from ethnically diverse communities. The Network aims to raise awareness of the lived experiences of people from ethnically diverse communities, provide peer- to-peer support, and to work with the Health Board in our journey to becoming an anti-racist organisation. The Health Board has launched a SharePoint page for the OneVoice Staff Network to

encourage colleagues to join the network and to raise awareness of the network's work.

Rhwyd-iaith is our staff network for Welsh language users of all capabilities. Launched in 2022, Rhwyd-



**Rhwyd-iaith**

iaith is a group where people can gain the confidence to use their Welsh in the workplace and at home, to build connections between colleagues, and raise awareness of the importance of Welsh language in healthcare. Providing excellent quality patient care is the Health Board's priority and using Welsh in the workplace can support with that.

### Anti-racist Wales Action Plan

This year, the Health Board began to implement the Welsh Government's Anti-racist Wales Action Plan launched in June 2022. In August 2022, our Board members took part in a facilitated session regarding the importance and power of representation.

The Health Board's Anti-racist Action Plan is also being developed with the support of the One Voice Staff Network and other key stakeholders throughout the Health Board.



### Inclusion Calendar 2023

During 2023 we saw the Health Board launch its second organisational 'Inclusion Calendar'. The document provides a selection of key dates and events that reflect the diverse local population of our staff, service users,



and stakeholders. The calendar helps us to ensure that important events and meetings are not scheduled when key sections of the workforce of patients may not be able to attend.



## Employment initiatives

### DFN Project Search

DFN Project search is an employment preparation programme that takes place entirely in the workplace. During 2022/23, the Health Board continued our partnership with DFN Project Search, Cardiff Council, and the Vale of Glamorgan Council in order to run the programme. The programme helps to deliver the best employment outcomes for young adults with learning disabilities and/or autism from the Cardiff and Vale area who are studying with Special Education Needs providers. During 2022/23, the Health Board hosted its second cohort of nine young interns, five of which went on to gain employment within the organisation, with the remaining individuals choosing to return to further education or alternative employment. The third cohort will be starting in September 2023 and consists of 11 individuals.

The Project Search Scheme has been a fantastic success and has received very positive feedback from the managers who participated:

*"I have been impressed with how the project teachers have supported the interns in their daily tasks in the various areas they are working throughout the hospital".*

Tony Holden  
Linen Department



*"The help that the interns have given in processing the returned medication has been invaluable and has saved us both time and money. I would recommend anyone to sign up for the project".*

Ruth Holland  
Senior Pharmacy Technician

### Princes Trust Project

The People Resourcing Team worked in collaboration with the Department of Work and Pensions (DWP), Princes Trust and the Education Culture and Organisational Development department (ECOD) to produce a programme for nine individuals to participate in a work experience placement for four weeks.

This included a fully comprehensive induction course run by ECOD followed by experience on the wards as a Patient Environment Support Worker, assisting Health Care Support Workers (HCSW) and nurses. The placement provided the participants with the opportunity to consider and apply for a HCSW role and enter a career pathway within the NHS. From this cohort, four individuals went on to apply to become a HCSW through the nurse bank in the first instance.



## Serco

The People Resourcing Team has developed an initiative with Serco (who work in partnership with the DWP) to deliver a Restart Scheme employability programme, which provides enhanced support to individuals throughout Wales who are in receipt of universal credit to find suitable employment. Taster sessions and tours were organised with the Catering and Housekeeping department to give these individual an insight into the role before applying.

## Work with the Department of Work and Pensions

The People Resourcing Team worked closely with the DWP to promote careers to the long term unemployed. This led to a number of work placement taster sessions to improve knowledge and develop skills.

## Development of the Assistant Practitioner Role

As a result of national shortages of registered nurses, the Health Board has developed a new role that undertakes a variety of skilled tasks on a ward which is above the level of a Health Care Support Worker (HCSW) but below the level of a registered nurse. The vast majority of applicants have been internationally educated nurses (IENs) who have not yet been able to gain their UK Nursing and Midwifery Council registration. The scheme will enable these candidates to initially gain the skills required to work as an Assistant Practitioner prior to gaining nursing registration in as little as six months. The development of this role has provided a great opportunity to those IENs who would have otherwise found it difficult to gain employment as a registered nurse.

## Apprenticeship Academy

The Apprenticeship Academy saw a significant boost in apprenticeship opportunities with the recruitment of 23 new apprentices during 2022/23. This recruitment supported the younger people into the workplace with a view to gaining valuable work experience and a nationally recognised qualification. These opportunities included areas such as Business Administration, Digital Skills, Building Service Engineers, and IT. During National Apprenticeship Week 2023, the Health Board showcased the brilliant work that has taken place in our Concerns Team. Since the beginning of the apprenticeship programme, the team have employed six apprentices, the most recent being in January 2023



## Faith Lloyd

### Team Secretary

Cardiff and Vale University Health Board



### What made you choose an apprenticeship in the NHS?

After making the tough decision to leave Sixth Form prematurely, I encountered a dilemma regarding my next steps. I wanted to further enhance my qualifications and skill set, while also seeking full-time employment. Fortunately, I found an apprentice advert within the NHS that presented me with the opportunity to achieve both aspirations. The prospect of working within the NHS greatly appealed to me, as I was already aware of the rewarding nature of such a profession.

### What support were you given?

Upon my success after the interview, Emma promptly contacted me extending her support with the next steps of my Pre-Employment checks and information regarding my position in the NVQ, Level 2 Business Administration course. Throughout my time as an apprentice I received unwavering support from my administrative colleagues and managers who assigned me tasks aligned with my course, thereby significantly contributing to my progress. Furthermore, I received a lot of support from the Talk Training Team when completing my qualification, they were so accommodating with anything I needed during this period.

### What have been the benefits to you?

Gaining an apprentice within the NHS has benefited me by providing me the opportunity to expand my qualification base at the same time as gaining on - hand experience.

### How did it feel gaining your permanent role on completion of the apprenticeship and how did the support continue?

Having being offered a permanent role on completion of my apprentice made me extremely proud and happy with myself but it also made the hard work and effort I put in feel worth it. The support continued into my current role with even more training and away day opportunities being offered to me as well as monthly 1-1's to monitor my progress.

### Would you recommend an apprenticeship in the NHS to a friend?

I would 100% recommend the NHS apprenticeship route to anybody.

### How has completing the apprenticeship broadened your horizons? What's next for you?

Completing the apprenticeship has also allowed to me to meet and learn about the different teams within the NHS and as a result given me insight as to the route I'd like to take my career down now. I have recently been successful in gaining a new job down the clinical route as Community Nursery Nurse in the Flying Start Team. From this I am hoping to complete my Level 3 qualification in Health and Social Care and potentially access the nursing degree in the near future.

## Engaging with stakeholders

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### Shaping Our Future Wellbeing Strategy Refresh

The Health Board set out to engage with the public, our colleagues, and our stakeholders on the contents of our refreshed strategy, Shaping Our Future Wellbeing to 2033. The Planning team have commissioned the third sector council to undertake workshops on behalf of the Health Board to target people with protected characteristics and connect with diverse communities.



Shaping Our Future  
**Wellbeing**

### Cardiff and Vale Health Inclusion Service

Cardiff and Vale Health Inclusion Service's (CAVHIS) vision is to improve the health and wellbeing of individuals who find it hard to access healthcare through the delivery of a high- quality health screening service and community orientation. CAVHIS works hard with our partners towards reducing health inequalities in Cardiff and the Vale of Glamorgan.

As part of the work completed by CAVHIS, questionnaires were cascaded to service users to gather information on what they find difficult about accessing primary care. This work was undertaken with the help of third sector charities Street Life/Cardiff Council Homeless Hostels and the British Red Cross. This crucial feedback from service users was used to inform the future proposed model at our stakeholder engagement sessions.



**CAVHIS**

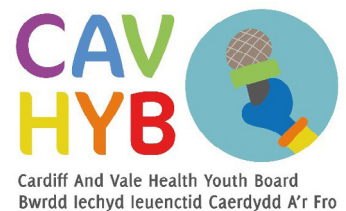
## Pride Cymru

The Health Board was proud to join NHS Wales colleagues in the annual Pride Cymru parade which took place in August 2022 in Cardiff city centre. Some of our members of staff who marched alongside Health Board colleagues, supporting the event voluntarily or attending in other capacities, spoke about why they took part and why Pride Cymru was as important as ever. A link to our internet article can be found [here](#). Pride Cymru was a great opportunity to promote the Health Board as an LGBTQ+ inclusive organisation and to engage with our LGBTQ+ community.

Members of staff also supported and participated in the NHS Wales Pride Quiz, which was open to colleagues across NHS Wales.

## Cardiff & Vale Youth Board

The Youth Board for Cardiff and Vale UHB is made up of a group of volunteers, aged 13-25 from a wide range of different backgrounds and



Cardiff And Vale Health Youth Board  
Bwrdd Iechyd Ieuencid Caerdydd A'r Fro

communities. The volunteers each have very different experiences, opinions and knowledge in which they make unique contributions towards a variety of different subjects. The Youth Board is fundamental in giving young people a voice in shaping services across Cardiff and Vale. The Youth Board is currently participating in the engagement of the Health Board's ten year strategy, Shaping Our Future Wellbeing. The Youth Board continue to contribute to the ongoing developments in Child and Adolescent Emotional Wellbeing and Mental Health Services, where they have developed support during the 'waiting list' period and are currently producing resources to practically help children and young people with their emotional and mental health needs.

## People are respected and free from abuse, harassment, bullying and violence.

### Safeguarding Child Health

There has been an increase in Violence Against Women Domestic Abuse Sexual Violence (VAWDASV) Group 2 training for staff at all levels who are patient/public facing. We have introduced training twice a month on a rolling programme.

Disclosures of Domestic Abuse from both the public and staff has increased since lockdown. The Health Board has appointed further health Independent Domestic Violence Advisors (IDVA) to address this. We have also appointed an IDVA for Children to consider healthy relationships and will pick up cases from the Paediatric Emergency Department.

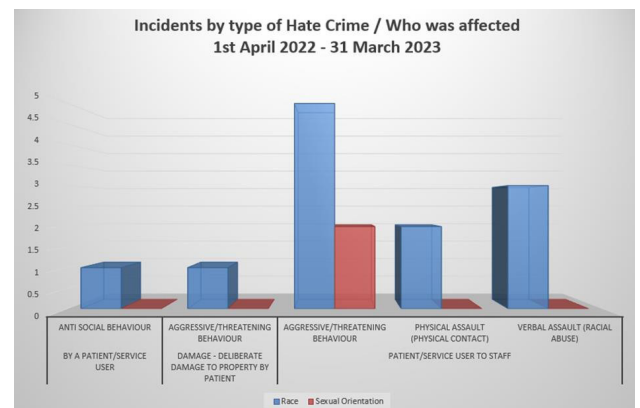
The whole of the safeguarding agenda has increased with more awareness and recognition of abuse in all its forms and neglect. Staff can find more information in the [CAVUHB Safeguarding Annual Report 2022/2023](#).

### Health and Safety – Hate Crime

The Health Board is committed to tackling hate crime. The Case Management Team work to raise awareness of what a hate crime is and help staff understand that it is not acceptable to target individuals based on their identity. We acknowledge that hate crimes and incidents can be frightening and confusing and encourage victims of abuse to report the incidents to the police where appropriate, whilst acknowledging that by reporting to South Wales Police, victims are not committing themselves to taking any further action, but it does allow them to access support. [Support can also be found here.](#)

When staff report hate crime incidents, the Case Management Team offer advice and support. Staff can be signposted to DatixCymru to report an incident internally as per the UHB's incident reporting policy and procedure. During 2022/23, two incidents of Racially Aggravated Public Order towards staff at Cardiff and Vale UHB have been progressed via the Criminal Justice System resulting in custodial sentences for the perpetrators of these crimes.

The data included in the graph below has been taken from DatixCymru - the UHB incident reporting system where the incident has been categorised as a hate crime.



## Training, support and development

### Treat Me Fairly

Equality and diversity training is mandated in the Health Board with staff required to complete the 'Treat Me Fairly' eLearning module. As of 31st March 2022, 72.7% of our staff had completed the eLearning module.

### Welsh Gender Service

The Welsh Gender Service have done excellent work in contributing towards Equity & Inclusion for all. Dr Sophie

Quinney has delivered regular Trans Inclusive Healthcare Awareness Sessions to GP trainees, GP practices, Health Boards and Health Board departments throughout the year to raise awareness. Conversations were started with Public Health Wales where health screening programmes can exclude trans patients, as screening is traditionally based on gender markers. During 2022/23, the Welsh Gender Service hosted the LGBTQ+ Law Clinic, in which a service was developed to offer legal advice, free of charge to the LGBTQ+ community. Regular stakeholder meetings have been held throughout the year with the trans community, to ensure that the Welsh Gender Service is shaped to meet the needs of the patient community. Dr Sophie Quinney has held regular CPD sessions, which are open to all with an interest in furthering trans healthcare and reducing inequity of access for our patient group. During 2022/23, the first Welsh Gender Service clinic in Holywell was opened, to improve access to Face2Face care for people living in North Wales. Important work has continued, including working closely with the Digital Health and Inclusion Team to improve how our systems record information for the trans and non-binary community, including how we record a person's gender identity and their preferred pronouns.

### Patient Experience Team and Sight Life

The Patient Experience Team made links with Sight Life to look at how we can work together to improve the experiences of people living with a sight impairment, using our services. Initially we are looking at developing bespoke training for our Information Centre and Meet and Greet volunteers raising awareness of the different types of sight impairment and how best they can support someone who comes into the hospital requiring the volunteers help.

### Diverse Cymru

Diverse Cymru will shortly be carrying out an independent anti-racist review of the All-Wales NHS Workforce policies. All staff who self-identify as Black, Asian or from ethnically diverse communities, as well as Trade Unions, NHS Wales employers and equality, diversity and inclusion representatives are invited to take part.

Diverse Cymru has provided the Health Board with resources on Young Onset Psychosis and Traumatic Stress, where these services treat a high number of people from ethnically diverse communities, as well as asylum seekers and refugees to try and address these health inequalities and be more proactive in tackling them.



Photo credit to [diverseecymru.org.uk](https://diverseecymru.org.uk)

### Equality Health Impact Assessment (EHIA)

The Health Board made EHIAs (Equality and Health Impact Assessment) more user friendly and deliver training sessions on how to implement them within strategy, policy, plan, procedure and/or service change. Further information on the EHIA toolkit can be found on our website: [EHIA toolkit - Cardiff and Vale University Health Board \(nhs.wales\)](https://www.nhs.uk/ehia-toolkit)



## Inclusion Ambassadors (previously Equality Champions)

Our vision is to see people representing protected characteristic groups within their teams and across their Clinical and Service Boards, to bring about changes that matter to staff and help make the Health Board a safer, kinder and more inclusive place to work. As a Health Board, we have developed Inclusion Ambassadors, a role which is designed to help everyone advocate for change and actively support their colleagues. The Inclusion Ambassador role has been rolled out in Clinical Boards throughout the Health Board.

## Example of embedding EDI and Inclusion Ambassadors at Clinical Board Level

During 2022/23, the Clinical Diagnostics and Therapeutics (CD&T) Clinical Board placed increased focus on the Equality, Diversity and Inclusion (EDI) Agenda and implemented a monthly Inclusion Ambassador Group whereby each member of the Senior Management Team, the Lead Staff Representative and Finance Business Partner agreed to take on the role as an Ambassador for a specific protected characteristic. There has been close collaboration with the Health Board's Head of Equity and Inclusion and the Chair of Staff Side to consider the best approach for developing this work.

An Inclusion Ambassadors page on the Clinical Board's SharePoint site has been developed with the purpose of sharing content relating to the EDI agenda widely across the Clinical Board. Equality, Diversity and Inclusion is also a standing agenda item at the Clinical Board Partnership Forum and the Quality and Safety Sub-Committee.

Discussions are being held between the Clinical Board and Partnership colleagues around creating a 'Safe Space' for staff to raise concerns around discrimination. These

discussions are at an early stage, but the aim is for staff within the Clinical Board to have an alternative process for raising their concerns that will protect their anonymity, whilst not deflecting from the formal processes within the Health Board.

**Become An Inclusion Ambassador**

Rhwydwaith Anabledd  
Access Ability Network

Un Llais One Voice

Rhwydwaith LHDTC+  
LGBTQ+ Network

Meddwl Cymraeg  
Think Welsh

#peopleandculture



## Outcome 2: We communicate and engage with people in ways that meet their needs

### Accessible communication and information

#### All Wales Therapeutics and Toxicology Centre (AWTTC)

AWTTC has established an Equality Group, an internal working group of staff from the different sections of AWTTC. The group aims to promote equality, diversity and inclusion throughout the Health Board and ensure that AWTTC conducts and publishes high-quality EHAs for its work projects.

#### Speech and Language Therapy

Speech and Language Therapy (SLT) have an MSc Psychology Student on a 12-week placement in the Head and Neck SLT Team. Their remit is to design and deliver a project that engages patients in shaping its services through patient stories and Patient and Relative Education Programme for Stroke (PREMS). Once the project is complete, this will be utilised to develop the service and it will be the foundation for future co-production projects. The patient selection for the project has been random to ensure data is collated from a cross section of the patient population. A poster is being designed to showcase the work.

Speech and Language Therapy offers appointments in a variety of settings including use of Telehealth. The service frequently uses Language Line during

patient MDT appointments. The service provides bilingual communication charts and translated written information for patients due to have surgery to ensure they can access the same information as those who have English as their first language. Going forward there are plans to engage SLT students in populating the Royal College of Speech and Language Therapists (RCSLT) health inequalities self-audit tool for the service so that the service can better understand the population it serves.

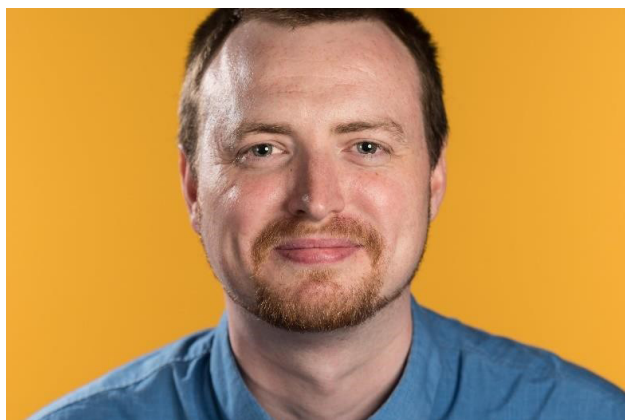
Speech and Language Therapists in the acute setting have been involved with the Stepping Stones project. This is a co-produced piece of work that aims to support people living with long term conditions. Therapists focused on developing easy read versions of documents to make information more accessible to the neuro-diverse population and people with learning difficulties.

#### Medical Illustration

Medical Illustration provide design, photography and print services to the Cardiff and Vale University Health Board. They have designed and printed Inclusion Calendars, LGBTQ+ posters, and the Annual Equality Report, to name but a few. They support departments by providing bilingual patient material, both in printed and digital format.

The department has a Disability Champion who is also able to use BSL. A member of the team also attends the Access Ability Network meeting. The photographers are trained to be sensitive to patient needs and to adjust their care accordingly to ensure all patients are treated equitably. A survey is offered to all patients and results are used to inform appropriate improvements to the service.

The designers have been trained and have extensive experience of designing material for a wide variety of learning needs and issues. They have produced large-format versions of documents for those with visual impairments and advised on accessible design improvements and designs to help patients with cognitive impairments. This all helps contribute to an improved patient experience for all those who need the care of the UHB.



*Khris is the Disability Champion from Medical Illustration*

## Cedar Service

Centre for Healthcare Evaluation, Device Assessment and Research (CEDAR) is a service that focuses on service improvement and redesign projects for medical devices, diagnostics and interventional procedures within NHS Wales. The national Patient Recorded Outcome Measures (PROMs) translation into Welsh is led by Cedar and Cedar has employed a Welsh-language Co-ordinator to undertake this work. The National Patient Reported Experience Measure (PREM) refresh has involved stakeholder groups around Wales including Mental Health, Llais, visual and hearing impairment groups, learning disabilities groups, ethnically diverse communities, youth and the elderly.

Cedar provided a major contribution to the Moondance Cancer Initiative's "Towards Zero Deaths from Bowel

Cancer in Wales: Our Case for Change" which addressed health inequalities in bowel cancer treatment. Cedar is also



evaluating the SWAN (Syndrome

Without a Name), IBD (Irritable Bowel Disease) services for Cardiff & Vale UHB and has evaluated the Adferiad (Long Covid) programme for Wales to determine patient opinions on those services and opportunities for improvement. Cedar has launched an internal project to find ways to engage with our diverse communities or patients who do not routinely participate in research or surveys. New projects underway are on Patient Engagement Measures in Podiatry, the OECD GP/patient survey for Wales, and evaluation of Lupus service in Wales, all of which will assess equality of access and treatment of patients.

## Communication Support Devices

The UHB worked with the IT department to repurpose some of our old virtual visiting devices to be used as communication devices enabling busy acute areas, such as the Emergency Unit, to access interpreter services at short notice and out of hours. The devices include:

- Language Line Insight – giving staff easy access translators for over 40 different languages including American & British Sign Language.
- Sign Live – This app is the preferred video interpretation services for British Sign Language users and allows staff easy access to translators.

We have also been able to support wards with these devices. We were contacted by a couple who required a BSL interpreter but were worried this would not always be possible on the ward, when they would need to communicate with staff on an adhoc basis. We were able to provide a communication device that allowed the couple to access a video BSL interpreter at any point of the day. This instantly alleviated communication concerns and supported staff in safely treating and discharging the patient. In this case we were also able to loan the device to the patient to support them in communicating with the community staff who were visiting the patient following being discharged.

## Feedback Mechanisms

As a Health Board, we introduced the CIVICA Once for Wales Feedback System in October 2022. This new patient feedback system allows the Patient Experience Team to engage with our local community, to understand how the services the Health Board provides are working. Patients are sent a text message link to leave feedback on the services they have received, making it far more accessible for those with sensory loss as they will be able to access it using their own devices, the mobile friendly survey pages also adapt to screen size.

The surveys are clear and user friendly with a logical layout and sharp colours and contrast. To ensure the surveys are accessible they can be created with photo symbols for those with learning difficulties, in BSL for those who are hearing impaired, Text-To-Speech and Speech- To-Text format and can be translated into several languages.

In addition, we have 'Happy or Not' kiosks in a number of outpatient areas, these kiosks are very user friendly, using universally understood visuals for patients to provide quick, real- time feedback.

## Information & Support Centres

Our Information and Support Centres continue to stock leaflets on a range of conditions in easy read, audio and large print format, when available. When information is not readily available in a visitor's preferred format or language, staff and volunteers are able to support by ordering information that can be sent directly to the visitor, or printing off the information. However, this support does depend on the availability of such materials from the organisations themselves. The centres are also equipped with hearing loops which staff have been trained how to use.

## Editorial Panel & Guidance

A guide for staff on how to make written information accessible has been developed and is available on our SharePoint pages for staff to use.

The Patient Experience Team also run a Volunteer Editorial Panel allowing teams to have any new leaflets/information that they are developing reviewed by members of the public to give their opinion on the accessibility of the layout and content.

## Interpretation services

The Health Board continues to use the Wales Interpretation and Translation Service (WITS) to support patients and



service users who require interpretation when accessing care. In the case of emergencies where WITS is not available, or where interpreters cannot be agreed, the Health Board has two online interpreting services available, one being Sign Live which supports with British Sign Language (BSL) interpretation.

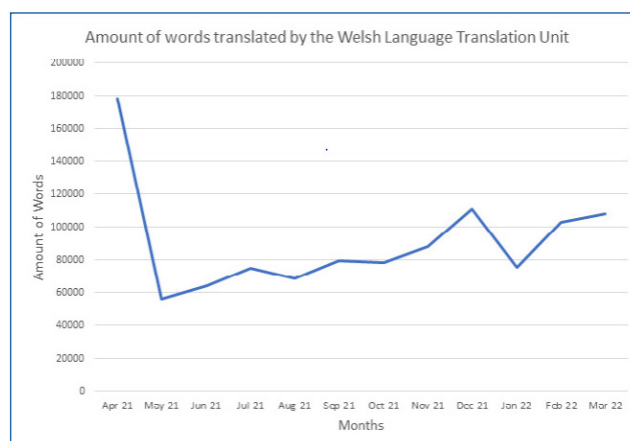
Sign Live allows BSL Users to communicate with anyone, at any time, using the app to connect them to a qualified BSL Interpreter. A number of devices in the Health Board have this app and it can also be used via a computer, making it easily accessible. The Health Board also uses Language Line, which has the option of BSL and American Sign Language (ASL).

Available within seconds at the touch of a button, Language Line’s award-winning video interpreting is available in over 40 of the most requested languages.



The Equality Strategy and Welsh Language Standards Group provide a governance structure for organisational compliance with the Welsh Language Standards.

For further information on Cardiff and Vale UHB and the Welsh Language, please see our [Welsh Language Standards Annual Report 2022-2023](#).



## Welsh Language Standards

The Health Board made excellent progress on the Welsh Language agenda, continuing to work on its compliance with Welsh Language Standards and the ‘More than Just Words’ strategy.

The Welsh Language Translation Team supported the Health Board in its compliance with the Welsh Language Standards having translated over 1,100,000 words during 2022 – 2023. The Unit translates a range of materials, including public facing documents to improve accessibility for Welsh speakers, posters, signs and leaflets.



## Outcome 3: More people receive care and access services that meet their individual requirements

### Efforts to reduce health inequities

#### Public Health

The Health Board's Public Health Team is fully committed to reducing health inequities across Cardiff and the Vale of Glamorgan. The team have been involved at a strategic level and with practical delivery. A selection of the work is highlighted here including the development of an Equity, Equality, Experience and Patient Safety Framework for the organisation; the publication of a health needs assessment for inclusion health; the preparation of a grant bid to support Public Service Boards in addressing the wider determinants of health; the work on 'Amplifying Prevention' with our local partners and our community engagement work.

#### Equity Equality, Experience and Patient Safety Framework

In 2022/23 a working group from across the Health Board was established to explore the benefit of creating an Equity, Equality, Experience and Patient Safety Framework to deliver improvement action on this agenda across the organisation, on the premise that we have challenges in this regard that need to be acted upon. There are already distinct programmes of work in each arena. However, it is clear that, whilst we have some elements of overlapping work, there are interconnections and dependencies

where, with better data collection and health intelligence analysis, and joined up conversations, we could:

1. Identify the largest areas of health gain in these overlapping arenas that could be focused upon to have the biggest impact on improved health, at the population level in the community, in our access to clinical services arena including planned care access, in our hospital services with regard to safety and harm, and with a linked lens and attention to the equality agenda and the protected characteristics.
2. Create a common framework with a core set of principles within which such prioritised action could be progressed.
3. Develop and track a measurable set of indicators to assess impact.

The group reviewed twenty-two existing models and found five that had resonance to Cardiff and Vale University Health Board, from these five the important elements were distilled and used to create a Framework for our organisation. This Framework was developed in partnership during 2022/23 and will be presented to the Board in September 2023.

In addition to developing the Framework, the group recognised a need to identify a suite of projects across the organisation that will deliver change on equality, equity, experience and patient safety. A number of projects have therefore been identified as being of strategic importance and are being considered for early prioritisation. This work will continue over the next few years.

#### Health Needs Assessment for Inclusion Health

A comprehensive Health Needs Assessment for Inclusion Health was



completed. A Programme Board for Health Inclusion has been established, and a revised clinical model is being worked through.

## Health Foundation Grant Application

The Public Health team worked with counterparts across the Public Health system in 2022/23 to develop a funding bid to support Public Service Boards in Wales to apply theory and evidence informed systems approaches to influencing wider determinants of health. The bid was submitted to the Health Foundation.

The bid proposed establishing a national system support to help Public Services Boards in Wales apply systems approaches to influencing wider determinants of health, to learn from their collective experiences and to share learning. The premise is that despite the theoretical basis for systems approaches, real-world learning from applying these approaches to the wider determinants of health is lacking. This funding will support Public Service Boards by developing Applied Systems Learning Cohorts, involving leaders and technical officers, who will apply a flexible systems framework across three themes relating to the wider determinants of health. Applied learning agreements with PSBs will support translation into practice.

This multi-year bid has been successful and action to implement this to best effect locally and nationally will now commence.

## Amplifying Prevention

The Cardiff and Vale of Glamorgan's [Director of Public Health Report 2020](#), published in September 2021, found that the COVID-19 pandemic exposed and exacerbated the inequalities and inequities that are present in our communities. It advocated for a collective partnership approach, working truly alongside our local communities, to halt and reverse this trend, ensuring that we 'level up' in the process. Our experience of partnership working during the pandemic showed that there are already strong existing partnership arrangements in place in Cardiff and the Vale of Glamorgan on which to build. The recommendations of the report were accepted by regional partner organisations and a set of principles was agreed to guide future partnership working, including a commitment to taking an evidence and data driven approach to improving population health and tackling inequalities.

This partnership approach towards combatting inequities has been called 'Amplifying Prevention', and a partnership board was established to provide the strategic overview of this and other partnership activities focussed on prevention and tackling inequities. The vision agreed by partners was 'That by working collectively and effectively as a Partnership of Anchor Organisations, we will work together to reduce health inequities in Cardiff and the Vale of Glamorgan' The Amplifying Prevention approach aligns with the agreed principles for future partnership working, and sits within the overall partnership arrangements of the two Public Service Boards (PSBs), whilst also being complementary to the work of the Regional Partnership Board (RPB).

Three topic areas were chosen for initial focussed attention as part of Amplifying Prevention, namely childhood immunisations, bowel screening, and Move More, Eat Well. The stated aim of the approach was to improve preventative activities in Cardiff and the Vale of Glamorgan and reduce health inequities by taking focussed action to:

- Improve uptake and close the gap in childhood immunisation rates
- Improve uptake and close the gap in bowel screening rates in all eligible age groups
- Further enhance implementation of specified actions in the Move More Eat Well Action Plan

The evidence around all three topics shows that the experience is worse for those communities experiencing deprivation. In addition, uptake of childhood immunisation and bowels screening is known to be lower in some ethnic minority groups. This evidence has guided and influenced the Amplifying Prevention approach.

The following summarises some of the actions delivered in 2022/23:

### Move More, Eat Well

School clusters in communities experiencing the greatest inequities were identified and engaged to identify actions that can help improve levels of physical activity and nutrition. Workplaces were contacted and offered training and support around eating well in work and increasing opportunities to be physically active during the working day. As a result, 15 champions were trained. A Healthier



Advertising Event was held to include both Cardiff and Vale Councils and a mapping

of Council owned advertising sites was undertaken in Autumn 2022. This has led to the development of a policy to stop advertising of High Fat, Salt and Sugar (HFSS) products at these sites, particularly where they will be seen by children, for example close to schools.

### Childhood Immunisations

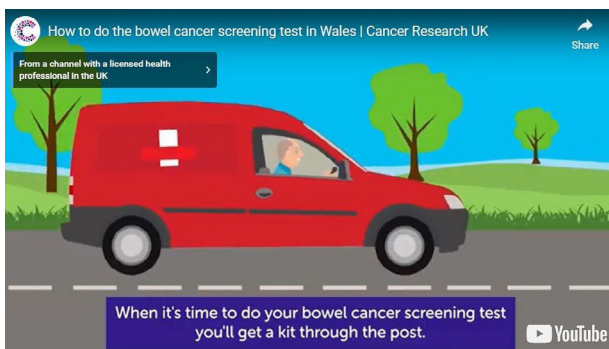
A wide range of actions have been delivered in several settings, with the aim of increasing uptake and closing the gap in childhood immunisation rates. This includes working with the two local authorities to identify areas to target and ways to best reach communities. During 2022/23 new communication materials have been developed in a range of languages and been shared across partnership communication platforms. School clusters in areas of lowest uptake have been identified and support offered, including teaching materials to utilise as part of Health & Wellbeing element of new curriculum and peer education work. Focus group work with parents will help inform future actions, which will be taken forward in collaboration with public health, school nursing, IC and Healthy Schools. Stakeholder experiences, insights and information about barriers has been gathered through commissioned research by Cardiff Metropolitan University. Specific work was also undertaken to contact families who had missed appointments to offer a new appointment.



## Bowel Screening

Similar to the approach taken in relation to childhood immunisation, work this year has focussed both on ensuring communication resources developed by Public Health Wales Screening Division are shared as widely as possible by partners, and more focussed work with areas where uptake is lowest. This includes working with a range of partners in the primary care cluster areas with the lowest uptake (Cardiff City and South and Cardiff South East Clusters) to understand barriers and promote uptake. A [bowel screening animation](#) produced by Public Health Wales and already available in English and Welsh, was dubbed and subtitled into four languages (Arabic, Bengali, Somali, Urdu), and is being displayed on a selection of community Hub and GP screens.

of our staff in being able to discuss the three topics with the people they meet, and resources have been developed to support this, including offering Making Every Contact Count (MECC) training.



## Communications and engagement

The fundamental importance of communication and engagement work to support Amplifying Prevention is understood by all partners. A partnership Communication Strategy has therefore been developed and a plan is in place, which is being driven by a Communication Cell with representatives from each of the three partners. A mapping of key groups has been completed to allow targeting of population groups. As part of this work, we have also recognized the importance

## Outcome 4: Gender and any other protected characteristic pay Gaps are eliminated

### Gender Pay Gap

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Cardiff and Vale University Health Board aims to ensure that people are treated fairly and equitably at work. Our focus ensures that staff have the same access and opportunities to reward, recognition, and career development.

Gender Pay Gap legislation (developed by the Government Equalities Office), whilst a statutory responsibility for all employers of 250 or more, provides a useful mechanism with which we can measure our progress toward gender pay equality. Cardiff & Vale's Gender Pay Gap Report 2023 can be found on our website. The report outlines the current Gender Pay Gap within the Health Board, the steps that have been taken to reduce it, and the actions that will be taken to eliminate it.

## Conclusion and Vision 2023 – 2024

The Health Board has made good progress in taking forward its Strategic Equality Plan 2020 – 2024 objectives during the 2022/23 period. The development of the Inclusion Ambassador programme has supported the Health Board in better understanding the lived experiences of its diverse workforce. The work undertaken by the People Resourcing Team to engage with our diverse communities has provided the opportunity to promote the Health Board as a great place to work, which will support us in diversifying our workforce. The increase in words translated by the Welsh Language Translation Team demonstrates the progress in embedding a bilingual culture into the organisation, with more departments accessing the service to ensure documents and communications are also available in Welsh.

During 2022/23 the Health Board worked with our community partners to shape our services and we will continue to do so going forward, understanding

the importance of having diverse voices in developing strategies and processes that are inclusive. Work such as the development of an Equity, Equality, Experience and Patient Safety Framework and the engagement for the Shaping Our Future Wellbeing strategy will be important steps in reducing health inequalities and inequities in our communities. Cardiff and Vale University Health Board intends to use the 2023–2024 period to meet its Strategic Equality Plan objectives by:

- Finalising the Equity, Equality, Experience and Patient Safety Framework
- Progressing the Anti-racist Wales Action Plan.
- Progressing Welsh Government's LGBTQ+ Action Plan.
- Progressing the More than just words national strategy.
- Improving its data collection processes, for patients and staff.
- Continuing to engage with community partners, including development of the Shaping Our Future Wellbeing strategy.
- Working to reduce the Gender Pay Gap.