

Inclusion

Annual Report 2021-2022



Bwrdd Iechyd Addysgu Powys Powys Teaching Health Board



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Introduction

Powys Teaching Health Board (PTHB) is committed to putting people at the centre of everything we do. Our vision is to create an organisational culture and environment that is accessible and inclusive for everyone. This includes our staff, those who receive care including their families and carers, as well as partners who work with us whether this is statutory organisations, third sector partners or our communities.

Fairness & Equality represents one of the six core organisational values developed by our staff. Our values are the things that we believe are important in the way we live and work and represent the "guiding principles" behind our actions.

As a UK public sector body we are subject to the requirements of the Public Sector Equality duty as outlined in the Equality Act (2010), which among other things sets out our general duty to reduce inequality of opportunity and foster good relations between groups of people.

As well as the general duty, we must meet the specific duties, which are set out in the Equality Act 2010 (Statutory Duties) and the (Wales) Regulations 2011.

These duties came into force in Wales on 6 April 2011 and include:

- developing Strategic Equality Plans which include our equality objectives;
- involving the public and our partners from protected groups when developing plans and policies and shaping services;
- completing appropriate equality impact assessments;

- collecting and publishing information about equality, employment and differences in pay;
- promoting equality-based staff training;
- considering equality when buying services and agreeing contracts;
- publishing our Annual Equality Report;
- reviewing our equality plans and objectives to make sure they are current; and
- making sure people can access the information we provide.

Public bodies must keep to their legal duties under section 149 of the Equality Act 2010. There are specific duties that they must meet, including reporting information about employment, training and pay. This can include information about protected characteristics of our staff and the people who use our services, or evidence used to develop policies and guide our decision- making. Collecting, using and publishing this information helps us to:

- understand the effect our policies, practices and decisions have on the public and staff with different protected characteristics;
- make sure we are not discriminating against people with protected characteristics;
- take steps to promote equality and encourage good relations within our organisation and more widely;
- identify our main equality issues;
- check that our workforce reflects the diversity of the Welsh population;
- make sure our staff understand the communities they serve;
- create a more open organisation to help to explain how and why we make our decisions; and
- share with the public our successes in supporting equality.

Our Workforce Data report for 2021-2022 is contained in Appendix A.

Our <u>Strategic Equality Plan</u> (SEP) for 2020-2024 sets out our objectives and aspirations to improve equality and access for all. It has been designed to sit alongside our 10-year Health and Care Strategy and our 3-year Integrated Medium Term Plan for 2022-2025 (IMTP); and each year, we develop an annual workplan that sets out our key priorities and led by our Executive Director for Therapies and Health Sciences who is our Board-level champion for Equality and Welsh Language. Highlights from our work in 2021-22 include:

- The provision and rollout of in-house training in such as Equality-relevant areas such Equality Impact Assessment and Equality for Managers.
- Training for staff across the organisation to produce documents in EasyRead format, improving accessibility for a wide range of potentially vulnerable groups.
- Commencement of an exciting new Patient Stories project, collecting the experiences of a deliberately diverse range of patients in order to inform service and project delivery across the health board.
- Promotion of a regular series of virtual talks and events for staff via our internal communications channels, including opportunities for staff to respond to consultations and collaborate on internal projects.
- A new Staff Wellbeing Hub on the Intranet.
- New opportunities for staff to network with their colleagues, including across the wider Welsh NHS.

This Annual Report is an overview of some of the Health Boards key work to promote equality, diversity and inclusion throughout 2021-2022. It also outlines our intentions for the future to build upon the work already undertaken to continue to improve the health and wellbeing for individuals and reduce inequalities.

At the time of writing the Welsh Government recently published its plan for an Anti-racist Wales. The plan articulates a clear vision that 'Wales is an anti-racist nation', by 2030 and the core purpose of the plan is 'to collectively make a measurable difference to the lives of Black, Asian and Minority Ethnic People'.

Source: Welsh Government. 2022. Anti-racist Wa Action Plan. Available at: Anti-Racist Wales Action Plan (gov.wales)

Our purpose is:



The Welsh Government's plan was co-produced and iews and lived experiences of Black, Asian and Minority Ethnic People living and working in Wales. During the consultation the Welsh Government received responses suggesting that for these communities the Public Service Equality Duty was not delivering the change necessary to improve the lives of people from these communities. The Welsh Government has identified a set of 5 core actions for all public bodies to progress:

- 1. A strong commitment to lead from the front and demonstrate it in terms of anti-racist values, behaviours, representation at all levels of your organisations and accountability measures.
- 2. Participation in all decision making and senior leadership groups in a way that enables lived experiences of ethnic minority people to be heard and acted upon.
- 3. Achieve, at the very least, minimum requirements of the Equality Act 2010 and publish your results in an open and accessible forum/platform.
- 4. Ensure minimum standards and provision of culturally sensitive and appropriate services, including provision of translation and interpretation.
- 5. Ensure robust complaints policies and processes for racial harassment that are validated to the satisfaction of ethnic minority groups

The health board will be monitored on these going forward and will report on these in our Annual Equality Report for 2022-2023.

About the Powys Teaching Health Board Area

There are approximately 133,000 people living in Powys - a large rural county of 2000 square miles, which accounts for a quarter of the land mass of Wales.

The very rural nature of Powys means that whilst many services are provided locally through our community hospitals and services, there are no District General Hospitals within the health board area. This means that a significant proportion of secondary healthcare functions for Powys residents are commissioned from adjacent health boards. including over the border in England. A very Carmarthenshire significant proportion of PTHB's funding allocation is spent on commissioned services taking place outside of the health board, and the services that are offered directly are disproportionately concentrated in fields such as community care (compared to other Welsh health board areas).

A corollary of this is that the health board as an organisation is noticeably smaller than would be expected allowing for population alone, employing 2495 staff (as of 31 March 2022) alongside volunteers. This total staff count represents fewer than a typical District General Hospital in other Welsh health boards and reflects a very different mix of staff in terms of roles and specialisms with a greater proportion of allied healthcare professionals and correspondingly fewer medical and nursing staff. These issues should be borne in mind whenever comparing PTHB with our colleagues in other health boards.

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With adversity comes opportunity however, and PTHB has long been a champion of remote working, even before Covid-19 brought such practices into the mainstream. Due to the lack of centralised sites the staff body is also quite disparate, and many staff live outside the county.

Partly as a response to our unique context, we have forged strong partnerships with colleagues in other sectors, such as Powys County Council (PCC), Dyfed-Powys Police and Powys Association of Voluntary Organisations (PAVO). This cross-sector approach enables us and our partners to collaborate on areas of mutual interest and not be constrained by organisational or professional boundaries so that we can make the changes to services that will ultimately benefit Powys residents.

Information on how we intend to improve services for the people of Powys can be found on our website under the <u>Key Documents</u> section which includes copies of our annual reports, annual quality statements, strategies and plans.

Diversity within Powys

PTHB appreciates the diversity of our population and the need to treat one another with dignity and respect. It is important that we ensure that marginalised or seldom heard groups of people are involved and have access to services. These include people who fall within each of the protected characteristics categorised in the Equality Act 2010, but most notably people from within the following groups:

Age – Powys has an ageing population with a higher national average of persons aged 65+. Disability – 21% of the population of Powys have a limiting long-term illness or disability.

A sparse population spread across a large rural land mass means that PTHB faces many challenges in addressing health inequalities for people who live within Powys, the largest of which remains socio-economic health inequality, particularly with respect to access to services, as acknowledged by reports from <u>Public Health Wales</u> and <u>the Nuffield Trust</u>. Our <u>SEP</u> includes more details about these challenges and outlines our aims and objectives to reduce inequality, which are also integrated into our mid-term plans.



SEP Objectives 2020-2024

The health board's long-term equality aims are fundamental in helping us to realise the wellbeing goals within the Integrated Medium-Term Plan, the joint Health and Care Strategy and those included in the Well-being of Future Generations (Wales) Act, as they are all intricately linked.

In the redevelopment of its SEP, PTHB agreed a new set of Strategic Equality Objectives for 2020-2024 which include 3 broader long-term aims each with an overarching equality objective. These are:

Long Term Aim 1:	Equality Objective	
Engagement: To ensure strong and progressive equality and human rights protections for everyone in Powys	We will promote a positive attitude towards equality and diversity across our organisation. Our processes of continuous engagement to develop and deliver services will be informed by local needs, with the aim of improving access to healthcare services and reducing inequalities.	
Long-term Aim 2:	Equality Objective	
Service Delivery: The needs and rights of people who share protected characteristics are at the forefront of the design and delivery of our healthcare services.	We will work with our population, staff and partners to shape the design and delivery of our services.	
Long-term Aim 3:	Equality Objective	
Workforce: PTHB is a leading, exemplar, inclusive and diverse organisation and employer	We will have an engaged workforce who have positive working relationships with their managers and colleagues in an environment where they feel safe and are supported to manage their own wellbeing.	

COVID-19

The ongoing Covid-19 pandemic has continued to disrupt Equality and Diversity related activity as it has all other aspects of the health board's activity during this period. Particularly disruptive was the arrival of the Omicron variant during winter 2021-22 which caused a considerable degree of disruption due to issues such as staff absence due to illness and isolation, the redeployment of staff, the cancellation of training and other events and the reduction of face-to-face contact between staff and both colleagues and patients.

Conversely, the proliferation of remote working tools as a result of the restrictions of the pandemic has empowered some patients, as identified by our work on Patient Stories (see below) which has identified individual patients who see considerable benefits to undergoing clinical consultations remotely using video-conferencing.

An increased focus on home-working has enabled the organisation to cast a wider geographical net in terms of recruitment, invaluable when working in a rural, decentralised context like Powys.

Activity during 2021-2022

Notwithstanding the difficult context, PTHB has continued to work hard to meet its duties under the Equality Act. The following activity has taken place during 2021-2022, and in each case the activity has been cross-referenced to one or more of the Long Term Aims/Equality Objectives outlined in our SEP (see above):

Communication of Key Messages and Information (Objective 1)

PTHB has continued to promote positive messages internally and on social media relevant to the broader Equality agenda, putting in place an Equality calendar to ensure that particular dates are recognised and promoted.

We have promoted a series of Equality-relevant events and messages for our staff such as, but not limited to:

- A series of talks to commemorate LGBT Pride Month (hosted by NHS Wales); as well as promoting the event among staff Powys THB contributed by hosting one of the talks.
- Participation in consultation activities e.g. Carers UK on Ethnic Minority Carers, UK Government Disability Workforce Reporting consultation, NHS Wales Ethnic Minority Staff focus group, and the Audit Wales study on Equality Impact Assessment processes.
- Promotion of a series of NHS Wales talks (hosted by Aneurin Bevan UHB) to mark dates such as Black History Month (October 2021), Sensory Loss Awareness Month (November 2021), Welsh and Equality (March 2022).
- An LGBT & Menopause Awareness event in February 2021.
- A series of talks/events for Neurodiversity Celebration Week 2022 (March 21st-27th).

Accessible Information: EasyRead (Objectives 1, 2 & 3)

In order to promote the use of Accessible Information Formats for patient information, the health board has arranged EasyRead training for a total of 15 staff from teams across the health board including as Equality & Welsh Language, Living Well, Value & Transformation and Communications (further cohorts can also be trained subject to demand). Attending this training has empowered these staff to produce EasyRead versions of patient information leaflets without needing to outsource these externally; from a very low baseline (prior to 2022 the health board did not routinely produce any documents in this format) it is now anticipated that production of EasyRead documents will significantly increase across the health board.

Our hope is that approaching the issue in this way (training individuals as opposed to outsourcing individual commissions) will prove cost effective as well as making the process easier for staff, ensuring a far wider distribution of EasyRead material. This will be of benefit first and foremost to service users with Learning disabilities, but also a wide range of other groups such as children, deaf people, those with poor educational outcomes for a variety of reasons.

Equality Impact Assessment (Objective 2)

Following the introduction of the new Equality Impact Assessment process in 2020-21 ¹we have continued to promote the revised and updated process.

As well as providing 1:1 support with individual Equality Impact Assessment exercises, following on for the training offered to board members late last year the Equality team have organised bespoke training sessions to targeted staff groups including:

- Workforce & Organisational Development (HR)
- Heads of Services
- Planning

The training sessions are also available to staff across the health board as well as to local Primary Care staff and to local third sector organisations via Powys Association of Volunteer Organisations.

Equality Training (Objectives 2 & 3)

The new Service Improvement Manager for Welsh Language and Equalities is an experienced deliverer of training and the PTHB Management Development program (for staff with new management responsibilities) now includes a mandatory module on interpreting Equality legislation for management, focusing on minimising the risk of discrimination and harassment in the workplace.

The health board has also delivered training sessions (either internally 'in-house' or by sourcing external expertise) for its staff on Equality Impact Assessment (see above) and on Gender Diversity Awareness.

We have also developed a module on Equality which will form part of the mandatory staff induction for all staff, meaning with time that all new PTHB staff will have had some professional direction focused on showing them where to find more information and resources about Equality.

Patient Stories (Objectives 1 & 2)

In December 2021 the health board initiated a new project to capture patient stories in a variety of formats, which will be used to provide a patient voice and contribute to a wide range of projects as well as being used in training courses and awareness raising exercises. Coordinated by the Equality and Welsh Language team, one of the intentions of the project is to provide a particular focus on stories from patients in protected groups, and where there is an intersectional angle touching on multiple aspects of an individual's identity simultaneously.

Staff Networks (Objective 1 & 3)

- As per the Strategic Equality Plan the Health Board has continued to support the establishment and development of virtual networks to support staff. Each of the networks is targeted at a different group, however follows a similar model, providing a number of functions:
- An opportunity for staff from across the organisation to meet, network professionally and to socialise, irrespective of seniority or department.
- An opportunity for staff to share experiences and support one another.
- An opportunity for staff to contribute by consultation and/or co-creation for events, resources, policies, or other projects.

Where staff networks have relevance to a Protected Characteristic under the Equality Act 2010, they can be consulted as part of the Equality Impact Assessment process.

The following staff networks met in 2021-22:

Menopause Café

This group, set up by a PTHB midwife, has continued to meet to provide support to staff experiencing Menopause.

Neurodiversity Network

This network, spontaneously organised by PTHB and PCC staff with a range of Neurodiverse perspectives, as continued to meet, providing an opportunity for staff to network and share their experiences. The network collaborated with the Equality team on projects such as the corporate response to the Workforce Consultation from the UK government Disability Unit, and we hope to continue to involve the network in future co-creation opportunities.

Welsh Speakers & Learners

Two separate new networks were established during November 2021 to promote opportunities to use the Welsh language. The first is intended for fluent Welsh speakers and is intended to provide opportunities for staff to network and share experiences in Welsh, and to practice their Welsh, as well as providing an additional communication channel for vacancies and other opportunities as well as co-creation opportunities for policy and other developments.

The second group, for Welsh learners, aims to provide a space in which learners can share their experiences and offer advice. Advanced learners are welcome to join both groups.

Partnership Networks

Through partnership agreements with the staff networks of other NHS Wales organisations, PTHB is able to offer membership in LGBT and BAME networks. Contact the Equality team for details.

Please note that staff networks are organised and directed by the participation of their members, and the presence (or absence) of a staff network for a particular group does not reflect any kind of priority treatment for such a group.

Individuals interested in joining any of these networks or in setting up new network(s) should contact the Equality and Welsh Language team: powys.equalityandwelsh@wales.nhs.uk.

Staff Wellbeing Hub (Objective 3)

PTHB is proud to hold the Gold Coporate Standard for Health and Wellbeing at Work and as part of the transition to a new staff intranet architecture, one of the first areas to be made available to staff was the Wellbeing Hub. With material organised into sections of physical, environmental and psychological wellbeing as well as links to further information and support from external and partner organisations, the aim is for the site to function as a 'one stop-shop' for staff wellbeing resources of all kinds. The resources have a particular focus on psychological health and wellbeing, which is of obvious relevance to mental health related disability.





Pride Cymru (Objectives 1, 2 & 3)

PTHB took part in national online Pride Cymru and LGBTQymru events during the summer of 2021, and open invitations were sent to all PTHB staff to participate in the events.

Powys Pride 2022 (Objectives 1, 2 & 3)

Summer 2022 will see the inaugural Powys Pride event taking place in Llandrindod Wells, following previous postponements due to Covid-19. PTHB has sponsored the event with a financial contribution and also intends to hold a stall at the event – with all staff invited to attend

- which will be sharing a variety of relevant information. This promises to be an exciting occasion and PTHB is proud to be sponsoring such an event locally.

SilverCloud Online Cognitive Behavioural Therapy (Objectives 1, 2 & 3)

SilverCloud is an exciting new resource for adults, children and young people aged 11+ experiencing mild to moderate mental health issues such as anxiety, depression or stress. Although hosted by PTHB the service is available to anyone in Wales (including PTHB staff), can be accessed by self- referral, is online-based and can be accessed from anywhere, anytime. The service offers a range of programmes catered to specific issues such as money worries or social anxiety, among many others. Although online-based the service is supported by a team of psychologists and online cognitive behavioural therapy co-ordinators.

By offering the service online not only is the service made easy to access and potentially able to reduce demand on conventional mental health services, but is also specifically more attractive to particular groups such as young people or disabled individuals who may face particular obstacles or stigma in accessing mental health care.

Extension of Musculoskeletal First Contact Practitioner Services (Objective 2)

As a part of the ongoing Orthopaedic Redesign project, the provision of First Contact Practitioners for Musculoskeletal Services is being extended to five practices in mid-Powys, having already been available in one practice the north of the county. The First Contact Practitioner concept involves placing a specialist practitioner as a patient's first point of contact (for example in Primary Care settings such as GP practices). This means that patients have more immediate access to a clinician with specialism in this field, which accounts for between 17-30% of GP appointments (<u>source</u>).

This approach to access means reduced travel for patients, reduced waiting times, and reduced need for referral to a secondary care setting. Its expansion to a larger part of the county therefore represents a significant positive step for access to services, the area where Powys ranks lowest on the Welsh Index of Multiple Deprivation. This is a valuable contibution towards ensuring a socio-economic equality of opportunity.

Health Disability Activity Practitioner (Objectives 1 & 2)

The Health Disability Activity (HDA) Partnership is a Wales wide partnership established to create enhanced awareness, understanding and greater coherence between the Health sector and (disability) sport network to create a pathway which informs and supports disabled people to get involved with physical activity (including sport) opportunities in the community.

As part of this partnership the health board has employed a Health Disability Activity Practitioner whose role is to support colleagues in the healthboard in referring individuals with disabilities to oppotunities for inclusive and disability specific physical activity / sports within their local areas, with the aim of increasing participation among a group which has often been under-represented.

Moving Forward: Priorities for 2022-23

This is the first year of our revised Strategic Equality Plan and the health board is committed to continue working with our staff and partners in order to meet our equality objectives.

Following a disruptive period, a crucial aim for the health board during the next financial year will be to attain a measure of stability and to ensure that existing processes are fully embed, particularly the strengthened Equality Impact Assessment procedure and the new Patient Stories processes.

During 2021-22 the health board's intranet has been undergoing wholesale replacement, and this has slowed the development of staff resources (the staff wellbeing hub (see above) was a pilot development on the new system). It is our ambition that the new staff intranet will offer a comprehensive set of Equality relevant resources second to none in the Welsh NHS. These will include such as details of available training, advice and guidance, as well as downloadable resources for working with protected groups.

Following our sponsorship of the inaugural Powys Pride event we intend to participate at the event itself during July 2022. We will use the opportunity to promote healthier lifestyles as well as the services available to the citizens of Powys. We will also promote Powys as an inclusive employer, as well as co-creating some new resources for LGBT patients.

Our key priorities for the next financial year:

- Ensuring that the EIA procedures are fully embedded and that all new and revised policies and strategies undergo a rigorous assessment process;
- Continue to promote our new training opportunities as well as expanding these to cover new areas;
- A comprehensive Intranet-based Equality resource where staff can access guidance, training opportunities and be directed to further information.
- A new signposting resource for Trans* patients which clearly lays out the pathway in Powys and where to go for support.
- Evaluate the rollout of EasyRead training and ensure that it is reflected in a greater quantity and range of accessible documents for PTHB patients.

These priorities are naturally subject to change. PTHB remains committed to Equality, Diversity and Inclusion will continue to take advantage of new opportunities to promote this agenda as and when they arise.

Further information

More information on Equality, Diversity and Inclusion at Powys Teaching health board can be obtained by contacting the team (<u>powys.equalityandwelsh@wales.nhs.uk</u>). Please also contact the team if you have any queries about individual activities touched on in this report.

Further information on the health board's broader initiatives and achievements throughout 2021- 2022 can be found in the <u>Annual Reports</u> section on the health board's website.

Appendix A: Workforce Data

Note: All the information in this section reflects the situation as of 31st March 2022.

Gender Pay Gap Reporting

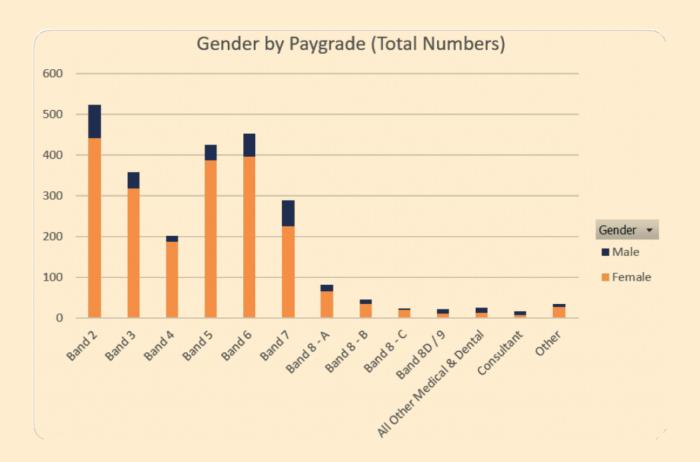
As per UK legislation, as an organisation with over 250 employees PTHB is obliged to report on its Gender Pay Gap including the average and median hourly rates earned by men and women.

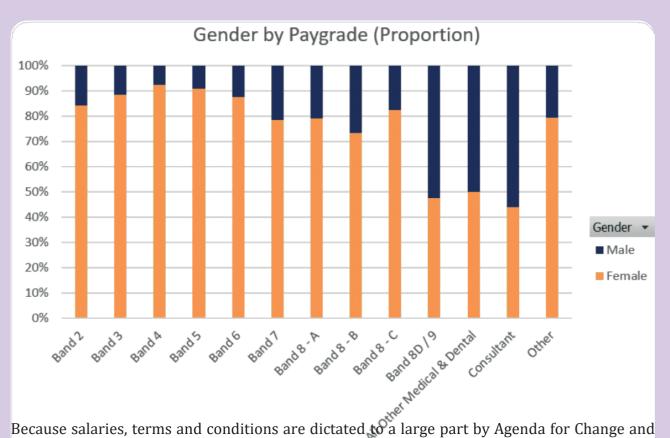
As of 31st March 2022, the Gender Pay Gap in Powys Teaching Health Board was as follows:

Gender	Avg. Hourly Rate	Median Hourly Rate
Male	19.4481	16.5214
Female	16.5189	14.9614
Difference	2.9292	1.5600
Pay Gap %	15.0615	9.4425

Of our 2,494 staff, 2,127 are women (85%) and 367 are men (15%). This is very similar to other NHS Wales organisations; however our gender pay gap of 15.1% is slightly below the UK average (15.4% in 2021).

(note: due to small numbers, in the following graphs Bands 8D and 9 have been merged)





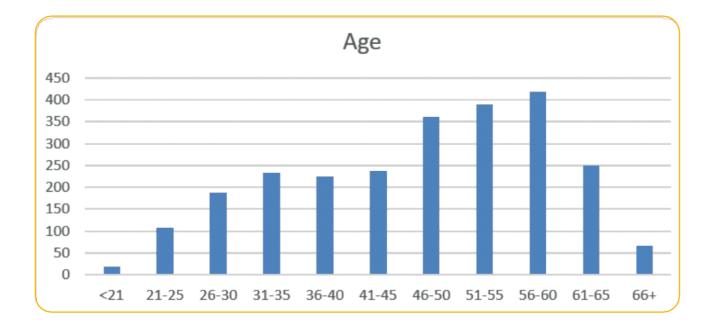
Because salaries, terms and conditions are dictated to a large part by Agenda for Change and other pay-band frameworks, there is no reason to think that Equal Pay (women being paid less than men to do the same work) is an issue in PTHB. The gender pay gap arises instead due to the disproportionate number of employees who are women: whilst the highest paying pay brackets are gender-balanced (or close to it), women are represented far more than men at other pay bands.

Some of the less well-paid roles within the organisation are stereotypically associated with women e.g. healthcare support worker, catering assistant and domestic assistant.

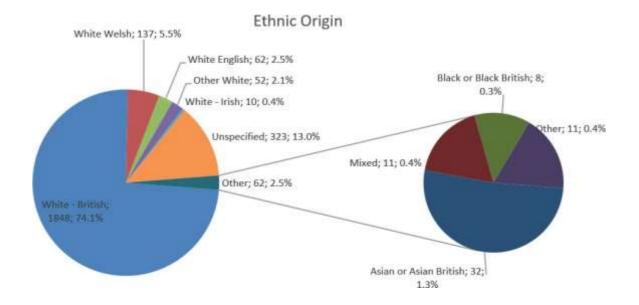
Despite this, the gender pay gap of 15.1% is actually much lower than other larger Welsh health boards. This contrast is likely a reflection of the lower proportion of the PTHB workforce from medical professions (typically significantly higher paid than the HB average, and significantly more likely to be male) and nursing (typically slightly lower paid and more likely to be female).

Workforce Protected Characteristics Data

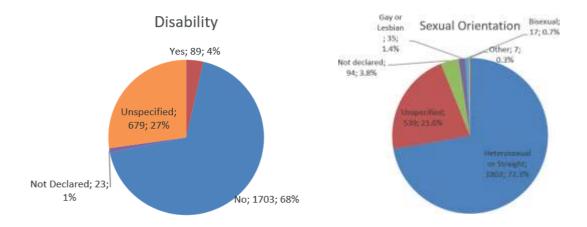
Powys Teaching Health Board employs 2,494 staff. Some small groups may be merged or hidden in the following graphs to preserve anonymity.



The health board has a low proportion of staff in the under 25 years category. It is important that we take steps to encourage young people to join the organisation through various means including using apprenticeships and volunteering as a means to attracting young people an promoting the health board as an employer of choice for our young people. Our IMTP for 2022- 2025 includes actions around this in Strategic Priorities 13 and 17. It can also be seen that a large proportion of our workforce in the over 50 years category and will be preparing to leave the organisation in the next 10-15 years. Implementing the All-Wales Workforce Planning Toolkit is a key strategic action for the health board during the early part of 2022 (Strategic Priority 13) and we will report on our progress in next year's Annual Report for 2022-2023.

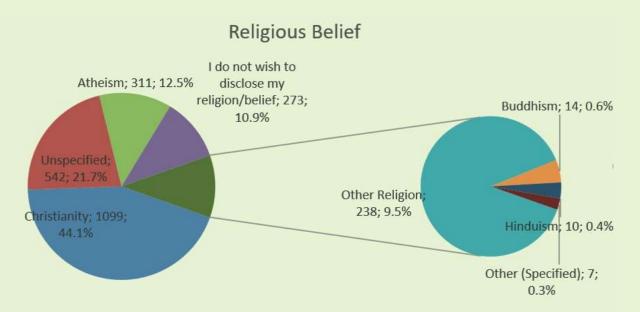


It can be seen in the above graph that 74% of the health board's staff identify as White – British and 2.5% class themselves as Other. The number of staff who declined to provide this information is classed as Unspecified and at 13%, this figure is the same as reported in our 2019-2020 monitoring report. In line with our Workforce Futures Strategy the health board will continue to engage with staff with a view to improving our reporting statistics that will inform our workforce planning and pipeline.



In the above graphs, *Unspecified* means no information is held on that individual (they did not fill this element of the form); Not declared means that the individual was asked but declined to provide a response.

In both areas the number of staff did not complete this element of the form or declined to provide a response has decreased from our 20219-2020 reporting data. In terms of Disbiltiy this has improved from 35% Unspecified to 27% in 2022. Likewise for Sexual Orientation, the Unspecified group has improved from 27% to 21.6%. These are positive indications of our staff and new recruits increasing in confidence to share their information with the health board.



In the above graph, *Unspecified* means that no information is held on that individual (they did not fill in that part of the form). Other Religion means that they chose to describe their religion as 'Other'. Other (Specified) means the individual chose a specific named religion, but too few individuals chose the same religion and in order to preserve anonymity these groups have been merged. Similarly to the Disability and Sexual Orientation categories above, the health board has seen improvements between 2019-2020 and 2021-22 for staff not specifying their religion; 27% and 21.7% respectively.

The health board will continue to engage with our workforce to increase the levels of reporting against protected characteristic to ensure our Workforce Futures Strategy and activity is informed by the best possible data on our workforce population and to enable the Board to make good decisions.



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PTHB Engagement and Communication Team March 2020