



**PWYLLGOR DIWYLLIANT, POBL A DATBLYGU SEFYDLIADOL
PEOPLE, ORGANISATIONAL DEVELOPMENT & CULTURE COMMITTEE**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	20 August 2024
TEITL YR ADRODDIAD: TITLE OF REPORT:	Supporting improved health and well-being outcomes of LGBTQ+ people
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling, Director of Workforce & Organisational Development
SWYDDOG ADRODD: REPORTING OFFICER:	Anna Bird Assistant Director Strategic Partnerships Diversity and Inclusion

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

With its ambition to make Wales the most LGBTQ+ friendly nation in Europe, Welsh Government launched its LGBTQ+ Action Plan in February 2023. The Action Plan sets out how Welsh Government intend to advance LGBTQ+ equality and inclusion and make a real difference to the life chances, prospects, rights and outcomes for LGBTQ+ people, into the future.

This update for the People, Organisational Development and Culture Committee (PODCC) includes details of how local action is already being taken to advance this work.

In addition, as part of the commitment to implementing its Strategic Equality Objectives, the Health Board has continued to work towards fulfilling its role as a Stonewall Diversity Champion, making improvements as an employer and participating in the Workforce Equality Index (WEI). This update will also consider how cost-effective Stonewall membership is, the benefits which are realised and makes a recommendation for the future renewal of Health Board membership for 2024/2025.

Cefndir / Background

LGBTQ+ Action Plan

In the summer of 2020, Welsh Government commissioned a survey to capture the lived experiences of LGBTQ+ people in Wales and held a series of focus groups. In November 2020 an LGBTQ+ External Reference Group was formed, and in January 2021 an Independent LGBTQ+ Expert Panel was established to provide detailed advice on LGBTQ+ equality in Wales. Their report included recommendations for a broad range of policy areas which were used to develop the LGBTQ+ Action Plan.

Welsh Government included LGBTQ+ rights in its Programme of Commitments for 2021 which has led to the development of their first LGBTQ+ Action Plan to demonstrate their clear commitment to respecting, protecting and fulfilling the human rights of all LGBTQ+ people in Wales.

Even before the COVID-19 pandemic, we knew LGBTQ+ communities were more likely to experience a range of inequalities or worse outcomes compared with heterosexual and cisgender populations. In particular, those communities reported experiencing:

- lower life satisfaction levels
- poorer access to healthcare services
- bullying, discrimination and hate crime in school, the workplace or in their communities
- higher-level of substance misuse, including alcohol and smoke
- poorer mental health including loneliness, depression, and suicide

Emerging evidence also suggests:

- LGBTQ+ people may have faced barriers in being unable to access healthcare services or medication as a result of the pandemic
- being at increased risk of violence, abuse, domestic abuse, homelessness, lower rates of employment, social isolation and loneliness

Data from the 2021 Census shows how the population across the three counties have identified their sexual orientation.

County	Bisexual	Gay/Lesbian	Heterosexual/Straight	Did not respond
Ceredigion	2.63%	1.5%	84.70%	10.43%
Pembrokeshire	1.02%	1.07%	89.80%	7.89%
Carmarthenshire	0.96%	1.9%	89.73%	7.92%

Data provided by ONS Census 2021 <https://www.ons.gov.uk/census>

When asked about their gender identity, 91-93% of the population across our three counties identify as being the same sex registered at birth with 7% choosing not to answer the question.

County	Non-Binary	Trans Man	Trans Woman	Different to registered at birth (not specified)
Ceredigion	0.23%	0.06%	0.12%	0.14%
Pembrokeshire	0.04%	0.06%	0.06%	0.12%
Carmarthenshire	0.04%	0.06%	0.06%	0.14%

Data provided by ONS Census 2021 <https://www.ons.gov.uk/census>

On 31 March 2024 the Health Board employed 13,290 staff. Based on self-reported data within the Electronic Staff Record (ESR) system, there were 322 staff who identified as gay / lesbian or bisexual. This accounted for 2.42% of the workforce and a slight increase of 0.12% compared with 2023 data. The 2021 Census population asked a question on gender identity for the first time, however ESR does not currently record gender identity of our staff.

A link to the full Welsh Government LGBTQ+ Action Plan has been included for information. [LGBTQ Action Plan English purple and green \(gov.wales\)](#)

Stonewall Diversity Champion Programme

Being a Stonewall Diversity Champion requires the Health Board to pay annual renewal fees which for 2023/2024 were £2,575 + VAT. In addition to the renewal fees, Stonewall Cymru also charge for the delivery of training (for example, a 2-day Allies programme for up to 16 people was £2,800 + VAT). Membership of the Stonewall Diversity Champion Programme does not preclude organisations from submitting evidence to be assessed and ranked on the Workplace Equality Index. However, only organisations that pay the annual fees receive detailed feedback on the results of their submission and the support of an account manager.

Hywel Dda University Health Board (HDdUHB) has been an official Stonewall Diversity Champion for a number of years. Stonewall Cymru state that the benefits of being a member of the Diversity Champion Programme are:

- Access to good practice guides and resources
- Advice and support from our expert team
- Assistance with your Workplace Equality Index submission
- Priority discounted access to learning opportunities and events
- Stonewall Diversity Champion branding to show your commitment to LGBTQ+ inclusion

Improving inclusivity and representation of LGBTQ+ staff within the workforce allows staff to positively influence the Health Board's policies and strategic plans to ensure that the services it provides are appropriate for LGBTQ+ service users. It makes the organisation attractive to all those who come into contact with the Health Board, for example stakeholders and partner organisations as well as prospective employees.

Asesiad / Assessment

LGBTQ+ Action Plan

The Diversity and Inclusion Team held a workshop with members of the Health Board's ENFYS LGBTQ+ Staff Network and other key members of staff to develop a local action plan (Appendix one). The local action plan sets out how the Health Board is contributing to the achievement of the overall actions as presented in Welsh Government's LGBTQ+ Action Plan. Appendix two provides an overview of some of the activity which has taken place over the past 12-months.

Stonewall Diversity Champion Programme

Each year the Health Board has the opportunity to submit evidence, and a detailed assessment is undertaken by Stonewall Cymru to judge the progress made in terms of the Workplace Equality Index Criteria. The evidence requested is significant and requires considerable time to co-ordinate from across a range of Health Board Teams.

The ambition has been for the Health Board to demonstrate its progression by achieving an annual increase in the published ranking on the Workplace Equality Index. However, despite the proactive approach and considerable work which has been undertaken this has not been achieved.

For 2021-2022, the Health Board received a score of 62.5 out of 200 and were awarded the Silver Award. Despite submitting comparable evidence and working with the Health Board's account manager at Stonewall Cymru to improve areas of potential development, the Health Board only scored 56.5 out of 200 for 2022-2023 and didn't achieve the Silver Award. After the results for the Health Board were queried, the submission was re-assessed and a revised score of 82, and the Bronze Award was confirmed. The Diversity and Inclusion Team were therefore disappointed to receive a lower score of 57.5 and no Bronze or Silver Award for its

2023/24 evidence. The inconsistency of results, lack of transparency in the marking and assessment process, and the limited written feedback have become a continued concern for the Health Board.

Stonewall states that the programme offers guidance and support to employers to ensure that organisations have an inclusive workforce and all LGBTQ+ staff are free to be themselves and that, by agreeing to be a Diversity Champion, the Health Board is demonstrating that it is a workplace that truly welcomes, respects and represents LGBTQ+ employees. However, the Health Board continues to support its diverse workforce in a variety of ways that are independent of the Diversity Champions Programme, including:

- The Local LGBTQ+ action plan
- Creation and support of a variety of staff networks
- Attendance at community events including Pride and Sparkle
- Staff training
- Inclusive recruitment
- Inclusive policies

Other Health Boards and Trusts across Wales were asked if they were Stonewall Diversity Champions and, of those that responded, 5 are not members. In addition, the Enfys LGBTQ+ staff network and the wider Health Board workforce have been asked for their opinions on the Health Board continuing to be part of the Diversity Champions Programme. Response numbers were very low but, of the responses received only one respondent wanted the Health Board to remain a member of the Stonewall Diversity Champion Programme. Others did not see the benefits of the programme and one respondent was strongly opposed to the Health Board continuing to be a member of the programme.

In view of the experiences over the past three years, and in light of the financial pressures facing the Health Board, it is recommended that the Stonewall Diversity Champion membership is not renewed for 2024/25 as this is not impacting on or adding value to the work which is already being delivered.

Argymhelliad / Recommendation

The People, Organisational Development & Culture Committee is asked to:

- **NOTE** the update provided on progress against the Health Board's LGBTQ+ local action plan
- **NOTE** the decision to not continue with membership of the Stonewall Diversity Champion Programme in 2024/25.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	2.3 To provide assurance to the Board on the organisation's ability to create and manage strong, high performance, organisational culture arrangements.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Parthau Ansawdd: Domains of Quality	5. Equitable 6. Person-Centred

Quality and Engagement Act (sharepoint.com)	
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	6. All Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	9. All HDdUHB Well-being Objectives apply

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Welsh Governments LGBTQ+ Action Plan
Rhestr Termau: Glossary of Terms:	LGBTQ+ (the umbrella term for those who are Lesbian, Gay, Bisexual, Transgender, Queer or questioning)
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefydliadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee:	Not applicable

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Financial planning continues to be one of the key considerations to achieve the actions within the LGBTQ+ Action Plan for employment and service delivery Stonewall Diversity Champion Programme fees could be used to support our workforce in other ways.
Ansawdd / Gofal Claf: Quality / Patient Care:	Services and policies are more inclusive and consider the specific needs of LGBTQ+ Service Users
Gweithlu: Workforce:	Improved recruitment and retention of LGBTQ+ staff. More support and inclusivity of LGBTQ+ staff and service users. Increase in diversity of workforce.

Risg: Risk:	<p>Lack of staff awareness of issues faced by LGBTQ+ people.</p> <p>Lack of funding to achieve some of the actions set out by Welsh Government due to not having a dedicated budget.</p> <p>Many of the actions within Welsh Government's LGBTQ+ action plan is dependent upon other organisations undertaking their actions before Health Boards and Trusts can fulfil their required contribution</p>
Cyfreithiol: Legal:	<p>Breaches in Equality Act 2010 where LGBTQ+ staff and service users may be discriminated against.</p> <p>Non-compliance with the Public Sector Equality Duty.</p>
Enw Da: Reputational:	<p>Could be at risk of reputational damage if unable to provide adequate support for LGBTQ+ individuals and demonstrate progress against the LGBTQ+ Action Plan to achieve the vision of the most LGBTQ+ friendly nation in Europe.</p> <p>A very small number of staff stated that being a Stonewall Diversity Champion was beneficial to the reputation of the Health Board.</p>
Gyfrinachedd: Privacy:	<p>Procedures will need to be scrutinised around patient and staff information in relation to gender in accordance with legislation.</p>
Cydraddoldeb: Equality:	<p>The LGBTQ+ Action Plan outlines the actions that the Health Board needs to take, to contribute to equity of wellbeing and addressing issues faced by LGBTQ+ individuals.</p> <p>Being an employer of choice and improving the health and well-being for all are Health Board Strategic Equality Objectives.</p>



LGBTQ+ Local Plan

2024 - 2025



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Contents

Executive Summary	2
Introduction.....	3
Our population	4
Our staff.....	5
Hywel Dda Actions.....	6
Welsh Government Actions.....	Appendix I

Executive Summary

The Welsh Government has been bold in its intent to make Wales the most LGBTQ+ friendly nation in Europe. In order to provide the foundations for that goal, it has developed the LGBTQ+ Action Plan for Wales, which is intended to help coordinate action by the Welsh Government and other agencies in doing so. The plan sets out an overarching vision to improve the lives of, and outcomes for, LGBTQ+ people in Wales and acts as a framework for LGBTQ+ policy development in this area.

The Welsh Government has set out steps it will take to strengthen equality for LGBTQ+ people, to challenge discrimination, and to create a society where LGBTQ+ people are safe to live and love authentically, openly and freely as themselves. In support of that, and in order to build on the work that has been done to support our LGBTQ+ colleagues and patients during recent years, this Local Action Plan sets out a range of actions which will be taken by Hywel Dda University Health Board.

Introduction

Work has been ongoing for some time to eliminate discrimination and improve the experiences of LGBTQ+ people, including our patients, workforce and local population. Work in this area has included, and been driven by, our LGBTQ+ staff network (Enfys). We have sought to ensure that all voices are heard and that, as an organisation, we learn from the lived experiences of our colleagues, patients, and local communities.

Building on our achievements so far, the 2024 - 2025 LGBTQ+ Local Plan outlines the priority actions for the Health Board for the year ahead. We are committed to working continuously to improve both as a service provider and employer, and have set out the actions we will take in to implement our objectives.

To ensure that the Health Board has a robust governance structure in place for this crucial work, regular progress updates are also presented to the People, Organisational Development and Culture Committee for assurance.

Our Population

Hywel Dda University Health Board (the Health Board) is committed to putting people at the heart of everything we do. We serve a population of 382,732 and deliver services across the counties of Carmarthenshire, Ceredigion and Pembrokeshire. Our vision is to create an accessible and inclusive organisational culture and environment for everyone; patients, carers, family members and staff.



Data from the 2021 Census shows how the population across the three counties have identified their sexual orientation.

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Staff

At 31 March 2024 the Health Board employed 13,290 staff. Based on self-reported data within the Electronic Staff Record system, there were 322 staff who identified as gay / lesbian or bisexual. This accounted for 2.42% of our workforce and a slight increase of 0.12% compared with 2023 data. Overall, 77.29% of our employees have recorded their sexual orientation as heterosexual / straight.

Compared to 2023, workforce information data on 31 March 2024 showed:

- The percentage of staff identifying as heterosexual or straight has increased by 1.95%
- The percentage of staff identifying as gay / lesbian / bisexual has increased between the reporting periods by 0.12%.
- The percentage of staff choosing not to disclose this information has decreased by 0.67%.
- Those staff whose sexual orientation is not recorded on their electronic staff record (ESR) has fallen by 1.39% to 9.07%.

RED – significantly behind schedule/high risk area AMBER – behind schedule, but no issues GREEN – in progress & on target BLUE – complete & compliant

Hywel Dda – Local Action Plan					
Local Action	Primary Action Number (LGBTQ+ action plan)	By When	Lead Person / Team	Outcomes	Progress
Identification of a Health Board Lead Executive for equality and human rights, including LGBTQ+ .		Complete		Lisa Gostling, Director of Workforce and OD and Deputy Chief Executive of the Health Board is the appointed Executive Lead Champion. A governance structure is in place to ensure LGBTQ+ matters receive due consideration at Board level.	BLUE
Identification of an Independent Member for equality and human rights, including LGBTQ+		Complete		Rhodri Evans, Independent Member and Acting Vice-Chair of the Health Board is the appointed champion. A governance structure is in place to ensure LGBTQ+ matters receive due consideration at Board level.	BLUE
EqlA and EHIA are carried out for all new developments, service change and policies to eliminate bias and mitigate against any negative impacts that may be identified.	5	Ongoing	Diversity and Inclusion team	The Health Board meets the requirements placed upon it by the Equality Act through the Public Sector Equality Duty and Socio-economic Duty. Decisions are assessed and due regard is given to the impacts on those with protected	GREEN

				<p>characteristics and actions to mitigate against negative impacts are identified.</p> <p>The LGBTQ+ community are involved in the design of Health Board services and have a voice in strategic decisions.</p>	
Update EqIA training and guidance for staff in carrying out an EqIA.	5	31/03/2025	Diversity and Inclusion team	Staff are aware of when EqIA need to be carried out and are confident in the process.	
Public engagement and consultation activity is supported by the Diversity and Inclusion team to ensure participation and representation from all protected characteristics.	5	Ongoing	Diversity and Inclusion team	The Diversity and Inclusion Team support engagement and consultation carried out by the Health Board and all protected characteristics and marginalised communities are encouraged to have a say in services delivered by the Health Board.	
The Enfys Staff Network is a key stakeholder and members are encouraged to participate in consultations, engagement activity and inform service change and development.	5	Ongoing	Chair Enfys Staff Network	The Enfys Staff Network is a thriving, active network where members participate in consultations, engagement and helping to shape inclusive Health Board Services.	
The Enfys Staff Network is a forum to share views and experiences, provide peer support and influence change.	18	Ongoing	Chair Enfys Staff Network	Network members feel supported in the workplace and able to share their experiences and provide peer support to others.	
Establish links with wider LGBTQ+ networks within the Hywel Dda area.	18	31/03/2025	Chair Enfys Staff Network	The Enfys Staff Network will be fully engaged with other LGBTQ+ staff networks across NHS Wales and seek opportunities for collaboration and mutual support.	

Establish links for joint working with other NHS Wales LGBTQ+ staff networks.	18	31/05/2024	Chair Enfys Staff Network	The Enfys Staff Network will be fully engaged with other LGBTQ+ staff networks across NHS Wales and seek opportunities for collaboration and mutual support.	
Promote the annual workplace survey conducted as part of the Stonewall Diversity Index provides a snapshot of the experiences of LGBTQ+ staff in the workplace.	18	31/12/2024	Diversity and Inclusion team	Staff will be encouraged to complete the survey and the results used to inform any actions required to ensure the positive experiences of LGBTQ+ staff in the workplace.	
The Health Board will continue to work with LGBTQ+ communities and the Enfys Staff Network to develop messaging on key themes, topics or issues and celebration of key dates throughout the year to support LGBTQ+ communities, patients and staff.	5, 18	Ongoing	Diversity and Inclusion team	Support is visible for staff and patients by sharing messages regarding key themes, topics and issues and by celebrating key events throughout the year.	
The Health Board is visible and continues to support and participate in a range of Pride events.	5, 18	Ongoing	Diversity and Inclusion team	The Health Board will attend local Pride events and Pride Cymru, to show support and engage with LGBTQ+ communities on their experiences of using NHS services and promoting the Health Board as an employer of choice.	
Visible support for LGBTQ+ communities can be seen across the Health Board by raising flags during key dates throughout the	18	Ongoing	Diversity and Inclusion team	LGBTQ+ communities, staff and patients see evidence of the support shown for LGBTQ+ communities and people can be their true selves when using Health Board services and as	

year, availability of rainbow lanyards for staff ID badges, use of Stonewall Diversity Champion logo on recruitment pages and email signatures and the inclusion of pronouns on staff ID badges				members of staff. The Health Board is seen as an employer of choice.	
Each month the Health Board will contact people who have used Health Board services, to ask them for feedback on their experience.	18	Ongoing	Patient Experience team	Within Civica the real-time dashboards can provide high-level results at a glance with real time response rates and recommendation scores. This evidence can be used as a gauge of the experiences of service users who are LGBTQ+.	
The Community Development Outreach Team have links with the LGBTQ+ community and are able to provide feedback on people's experience of accessing health care services.	5, 18	Ongoing	Community Development Outreach team	This information can feed into service development and reviews and inform equality impact assessments. Where there are health harming behaviours, referrals can be made to support services, e.g. smoking cessation.	
Further work to listen to the voices of those who are seldom heard, including ethnic minority groups, bisexual communities regarding their experiences to improve health services	18	Ongoing	Diversity and Inclusion team	The LGBTQ+ community are involved in the design of Health Board services and have a voice in strategic decisions.	
Colleagues from sexual health services and maternity services regularly attend public events such	18, 22	Ongoing	Sexual Health	Services that are available are promoted and barriers to health and wellbeing are removed.	

as Pride, to engage with LGBTQ+ communities and, when appropriate, support access and referral to services.					
The Diversity and Inclusion Team deliver a range of intersectional equalities training within the Health Board including as part of the corporate induction, managers training and bespoke sessions.	18, 43	Ongoing	Diversity and Inclusion team	Ensuring staff have the training, knowledge and understanding to support LGBTQ+ patients, their families/carers as well as other colleagues that they work with.	
Remain members of the Pride in Veterans Standard (PiVS), a programme developed by Fighting with Pride, open to any organisation that provides Veterans support or services who are committed to being inclusive and welcoming to LGBTQ+ Veterans, serving personnel and their families.	18, 43	Ongoing	Strategic Partnerships, Diversity and Inclusion	<p>Ensure all staff, volunteers and members have an awareness of the different challenges faced by LGBTQ+ people, in particular, those who were impacted by the Armed Forces “gay ban”.</p> <p>Have a clear understanding of the needs of LGBTQ+ Veterans and tailor support to meet their specific needs.</p> <p>Understand that for some LGBTQ+ Veterans, their experiences have impacted their mental health, so ensure any support in this area is tailored to meet their specific needs.</p> <p>Promote inclusion, dignity and respect for LGBTQ+ people.</p> <p>Recognise the different groups in the LGBTQ+ community and understand their needs may be different.</p>	

Liaise with relevant clinical teams to review available services and procedures for LGBTQ+ persons (SLT Trans Voice Therapy, Cancer Screening Services, Sexual Health Services, Maternity Services, CAMHS)	19, 22	31/03/2025	Diversity and Inclusion team	Continue to promote the services that are available and remove barriers to health and wellbeing.	
Ensure that gender neutral and inclusive language is used within Health Board policies	18, 19	Ongoing	Diversity and Inclusion team	Through the new policy development and review process and completion of Equality Impact Assessment, policy owners will be supported to ensure that gender neutral and inclusive language is used within policies.	

Welsh Government LGBTQ+ Action Plan - Health				
Action	Activities	Outcome	Timeline	Action owners
5. Involve LGBTQ+ Communities in designing public services	<p>Public bodies in Wales include LGBTQ+ people in service design by default, in line with the Public Sector Equality Duty (PSED) and Strategic Equality Duty (SED).</p> <p>Review Welsh Public Sector Equality Duty (PSED) regulations and reporting.</p>	LGBTQ+ communities feel included in public life in Wales. The review of Welsh PSED regulations takes account of, and includes LGBTQ+ people and needs	Ongoing	<p>WG Equality and Human Rights Division</p> <p>Local Authorities</p> <p>WLGA</p> <p>Public bodies</p>
18. Understand and improve the experience of LGBTQ+ people in the health and social care sectors	<p>18.1 Training and workplace</p> <p>Undertake a review of existing training for NHS Wales staff on inclusive healthcare practices, identifying and addressing any gaps.</p> <p>Work with partners including the NHS Wales Partnership Forum to understand the experience of LGBTQ+ staff in the NHS workplace. Take any appropriate action (including development of training) as a result.</p> <p>Work with Social Care Wales to design, roll-out and evaluate the impact of specific training for staff in social care setting.</p>	LGBTQ+ people feel safe, respected, and understood when using health and social care services. LGBTQ+ people feel safe, respected, and understood in care homes.	Ongoing and Long Term	<p>NHS Wales organisations</p> <p>Health Inspectorate Wales</p> <p>Care Inspectorate Wales</p> <p>ADSS Cymru</p> <p>Citizen Voice Body (CVB)</p> <p>Equality Staff networks</p> <p>MoU on Banning Conversion Therapy</p>

	<p>18.2 Inspection</p> <p>Health Inspectorate Wales (HIW) to consider LGBTQ+ service users and patients in their review of inspection methodology in line with the 6 domains of Quality (specifically ‘equitable’).</p> <p>As part of inspection, Care Inspectorate Wales (CIW) to consider the extent to which people receiving care and support, including LGBTQ+ individuals, are treated with respect and sensitivity, having regard to any relevant protected characteristics.</p> <p>18.3 Complaints</p> <p>Encourage health bodies to record equality data, where possible, to ascertain whether LGBTQ+ people are raising complaints about their care. They should review the data and report to their equality and diversity and Equality and Safety committees.</p> <p>Consider the needs of LGBTQ+ people of all ages in the process of reviewing codes of practice and statutory guidance under the Social Services and Well-being (Wales) Act 2014 and Regulation and Inspection of Social Care Wales Act 2016.</p>			<p>WG Health and Social Services Group</p> <p>WG Quality & Nursing Directorate</p> <p>WG Population Health Team</p> <p>WG Social Services & Integration Team</p> <p>WG Equality, Race and Disability Evidence Unit/Knowledge and Analytical Services</p>
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	<p>18.4 Outcomes and experiences</p> <p>Through a review of existing research and evidence, identify the barriers facing LGBTQ+ people accessing health and social care, including any experiences of anti-LGBTQ+ attitudes, and the impact these barriers have on people’s behaviours in maintaining their health and wellbeing. This includes, for instance, cancer screening and sexual health provisions. Share the results of the research reviews with the NHS Health Inequalities Group and ADSS Cymru to look into implementation.</p> <p>In the context of healthcare and social care, review evidence concerning the impact of certain behaviours (e.g., substance misuse behaviour, tobacco use, sexual health, and mental health) that may disproportionately affect LGBTQ+ individuals. Use the review to identify best pathways to commission services.</p>			
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<p>19. Ensure maternity and fertility services are accessible and straightforward to use for LGBTQ+ people</p>	<p>Review and improve fertility referral pathways and services for LGBTQ+ people.</p> <p>Identify, review, and improve access for IVF, including financial costs for LGBTQ+ people. WHSSC fertility guidance – open for public consultation in Nov/Dec 2022 – to make reference to female assigned at birth and male assigned at birth and patients on an NHS funded pathway for gender reassignment and include information on how they access fertility preservation.</p>	<p>Single sex families can access fertility treatment equally. Trans people have timely access to gamete storage that does not unduly delay a medical transition.</p>	<p>Long Term</p>	<p>Welsh Government Health and Social Services Group</p> <p>WG Quality and Nursing Team</p>
<p>20. Ensure the development of the new mental health strategy takes account of LGBTQ+ people</p>	<p>Identify and consider the needs of LGBTQ+ people, refugees and people seeking asylum as part of engagement work to develop the Strategy. Develop actions to reduce inequalities in access and outcomes from mental health services.</p>	<p>LGBTQ+ people are confident that mental health services meet their needs.</p>	<p>Long Term</p>	<p>Welsh Government Health and Social Services Group</p> <p>WG Quality and Nursing Team</p>
<p>21. Publish and act on a new HIV Action Plan</p>	<p>Publish a draft HIV Action Plan for Wales and open consultation.</p> <p>Review responses and publish a revised HIV Action Plan for Wales which includes a focus on prevention, late diagnosis, education, equitable service provision, and removal of stigma.</p> <p>Establish an oversight group to monitor delivery of the actions within our HIV Plan.</p>	<p>People living with HIV feel satisfied with their quality of life and quality of care. Reduce cases of late diagnosis. Wales meets the target of zero new HIV transmissions by 2030.</p>	<p>Ongoing</p>	<p>Welsh Government Health and Social Services Group</p> <p>Public Health Wales (PHW)</p> <p>Health boards</p> <p>WG</p> <p>Health Protection</p>

<p>22. Overcome barriers to LGBTQ+ people accessing sexual health services</p>	<p>Raise awareness, through targeted campaigns, with LGBTQ+ people of available remote services, including postal testing (see HIV Action Plan for Wales).</p> <p>Increase telemedicine and remote services to cater for people across all areas of Wales that are currently underserved, taking account of people who are digitally excluded.</p>	<p>LGBTQ+ people in all regions of Wales feel they can have easy, private, and confidential access to sexual health service.</p>	<p>Medium Term</p>	<p>Welsh Government Health and Social Services Group</p> <p>WG Health Protection</p> <p>PHW</p> <p>Health boards</p>
<p>43. Provide equalities training that includes the needs of LGBTQ+ people to all public sector organisations</p>	<p>Review Welsh Public Sector Equality Duty (PSED) regulations and reporting, including training.</p> <p>Identify existing resources for training required by public sector organisations in line with the PSED.</p> <p>Identify any gaps in current provision in this area and work with other equalities groups to ensure those gaps are filled.</p> <p>Ensure that intersectional equalities training is devised and delivered to public sector organisations in line with the PSED.</p> <p>Collaborate, where appropriate and relevant, with Wales TUC and Trade Unions to maximise workplace resources and reach.</p>	<p>All public service workers understand LGBTQ+ rights, needs and barriers.</p> <p>Public sector employers understand their legal obligations in relation to equality legislation.</p> <p>Training required under PSED meets LGBTQ+ needs</p>	<p>Medium to Long Term</p>	<p>WG equalities Team – Strategic Equality</p> <p>Local Authorities</p> <p>WLGA</p> <p>Public bodies</p> <p>Wales TUC Trade Unions</p> <p>WG Equality and Human Rights Team</p>

TEITL YR ADRODDIAD: TITLE OF REPORT:	Supporting improved health and well-being outcomes of LGBTQ+ people
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling, Director of Workforce & Organisational Development
SWYDDOG ADRODD: REPORTING OFFICER:	Anna Bird Assistant Director Strategic Partnerships Diversity and Inclusion
DATE:	20 th August 2024

LGBTQ+ Action Plan

The Diversity and Inclusion Team held a workshop with members of the Health Board's ENFYS LGBTQ+ Staff Network and other key members of staff to develop a local action plan (Appendix one). The local action plan sets out how the Health Board is contributing to the achievement of the overall actions as presented in Welsh Government's LGBTQ+ Action Plan. Summarised below is an overview of some of the activity which has taken place over the past 12-months.

Involve LGBTQ+ communities in designing public services

We have a robust process for undertaking Equality Impact Assessments (EqIA) and Equality Health Impact Assessments (EHIA) for all policies, service change and new service developments. This process ensures that the Health Board engages with our staff and population who might be impacted by these changes, to make sure that those with protected characteristics are not disadvantaged. In line with the Health and Care Quality Standards, a quality impact assessment (QIA) is also carried out, to consider and record the quality impact of business cases, services changes and other major consultations so that everyone is provided with an equal opportunity to attain their full potential for a healthy life which does not vary in quality because of personal characteristics such as sexual orientation.

Understand and improve the experience of LGBTQ+ people in the health and social care sectors – training for staff

A range of training has been offered to staff, including:

- Active Bystander
- First Steps to LGBTQ+ Inclusion
- First Steps to Trans Inclusion

Bespoke training has also been provided on topics such as gender reassignment, talking about gender and use of pronouns.

External training has been promoted to staff, such as the Hate Hurts Wales campaign, which has a focus on sexual orientation and issues faced by transgender people such as online hate and encourages individuals to report hate crime.

NHS Wales Virtual Pride week, Pride Month and Equality week sees NHS Wales organisations coming together to celebrate and participate in shared learning and awareness raising. This year one of the sessions for NHS Wales Equality week was on Menopause, looking at LGBTQ+ and Race.

Staff Networks

The Enfyf Staff Network continues to meet regularly and offers a source of peer support as well as giving LGBTQ+ colleagues the opportunity to influence change. The first all Wales staff network event was held in May 2024, for networks from all NHS Wales organisations to come together to:

- Link in with each other
- Share best practice
- Established networks to support newly created staff networks
- Ensure an intersectional approach, not for staff networks to be operating in silos

The aim over the next year is to support the staff network to participate in more social activities, hold meetings face to face and for members to take the lead in some of the key celebrations throughout the year. This will help to further build relationships and foster a sense of ownership of the staff network and ensure the network is more visible to colleagues.

Pride events

Our Executive team and other senior colleagues have continued to support Pride events ensuring a Health Board presence within our local communities. Our involvement has included taking part in parades and having information stands, to be able to promote the Health Board as an employer of choice and the opportunity to meet colleagues and members of the Enfyf staff network. Attendance at events has been promoted on social media by the Communications team.

Wales Gender Service

In September 2023 the Health Board appointed its first Gender Nurse Specialist as part of the local Gender Team which supports patients living in Hywel Dda. Part of the role of the Gender Nurse Specialist is to support primary care services with the delivery of care to the local trans community and to deliver trans awareness training to staff.

LGBTQ+ veterans

The Health Board has continued to partner with the national LGBTQ+ charity 'Fighting with Pride' and has signed up to their Pride in Veterans Standards (PiVS) to offer additional support to our LGBTQ+ veterans. The PiVS is a programme developed by Fighting with Pride that ensures veterans support services are committed to being inclusive and welcoming to LGBTQ+ Veterans, serving personnel and their families. By signing up to PiVS the Health Board is able to visibly demonstrate a commitment to providing an inclusive and welcoming service to LGBTQ+ Veterans, making the whole veteran community feel confident in accessing our services and support.