

Caring for People Keeping People Well

Our Mission is: (This is why we exist)

CARING FOR PEOPLE KEEPING PEOPLE WELL

Our Vision is: (This is what we want to do)

A person's chance of leading a healthy life is the same wherever they live and whoever they are

Our Strategy is: (This is our game plan)

Achieve joined up care based on 'home first', avoiding harm, waste and variation, empowering people and delivering outcomes that matter to them



Annual Equality Report 2016/17

Accessible Formats

If you would like information in another language or format (large print, Braille, audio, BSL), please ask us.



This report is structured in accordance with the Equality and Human Rights Commission (EHRC) Guidelines, and focuses on

- ❖ Steps taken to identify and collect relevant information
- ❖ How the UHB has used this data in meeting the three aims of the general duty
- ❖ Any reasons for not collecting the relevant information
- ❖ The effectiveness of the UHBs' arrangements in identifying and collecting relevant information
- ❖ Progress toward fulfilling each of the authority's equality objectives
- ❖ Effectiveness of the steps taken to meet these objectives

Information on Welsh Speakers is collected and an action plan is in place to fulfil the requirements of the Welsh Language Measure. This is available through the [Welsh Language Scheme Annual Report 2016/17](#).

About Us

Cardiff and Vale University Health Board was established in October 2009 and is one of the largest NHS organisations in the UK. We have a responsibility for the promotion of health and well being of around 472,400 people living in Cardiff and the Vale of Glamorgan, the provision of local primary care services, running of health centres, community health teams, hospitals – providing treatment and care when health and well-being isn't the best it could be. We are increasingly focusing the planning and delivery of our care based on neighbourhoods and localities to help ensure people receive care as close to home as possible where it is safe and effective to do so. We also provide specialist services for people across South Wales and in some cases the whole of Wales. Detailed information about the services we provide and the facilities, from which they are run, can be found on the [Health Board's website](#).

Our population is:

- growing rapidly in size - projected 4% increase between 2013-17; will pass 500,000 for the first time (much higher than average growth across Wales)
- ageing - number of over 85s increasing at a much faster rate than the rest of the population (10.4% increase between 2013-17)
- ethnically very diverse, compared with much of the rest of Wales. Arabic, Polish, Chinese and Bengali are the four most common languages spoken after English and Welsh. Cardiff is one of the few centres in the UK designated as a receiving centre for people newly arrived in the UK who are seeking asylum.

This change in the population presents a unique set of challenges for the UHB, as these groups generally have a greater need for healthcare. Currently the NHS in Wales spends around £1,700 per person per year on health and

wellbeing services with significantly more being spent in the first year of life and on people over the age of 65.

We also face many of the same challenges as other health services across the developed world, for example:

- Many children are also developing unhealthy behaviours
- Two thirds (66%) of under 16s don't get enough physical activity
- Nearly a third (31%) of under 16s are overweight or obese
- Around 1 in 10 adults are recorded as having high blood pressure
- There are stark inequalities in health outcomes and how, when people access healthcare
- Life expectancy for men is nearly 12 years lower in the most-deprived areas compared with those in the least-deprived areas
- The number of years of healthy life varies even more, with a gap of 22 years between the most- and least-deprived areas
- Premature death rates are nearly three times higher among the most-deprived areas compared with the least deprived
- There are significant inequalities in the 'wider determinants' of health, such as housing, household income and education
- For example, the percentage of people living without central heating varies by area from 1% to 13%
- A recent Annual Report of the Equality and Human Rights Commission highlights that of the 23% of people living in poverty in Wales, 46% are disabled, 43% are from minority ethnic communities, 27% are aged 16-25 years and 48% are lone parents (9/10 are women). There are clear links between socio-economic inequalities and those associated with particular protected characteristics who may have specific health needs to be met.

There is a specialist programme of health improvement, health protection and healthcare quality actions and advice for Cardiff and Vale, to improve the health and wellbeing of the local population. These focus on the areas of need described above, in addition to other key needs. These areas were chosen because, with targeted action, they will lead to the biggest health benefits for the local population. Each has a detailed [action plan](#).

Our Values

At our best CAV UHB is a great place in which to be cared for. This is how patients describe Cardiff and Vale care, at its best. 'Our Values 2 Action' project was launched during 2016/2017 and is about translating our values into the actual behaviours we want to see from each other, and to inspire us to keep improving our patient and staff experience.

The project engaged with almost 3,000 staff and patients with the aim of improving the experience our patients have in our care and our own experience working here by running surveys and a series of workshops:

- 'In Your Shoes', for staff to listen to patients and families talking about their experience in our care
- 'In Our Shoes' for staff to talk about what its like working here, and how to improve things
- 'In Leaders Shoes' for leaders to discuss the rivers and barriers to quality, teamwork and improvement.

The feedback from the surveys and workshops has been used to develop a revised set of shared values, which are:

Kind and Caring

Respectful

Trust and integrity

Personal Responsibility,

and a clear set of behaviours that we expect to see. This revised framework has been fed back to all patients and staff who attended the workshops.

Our next steps are to launch the revised values and behaviours framework and to incorporate it into all of our HR processes, from recruitment, induction, appraisal through to all development programmes. Also to incorporate and develop initiatives to ensure all staff are living and breathing the UHB's values to keep improving our patient and staff experience.

1. Progress toward fulfilling each of the authority's equality outcomes and objectives

Four main equality outcomes are identified and are discussed below after small revisions to the wording were made during the year. They are:

Outcome 1: People are and feel respected

Outcome 2: People are communicated with in ways that meet their needs

Outcome 3: More people receive care and access services that meet their needs (including those from disadvantaged communities)

Outcome 4: Gender and any other protected characteristic pay gap reduced

This section provides a brief overview of progress around the high level strategic equality plan outcomes with the specific objectives set out in our [Strategic Equality Plan Fair Care 2016-20](#).

In 2014 we developed an Equality, Diversity and Human Rights Strategy Map in order to ensure alignment with the UHB vision and agenda. This provided us with further clarity and focus on our journey, who we will work with to meet

our objectives and what outcomes matter to us as a UHB. We continued this approach throughout 2016/17. The following is a summary of the strategy.

EQUALITY STRATEGY MAP: <i>What are we here for?</i>	Putting patients first to ensure an equitable approach to the service we provide and to our staff and others who work with us.
<i>What matters/ Outcomes</i>	<p>Improved outcomes for patients and staff in a fully accessible environment where people are treated with respect and dignity, to reflect their individual needs.</p> <p>A place where equality, diversity and human rights are promoted, protected and celebrated/valued.</p> <p>Services are planned and developed collaboratively taking account of protected characteristics and Welsh Language issues.</p>

Outcome 1: People are and feel respected

Our progress with this outcome can be seen through the following examples of our work:

- Dental patients across Barry will now have improved access to care and treatment closer to home as services are transferred into the local community. Two community dental practices are directly replacing the previous “high street” dental service based at Barry Hospital, giving patients more choice with where they can access their treatment.
- Mental Health staff attended the first staff Health and Wellbeing Day held at Hafan y Coed, sponsored by UNISON. A number of stalls and activities were available for staff including smoking cessation, mindfulness, Employee Wellbeing Service, Occupational Health, Physiotherapy, dementia friends and the chaplaincy department.
- Service users and staff enjoyed a number of fun and enjoyable sports sessions to promote the health and wellbeing benefits of physical activity and its positive impact on mental health as part of Mental Health Awareness week.



- The Health Board supported the Equality and Human Rights Commission (EHRC) launch of a new public information campaign to tackle the rise in race hate crime following the EU referendum. We provided advice and information about where people can go for help and how to report hate incidents.
- As part of our age awareness work, to mark Older People's Day, the Physiotherapy Department spent the day in the Concourse at the University Hospital of Wales and University Hospital Llandough encouraging over 60s to increase their levels of activity, enabling them to stay fitter for longer.



- Bereavement midwife, Laura Wyatt, was not only awarded Emma's Diary Regional Winner (Wales) Mums' Midwife of the Year 2017 but also scooped the highly prestigious overall Midwife of the Year title.



This award gave mums the opportunity to express their gratitude and pay a heartfelt tribute to their own special midwife whose kindness and support went above and beyond what was expected of them.

- The Health Board was shortlisted in the Patient Safety Awards in Learning Disabilities Category for its work in 'improving general hospital care of patients who have a learning disability'. To improve care for people with a learning disability, the Health Board developed a number of new measures in line with the 1000 Lives guide. The new measures were implemented to ensure people with learning disabilities receive the right level of care while they are in hospital.
- In November, a Sensory Loss presentation by the RNIB and Action on Hearing Loss to mark the ***It Makes Sense Campaign*** reminded Health Boards of three areas we should focus on to advance the implementation of the [All Wales Standards for Accessible Communication and Information for People with Sensory Loss](#). The Board recommended the continuation of the Sensory Loss Task and Finish Group, now called the Sensory Loss Standards Group, to continue to embed them across the organisation.



- We have publicized a variety of public awareness campaigns relating to protected characteristics such as: International Women's Day (8 March); International Day Against Homophobia, Biphobia and Transphobia (IDAHOBiT Day); UK Older People; Disability Awareness Day; Anti-Bullying Awareness Week (); Universal Children's Day, Hate Crime Awareness Week, World Elder Abuse Day; and Holocaust Memorial Day.



- Diabetes Awareness Sessions were held for staff with Type 2 diabetes at UHW and UHL.
- In-house Dementia Friends information session for Cardiff and Vale UHB staff have also been held.
- Partners can now stay overnight to support mums-to-be and their babies thanks to a delivery of new reclining chairs to the Women's Unit at UHW. The new chairs were funded through donations to Cardiff and Vale Health Charity's Make It Better Fund, in response to feedback received in the "Two minutes of your time" patient surveys.
- The Health Board was awarded the Disability Confident symbol. This recognition given by Jobcentre Plus to employers based in Great Britain who have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.
- The Equality Diversity & Human Rights winners at the 2017 staff Recognition Awards were Claire Fulthorpe, a public health Dietician who has been working closely with the Gypsy and Traveller community in Shirenewton and Senior Nurse, Andy Jones, who has chaired a multi-agency, multi-professional working group to roll out the 1000 lives disability care bundle in the UHB to enable a prompt response to this vulnerable and at risk group.
- Young Carers Awareness Day (or YCAD) 2017, a day where everyone recognises the challenges that [young carers](#) face, was also promoted throughout the Health Board. This year's theme was 'When I grow up' and it's all about helping young carers to achieve their dream jobs or career, and we wanted everyone to be a part of it.



A Patient Story

“My husband Paul has been a patient on the Spinal Trauma Ward (A6 North), since he sustained a very serious injury whilst mountain biking last September. During this time he has received the most incredible care from EVERY member of staff who works on / is associated with the ward. Each member of the team has contributed their own expertise to ensure that his stay has been as comfortable as possible and his recovery, thus far, is due to their dedication, hard work and unfailing belief that the impossible is possible. Their care also extended to us - Paul's family too. We have been supported through the most difficult times, always treated with the utmost compassion and have never, ever made to feel that we are in the way. He is now about to leave UHW to begin further rehabilitation in Rookwood. Thank you A6 North for everything.”

Outcome 2: People are communicated with in ways that meet their needs

Our progress with this outcome can be seen through the following examples of our work:

- The Health Board promoted use of the **Show me where? Multi-lingual App**. This is a tool, which enables adults and children who have verbal disability or who are unable to speak English, to convey the location of pain or discomfort to other people. It is useful for Stroke; Autism (ASD); early stage Dementia; Disabilities affecting speech. eg Cerebral Palsy, Multiple Sclerosis; Deafness and hearing problems; Intubated or tracheostomy patients; people suffering from trauma or anxiety and non English speaking people such as those whose first language is Arabic, Urdu or Bengali.
- The University Dental Hospital in Cardiff has recently installed hearing loop systems in all its reception areas, making it easier for those with hearing impairments to communicate efficiently as part of our work on sensory loss and our support for the deaf community.

- The UHB has recently commenced a trial for ENT outpatients whereby patients with mobile numbers are sent a reminder text message 10 days away from their appointment and then a further text message 2 days before the appointment. The first text is intended as a two way engagement method, which seeks to gain confirmation from the patient that they still wish to attend their appointment or rebook if not convenient or cancel if it is no longer required. The latter text is a simple one way prompt intended to remind patients nearer the day of their appointment.
- The Health Board was presented with the Employer Category Award at the 23rd Understanding Disability Awards, which celebrates the inclusion of people with learning disabilities. The Board currently employs 2 people with learning disabilities at the restaurant, Y Gegin, at UHW.
- Speech and Language Therapists from Cardiff and Vale UHB held a “Communication Awareness” day for their colleagues, to shine a light on the important work that they do in the community. Speech and Language Therapists work with patients who have communication and/or swallowing difficulties. Following an assessment, specific advice and therapy is provided as appropriate to patients.



- Two Cardiff and Vale UHB services for people with Parkinson's were recently recognised at the first ever UK Parkinson's Excellence Network Awards. The Health Board's Parkinson's Clinic and Nurse-led Nursing Home Clinic achieved an award for outstanding services and a highly commended status. The Parkinson's Clinic, which aims to provide holistic person-centred care for people with the condition, was highlighted for its special attention to medication routines for patients and its multi-disciplinary approach with a specialist pharmacist, which is particularly important for people with Parkinson's who struggle to maintain the complicated drug regimens that are often required.



- The winner of the Welsh Language Award category at the Staff Recognition Awards was Elinor Evans who promotes the use of the Welsh language in all aspects of the Vale Community Resource Team's work in creating resources, providing therapy for dementia patients, supporting the admin team with phone calls and translating posters.

Outcome 3: More people receive care and access services that meet their needs (including those from disadvantaged communities)

Our progress with this outcome can be seen through the following examples our work:

- Dental patients across Barry will now have improved access to care and treatment closer to home as services are transferred into the local community. Two community dental practices are directly replacing the previous "high street" dental service based at Barry Hospital, giving patients more choice with where they can access their treatment.
- The International Glaucoma Association (IGA) support group held a meeting at UHW in April. [Their support group meeting dates are on their website.](#)
- We celebrated success at the annual Royal College of Midwives (RCM) Awards 2017. Our Equality Champion and Midwife Karen Jewell, Ruth Mullineux from NSPCC and Mwenya Chimba from BAWSO won the Slimming World Award for Partnership Working on a project to tackle and raise awareness of female genital mutilation (FGM).

- A new Prostate Cancer Pathway has been implemented to speed up diagnosis and treatment of men who have a higher level of prostate-specific antigen (PSA) in their blood. The new pathway means that men would receive an MRI before their Transrectal ultrasound (TRUS) guided biopsy. This process means that if the MRI identifies an area of concern the TRUS biopsy can be more targeted. This avoids the need for repeat biopsies and speeds up the waiting times for results and treatment as previously men would have to wait 28 days to have an MRI following a TRUS biopsy due to bleeding in the image. It was shortlisted in the Cancer Care category.
- An integrated Equality and Health Impact Assessment Toolkit has been developed by the Health Board. EHIA's should be undertaken when developing or reviewing strategies, policies, plans, procedures or services to ensure they assess the effects of change on 'protected characteristics' (age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion, sex or sexual orientation) as well as assessing the potential impact on the health of the population, particularly within vulnerable groups. It incorporates a list of third sector organisations with an interest in equality so that Clinical Boards know who to engage with when developing policy or making changes to services.
- For carers, the Health Board has a dedicated email account, cardiffandvale.carers@wales.nhs.uk, for people who are carers to use for any carer-related enquiries, problems, requests for information etc. A Carers Information Support Group (CSING) is run by Glamorgan Voluntary Services (GVS) for third sector and statutory organisations who work with carers to network.
- A new residential care setting in Barry that provides a bridge between hospitals and homes has been officially opened by Cllr Bronwen Brooks, the Vale of Glamorgan Council cabinet member for Housing, Social Care and Health, and Maria Battle, Chair of the Cardiff and Vale UHB. The new reablement unit is based at the Vale of Glamorgan Council's Ty Dyfan residential home in Barry and provides six short term 'intermediate care beds' for people who are ready to be discharged from hospital but who require therapy or support before they can return home.



- The Health Board (UHB) has transformed care for patients with complex care needs who are delayed in hospital awaiting transfer to a care home, by introducing entertaining activities to improve social interaction. The 19 bedded C7 ward at the University Hospital Wales (UHW) predominantly receives patients with dementia, cognitive impairment or other complex needs. To maintain as normal life as possible while waiting for transfer from hospital, the UHB has engaged with Mental Health Matters (MHM) to provide a range of stimulating and engaging activities for patients to take part in.



A Patient Story

“My Father has dementia and doesn't understand where he is, it is very comforting for the family to know that he is not just sitting by his bed but is being encouraged to interact with other people and try new things. I hope that these activities get the funding to continue. Thanks to everyone at UHW and MHM Wales who is involved.”

Other achievements reported by protected characteristic group

Trans/gender reassignment

To address any inequalities, or possible levels of discrimination, that members of this community may face relative to the wider population when accessing healthcare, the awareness of gender reassignment, and our public duty

towards members of the public covered by this characteristic, is covered as part of the UHB's mandatory induction and refresher training for all staff.

Marriage and civil partnership equality

The health Board's Electronic Staff Records (ESR) collects data on the status of our Workforce.

Religion and belief equality

Chaplaincy services

A Chaplaincy service is provided across all sites twenty-four hours per day, every day of the week. The local Chaplaincy service is there to support staff, patients and their families of all religions or beliefs including those with no religion or belief.

Multi faith space

Staff members and patients have access to a multi faith space at each of our hospital sites which is further evidence to support the UHB's commitment towards the promotion of equality for all, irrespective of their religion or belief.

Spiritual Care Group

A key purpose of the Spiritual Care Group is to provide the strategic direction for meeting the spiritual needs of patients, relatives, carers, staff and students. It provides oversight and guidance regarding spiritual care in the healthcare delivered by the staff of the UHB and in support of the staff delivering that care.

The Spiritual Care Group continues to promote a close working partnership between service providers and local faith/belief communities regarding the provision of spiritual care.

Patient information

As part of our efforts to enable our patients to make informed choices, information and advice for people with diabetes about fasting during Ramadan, the Muslim holy month, is made available to our patients.

Information Centres

The information and support centres, funded by Macmillan Cancer Support, are based in the Concourse area of UHW, in the Outpatients waiting area Hospital and opposite the Art Gallery within the Plaza of the University Hospital Llandough. The centres offer confidential advice and support and help patients, their families or carers, access financial and other help. Visit the Centres or contact Sarah Davies, Information and Support Facilitator, 02920 2074 5655, email sarah.davies37@wales.nhs.uk A multi-agency information service is also run at both UHW and Llandough, from which a number of local third sector organisations run sessions.

Sexual orientation equality

The UHB has been recognised as the top health and care organisation in Wales and one of the top ten in the UK, demonstrating the strength of our work for the lesbian, gay and bisexual (LGBT+) community, which includes staff. We have a very established and active LGBT+ staff network.

Languages Spoken by GPs in Cardiff and the Vale of Glamorgan

Cardiff and Vale UHB serves a diverse population who speak a large number of different languages. In relation to our GP services we have made available a [list of those who have knowledge of Welsh and other languages, and who are able to consult in that language.](#)

Welsh Language

The last census showed that Cardiff is one of the areas of growth for the Welsh Language. The UHB serves 50,000 Welsh speakers across the City and the Vale of Glamorgan. It is the second largest used language in the area. Further background includes:

- Older people, particularly those with dementia, need to be able to communicate in a language of their choice: in many cases this is Welsh.
- Children and young people: the increase in Welsh medium education means that we must also provide services for children in Welsh when required - for example for school visits.
- New Welsh Language Standards will now replace the Welsh Language Scheme in 2018 as initially anticipated.
- Plans and changes for services actively consider how bilingual services will be provided.
- When recruiting staff we include Welsh Language skills as part of the assessment process.

This year the UHB has produced responses to the Welsh Language Commissioner in regard to the Welsh Language Standards Framework consultation. Also this year the UHB continued its work on the More Than Just Words Strategy, which is the Welsh Government strategy on improving bilingual services offered by NHS Wales. While progress has been achieved in some areas, such as bilingual appointment letters, we recognise that more progress needs to be achieved against other actions, particularly in sharing good practice and implementing the 'active offer' to patients and service users. The UHB recognises that it has more to do and has been identifying opportunities to improve engagement through aligning the Welsh Language agenda to the Integrated Medium Term Plan (IMTP). A Board development day on Equality and Welsh Language issues took place in June 2016.

Outcome 4: Gender and any other protected characteristic pay gap reduced

The job evaluation system continues to ensure that job banding is allocated on the principle of equal pay for work of equal value.

Work has begun on preparing for the regulations on gender pay gap reporting which are expected to come into effect in October 2016 and introduced as part of the Public Sector Equality Duty.

Human rights framework in healthcare

The Health Board is committed to adopting a Human Rights approach in the delivery of healthcare in a constantly changing environment, ensuring that in everything we do, we give due regard to the FREDA principles:

- F** - Freedom
- R** - Respect
- E** - Equality
- D** - Dignity
- A** - Autonomy

Our Human Rights approach includes the enabling of people to access services and information and also the promotion of inclusion at all levels of involvement, engagement and consultation of service users, their family and staff.

Equality and Health Impact Assessment

Throughout the reporting year, training and support has been provided to individuals and teams in undertaking the EHIA of their respective service areas, policies and functions. Embedding the principle of conducting EHIAs is beginning to become successful, with the Board driving this culture change at the early stages of introduction of the new toolkit.

Mechanisms are now in place to ensure that all new policies and functions under review are not ratified unless an EHIA has been undertaken. This new development is enabling the UHB to ensure a full integration of the principles of equality, diversity and human rights, into policy development for our employment practices and service delivery. Details of the EHIAs have and will continue to be posted on the staff intranet and the internet.

Our plans for the future

Our mission is to Care for People, to Keep People Well and to provide health services in which we can all take pride. Success will see the health of the population transformed and inequalities in health reduced substantially. This commitment is what defines our organisation and our values. We are working to create stronger links to local communities to develop services in line with the needs of local people and patients.

We are building our strategy in partnership. We want to hear the views of local people, patients, partners and regulators as we develop our strategy. This report provides an opportunity for stakeholders to be aware of this development and play an important part in the future of the UHB. Building on the work that we have started, our future plans include focusing on the following overarching themes:

A. Better health outcomes and reducing health inequalities

The UHB has a responsibility to tackle Health Inequality and a number of options present themselves a) UHB Employees as 'Agents for Change, b) use of equality data, c) use of Health Inequality data d) promoting effective interventions and e) adopting a framework for Inclusion in service delivery and employment practices. For the latest information on what the Health Board is doing around health inequalities and inequities please see our [Progressing Our Future – Summary Plan 2017-2018](#).

B. Patient access and experience

The NHS has a responsibility to provide equitable access to effective healthcare in relation to need and this places a responsibility upon the UHB to improve patient access and experience all together. Studies show that there are variations across protected characteristic groups. The UHB Clinical Boards, Patient Experience and Engagement Teams and Planning, Estates & Operational Services have already started to play a key role in bringing about improvements in this area.

C. Our employees

The UHB workforce approximates 14,500. This is valuable capital that can be deployed as 'agents of change' not just in the workplace but also in the wider community. With our commitment to the Public Sector Equality Duty demonstrated in the Employment process and practice, together with an infusion of the Values 2 Action huge benefits can be achieved.

Training

The UHB continues to offer support to staff to ensure that in carrying out their duties they promote equality and good relations, with dignity and respect. The UHB works on the principle of integrating training on equality, diversity and human rights into all relevant training provided. Therefore within the training provided at Induction for healthcare staff (which includes medical staff, nursing staff and healthcare support workers, professions allied to medicine and administrative and clerical staff) there is an element around equality, diversity and human rights. 77% of UHB staff have attended equality related training during the three year refresher period of 1 April 2015 through to 31 March 31 2017 **(Please see Appendix 1 below)**.

The UHB is committed to providing environments in which staff, patients and the public feel safe, valued, respected and encouraged to contribute to the quality of services provided. The UHB Learning, Education Development

Team has provided training and support for services in working with patient stories. The UHB recognises that listening to people talking about their experience in their own words is a powerful way of better understanding what actually happens and gaining insight into what is good and what could be improved. The Team has developed a database of patient stories to ensure good governance for the use of stories as well as increasing the opportunities to utilize them within service improvement.

The Committed to Care Programme for Healthcare Support Workers continues to include a comprehensive section around equality, diversity and human rights and sensory loss.

Procurement

Procurement is a specific duty for Wales. Cardiff and Vale UHB holds contracts with external organisations in both the private and voluntary sectors for provision of works, goods and services, for some of which equality considerations will have more relevance than others. However, we are aware of our obligation to always have due regard to the general duties when considering the awarding of contracts.

The UHB adheres to the All Wales Conditions of Contract guidelines and the equality related issues. When seeking to contract with external organisations, the UHB has been mindful of the need to seek assurance that any organisation providing services on behalf of the UHB adhere to the principles of equality, diversity and human rights in their policies and practices.

Specified employment information

The workforce profile identifies that the UHB has more women (approximately 75%) working for it than it does men. The local population is more of a 50-50 basis. This indicates that the workforce is not representative of the local community where a little more than half of the population is female. It also suggests that there are low levels of disclosure and/or unspecified declaration around sexual orientation and religion.

[You can read the equality profile in regard to job applicants in regard marital status, gender, disability, race, age, religion and sexual orientation and marital here.](#) However gender-reassignment and maternity and pregnancy information is not currently gathered on the ESR system. The figures are for the time period 01 April 2016 to 31 March 2017.

Progress against Healthcare Standard 2 Equality

The new Health and Care Standards came into force on 1 April 2015 and require self-assessment against set criteria. Meeting the Health and Care Standards are an integral part of the SEP. The Clinical Boards were asked to provide evidence of their equality related work specifically against the Standards. The overall assessment of performance is that we are 'Getting There', in terms of the criteria laid down.

Conclusion

This report demonstrates the UHB's compliance with the Public Sector Equality Duty across its functions and we welcome your feedback. It demonstrates the progress made under each of the key areas identified in the UHB Strategic Equality Plan.

Being faced with an increasing ageing population, the health inequities between the populations and geographical areas that the UHB serves, means that there are challenges that lie ahead. The UHB recognises that there is still too much difference in people's access, experience and outcomes despite progress being made. The UHB Equality Delivery Plan will assist us in our attempts to address such issues whilst recognising that the population the UHB serves has to play their part. Collaborative work with other Health Boards, as with our consultation work around the new Strategic Equality Plan, and partnership with the Third Sector will become increasingly significant to enable the UHB to meet its objectives.

The UHB wants to go further in achieving change in equality for people who use its services and for its own staff. With this in mind the UHB has looked to continue to embed its equality and human rights approach and increasingly align it to the organisation's priorities and values.

[You can see our new Strategic Equality Plan Fair Care 2016-20 here.](#)

The plan and its objectives were developed in partnership with Velindre NHS Trust through engagement with patients, staff and external stakeholders. It sets out the approach that the Health Board will take to continue to advance, mainstream and integrate equality, diversity and human rights throughout the organisation.

How to give us your comments

We really need your feedback! Your feedback - good and bad - helps us to improve our services. There is a range of ways that you can do this:

- **Complete a survey**

If you are an inpatient you may be asked to complete a survey asking a range of questions about your overall experience. We send a more detailed questionnaire to some patients when they return home or after a clinic appointment.

- **Leave your comments on the website.** Please click on the following link www.cardiffandvaleuhb.wales.nhs.uk.

- **Join a patient group**

We listen to views passed on to us by a wide range of patient support groups. A list of groups can be found at: www.nhsdirect.wales.nhs.uk.

- **The Patient Experience team can also help on 02920 335468**
- **Tell us your story**
Your stories provide us with helpful feedback about good and not so good care. If you would like to tell us your story please ring 02920 745294.

Raise a concern

If you want to raise a formal concern please contact our Concerns Team on 029 2074 4095.

If you wish to submit your complaint via e mail, please send it to concerns@wales.nhs.uk or write to:

Len Richards, Chief Executive
Cardiff and Vale University Health Board,
Headquarters, University Hospital of Wales, Heath Park, Cardiff CF14 4XW.

The Advocacy and Concerns Team, comprising members of the Health Board Concerns Team and Cardiff and Vale Community Health Council, will be available on Tuesdays and Thursdays at the Information Centre in University Hospital Llandough. Their role is to listen, advise and support

Accessibility

Accessibility on the UHB's website is guided by government standards and the [Web Content Accessibility Guidelines \(WCAG\)](#). WCAG guidelines are widely accepted as the international standard for accessibility on the web.

Whilst we aim to make this website accessible to all users and achieve a WCAG conformance level 'AA'; we continually work with stakeholders to ensure that conformance level 'A' is adhered to as a minimum.

If you experience any accessibility issue on this site or have any comment, please contact us.

Equality Training Figures – Refresher Period 1st April 2015 through to March 31st 2017

Appendix 1

Clinical Board	Staff in Post	Mandatory Training Programme - Equality & Diversity	Equality & Diversity Equality Impact Assessment	Equality & Diversity Awareness Training (Human Rights)	Grand Total
001 Capital, Estates & Facilities	1253	1184	0	126	1310
001 Children & Women Clinical Board	1889	1491	4	433	1928
001 Clinical Diagnostics & Therapeutics Clinical Board	2250	2660	13	348	3021
001 Dental Clinical Board	521	547	1	23	571
001 Director of Therapies & Health Science	73	87	0	6	93
001 Executive Services	140	130	1	3	134
001 Finance Division	104	112	0	3	115
001 Medical Division	103	63	0	32	95
001 Medicine Clinical Board	1664	1341	0	163	1504
001 Mental Health Clinical Board	1351	929	3	456	1388
001 Nursing Division	105	72	8	14	94
001 Planning Division	51	44	3	7	54
001 Primary, Community Intermediate Care Clinical Board	852	862	10	176	1048
001 Public Health Division	78	71	0	3	74
001 Specialist Services Clinical Board	1650	1534	9	261	1804
001 Surgical Services Clinical Board	1800	1512	4	106	1622
001 Trust Board Level 2D		172	0	30	202
001 Workforce & OD Division	141	178	1	35	214
(blank)					
Grand Total	14025	12989	57	2225	15271