



**Comisiynydd Pobl Hŷn Cymru**  
**Older People's Commissioner for Wales**

# **Strategic Equality Plan: Annual Report 2022-23**

# 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.**

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## 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**

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# 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 third annual progress report must be published no later than 30 September 2023.

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 2022-23
- Appendix A – Workforce profile as of 31 March 2023

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 2022/23 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.

As of 31 March 2022, the Commissioner employs a total of 18 members of staff with no-one identifying as Black, Asian or Minority Ethnic. 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 recognises that despite taking steps to reduce barriers to Black, Asian or Minority Ethnic applicants in particular, of the five roles advertised externally during 2022-23 only one applicant declared they were of non-White ethnic origin.

In response, the Commissioner's Anti-Racist Action Plan 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. For example, the Commissioner will:

- review the language used within recruitment documentation to minimise unconscious bias
- continue to engage with culturally and ethnically diverse community networks and groups to support the promotion of job opportunities
- utilise the Pathway to Board network, alongside other methods, to promote any future opportunities within the Audit and Risk Assurance Committee as broadly as possible (the Pathway to Board programme is specifically aimed at Black, Asian and Minority Ethnic people, supporting them to be Board ready).

**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.

In 2022-23, 28 diversity monitoring forms were received alongside application forms, out of a possible 45. As referenced above, the Commissioner will take steps to improve disclosure rates of Equality, Diversity and Inclusion (EDI) data from applicants. In turn, this improved evidence base will assist in the identification of potential barriers that people with protected characteristics may face at different stages of the recruitment process.

**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, with further equality and diversity training delivered in 2022-23.

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.

During 2022-23, a programme of workshops was delivered to support employee physical and mental health and wellbeing. In addition, Menopause, Hybrid Working and Carers leave policies were launched. The Commissioner's Health and Wellbeing Strategy was also developed to consolidate and reinforce the Commissioner's commitment to ensuring that all individuals are treated fairly and with dignity and respect in their working environment and to ensuring the health, safety and wellbeing of the workforce. The Commissioner was re-validated as a Gold Award level employer following an external accreditation process in March 2023.

**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 of 31 March 2023, 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 2022-23 is -12.91%, and that for every £100 men earn, women earn £112.91.

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 will take forward this work in 2023-24.

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

The Commissioner will take forward this work in 2023-24.

**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.**

The Commissioner continued to work in partnership with members of the Rights of Older People Living in Care Homes Group, which brings together organisations from Wales and across the UK, with the aim of strengthening the rights of older people living in care homes.

In April 2022, the responses were reviewed from local authorities and health boards to the formal guidance issued in November 2021 - which set out the kinds of action needed to ensure that older people who are not online can still access the services and support they might need. Individual feedback was then provided on areas where further action could have a positive impact.

In September 2022, a summary report was published of the responses from local authorities and health boards to highlight the variety of projects and good practice underway to provide information and services via non-digital means and tackle digital exclusion amongst older people, a good practice hub was also launched on the website.

**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.

In October 2022, a new guide was launched to help older people and their families understand people’s rights when moving into and living in a care home. The guide highlights rights that people are often not aware of – such as the right to be

involved in care decisions and rights relating to contact with family – and provides information about what people can do if they are concerned their rights are not being upheld and organisations that can provide help and support. The guide has been distributed to approximately 1,000 care homes in Wales, so they can be included in welcome packs and displayed in communal areas, as well as to hospitals, GP surgeries, pharmacies, libraries and other community spaces, and promoted through newspaper adverts. To date, over 7,500 paper copies of the guide have been distributed and the digital version has been downloaded over 700 times.

In March 2023, an online drop-in Q&A session was held on rights in care homes to give older people and their families the opportunity to find out more about their rights and ask any questions they might have. Feedback from this session was very positive, and further similar sessions are planned for 2023-24.

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

Throughout the year, the Commissioner promoted and distributed the ‘Taking Action Against Ageism’ booklet, which empowers older people to recognise and challenge different types of ageism and age discrimination, as well as providing contact details for organisations that can provide help and support.

The Commissioner continued to distribute the ‘how to avoid ageism in communications’ guide, which was published in March 2022, to public bodies, stakeholder partners and other professionals working with older people throughout Wales. The guide includes practical tips to help organisations avoid ageist language and imagery, as well as examples of good practice.

The Commissioner continued to work with Centre for Ageing Better to promote guidance for journalists on writing about older age and ageing, which includes information and tips on language, tone and imagery, alongside calling on the Independent Press Standards Organisation to update its editors’ code to include age as a ‘protected characteristic’.

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

The Commissioner continued to support Local Authorities throughout Wales to develop their age-friendly plans and applications to join the World Health Organisation’s Global Network of Age-friendly Cities and Communities.

In June 2022, an Age-Friendly webinar was held which brought together over 100 older people and stakeholder organisations based throughout Wales, to share good practice and provide opportunities for those attending to make new connections to support partnership working.



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

Throughout 2022-23, 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.

In June 2022, the Commissioner published a report examining older men's experiences of abuse, based on in-depth interviews with male abuse survivors and key organisations providing abuse support services. Alongside the key findings – that older men are often reluctant to seek support due to the stigma of being a male victim of abuse, and face significant barriers when seeking help and support – the report also called for specific action from the Welsh Government and other public bodies.

In October 2022, a webinar was held to explore the findings of the above report and the action required, as well as provide an update on the progress already being made and explore ways of working together to build upon this. The event was attended by over 230 delegates who heard from an older man who had experienced abuse about the barriers he faced in getting support, as well as from other experts about what needs to change.

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

As we emerged from the pandemic and the huge challenges this created, many older people were faced with another crisis as they faced spiralling living costs and found themselves forced to cut back on essentials in an effort to make ends meet, which puts people's health at significant risk. In July 2022, the Commissioner developed a practical guide for older people to provide information about financial support and entitlements available to offer help with energy bills and other costs. The guide was produced in hard copy and was distributed to over 1500 older people and stakeholders.

A significant proportion of the enquiries received by the Advice and Assistance team throughout the year related to social care (23%) and health (21%). The Commissioner's team supported individuals to access a care and support assessment; to support the discharge from hospital process; to help raise concerns about the wait for care assessments and domiciliary care provision; and to understand paying for social care.

## **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 2022 to March 2023, the Commissioner provided assistance to 568 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.

## **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.

Following the establishment of the Cross-Party Group, the Commissioner has continued to work with Members of the Senedd, key academic researchers, practitioners with experience of running intergenerational projects, and representatives of older and younger people, to support action to strengthen the bonds between generations and promote opportunities for intergenerational activities.

## **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.**

The Commissioner's Advice and Assistance Service continued to capture equality data from enquirers to her Advice and Assistance Service through feedback forms. Forms are issued to all enquirers and responses are anonymous.

Whilst completion of equality and diversity data remains optional, work has taken place to increase the return rate of feedback forms. This includes providing feedback forms in a variety of formats and ensuring that enquirers are aware of the reasons for collecting equality data and how we will use such information.

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

For the period April 2022 to March 2023, enquirers that contacted the Advice and Assistance Service and provided equality data revealed that:

- Just under 60% were female
- 91% of enquirers identified as White, with 4% identifying as Asian and 4% identifying as other



- There has been a slight increase to 57% of enquirers stating that they consider themselves to have a disability, from 50% last year;
- 76% of enquirers stated that their religious identity was Christian, 15% stated no belief or religion, just under 7% stated any other religious belief or religion, with just over 2% identifying as Muslim
- Just over 6% of feedback forms were completed in the Welsh Language, showing an increase from the previous year where no forms were completed in Welsh.

Whilst more work needs to be done to improve the diversity of the enquirers contacting the Advice and Assistance Service, it should be noted that older people as a cohort are currently as not as ethnically diverse when compared to the younger adult population in Wales. Despite this, it is encouraging to see an increase in numbers of people who identify as Asian contacting the Service.

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

The Commissioner has sought to maximize awareness of her Advice and Assistance Service through updating the information available to promote the Service. This has included an updated section on the Commissioner's website to advise people on their rights and the way in which the Advice and Assistance Service can assist them. A new promotional leaflet and promotional materials has been produced, which has been distributed through the Commissioner's ongoing engagement work.

Following an internal review of the Service, a dedicated plan of action is being produced to ensure information about the Advice and Assistance Service is distributed to older people who have protected characteristics and to ensure that targeted engagement is undertaken. Currently, engagement has taken place with a range of organisations working with Black, Asian and Minority Ethnic older people to ensure that they feel able to contact the Service and to ensure that the Service is equipped to meet their needs.

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

Following an internal review of the Advice and Assistance Service, work is underway to both increase the awareness of the service amongst older people with protected characteristics and the accessibility of the service. Information about the service is provided in different formats and languages. In March 2023, an online drop in Q&A session was trialed for older people to meet and speak with the Advice and Assistance team. Further sessions are planned for 2023-24.

## **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 2022-23, 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 June 2022, the Commissioner's team attended the Race Equality First Ethnic Minorities Health Fair to share information and resources and hear about the health inequality concerns of attendees.

Building on work with the Advisory Group established in 2021, the Commissioner provided support to 14 organisations and individuals with strong community connections to explore the lived experiences of older people from Black, Asian and Minority Ethnic Communities. Capturing the voices of older people from a broad range of communities identifying as Black, Asian and Minority Ethnic, including refugee communities and Gypsy Travellers, through in-depth, semi-structured qualitative interviews to identify key issues that impact multiple groups, as well as challenges that affect the lives of older people from particular communities. The findings will be used to support partnership working with older people from Black, Asian and Minority Ethnic communities, as well as the organisations that represent their interests, to drive change and improvements.

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

The Commissioner's refreshed website, which went live in March 2022 following a series of engagement sessions with older people and stakeholders to guide its development, is designed to meet the international WCAG 2.1 AA accessibility standard and enables the Commissioner to comply with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

The most recent accessibility audit, undertaken in January 2023, identified a small number of minor required updates, which are set out in the accessibility statement on the Commissioner's website. A plan / timescales are in place to makes these updates (where proportionate).

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

The Commissioner's Communications Style Guide 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 produced specifically for older people are made available in the following formats:

- Digital
- Hard copy
- Easy Read
- BSL
- Audio Versions

Large print and braille versions of documents are also available upon request.

The Commissioner will also continue to engage with older people to seek feedback on draft publications, including feedback on accessibility.

# Appendix A Workforce profiles as at 31/03/23

## 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 2022/23, 19 responses were received 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	-
35-44	8
45-54	5
55-64	3
65 & Over	-
Prefer Not to Say	-

Gender / Sex	
Male	4
Female	15
Prefer Not to Say	-

**Is your gender identity the same as the gender you were originally assigned at birth?**

Yes	19
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	9
Divorced	-
Civil Partnership	-
Single	-
Co-habiting	7
Separated	-
Widowed	-
Prefer not to say	-

**Religion or Belief**

No religion or belief	11
Christian (all denominations)	7
Buddhist	-
Hindu	-
Jewish	-
Muslim	-
Sikh	-
Any other religion or belief	-
Prefer not to say	-

<b>National Identity</b>	
Welsh	17
Scottish	-
English	-
Northern Irish	-
Irish	-
British	-
Gypsy or Irish Traveller	-
Prefer not to say	-

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

<b>Dependents</b>	
None	12
Children under 18	6
Children under 25 and in full time education	-
Person aged 60+	-
Prefer Not to Say	-

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

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

<b>Pregnancy &amp; Maternity</b>	
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:

<b>Job</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
Administrator	0	0	0
Support Officer/Assistant	2	3	5
Officer	0	5	5
Head / Lead	2	4	6
Director / Chief Operating Officer	0	2	2
Commissioner	0	1	1

<b>Pay &amp; Grade</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
22,152 – 25,615 / A	0	0	0
26,894 – 29,640 / B	3	3	5
32,458 – 37,440 / C	0	5	5
41,704 – 47,840 / D	2	3	5
53,435 – 58,240 / E	0	1	1
59,800 – 65,570 / F	0	2	2
90,000* / Commissioner	0	1	1

\*Pay Level set by the Welsh Government

<b>Contract Type</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
Permanent	4	14	18
Fixed Term	0	1	1
Temporary	0	0	0

Working Pattern	Men	Women	Total
Full Time	4	12	16
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 2022/23, the Commissioner recruited for five posts via external recruitment.

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

Role	Number of candidates
Director of Policy	24
Policy and Public Affairs Officer	3
Policy and Public Affairs Assistant	7
Corporate Services Officer	4
Policy and Practice Lead	2
Policy and Practice Lead (readvertise)	5

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 28 completed Diversity Monitoring Forms associated with external recruitment conducted during 2022/23.



**Number of applications for jobs within 2022/2023 received from the following protected groups:**

<b>Age</b>	
16-24	2
25-34	6
35-44	11
45-54	5
55-64	4
65 & Over	0
Prefer Not to Say	0

<b>Gender</b>	
Male	10
Female	17
Prefer Not to Say	1

<b>Is your gender identity the same as the gender you were originally assigned at birth?</b>	
Yes	26
No	0
Prefer not to say	1

<b>Sexual Orientation</b>	
Bisexual	2
Gay / Lesbian	1
Heterosexual	24
Asexual	0
Other	0
Prefer Not to Say	1

<b>Relationship Status</b>	
Married	11
Divorced	3
Civil Partnership	0
Single	8
Co-habiting	4
Separated	1
Widowed	0
Prefer not to say	1

<b>Religion or Belief</b>	
No religion or belief	18
Christian (all denominations)	8
Buddhist	0
Hindu	0
Jewish	0
Muslim	0
Sikh	0
Any other religion or belief	1
Prefer not to say	1

<b>National Identity</b>	
Welsh	21
Scottish	0
English	0
Northern Irish	0
Irish	0
British	7
Gypsy or Irish Traveller	0
Other	0
Prefer Not to Say	0

<b>Ethnic Origin</b>	
White	27
Mixed/Multiple ethnic groups	1
Asian	0
Black/African/Caribbean	0
Other	0

<b>Disability</b>	<b>Yes</b>	<b>No / N/A</b>	<b>Prefer Not to Say</b>
Do you consider yourself to have a disability?	1	27	0
Do you have a disability as defined by the Equality Act 2010?	2	25	0

Dependents	
Children under 18	9
Children under 25 in full time education	2
Person aged 60+	0
Other dependents	0
None	17
Prefer not to say	0

At least one of my dependents has a disability	
Yes	3
No	9
Prefer not to say	0
Not applicable	16

No data relating to pregnancy and maternity was collected in relation to recruitment activity for 2022/23.

- 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 2022/23 (4).

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

All 4 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 2022/23, four 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	1
35-44	1
45-54	1
55-64	-
65 & Over	1

Gender	
Male	3
Female	1