



Comisiynydd Pobl Hŷn Cymru
Older People's Commissioner for Wales

Strategic Equality Plan: Annual Report 2018-19

The Older People's Commissioner for Wales

The Older People's Commissioner for Wales protects and promotes the rights of older people throughout Wales, scrutinising and influencing a wide range of policy and practice to improve their lives. She provides help and support directly to older people through her casework team and works to empower older people and ensure that their voices are heard and acted upon. The Commissioner's role is underpinned by a set of unique legal powers to support her in reviewing the work of public bodies and holding them to account when necessary.

The Commissioner is taking action to end ageism and age discrimination, stop the abuse of older people and enable everyone to age well.

The Commissioner wants Wales to be the best place in the world to grow older.

How to contact the Commissioner:

The Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Phone: 03442 640 670
Email: ask@olderpeoplewales.com
Website: www.olderpeoplewales.com
Twitter: [@talkolderpeople](https://twitter.com/talkolderpeople)

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Introduction

The diversity of Wales makes us the nation we are, but the inequalities faced by many older people mean they often feel excluded and unable to engage with and participate in many aspects of society. In addition, many of the issues face by older people today are underpinned by inequality, and a failure to recognise and uphold people's rights.

It's therefore crucial that we take a proactive approach to ensure that people's rights are upheld.

Protecting and promoting older people's rights is a key part of my role as Older People's Commissioner for Wales, and the priorities within my 2019-22 strategy – Making Wales the Best Place in the World to Grow Older – have a strong focus on rights and equality at their heart. But it is also crucial that that I build rights and equality into all I do as Commissioner to ensure I engage with and represent older people in all of their diversity.

This report details the action I have taken during 2018-19 to do this, and the ways I have met the statutory equality duties set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

As Commissioner I will continue to do all I can to promote equality and protect the rights of ALL older people in Wales.



Heléna Herklots, CBE
Older People's Commissioner for Wales

Summary requirements and structure of the report

The Older People's Commissioner for Wales is a listed authority under the Equality Act (Statutory Duties) (Wales) Regulations 2011 and must adhere to the general duty to promote equality laid out in the Equality Act 2010.

Other reporting requirements included the publication, by April 2012, of a Strategic Equality Plan incorporating specific objectives and the annual publication of a progress report. This seventh annual report must be published no later than 31 March 2020.

This report focuses on the specific Welsh duties and the Commissioner's Strategic Equality Objectives:

- Section 3 explains the Commissioner's role
- Section 4 sets out the Commissioner's Equality Objectives
- Section 5 outlines the Commissioner's work on embedding equality, including progress for 2018-19 against Strategic Equality Objectives
- Appendix A – Workforce profile as at 31 March 2019

Copies of the Commissioner's Strategic Equality Plan and prior year annual reports can be found on the Commissioner's [website](#).

Role of the Older People's Commissioner for Wales

The Commissioner is a Corporation Sole created under the Commissioner for Older People (Wales) Act 2006, an independent legal entity in her own right and a listed authority for the purpose of the Equality Act (Statutory Duties) (Wales) Regulations 2011.

The Commissioner for Older People (Wales) Act 2006 sets out a number of statutory duties for the Commissioner.

1. Promote awareness of the interests of older people in Wales and the need to safeguard those interests

The Commissioner uses her status to help set the agenda amongst decision makers at all levels about issues affecting older people and promotes public discussion through the media.

A key role for the Commissioner is to be a powerful champion for older people leading and intervening in a wide and increasing range of debates and decision making across Wales.

2. Promote the provision of opportunities for, and the elimination of discrimination against, older people in Wales

The Commissioner advocates changes to the law, guidance and practice in order to address inequality. She presents realistic and positive images of older people, recognising older people in all their diversity.

Older people are individuals and, whilst they might share some common concerns, their individual status remains undiminished. There should be no one view of older people and the Commissioner aims to reflect this in her work.

The Commissioner promotes understanding of the nature of discrimination against older people in its most evident and its more hidden – but equally damaging – forms and sees tackling discrimination effectively as key to making progress across all policy areas, not just health and social care.

3. Encourage best practice in the treatment of older people in Wales

The Commissioner aims to achieve this through a variety of methods, including bringing together people and evidence and - where necessary - carrying out research, to demonstrate effective practice.

Most importantly she presses for excellent services to be made widely and consistently available for older people. She encourages change to established practices where alternatives have been shown to work better. She encourages service providers to face the challenge of change so that the needs of older people can be better met, e.g. giving older people early support in order to prevent greater dependency at a later stage.

4. Keep under review the adequacy and effectiveness of the law affecting the interests of older people in Wales

The Commissioner builds the case for change and makes this case to the Welsh Government and the National Assembly. She establishes what the issues and opportunities are through bringing together leading legal and other expertise and the experience and views of older people.

The law is a vital part of empowering and protecting older people and providing redress, and yet it is often complex, confusing, and hard to access and in need of reform. The Commissioner has already played a strong role in recommending changes that will benefit older people and others.

Illustrations of the types of activity that have or may be undertaken by the Commissioner are set out below:

- Providing leadership on the issues that matter to older people
- Raising the profile of older people within Welsh Public Services
- Making representation to Welsh Government
- Reviewing how devolved organisations discharge their functions
- Publishing guidance and standards
- Assisting individuals to make complaints or representations
- Commissioning research or assisting others in doing so
- Carrying out, commissioning or assisting others with educational activities
- Undertaking examinations (investigations)
- Issuing non-statutory guidance
- Advocating for changes to legislation, guidance and practice
- Speaking out publicly about service failures
- Promoting good practice

It is important to note that the Commissioner does not provide frontline services other than through direct advice and support provided to older people through our casework and the work led by the Communications and Engagement team in delivering events and producing publications. The majority of the Commissioner's business involves working with others to effect changes in policies and practices.

The Commissioner's Equality Objectives

The Commissioner published a Strategic Equality Plan in March 2016 following consultation with older people and stakeholders, replacing the Strategic Equality Plan that was published in March 2012.

The Strategic Equality Plan identifies specific equality objectives and sets out the way ahead for future years. The strategy was published to ensure that equality and human rights are embedded in the thinking and working practices of the Commissioner and her staff.

The Commissioner set out the following objectives for 2016-20:

1. To ensure that in my employment of staff I am non-discriminatory, promote equality of opportunity for all and foster good relations between staff members.

- I will aim to increase the diversity of my workforce
- All staff will have development and advancement opportunities to ensure they maximise their potential
- I will ensure that all staff are rewarded and remunerated on an equal basis regardless of protected characteristic
- I will ensure there is a culture within my organisation in which all staff feel comfortable to be open about their protected characteristics and feel that they are a person of value to me as an employer and across the organisation

2. To ensure that my procurement policies and practices and associated tender documentation take account of the need to meet legal equality requirements.

- I will review annually all of my procurement policies, practices and tender documentation to ensure they meet the public sector equality duty
- I will ensure that contractors are made fully aware of my equality duties

3. To ensure that my work is relevant to, and is seen as being relevant to, older people in all their diversity.

- I will increase my engagement with older people across the breadth of protected characteristics
- I will ensure that my work is informed by what older people across the breadth of protected characteristics tell me about what matters to them, and that my work draws specific attention to impacts for those with differing combinations of protected characteristics
- I will strengthen the impact assessment that underpin the key deliverables of my work to ensure that they take full account of the impact of protected characteristics upon the outcome sought for older people

4. I will ensure that my work is underpinned increasingly by a rights-based approach and that across Wales a rights-based agenda is developed.

- I will ensure staff integrate a human rights-based approach in their work
- I will promote the UN principles and awareness of Ageism
- I will work with government to promote the use of UN principles and a rights-based approach in forming legislation

5. To empower and equip older people to challenge the discrimination they face.

- I will equip older people with the knowledge and tools to empower them to challenge discrimination

6. To promote an accurate and balanced view of older people in all their diversity, grow understanding about older people and their needs and to challenge stereotypes, both within my organisation and amongst other organisations.

- I will increase the depth of understanding amongst my staff about the diversity of older people and the extent to which protected characteristics impact upon their lived experiences and access to services
- I will increase the depth of understanding amongst my staff about the diversity of older people and I will increase the depth of understanding amongst key public services about the diversity of older people and the extent to which protected characteristics impact upon their access to services and their wider lives
- I will on an ongoing basis challenge stereotypes and myths about older people and lay down clear expectations for change
- I will strengthen our partnership working with other equality and human rights-based organisations to strengthen the voices of older people and increase the impact of our work

7. To encourage and support other public bodies to comply with their own duties under the Equality Act 2010 as they apply to older people and to challenge significant breaches of legal duties.

- I will provide guidance to public bodies undertaking key service changes to assist them in ensuring they comply with their statutory duties in relation to engagement, impact assessment and proportionality
- I will keep under review service delivery and changes that have the potential for significant detriment or disproportionate impact on older people

Commissioner's work on embedding equality

As a publicly funded body, the Commissioner and her staff have a range of statutory functions and other administrative responsibilities, these include:

- Promoting the interests of older people, including challenging discrimination, encouraging best practice and reviewing the law.
- Making the role known to older people across Wales.
- The recruitment, engagement, training, and management of staff.
- The procurement of services including tendering for goods and services such as research.
- Reward, recognition, and payment of staff.
- Providing assistance to older people who wish to make a complaint or representation to public bodies or other service providers.

The Commissioner's progress against her Equality Objectives for the Financial Year 2018/19 is outlined below:

Objective 1: To ensure that in my employment of staff I am non-discriminatory, promote equality of opportunity for all and foster good relations between staff members.

The Commissioner undertakes a review of her recruitment practices following each appointment to better understand the potential barriers and ensure that when recruiting, practices are inclusive and are accessible to a wide range of candidates with a broader spectrum of protected characteristics. Job vacancies are advertised through a variety of networks to ensure as wide a reach as is possible in addition to information being available in a wide range of formats on request.

Information on protected characteristics of all candidates is collected and monitored to ensure equity of opportunity. Additionally, the Commissioner continues to collect, monitor and publish equality data on the profile of her workforce. This data is available in Appendix A. The Commissioner continues to monitor the gender pay gap of her workforce which currently is in favour of women. This data is also available in Appendix A.

To ensure that all posts are objectively and fairly evaluated and remunerated regardless of the protected characteristic of any post holder, the Commissioner undertook a specific review of all roles across her workforce during this year. This work informed a re-structure of the Commissioner's team that took place in January 2019 following staff consultation.

The Commissioner undertakes an on-going review of contract types and working patterns across her workforce to understand and address potential barriers with a view to retaining candidates with a broader spectrum of protected characteristics.

As part of her commitment to ensuring the review and application of good practice to promote an inclusive working environment which promotes learning, development and overall wellbeing, the Commissioner's office was pleased to be revalidated with the Small Workplace Health Award (Gold) in May 2018. The Award is a national recognition scheme for businesses that look after the health and wellbeing of their employees and is independent evidence of the Commissioner's commitment to create a positive workplace environment for all staff. Retaining the Gold Award requires employers to evidence the organisation's commitment to having a culture that promotes positive behaviour among all staff and does not tolerate inappropriate behaviour (e.g. bullying and harassment) and to evidence flexible working practices to contribute to staff well-being.

Staff participate in six-monthly performance management reviews to identify and put in place appropriate plans to meet learning and development objectives. Learning and development objectives are discussed as part of the six-monthly performance reviews and also during monthly one-to-one meetings, to ensure staff are enabled to maximise their potential. Where identified training and development needs are relevant to multiple staff, this is progressed through in-house training mandated to all relevant staff.

To further embed a culture of openness where staff feel comfortable to be open about their protected characteristics, the Commissioner continued to ensure appropriate awareness raising of the Equality Act 2010 and protected characteristics amongst her staff team.

Objective 2: To ensure that my procurement policies and practices and associated tender documentation take account of the need to meet legal equality requirements.

The Commissioner undertakes a periodic review of all procurement policies and practices to reflect statutory duties, good practice and learning. This includes ensuring that all tender documents are reviewed as part of any tender evaluation. All contractors for lower value contracts are aware of equality duties and the Commissioner's expectations when work is being undertaken on her behalf.

Objective 3: To ensure that my work is relevant to, and is seen as being relevant to, older people in all their diversity.

The Commissioner's Engagement Roadshow continues to include groups of older people with protected characteristics and professional stakeholder groups that represent their views. Whilst all of the engagement undertaken by the Commissioner and her team relates to the protected characteristic of 'age', to ensure that engagement is representative of the wide diversity of older people, the Engagement Roadshow produces quarterly reports to enable the Commissioner to monitor engagement with older people with more than one protected characteristic. This information shows that over 20% of the Engagement Roadshow visits are to specific groups of older people that identify as having more than one protected characteristic (i.e. a protected characteristic in addition to 'age').

Whilst the Commissioner monitors the Engagement Roadshow in relation its engagement with specialist groups for older people who have more than one protected characteristic (such as a group for older people who identify as LGBT+), there will be many older people who also have more than one protected characteristic who engage with the Engagement Roadshow through

'generic' older people's groups (such as a 50+ Forums). As such, equality information on these older people who are part of a 'generic' older people's group who may also have additional protected characteristic will not be captured. Ensuring that a true reflection of the engagement undertaken by the Engagement Roadshow with older people with more than one additional protected characteristic is an on-going area for consideration for the Commissioner and her team.

In March 2019, the Commissioner held two large-scale Celebrating Communities events, which were attended by over 200 delegates. The first event, held in Caernarfon, provided opportunities for delegates to consider the ways in which they could make communities more age-friendly, in particular for older Welsh speakers. Similarly, the second event, held in Newport, and delivered in partnership with the All Wales BAME Engagement Programme, BAME Elders Cymru, Diverse Cymru and Newport City Council, focused on highlighting good practice underway to support people from diverse communities to age well. The Celebrating Communities events helped ensure that the Commissioner's work was both accessible to and informed by a diverse range of older people.

The Commissioner's publications aim to reflect the diversity of older people in Wales. The Commissioner is committed to ensuring that her publications are accessible to all older people through embedding her Publications Style Guide throughout all materials and adhering to RNIB Guidelines. Publications that are produced specifically for older people are made available both electronically and in hard copy, with accessible versions of documents made available on request (such as in BSL).

The Commissioner's publications reflect the issues that older people from a diverse range of groups say matter to them. The Commissioner's programme of work responds to issues raised by older people through the Engagement Roadshow and as part of her casework function. As a result of concerns raised by older people during engagement events and following polling conducted by the Commissioner that showed a third of older people in Wales did not know what rights they have, in August 2018, the Commissioner published [Know Your Rights – An Easy Guide](#) to inform older people of the rights that they have. Over 20,000 hard copies of the Guide have been distributed. As well as being available bilingually in hard copy and electronically, an [audio-version](#) of the Guide was also produced. This Guide includes information on rights under the Equality Act 2010.

The Commissioner's team complete Equality Impact Assessments (EIAs) for all work undertaken as part of the Commissioner's programme of work. EIAs are designed to ensure that staff 'stop, think and discuss equality' and how it applies to the project which is to be undertaken. The Commissioner's EIAs must be completed by at least two people who will be involved with work being assessed. The purpose of the EIAs is to improve the way work is carried out and to ensure that each project or programme of work pays attention to the opinions and needs of older people with protected characteristics. To compliment EIAs an Engagement Plan is created to ensure that engagement includes older people with additional protected characteristics so that research undertaken by the Commissioner's office is further strengthened by the voices of a diverse range of older people.

Objective 4. I will ensure that my work is underpinned increasingly by a rights-based approach and that across Wales a rights-based agenda is developed.

In her promotion of the rights of older people, including raising awareness of the UN Principles for Older Persons, the Commissioner has worked with the Welsh Government to secure their commitment to 'make rights real' for older people in Wales, in lieu of specific Welsh legislation to protect older people. At the launch of the Commissioner's [Legacy Report](#) in May 2018, the Minister for Children and Social Care outlined a series of actions to ensure that rights are delivered for older people, which included a commitment to produce practical guidance that demonstrates how to make those UN Principles for Older Persons real for older people. This guidance will help ensure that awareness of the UN Principles for Older Persons is embed throughout public bodies and the duty for bodies to have 'due regard' to the Principles under the Social Services and Well-being (Wales) 2014 is translated into practice for older people in all of their diversity.

To help older people and their families to have a better understanding of mental capacity, the Commissioner published [Mental Capacity: An Easy Guide](#) in June 2018. The guide covers a wide range of topics, including what may cause a person to lack capacity, the Mental Capacity Act 2005, how capacity is tested, best interests decisions, advance decisions and Lasting Power of Attorney. Over 4,000 copies of the guide have been distributed to older people throughout Wales, helping ensure that the rights of older people who lack mental capacity are upheld. To ensure that the guide is accessible, an [audio version](#) was published alongside the bilingual, written guide.

In August 2018, the Commissioner published [Know Your Rights – An Easy Guide](#) to inform older people of the rights that they have. The Guide includes information on people's human rights, rights under the Equality Act 2010 and information on the UN Principles for Older Persons. Over 20,000 hard copies of the Guide have been distributed to older people and public bodies across Wales to ensure that a rights-based approach is central to their work and they are proactive in challenging age discrimination.

To ensure that people living with dementia and their carers could easily access information on their rights, the Commissioner published [A Guide to Respite for People Affected by Dementia](#) in November 2018. The guide covers a wide range of subjects including the different types of respite available and how they can be accessed, potential financial support and the rights people have under social care legislation. The guide was developed with support from people living with dementia and their carers from across Wales, who helped to shape the guide's content by sharing their ideas about the kinds of information that should be included and what would be most useful based on their experiences. The guide has been widely distributed to older people and carers throughout Wales. The Guide is available in [audio format](#) to ensure greater accessibility.

In January 2019, the Commissioner published [Care Homes in Wales: Your Questions Answered](#) to provide answers to commonly asked questions to ensure that older people and their families throughout Wales have a better understanding of their rights when living in a care home. The guide and includes information on areas such as having a say in decisions, having personal needs respected (such as use of appropriate communication for people with communications needs or people living with dementia), ensuring care is provided with dignity and respect for personal preferences and what someone can do if they are unhappy with the

care and support they are receiving. Over 7,000 copies of the guide have been distributed to local authorities, health boards and third sector organisations – including Age Cymru, Alzheimer’s Society and RNIB Cymru – to ensure they can be easily accessed by a wide range of older people and their families.

To respond to the need for increased awareness of the benefits of independent advocacy amongst older people, as highlighted by the Commissioner’s Making Voices Heard report, in February 2019 the Commissioner produced an awareness video to encourage older people to [‘ask about advocacy’](#). The video was produced in partnership with Age Cymru and was tested with older people to ensure feedback from a range of diverse voices. The ‘ask about advocacy’ awareness video has received over 500 views and has been widely distributed to older people’s networks to help ensure that older people voices’ are heard and their rights upheld. It has also been used to ensure that public services are upskilled in their awareness of the benefits of independent advocacy and its role in promotion of people’s rights and tackling discrimination.

Objective 5. To empower and equip older people to challenge the discrimination they face.

To help older people become more aware of all forms of discrimination, in August 2018, the Commissioner published [Know Your Rights – An Easy Guide](#) to inform older people of the rights that they have. The guide was accompanied by a series of engagement events to raise awareness of the need for people to know their rights in order to be empowered to challenge instances of discrimination. The guide sets out the rights that older people have in a range of key areas in which older people have reported feeling discriminated against, such as employment and healthcare. The guide includes details of organisations that provide help, support and advice relating to discrimination and upholding older people’s rights.

A practical example of the work that the Commissioner has undertaken to help empower older people to challenge discrimination in the day-to-day, is the distribution of the Ageing Well Card. The Commissioner worked with older people and Ageing Well in Wales network members to develop the Ageing Well Card, which was launched in August 2018. The card includes simple messages that can be used by older people to indicate to others that they may need a little help and support, such as more time to enter and exit public transport because of a disability. The card can be used in a variety of places, such as shops, cafes, restaurants, banks, pharmacies and on public transport. The card has been widely distributed to older people and businesses throughout Wales, helping older people to challenge stereotypes of older people and disability.

The Commissioner’s website continues to provide helpful information and toolkits that can be used by older people to challenge discrimination. In February 2019, the Commissioner’s website added an [‘Advocacy Hub’](#) to its resources. The advocacy hub promotes a range of useful information and resources about advocacy and the ways in which an advocate can support older people to understand their rights and be empowered to have their voices heard. The hub also hosts the Commissioner’s [‘ask about advocacy’](#) video which was developed to ensure older people understand the benefits of independent advocacy and the role it can play in securing rights and challenging discrimination.

Objective 6. To promote an accurate and balanced view of older people in all their diversity, grow understanding about older people and their needs and to challenge stereotypes, both within my organisation and amongst other organisations.

All staff are required to consider the diversity of older people and their rights within their work. To ensure an accurate and balanced view of older people in all their diversity is reflected within each project, staff undertake Equality Impact Assessments which require on-going consideration of equality throughout the course of each project. In addition to this, the Commissioner expects all staff to undertake engagement with a diverse range of older people to continue to grow their understanding about older people and the challenges they face.

In order to increase the depth of understanding amongst public services about the diversity of older people, the Commissioner’s Ageing Well in Wales programme continues to work closely with statutory and public services in Wales to influence the adoption of policies which focus on the wellbeing of older people as individuals at a strategic level. Additionally, the Commissioner continues to scrutinise public bodies on the basis that they will be unable to deliver wellbeing outcomes for everyone until stereotypes about older people are challenged. For example, the Commissioner made representations to the Welsh Government to ensure that the expectations of older people in relation to their rights to advocacy were taken forward as part of the Government’s ‘making rights real’ work.

To help increase awareness and understanding of older people and their experiences of domestic abuse, in February 2019 the Commissioner held two conferences in Llanrwst and Newport to provide public bodies and other key stakeholders with a wide range of practical information to grow their knowledge and understanding of how to safeguard older people from abuse. The events also focused on how professionals could be more effective in identifying older people who are experiencing abuse, challenging the stereotype that domestic abuse is only experienced by younger adults.

The Commissioner continues to engage with a wide range of equality and human rights-based organisations to ensure that the issues facing older people are recognised as equality and human rights issues. Work was undertaken with the Equality Advisory Support Service (EASS) via the Welsh Reference Group to secure more detailed information on calls made to the EASS from older people in Wales. More robust data in relation to Wales on age and other protected characteristics is now shared with the Commissioner’s office on a quarterly basis. This has helped further increase understanding of older people’s experience of discrimination across Wales in relation to additional protected characteristics and how this compares to the UK more generally.

Objective 7. To encourage and support other public bodies to comply with their own duties under the Equality Act 2010 as they apply to older people and to challenge significant breaches of legal duties.

Through her casework function, the Commissioner continues to raise individual equality and human rights issues with public bodies. Where significant breaches of legal duties occur, the Commissioner uses her legal powers to challenge public bodies.

In May 2018, the Commissioner published her review of older people’s access to independent advocacy in Wales. The report, [Making Voices Heard](#), highlighted the need for older people, including those with additional protected characteristics, to gain access to independent advocacy as a mean of ensuring that their rights are upheld. The report made recommendations for Welsh Government, local authorities and health boards to help improve their offer of independent advocacy. The Commissioner will continue to oversee the implementation of these recommendations and in February 2019, the Commissioner wrote to all local authorities and health boards to seek assurance that progress was being made to implement her recommendations and to ensure that older people’s rights are upheld.

Appendix A: Workforce profiles as at 31/03/19

Headcount Information

A listed body in Wales must collect and publish on an annual basis the number of people employed by the authority on 31 March each year by protected characteristic.

- Age
- Gender reassignment
- Sex
- Disability
- Pregnancy and maternity
- Sexual orientation
- Race – including ethnic or national origin, colour or nationality
- Religion or belief – including lack of belief

The Commissioner undertakes an annual staff survey to gather regular equality data. This survey is confidential and responses are anonymous. For the reporting year 2018/19, the Commissioner received 19 responses out of a possible 19. However, due to the size of the organisation, where figures account for less than 10%, details are removed to prevent individuals from being identified.

Number of people employed by Protected Characteristic:

Age	
16-24	-
25-34	4
35-44	8
45-54	-
55-64	3
65 & Over	-
Prefer not to say	-

Gender / Sex	
Male	6
Female	12
Prefer not to say	-

Is your gender identity the same as the gender you were assigned at birth?	
Yes	18
No	-
Prefer not to say	-

Sexual Orientation	
Bisexual	-
Gay Man	-
Gay Woman / Lesbian	-
Heterosexual / Straight	15
Asexual	-
Other	-
Prefer not to say	3

Relationship Status	
Married	10
Divorced	-
Civil Partnership	-
Single	-
Co-habiting	5
Separated	-
Widowed	-
Prefer not to say	-

Religion	
No religion or belief	10
Christian (all denominations)	7
Buddhist	-
Hindu	-
Jewish	-
Muslim	-
Sikh	-
Any other religion or belief	-
Prefer not to say	-

National Identity	
Welsh	18
Scottish	-
English	-
Northern Irish	-
Irish	-
British	-
Gypsy or Irish Traveller	-
Prefer not to say	-
Prefer not to say	-

Ethnic Origin	
White	19
Mixed/Multiple ethnic groups	-
Asian	-
Black/African/Caribbean	-
Other – please specify	-

Dependents	
None	10
Children under 18	8
Children under 25 and in full time education	-
Person aged 60+	-
Prefer not to say	-

Disability	Yes	No / N/A	Prefer not to say
Do you consider yourself to have a disability?	-	16	3
Do you have a disability as defined by the Equality Act?	-	16	3
At least one of my dependents has a disability.	-	14	-

The below data is drawn from HR records rather than via the annual staff survey:

Pregnancy & Maternity	
Number of pregnant employees during 2018/19	2
Number of employees taking Maternity Leave during 2018/19	3

A listed body in Wales must collect and publish on an annual basis the number of men and women employed, broken down by the following categories:

Job	Men	Women	Total
Administrator	0	0	0
Support Officer/Assistant	2	3	5
Officer	0	5	5
Lead	4	3	7
Director	0	1	1
Commissioner	0	1	1

Pay & Grade	Men	Women	Total
18,550 – 20,700 / A	0	0	0
21,550 – 26,150 / B	2	3	5
27,400 – 33,250 / C	0	5	5
34,850 – 42,400 / D	4	3	7
43,300 – 50,400 / E	0	0	0
53,500 – 63,650 / F	0	1	1
90,000* / Commissioner	0	1	1

*Pay Level set by Welsh Government

Contract Type	Men	Women	Total
Permanent	6	11	17
Fixed Term	0	2	2
Temporary	0	0	0

Working Pattern	Men	Women	Total
Full time	6	8	14
Part time	0	4	4
Compressed hours	0	1	1

Recruitment

A listed body in Wales must collect and publish on an annual basis the number of people who have applied for jobs with the organisation over the last year.

The Commissioner monitors her recruitment process on an on-going basis to ensure that all measures are undertaken to try and increase the diversity of her staff.

Application forms are already available in alternative formats and recruitment adverts are placed widely using a variety of media. The Commissioner has a formal Dignity at Work Policy and adopts good practice regarding its recruitment process; all information containing protected characteristics within application forms is seen by HR only and is not shared with the selection panel. In addition, reasonable adjustments are available to all candidates requesting them.

During 2018/19, the Commissioner recruited for 2 posts via external recruitment.

The below table details the number of candidates who applied for each role:

Role	Number of candidates
Local Government and Communities Lead	4
Audit and Risk Assurance Committee Member	6

All candidates are provided with the opportunity to complete a Diversity Monitoring form at point of application, however not all candidates choose to complete and submit a form. The Commissioner received 8 completed Diversity Monitoring Forms associated with external recruitment conducted during 2018/19.

Number of applications for jobs within 2018/2019 received from the following protected groups:

Age	Number of candidates
16-24	1
25-34	0
35-44	1
45-54	2
55-64	3
65 & Over	1
Prefer not to say	0

Gender / Sex	
Male	6
Female	2
MTF Transgender	0
FTM Transgender	0
Prefer not to say	0

Sexual Orientation	
Bisexual	1
Gay / Lesbian	0
Heterosexual / Straight	7
Other	0
Prefer not to say	0

Religion	
No religion or belief	4
Christian (all denominations)	4
Buddhist	0
Hindu	0
Jewish	0
Muslim	0
Sikh	0
Any other religion or belief	0
Prefer not to say	0

National Identity	
Welsh	6
Scottish	0
English	1
Northern Irish	0
Irish	0
British	1
Gypsy or Irish Traveller	0
Other	0
Prefer not to say	0

Ethnic Origin	
White	8
Mixed/Multiple ethnic groups	0
Asian	0
Black/African/Caribbean	0
Other – please specify	0

Disability	Yes	No / N/A	Prefer not to say
Do you consider yourself to have a disability?	0	7	1

No data relating to pregnancy and maternity was collected in relation to recruitment activity for 2018/19.

A listed body in Wales must collect and publish on an annual basis the number of employees who have applied to change position within the authority, identifying how many were successful in their application and how many were not.

One employee applied to change position, through a recruitment process, and was successful.

Learning & Development

A listed body in Wales must collect and publish on an annual basis the number of employees who have applied for training and how many succeeded in their application.

As stated in the Commissioner's Learning and Development Policy, the Commissioner aspires to be a learning organisation and will nurture the skills and knowledge that staff will need to succeed in their roles. This policy therefore supports a culture of learning and developing excellent staff at all levels. Employees are encouraged to take advantage of learning and development opportunities which are relevant to their jobs and personal development.

The Commissioner will:

- provide a challenging work environment, where staff are encouraged to develop and acquire new skills and experience.
- provide a range of development opportunities for staff consistent with the strategic and operational needs of the Commissioner.
- deliver to all new staff a basic understanding of the role, function, policies and procedures of the Commissioner at induction.
- assess Commissioner and individual learning and development needs and draw up a Commissioner training and learning needs analysis.

- undertake and agree with all staff individual training and development plans as part of the performance appraisal process.
- review individual and Commissioner plans at least annually; assess effectiveness of training interventions and feed this back into subsequent planning.

All employees have equality of opportunity regarding training and all employees requested training. The Commissioner approved all employee applications for Learning and Development (training) activity during 2018/19. This was either undertaken as individual training or as corporate training where all employees attended.

A listed body in Wales must collect and publish on an annual basis the number of employees who completed the training.

All employees receive training regarding equality and protected characteristics during their first year of employment as part of their induction programme. This is naturally biased to age due to the nature of the organisation.

All employees were able to attend a team meeting training session about the following topics:

- Alexander Technique
- Social Model of Disability
- Accessibility of the organisation
- Trust: foundations of a successful team
- Employee Assistance Programme

Employees attended a broad range of training, such as 'Thinking Under Pressure', 'Mental Toughness', 'Engaging with Diverse and Underrepresented Groups' and 'Applied Suicide and Intervention', 'Training, Reaching and Engaging older people who are LGBT', and 'Seven Habits of Highly Effective People'.

All employees are able to attend Welsh language lessons during work time at either beginner, intermediate or advanced level.

All training undertaken during 2018/19 by the Commissioner's employees was completed.

Grievance Procedures

A listed body in Wales must collect and publish on an annual basis the number of employees involved in grievance procedures either as complainant or as a person against whom a complaint was made.

The Commissioner had one employee involved in a grievance procedure as a complainant, and one employee as a person against whom a complaint was made during 2018/19.

Disciplinary Procedures

A listed body in Wales must collect and publish on an annual basis the number of employees subject to disciplinary procedures.

The Commissioner had no employees subject to disciplinary procedures during 2018/19.

Leavers

A listed body in Wales must collect and publish on an annual basis the number of employees who have left an authority's employment.

During 2018/19, 4 employees left the Commissioner's employment.

As all employee equality data is anonymised, no specific data relating to the protected characteristics of these employees is available. However, the Commissioner does hold information relating to age and gender for HR purposes relating to these specific employees; this information is provided below.

Age	
16-24	-
25-34	-
35-44	2
45-54	1
55-64	1
65 & Over	-

Gender / Sex	
Male	1
Female	3
Prefer not to say	-

