An Equality and Human Rights Strategic Plan
For Betsi Cadwaladr University Health Board
2016 - 2020

Executive Summary
Introduction and Context

The Betsi Cadwaladr University Health Board (BCUHB) Strategic Equality and Human Rights Plan (SEP) 2016-2020 provides a clear framework for how we plan to meet the requirements of the General and the Specific Duties in Wales set out in the Equality Act 2010. The SEP can be accessed via: http://www.wales.nhs.uk/sitesplus/documents/861/BCU%20HB%20SEP%20March%202016%20Final%20Version%20following%20SPP%20approval.pdf

The duty ensures that equality considerations are built into the design of strategy, policies and the delivery of services and that they are kept under review. This means:

- Removing or minimising disadvantages experienced by people due to their protected characteristics
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people
- Encouraging people with protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

Those characteristics protected by the Equality Act 2010 include:

- Age
- Disability
- Gender re-assignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race including nationality and ethnic origin
- Religion or belief
- Sex
- Sexual orientation

The health board is required to revise our Strategic Equality Plan at least every four years, and this is our second SEP. It covers the period of 31st March 2016- 31st March 2020 and aims to build on the work carried out under the initial SEP (2012-2016). The Strategic Equality Plan sets our strategic commitment and identifies key priorities for achieving improved equality outcomes in a targeted and consistent way across the health board.

Detailed actions to support these commitments will be driven through the BCUHB Operational Plan. We recognise that the NHS in Wales faces some of
the biggest challenges since its creation, and over the duration of this Plan we must adapt to the changing health needs of our communities.

We work within the requirements of the legislation and with the guidance of the Equality and Human Rights Commission. Evidence has been gathered from national and local reports and from staff and service users to inform this work. We have listened, and continue to hear key messages and value this feedback which has led directly to the development of our Strategic Equality Objectives aligned to our Organisational Goals which are:

**Organisational Goal 1**  
**Strategic Equality Objective 1**

**Better health outcomes for all: to achieve better health outcomes for everyone, having regard for a persons protected characteristics.**

- At Betsi Cadwaladr University Health Board (BCUHB) services are commissioned, procured, designed and delivered to meet the health needs of local communities.

- Discrimination is challenged, equality and human rights are promoted and efforts are made to reduce health inequities through strategies, equality impact assessment, policies, practices, procurement and engagement.

- The needs of individuals are recognised and addressed whatever their identity and background, and their human rights are upheld. Individual people’s health needs are assessed and met in appropriate and effective ways.

- Transitions from one service to another are made smoothly with everyone well-informed.

- When people use BCUHB services their safety is prioritised and care is free from mistakes, mistreatment and abuse.
Organisational Goals 3, 4, & 5
Strategic Equality Objective 2

Improved patient access and experience: to improve access and experience for everyone, having regard for a person’s protected characteristics with a focus on dignity and respect.

- People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds.

- People’s experience of health care at BCUHB is one where everyone is treated with dignity, respect, compassion and kindness and which recognises and addresses individual physical, psychological, social, cultural, spiritual needs and language.

- People are informed and supported to be as involved as they wish to be in decisions about their care and feel valued in society.

- People report positive experiences of BCUHB.

- People’s complaints about services are handled respectfully and efficiently.
Organisational Goals 5 & 7
Strategic Equality Objective 3

Becoming an employer of choice: to be a fair and inclusive employer and build a workforce that is equipped to meet the diverse needs of our service users and colleagues, having regard for a persons protected characteristics.

- Recruitment and selection processes are fair and lead to a more representative workforce at all levels
- Staff are treated fairly at all stages of the employment cycle
- BCUHB is committed to equal pay for work of equal value and will fulfil our legal obligations
- Training and development opportunities are taken up and positively evaluated by all staff
- When at work, staff are free from abuse, harassment, bullying and violence from any source
- Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives
- Staff report positive experiences of their membership of the workforce at BCUHB
Organisational Goals 4, 5, 6 & 7
Strategic Equality Objective 4

Inclusive leadership at all levels: to provide the vision and motivation to advance equality at BCUHB and harness the energy and efforts of others to make improvements

- The Board and senior leaders routinely demonstrate their commitment to promoting equality within and beyond BCUHB
- Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed
- Middle managers and other line managers act as role models and support their staff to work in culturally competent ways within a work environment free from discrimination
- The delivery of the SEP is embedded within the Integrated Medium Term Plan (IMTP) and synchronised with normal business planning and performance management processes and delivered by the 3 Area Teams Mental Health and Learning Disabilities and Secondary Care teams
Achieving our Equality and Human Rights Objectives

BCUHB Operational Plans
Equality and Human Rights priorities are included explicitly within Operational Plans for the organisation. Each Area, Mental Health and Secondary Care Hospital team will have objectives derived from the SEP 2016-20 within their service plans. Progress will be monitored via the accountability and performance management processes at BCUHB.

Strategic Equality Plan Outcomes Framework
Each objective is underpinned by a further set of actions. The Strategic Equality Plan Outcomes Framework 2016-2020 has been developed to assist managers in delivering the equality objectives via their service planning processes.

Scrutiny and Monitoring
The following measures will help us to scrutinise progress and provide assurance to the Health Board.

- Equality and Human Rights Strategic Forum
- Equality Stakeholder Network
- Health and Care Standards
- Equality Operational Group

We publish a range of employment and pay reports each year (see [http://www.wales.nhs.uk/sitesplus/861/page/63948](http://www.wales.nhs.uk/sitesplus/861/page/63948) ) and recently collaborated with colleagues across NHS Wales to develop a set of template reports to help bring greater consistency to employment and pay reporting in NHS organisations in Wales, and to enable benchmarking between organisations as a means of identifying and sharing good practice.
Publishing the Plan, obtaining a copy and making comments or concerns

Publishing the Plan
This Revised Strategic Equality Plan has been published and circulated widely. It has been placed on the website for public consumption and provided to individual members of the public in a range of formats and languages upon request. Please contact BCUHB at the address below to obtain further copies of the document or to request a copy in the format or language of your choice. We recognise the diverse needs of the communities we serve and welcome communication in Welsh, English and other languages.

Comments and Concerns
The Health Board aims to provide the highest quality of service, responsive to the needs of the diverse population it serves but realises that occasionally problems may occur. If you wish to make a comment or raise a concern about this document, please address it to:

Director of Corporate Services,
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This plan and any supporting documents can be made available in other languages or formats on request

Please contact:
The Corporate Communications Department
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