

# Making every voice count

## Our equality plan for 2021 to 2022



This document was written by the **Board of Community Health Councils in Wales**. It is an easy read version of ‘**Making every voice count Our equality plan 2021 – 2022**’.

August 2021

# How to use this document



This is an easy read document. But 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 all the words in blue mean on **page 20**.



Where the document says **we**, this means the **Board of Community Health Councils and the 7 Community Health Councils in Wales**.



For more information or to get this document in a different way, for example Welsh, contact:

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# Contents

	<b>Page</b>
<b>About us.....</b>	<b>4</b>
<b>About this plan.....</b>	<b>5</b>
Our aims for 2021 to 2022.....	7
The words we use.....	8
<b>Focusing on equality in all our work.....</b>	<b>9</b>
Carrying out our usual work.....	9
Finding better ways of working.....	11
Supporting our staff and volunteers.....	12
Improving our communication.....	14
<b>Have your say.....</b>	<b>16</b>
How to contact us?.....	17
How to contact your local CHC.....	17
<b>Hard words.....</b>	<b>20</b>

# About us



We are the **Board of Community Health Councils in Wales**.



We have written this plan with the **Community Health Councils in Wales** – called **CHCs** for short.



There are 7 **CHCs** in Wales. They are made up of local volunteers and supported by a small team of paid staff.



The **CHCs** make sure people in their local area have a say in their health services.



Our job is to make sure all 7 **CHCs** are doing a good job.



This is our plan for **equality**.

**Equality** means treating people fairly and making sure they have the same chances.

# About this plan



It is our job to make sure everyone has a strong and powerful voice. We work hard every day to:



- make sure everyone has an equal say in their NHS



- make sure everyone has fair and **equal** experiences of healthcare services.



We have a responsibility by law to make sure people are treated **equally**.



But we want to do more. We know some people and groups living in Wales are still not treated **equally**.



And over the last year many things have happened across the world that have shown how much work we still must do, to make sure everyone is treated **equally**.

**For example:**



- The killing of George Floyd in America. And the abuse shouted at British footballers.

This has shown us that people are still treated badly because of where they come from, their language, history, skin colour, religion or culture. This is called **racism**.



- And coronavirus has been worse for some groups than it has for others. For example, poor communities and Black, Asian and ethnic minority groups.



This plan says what we will do in 2021 to 2022 to make sure people are treated **equally**.

# Our aims for 2021 to 2022



We want **equality** and **diversity** to be part of everything we do.

**Diversity** means people are not all the same. For example, people come from different backgrounds, make different choices and are good at different things.



We want to make sure everyone's rights are protected.

**We want to:**



- Make sure our work helps people to be treated more **equally**.



- Put **equality** at the centre of our plans and the way we work.



- Make sure the **CHCs** in Wales work to high standards.



All 7 **CHCs** will follow this plan and think about the needs of the people in their communities.



The needs of communities will be different, in different areas of Wales. **CHCs** must understand and work to this.



You can find out more about the work of your local **CHC** by reading your local **CHCs Annual Plan**.

## The words we use



We know that the words we use to describe people make a difference. And that people have different views about what word should be used.



We will keep on working with others to make sure we use words that best suit the **diverse** groups we work with.



# Focusing on equality in all our work

## Carrying out our usual work



We will work with others to improve our health service by making sure everyone has a say. Especially people who are most at risk from being treated unfairly.



We will do everything we can to stop people being treated unfairly through all the work we do.

### In 2021 to 2022 we will:



- Work in communities to hear from people most affected by coronavirus. And find out what NHS services have been like for them during coronavirus.

#### For example:

- children and young people
- older people
- people who are homeless
- people who are very poor

- Work together with the NHS and other partners to:



- make sure the NHS fully understands how changes to services may affect people and communities.



- make sure the NHS changes plans so certain groups are not treated less fairly than others.



- Check on things that the Welsh Government and the NHS said they would do to deal with the issues we told them about last year.



- Work with others to make sure people have up to date information and advice about NHS services. And make sure people can get that information in a way that best meets their needs.

# Finding better ways of working



We will work in ways that will help us reach and represent all different types of people.

## In 2021 to 2022 we will:



- Check to make sure we are thinking about **equality** and **diversity** in all our work. And support our **CHCs** to use what we learn to improve.



- Work with other organisations to help us check we are thinking about **equality** when planning and making decisions.



- Improve the way we collect and use information about **equality**.

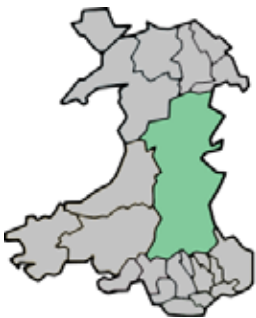


- Check how well we are doing at representing the groups who find it hard to be heard.



- Find new ways of working to reach even more people. And make it as easy as possible for everyone to have a say in their NHS services.

## Supporting our staff and volunteers



Our staff are employed by **Powys Teaching Health Board**. We follow the **Powys Teaching Health Board's** staff policies. Including plans about **equality**.



Our volunteers work all over Wales. We want our volunteers to be **diverse**, like the communities they represent.

## In 2021 to 2022 we will:



- Keep our staff and volunteers safe when they are working during coronavirus.



- Offer staff flexible working hours. So they can manage their work and home lives well during coronavirus. And give them the equipment they need to do their work in new ways



- Support managers to look after the **well-being** of their teams.

**Well-being** means a person is happy, healthy and is comfortable with their life and what they do.



- Check how **diverse** our staff and volunteers are. Make sure we advertise our job roles to communities that are being left out. And make it easier for volunteers to get involved.



- Give training to our staff and volunteers on **equality**.

# Improving our communication



We want to share information in a way that is easy for everyone to use and understand.

**In 2021 to 2022 we will:**



- Get someone from outside our organisation to check if our websites are easy for everyone to use. And use what we learn to improve the websites.



- Continue to make sure our staff and volunteers talk and write in an easier to understand way. And make sure our information is easy to find and use for as many people as possible.



- Use the Welsh language more by doing things like:
  - hire more staff who can speak in Welsh
  - make sure when people call us, they can speak to someone in Welsh if they choose to.

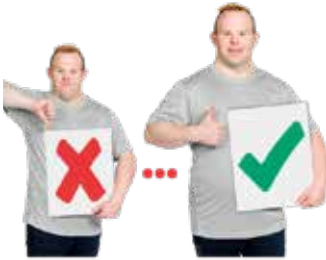


- Check if the things we have done to make our meetings easier to understand, have worked.

# Have your say



We want you to have your say. Please tell us what you think about our plan. You can do this at any time.



We want to know what we could do more or how we might need to do things differently to improve.



We will use what you tell us to make changes where we need to.



You can get in touch with us in the way that best meets your needs, including in Welsh.





# How to contact us

You can contact us or your local CHC. You can find the details below:

## Board of Community Health Councils in Wales

**Address:** 33 / 35 Cathedral Road,  
Cardiff  
CF11 9HB

**Phone:** 02920 235558

**Email:** [enquiries@waleschc.org.uk](mailto:enquiries@waleschc.org.uk)

## Aneurin Bevan CHC

**Address:** Raglan House,  
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NP44 3A

**Phone:** 01633 838516

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## Cwm Taf Morgannwg CHC

**Address:** Tŷ Antur,  
Navigation Park,  
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CF45 4SN

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## Hywel Dda CHC

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1st Floor, Tŷ Myrddin,  
Old Station Road  
Carmarthen  
SA31 1BT

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**Email:** [hyweldda@waleschc.org.uk](mailto:hyweldda@waleschc.org.uk)

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Chestnut Court,  
Ffordd y Parc,  
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## South Glamorgan CHC

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## Swansea Bay CHC

**Address:** 1st Floor Cimla Hospital  
Cimla  
Neath,  
SA11 3SU

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# Hard words

## Diversity

Diversity means people are not all the same. For example, people come from different backgrounds, make different choices or are good at different things.

## Equality

Equality means treating people fairly and making sure they have the same chances.

## Well-being

Well-being means a person is happy, healthy and is comfortable with their life and what they do.