

Easy Read

# We All Belong

Our plan for making sure people are treated equally and fairly

2025 to 2028

We want to know what you think

This document was written by  
**Swansea Bay University Health Board.**

It is an easy read version of 'We All Belong. Our Strategic Equality Plan 2025 – 2028 Draft for Engagement'.

April 2025



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



Un Bae Ar y Cyd  
One Bay Way

# How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 27**.



Where the document says **we**, this means **Swansea Bay University Health Board**. For more information contact:

**Website:** [www.sbuhb.nhs.wales](http://www.sbuhb.nhs.wales)

**Email:** [SBU.engagement@wales.nhs.uk](mailto:SBU.engagement@wales.nhs.uk)

**Phone:** 01639 683 355



[Easy Read Wales](#) made this document into Easy Read using **Photosymbols**. [To tell us what you think about this easy read version, click here.](#)

[Photosymbols Licence number 403527247](#)

# Contents

<b>About this plan.....</b>	<b>4</b>
<b>About people living in the Swansea Bay University Health Board area .....</b>	<b>8</b>
<b>The plan .....</b>	<b>10</b>
1. Goals for the organisation - Making equality part of everything we do.....	11
2. General goals.....	14
3. Protected characteristics - Anti-Racist Action Plan.....	17
4. Protected characteristics – Accessibility Standards.....	19
5. Protected characteristics – LGBTQ+ Action Plan .....	22
6. Women’s health plan.....	25
7. Disability Action Plan .....	26
<b>Hard words .....</b>	<b>27</b>

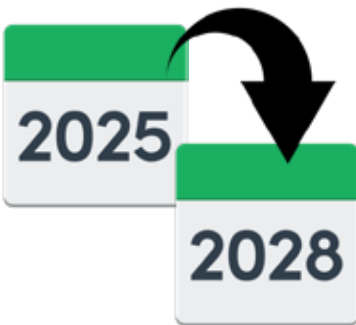
# About this plan



This plan is called **We All Belong**.



It is about the things we will do to help make sure people are treated equally and fairly.



The plan runs from **2025 to 2028**.



We want everyone who uses our services to feel that they belong and are included.



We hope these ideas will make a real difference to people.



**We want to know what people think about these ideas.**



Please read this plan then answer the questions by clicking on this link: [Response form](#)



Or email us for a copy of the questionnaire at: [SBU.engagement@wales.nhs.uk](mailto:SBU.engagement@wales.nhs.uk)



Please answer the questions by **25 April 2025**.



**We will listen to people's views and then make a final version of the plan.**



We want Swansea Bay University Health Board to be a **high quality organisation**.



This means putting patients and staff first.



We want to support people to be healthy and stay well. And to provide the best health care when people need it.



We believe we need to care for each other, work together and keep improving.



A big goal for us is **equity**.



**Equity** goes beyond equality. It is also about being fair. It means supporting people **based on their needs**. People need different levels and types of support and care. Not everyone needs the same things.



To make this plan we have talked to lots of people and organisations. Their views have helped make this plan.

# About people living in the Swansea Bay University Health Board area



The health board supports just under 400 thousand people.



We employ 13,500 staff.



We are given about 1.5 billion pounds to run our services.



Swansea is classed as a **deprived** area.

**Deprived** means there are a lot of people who do not have enough money to live on.



This can have an effect on health and even how long a person is expected to live.



Lots of things can affect our health. Such as where we work, if we have a disability, where we grow up and other things.



These are known as **health inequalities**. It means people don't experience **equity** of health because of their life situation.



In the Swansea Bay area almost 1 in 4 people are said to have a disability.

# The plan



We have many goals and actions we will carry out to achieve them.



We have listed all of our goals here and some of the actions.



# 1. Goals for the organisation - Making equality part of everything we do



**Make sure decisions we take are based on equality and human rights.**

We will:



- Ask some staff to check our work about equality.
- Make sure our Board understand equality issues.



- Make sure equality laws are followed.
- Use tools to help check how effective our equality work is.



**Make a tool that checks our decisions about human rights and **protected characteristics** groups.**



**Protected characteristics** means groups of people listed under a law called The Equality Act 2010. According to this law some groups of people are treated less fairly. Because of things like age, race, disability, sexual choices and other things.



We will:

- Develop checking tools.
- Review the work we carry out.
- Make sure people are leading on this work.



**Set up a way to regularly gather ideas and spot equality issues during planning.**



We will:

- Set up a group who will monitor all equality work.



## **Review our equality goals every year.**



We will:

- Run a workshop every year to see how the work is progressing.



## **Do not tolerate abuse.**



We will:

- Look at this issue with a working group.
- Run a campaign about abuse.

## 2. General goals



Communicate with patients in a range of ways that are right for their needs.

We will:



- Review and publish guides about **accessible information**.

**Accessible information** means information that can be used easily by someone. For example, in Easy Read.



- Make sure information is given in different formats.
- Give updates to patients on longer waiting lists and appointment updates.



## Make sure people receive language interpretation services when needed.



We will:

- Make sure people's rights are known.
- Make sure it is clear how to access interpretation services. Interpretation means helping people understand each other when they speak different languages.
- Make sure the services are run well.



**Make sure information is available to help make health services easier to find, get around, and use. This includes improving maps so people can find their way around hospitals.**



Make sure our **Chaplaincy** services meet patient and staff needs.



**Chaplaincy** services means the well-being and religious support services at health services.



Improve our complaints process.

We will:

- Make sure patients know how to make a complaint.
- Make sure patients know their rights.
- Make sure the complaints information is accessible. For example, in Easy Read.



### 3. Protected characteristics - Anti-Racist Action Plan



**Collect information about groups of people to help make sure people are treated fairly. For example, information about race.**



**We will make sure Black, Asian and Minority Ethnic people have fair access to health services.**



We will :

- Improve the experiences of people using pregnancy and maternity services.



**Make sure Black, Asian and Minority Ethnic people know changes are being made to improve equality.**



We will:

- Work with groups to help make improvements.
- Look at how we respond to racist issues.

## 4. Protected characteristics – Accessibility Standards



The updated standards will include the **'Accessible Information Standards'**. These are rules about making sure information is **accessible**.



We will:

- Make sure patients know they can ask for information in a format of their choice.



**Make sure someone is in charge of following these rules.**



**People will be able to choose the right translation or interpretation service based on their needs.**



We will:

- Develop this work by working with different organisations.



**NHS organisations will check if their translation and interpretation services meet patient needs.**



**Same day GP appointments will be made available to people who cannot use the phone.**



**Patients who don't have digital access will manage their appointments more easily. And without needing help from others.**



We will:

- Look at ways in which patients can do this.



**Appointment information will be given in a format that is right for the person. For example, in Easy Read.**



**NHS Wales websites will be made more [accessible](#).**

## 5. Protected characteristics – LGBTQ+ Action Plan



**LGBTQ+** stands for Lesbian, Gay, Bisexual, Transgender, Queer and other groups.



**Deal with issues to do with the Gender Pathway. These are services to do with changing gender from the one a person was born with.**



**Make sure **LGBTQ+** people are included in the organisation.**



We will:

- Support Pride events.
- Make more **gender-neutral** toilets. These are toilets that can be used by any sex.



Make sure there is **accessible** information and advice for **LGBTQ+** people.



**Management plans.**



We will:

- Make sure there are rules in place about updating gender on medical records.



**Make sure people are treated fairly and equally with fertility and maternity treatments. These are services to do with having a baby.**



**Make sure sexual health services are more welcoming and user friendly for **LGBTQ+** communities.**



**Make sure mental health services meet the needs of **LGBTQ+** communities.**

## 6. Women's health plan



**Work with women to find out what is most important to them, and work on those things.**



## 7. Disability Action Plan



**Work with disabled people to find out what is most important to them, and work on those things.**



# Hard words

## Accessible information

This means information that can be used easily by someone. For example, in Easy Read.

## Chaplaincy

Chaplaincy services means the well-being and religious support services at health services.

## Deprived

This means there are a lot of people who do not have enough money to live on.

## Equity

This goes beyond equality. It is also about being fair. It means supporting people based on their needs. People need different levels and types of support and care. Not everyone needs the same things.

## LGBTQ+

This stands for Lesbian, Gay, Bisexual, Transgender, Queer and other groups.

## Protected characteristics

This means groups of people listed under a law called The Equality Act 2010. According to this law some groups of people are treated less fairly. Because of things like age, race, disability, sexual choices and other things.

