



Comisiynydd Pobl Hŷn Cymru
Older People's Commissioner for Wales

**Strategic
Equality Plan:
Annual Report
2021-22**

The Older People's Commissioner for Wales

The Older People's Commissioner for Wales is an independent voice and champion for older people throughout Wales.

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

The Commissioner is working for a Wales where older people are valued, rights are upheld and no-one is left behind.

How to Contact the Commissioner:

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

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

Accessible Formats

If you would like this publication in an alternative format and/or language, please contact us. All publications are also available to download and order in a variety of formats from our website.

Mae'r ddogfen hon ar gael yn Gymraeg // This document is available in Welsh

Contents

Summary requirements and structure of the report	4
Role of the Older People's Commissioner for Wales	5
The Commissioner's Equality Objectives for 2021-22	7
Commissioner's work on embedding equality	10
Appendix A: Workforce profiles as at 31/03/22	20

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 1 October 2020, of a new Strategic Equality Plan for 2020-24 incorporating specific objectives. This second annual progress report must be published no later than 31 September 2022.

This report focuses on the specific Welsh Duties and the Commissioner's Strategic Equality Objectives for 2020-24:

- Section 3 explains the Commissioner's role
- Section 4 sets out the Commissioner's Strategic Equality Objectives for 2020-24
- Section 5 outlines the Commissioner's progress during 2021-22
- Appendix A – Workforce profile as of 31 March 2022

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 Welsh Parliament. 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
- 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 the Advice and Assistance Service.

The Commissioner's Equality Objectives for 2020-24

Following the postponement of the required publication date by the Equality and Human Rights Commission (Wales), the Commissioner published a Strategic Equality Plan on 1 October 2020 to replace the previous plan published in March 2016.

Engagement with older people in Wales played a vital role in shaping the Commissioner's Equality Objectives. To ensure that equality is embedded throughout all activity, the Commissioner's Equality Objectives for 2020-24 closely reflect both the organisation's vision and values, as well as closely aligning to the Strategy.

The Commissioner set out the following objectives for 2020-24:

1. Promote diversity within the Commissioner's workforce and ensure equality of opportunity for all employees

Actions:

- Keep under review the effectiveness of the Commissioner's recruitment process to encourage a diverse range of applicants
- Capture comprehensive and meaningful equality employment data
- Promote a high-level of understanding of equality and diversity issues throughout the Commissioner's workforce, with specialist training for specific roles.
- Continue to monitor gender pay differences within the Commissioner's workforce

2. Ensure that equality guides internal processes, including within strategic decision-making

Actions:

- Evaluate the Commissioner's procurement practices to ensure that they advance equality whilst continuing to meet legal equality requirements.
- Review and strengthen the role of the Commissioner's Equality Impact Assessment process to inform decision-making.
- Evaluate the effectiveness of the Commissioner's Equality Impact Assessment processes.

3. Ensure that the diversity of older people is reflected throughout the Commissioner's work to make Wales the best place in the world to grow older

Actions:

- Work to ensure that public bodies reduce inequalities experienced by older people.
- Work to ensure that all older people are empowered to know their rights and are able to challenge discrimination in all its forms
- Work to ensure that the impact of ageism upon older people and society is understood.
- Work to ensure that communities meet the needs of a diverse range of older people.
- Work to ensure that support for people experiencing abuse reflects the needs of older people in all their diversity
- Work to ensure that health and social care meets the needs of a diverse range of older people.
- Scrutinise public bodies and hold to account those responsible for instances of age discrimination.
- Work with the Equality and Human Rights Commission to advance the rights of older people at a national and international level.
- Work with the Children's Commissioner for Wales to promote intergenerational solidarity.

4. Provide help and support to a diverse range of older people to ensure their rights are upheld and they are not discriminated against

Actions:

- Capture equality data from enquirers to the Advice and Assistance Service to increase diversity.
- Evaluate the diversity profile of older people in contact with the Advice and Assistance Service.
- Increase the awareness of the Advice and Assistance Service amongst older people with protected characteristics.
- Ensure that the Advice and Assistance Service is accessible to all older people.

5. Ensure that the Commissioner's work is underpinned by the experiences of a diverse range of older people and is fully accessible.

Actions:

- Engage with the diversity of the older population to learn and understand, inform and empower.
- Regularly audit and continually improve the accessibility of the Commissioner's website.
- Ensure that the Commissioner's communications are accessible to all and reflect the diversity of 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 work to embed and further equality in her work for 2021/22 is outlined below:

Objective 1: Promote diversity within the Commissioner's workforce and ensure equality of opportunity for all employees.

Action: Keep under review the effectiveness of the Commissioner's recruitment process to encourage a diverse range of applicants.

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.

The Commissioner operates a Guaranteed Interview Scheme (GIS) which provides individuals from Black, Asian and Minority Ethnic Communities, and individuals who have a disability, the right to proceed to the next stage of the selection process if they meet the minimum criteria at the shortlisting stage.

Job vacancies are advertised through a variety of networks to ensure as wide a reach as possible in addition to information being available in a wide range of formats on request.

The Commissioner employs a total of 19 members of staff with no-one identifying as Black, Asian or Minority Ethnic. Historically, there is a very low turnover of staff. In 2021-22, only two roles were advertised externally. The introduction of the Guaranteed Interview Scheme in 2021 had a positive impact on the number of Black, Asian and Minority Ethnic candidates applying for the role of Audit and Risk Assurance Committee member in February 2022. Due to this scheme, the

candidates progressed to the interview stage, although were not ultimately appointed.

The Commissioner will be developing an Anti-Racist Action Plan during 2022-23, to be launched in 2023-24, which will complement the actions detailed in the Strategic Equality Plan. The actions identified in the Anti-Racist Action Plan will include steps to improve disclosure rates of Equality, Diversity and Inclusion (EDI) data from applicants, as well as identify and address any barriers in the recruitment process.

Action: Capture comprehensive and meaningful equality employment data.

Information on protected characteristics of all candidates is collected and monitored to ensure equality 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.

Action: Promote a high-level of understanding of equality and diversity issues throughout the Commissioner's workforce, with specialist training for specific roles.

The Commissioner is committed to ensuring that staff have an appropriate level of knowledge about equality and diversity, and how workplaces and individual staff members can play a part in recognising and addressing issues. In addition to this, it is important that staff also understand how equality and diversity affects the work of the Commissioner in her role to support older people in Wales.

During 2021-22, a significant programme of training was undertaken to raise awareness of issues around equality and diversity, including:

- Race Equality training
- Unconscious Bias and Unconscious Inclusion training
- Deaf Awareness and Basic BSL training
- Inclusive Conversations workshop
- White Privilege workshop
- How to have conversations about race at work webinar
- Emotional Impact of Sight Loss webinar

As part of the commitment to ensuring the review and application of good practice to promote an inclusive working environment that promotes learning, development and overall wellbeing, the Commissioner's office is Small Workplace Health Award (Gold) accredited. 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. Achieving 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.

Action: Continue to monitor gender pay differences within the Commissioner's workforce.

The Commissioner continues to monitor the gender pay gap of her workforce. As at 31 March 2022, the median wage for both genders is approximately the same, however the mean salary of females is higher as the Business Management Team are all female. This means that the gender pay gap for 2021-22 is -14.94%, and that for every £100 men earn, women earn £114.94.

This data is also available in Appendix A and reported in the annual accounts.

Objective 2: Ensure that equality guides internal processes, including within strategic decision making.

Action: Evaluate the Commissioner's procurement practices to ensure that they advance equality whilst continuing 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.

Action: Review and strengthen the role of the Commissioner's Equality Impact Assessment process to inform decision-making.

The Commissioner has postponed this work whilst she awaits the outcome of Audit Wales' review of Equality Impact Assessments in Wales.

Action: Evaluate the effectiveness of the Commissioner's Equality Impact Assessment processes.

The Commissioner has postponed this work whilst she awaits the outcome of Audit Wales' review of Equality Impact Assessments in Wales.

Objective 3: Ensure that the diversity of older people is reflected throughout the Commissioner's work to makes Wales the best place in the world to grow older.

Action: Work to ensure that public bodies reduce inequalities experienced by older people.

In response to concerns that older people's rights were not being sufficiently protected in care homes and across health and social care more widely, in April 2021 the Commissioner established a group, working together to strengthen, protect

and promote the rights of older people living in care homes in Wales.

In August 2021, the Commissioner established a Black, Asian and Minority Ethnic Advisory Group of key organisations and networks to support her work to capture the lived experiences of Black, Asian and Minority Ethnic older people, which are often not captured by existing data sources, to ensure that the issues that affect their lives are better understood by policy and decision makers. Gathering the lived experiences of older people from Black, Asian and Minority Ethnic communities will be taken forward in 2022/23.

In October 2021, the Commissioner published her State of the Nation Report, which brought together key data relating to people's experiences of growing older in Wales. The Report set out the Commissioner's concerns that progress in tackling key issues that affect older people's lives is at significant risk, and that older people's health, independence and quality of life will suffer without action across society.

In November 2021, the Commissioner published formal guidance to Local Authorities and Health Boards to ensure that older people can access information and services in a way that suits them in an increasingly digital world, and that older people who want to get online are supported to do so.

Action: Work to ensure that all older people are empowered to know their rights and are able to challenge discrimination in all its forms.

The information, assistance and guidance provided by the Advice and Assistance Service directly empowers older people and their families and helps them to understand and claim their rights. As the circumstances of everyone who contacts the Commissioner are different, the assistance and support provided by the team is tailored to reflect people's individual needs, and in some cases, particularly the most complex, the team will intervene on behalf of an older person (subject to their consent). Support is provided to enable older people and their families to challenge the decision-making process and working practices of public bodies, helping them to navigate complex systems, policies and processes, often in the most difficult and distressing of circumstances.

Alongside issuing formal guidance to Local Authorities and Health Boards in November 2021 to ensure that people's right to access information in an accessible way is upheld, the Commissioner published an information leaflet for older people detailing the rights older people have to access information and services in a way that suits them, and what this should look like in practice. 10,000 copies of the leaflet have been distributed throughout Wales to date.

Action: Work to ensure that the impact of ageism upon older people and society is understood.

In June 2021, the Commissioner published a report examining the portrayal of older people in the media, which found that two thirds of news stories about older people portray them in a negative light. Following the publication of this report, the Commissioner undertook work with the National Union of Journalists to identify opportunities to provide information and training to journalists on avoiding ageism in news stories. Additionally, in January 2022, the Commissioner published guidance for journalists on writing about older people and growing older, which was included on Press Regulator IPSO's resources hub for journalists.

In September 2021, the Commissioner delivered online Tackling Ageism training sessions to help older people to recognise ageism and empower them to challenge age discrimination. These sessions provided older people with information about key legislation and details of organisations that can provide support.

In March 2022, the Commissioner distributed a guide to help public bodies avoid ageism in their communications providing guidance on language, tone and imagery.

Action: Work to ensure that communities meet the needs of a diverse range of older people.

Alongside supporting Local Authorities throughout Wales develop their age-friendly plans and applications to join the World Health Organisation's Global Network of Age-friendly Cities and Communities, during 2021-22 the Commissioner also took forward and called for a range of action on issues that prevent people from ageing well, such as the decline in older people's health and well-being due to the pandemic, unclaimed financial entitlements and transport to health services.

In September 2021, the Commissioner held a series of engagement sessions with older people to hear their views and experiences of reconnecting with their communities. As a result of this engagement, the Commissioner worked in partnership with the Welsh Government and other partners to develop a new leaflet to provide older people with information about keeping well in the winter and tips for getting out and about again.

Action: Work to ensure that support for people experiencing abuse reflects the needs of older people in all their diversity.

Throughout 2021-22, the Commissioner continued to work with members of her Stopping Abuse Action and Steering Groups to share intelligence, disseminate key information and messages throughout Wales, and ensure action to end the abuse of older people in Wales. A key focus of this work was addressing gaps in the evidence relating to older people's experiences of abuse, to support action to

improve the services and support available, as well as creating new resources to connect older people who are experiencing or at risk of abuse with crucial help and support.

In June 2021, the Commissioner launched a directory of abuse support services to help older people who are being abused, or those at risk, find the information, advice and support they need. This directory was in response to the findings of research to examine the availability of support services for older people experiencing abuse in Wales. The research also captured older people's experiences to illustrate the realities of accessing services, examples of good practice, and the issues, challenges and barriers that can impact upon older people and prevent them from getting the support they need.

Action: Work to ensure that health and social care meets the needs of a diverse range of older people.

In April 2021, the Commissioner held a series of engagement sessions with older people focused on mental health and how to ensure the right support is available. This included specific sessions focused on the impact of the pandemic on older people's mental health and the support needed as we move forward, as well as sessions to capture older people's experiences of re-engaging with their communities as restrictions eased, and the difficulties they faced in doing so.

Subsequently, in May 2021 the Commissioner brought together key organisations working across health and social care to identify the action needed to support older people's health and well-being as we recover from the pandemic.

In August 2021, the Commissioner published Transport to Health, a report setting out the ways that issues relating to transport and the redesign of services can affect older people's access to health care. The evidence in the report directly influenced the Welsh Government's Llwybr Newydd Transport Strategy.

Action: Scrutinise public bodies and hold to account those responsible for instances of age discrimination.

The Commissioner provides direct support to older people and their representatives through her Advice and Assistance Service. From April 2021 to March 2022, the Commissioner provided assistance to 643 older people, either directly or through family members who contacted the Commissioner on their behalf, to help them uphold their rights and challenge instances of discrimination.

In May 2021, in response to on-going concerns raised through the Advice and Assistance team, the Commissioner called for action to enable safe visits to care homes as Covid restrictions were lifted for wider society. The Commissioner raised concerns that older people living in care homes were being treated differently to the

wider population with the continuation of visiting restrictions in care homes.

Action: Work with the Equality and Human Rights Commission to advance the rights of older people at a national and international level.

In March 2022, the Commissioner joined a panel of experts at Age International's webinar to promote the rights of older people globally. The webinar brought together experts from across the sector with expert knowledge and specialist background on the rights of older people to unpick the challenges that older people experience, and to pinpoint the crucial steps that policymakers must now take to ensure these injustices are addressed. The webinar drew attention to the lack of action on the creation of a UN Convention for Older People and set out the action needed to progress this agenda at an international level as well as with individual governments.

Action: Work with the Children's Commissioner for Wales to promote intergenerational solidarity.

During 2021-22, the Commissioner established a Cross-Party Group on Intergenerational Solidarity to promote solidarity and understanding between generations, which is crucial to challenge stereotypes and assumptions that often lead to ageism and age discrimination.

In February 2022, the Commissioner delivered the keynote speech at the first Global Intergenerational Week conference, which included delegates from all over the world, highlighting the importance of solidarity between generations.

Objective 4: Provide help and support to a diverse range of older people to ensure their rights are upheld and they are not discriminated against.

Action: Capture equality data from enquirers to the Advice and Assistance Service to increase diversity.

In November 2021, equality and diversity monitoring data was added to Advice and Assistance feedback forms. Forms are issued to all enquirers and responses are anonymous. The inclusion of equality and diversity data, whilst optional, has provided valuable information on the profile of people contacting the service.

To date, return rates are low. Steps are being taken to address this, such as looking at all formats possible to be able to return feedback as well as the time taken to complete the form.

Action: Evaluate the diversity profile of older people in contact with the Advice and Assistance Service.

In February 2022, a review of equality and diversity monitoring data received since November 2021 was undertaken, revealing that:

- 75% of the people contacting the service were female
- 90% of contacts identified as white (with the other 10% choosing not to answer)
- Around 50% of people considered themselves to have a disability
- 0 feedback forms were completed in the Welsh Language

Whilst it should be noted that the feedback form is likely to be completed by the person who contacts the Advice and Assistance Service (which may not necessarily be the older person), the data provided a useful insight on the reach of the service. It shows that more needs to be done to engage with Black, Asian and Minority Ethnic Communities, which will be addressed as part of a wider review into the Service.

Action: Increase the awareness of the Advice and Assistance Service amongst older people with protected characteristics.

To improve the reach of the Commissioner's Advice and Assistance Service and to ensure that older people in all of their diversity feel able to contact the Commissioner, work has been undertaken to strengthen links with organisations and advice services that work directly with people with protected characteristics. The Commissioner's Advice and Assistance team meet regularly with organisations such as the Multilingual Helpline to share information on emerging themes and to work in partnership to provide advice to older people from Black, Asian and Minority Ethnic communities.

Action: Ensure that the Advice and Assistance Service is accessible to all older people.

The Commissioner is undertaking an internal review of her Advice and Assistance Service. The review will consider a range of areas for improvement, including actions to increase the awareness of the service amongst older people with protected characteristics and the accessibility of the service. Currently, the Advice and Assistance Service can be accessed in a variety of ways (such as letter, phone, email, webform, social media platforms). The review will be completed by the end of 2022 and identified actions will be progressed in 2023.

Objective 5: Ensure that the Commissioner's work is underpinned by the experiences of a diverse range of older people and is fully accessible.

Action: Engage with the diversity of the older population to learn and understand, inform and empower.

Throughout 2021-22, the Commissioner continued to engage regularly with older people throughout Wales to hear directly from them about their experiences and any issues and challenges they were facing, as well as their views on the action needed to tackle these.

The Commissioner continued to meet regularly with Chairs of key older people's groups - Active Wales, Cymru Older People's Alliance, National Pensioners Convention, the Welsh Senate of Older People, and Pensioners Forum Wales - to hear from them about the experiences of their members and share key information and updates.

In May 2021, the Commissioner was invited to address a consultation session on the Welsh Government's Race Equality Action Plan for older people aged 50+ and their carers, which was facilitated by EYST. This session was created in response to the Commissioner's request for Welsh Government to ensure that the views of older people were heard as part of the consultation process on the draft Race Equality Action Plan. Additionally, the Commissioner was invited to provide the keynote address at the Ethnic Minority Older People Roundtable Meeting, hosted by EYST, in July 2021, to hear how to better meet the needs of Black, Asian and Minority Ethnic older people in Wales.

In August 2021, the Commissioner established a Black, Asian and Minority Ethnic Advisory Group of key organisations and individuals to support her work to capture the lived experiences of Black, Asian and Minority Ethnic older people, which are often not captured by existing data sources, to ensure that the issues that affect their lives are better understood by policy-and decision-makers.

Action: Regularly audit and continually improve the accessibility of the Commissioner's website.

An accessibility audit of the Commissioner's website was undertaken between April - June 2021. The audit found that the Contents Management System used did not allow for changes to be made to the website to enable it to comply with the regulatory changes that were identified with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

To ensure compliance with the regulatory changes, and to have a website fit for purpose, the Commissioner worked collaboratively with a website developer, utilising their creativity and expertise to finalise the design and structure of the new website, and ensure compliance with the international WCAG 2.1 AA accessibility standard. The development of a refreshed website was also guided by the views of older people and stakeholders through a series of engagement sessions.

The refreshed website, launched in March 2022, provides the user with a better end-user experience.

Action: Ensure that the Commissioner's communications are accessible to all and reflect the diversity of older people.

The Commissioner's Communications Style Guide was updated in July 2021. This

document provides guidance on how to communicate with a wide range of audiences in a clear and concise way, using plain language and appropriate imagery.

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 and audio).

During 2021/22, a number of publications in draft form were tested with older people. This feedback enabled changes to be made to improve the accessibility of the document. In 2022/23, feedback will be sought from older people for all information publications.

Appendix A Workforce profiles as at 31/03/22

Headcount Information

1. 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 2021/22, 18 responses were received out of a possible 20. 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	7
45-54	4
55-64	2
65 & Over	-
Prefer Not to Say	-

Gender / Sex	
Male	5
Female	13
Prefer Not to Say	-

Is your gender identity the same as the gender you were originally assigned at birth?	
Yes	18
No	-
Prefer Not to Say	-

Sexual Orientation	
Bisexual	-
Gay Man	-
Gay Woman / Lesbian	-
Heterosexual / Straight	16
Asexual	-
Other	-
Prefer Not to Say	-

Relationship Status	
Married	6
Divorced	-
Civil Partnership	-
Single	-
Co-habiting	10
Separated	-
Widowed	-
Prefer not to say	-

Religion or Belief	
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	16
Scottish	-
English	-
Northern Irish	-
Irish	-
British	2
Gypsy or Irish Traveller	-
Prefer not to say	-

Ethnic Origin	
White	18
Mixed/Multiple ethnic groups	-
Asian	-
Black/African/Caribbean	-
Other – please specify	-

Dependents	
None	9
Children under 18	6
Children under 25 and in full time education	-
Person aged 60+	-
Prefer Not to Say	-

Disability	Yes	No / NA	Prefer Not To Say
Do you consider yourself to have a disability?	0	17	-
Do you have a disability as defined by the Equality Act?	-	15	2
At least one of my dependents has a disability.	-	16	-

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

Pregnancy & Maternity	
Number of pregnant employees during 2021/22	0
Number of employees taking Maternity Leave during 2021/22	0

2. 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	1	3	4
Officer	1	4	5
Head / Lead	4	5	9
Chief Operating Officer	0	1	1
Commissioner	0	1	1

Pay & Grade	Men	Women	Total
20,400 – 22,681 / A	0	0	0
23,721 – 27,519 / B	1	3	4
28,819 – 34,957 / C	1	4	5
36,622 – 44,581 / D	4	4	8
45,518 – 53,008 / E	0	1	1
56,234 – 66,898 / F	0	1	1
90,000* / Commissioner	0	1	1

*Pay Level set by the Welsh Government

Contract Type	Men	Women	Total
Permanent	5	12	17
Fixed Term	1	2	3
Temporary	0	0	0

Working Pattern	Men	Women	Total
Full Time	6	11	17
Part Time	0	3	3
Compressed Hours	0	0	0

Recruitment

3. 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 2021/22, the Commissioner recruited for three posts via external recruitment.

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

Role	Number of candidates
Safeguarding Lead	12
Member of Audit and Risk Assurance Committee (2)	15

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 17 completed Diversity Monitoring Forms associated with external recruitment conducted during 2021/22.

Number of applications for jobs within 2021/2022 received from the following protected groups:

Age	
16-24	0
25-34	3
35-44	2
45-54	4
55-64	5
65 & Over	3
Prefer Not to Say	0

Gender	
Male	6
Female	11
Prefer Not to Say	0

Is your gender identity the same as the gender you were originally assigned at birth?	
Yes	17
No	0
Prefer not to say	0

Sexual Orientation	
Bisexual	0
Gay / Lesbian	1
Heterosexual	13
Asexual	0
Other	2 Pansexual
Prefer Not to Say	1

Relationship Status	
Married	14
Divorced	0
Civil Partnership	1
Single	2
Co-habiting	0
Separated	0
Widowed	0
Prefer not to say	0

Religion or Belief	
No religion or belief	2
Christian (all denominations)	11
Buddhist	0
Hindu	0
Jewish	0
Muslim	0
Sikh	1
Any other religion or belief	2
Prefer not to say	1

National Identity	
Welsh	11
Scottish	0
English	4
Northern Irish	0
Irish	0
British	1
Gypsy or Irish Traveller	0
Other	1
Prefer Not to Say	0

Ethnic Origin	
White	15
Mixed/Multiple ethnic groups	1
Asian	1
Black/African/Caribbean	0
Other	0

Disability	Yes	No / N/A	Prefer Not to Say
Do you consider yourself to have a disability?	2	14	1
Do you have a disability as defined by the Equality Act 2010?	2	15	0

Dependents	
Children under 18	7
Children under 25 in full time education	1
Person aged 60+	2
Other dependents	2
None	6
Prefer not to say	0

At least one of my dependents has a disability	
Yes	4
No	9
Prefer not to say	0
Not applicable	4

No data relating to pregnancy and maternity was collected in relation to recruitment activity for 2021/22.

- 4. 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.**

No members of staff applied to change position within the organisation.

Learning & Development

- 5. 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.
- 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. The Commissioner approved all employee applications for learning and development (training) activity during 2021/22 (11).

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

All 11 employees completed the training, which was undertaken either as individual training or as corporate training where all employees attended.

Grievance Procedures

7. 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.

No employees were involved in grievance procedures.

Disciplinary Procedures

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

No employees were subject to disciplinary procedures.

Leavers

9. 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 2021/22, one employee 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	1
25-34	-
35-44	-
45-54	-
55-64	-
65 & Over	-

Gender	
Male	-
Female	1