



Comisiynydd Pobl Hŷn Cymru
Older People's Commissioner for Wales

Strategic Equality Plan 2024-26

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 information is correct at time of publication.

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

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Introduction

As an independent voice and champion for older people across Wales, the Commissioner works to promote equality in all aspects of older people's lives.

Many of the issues faced by older people are underpinned by inequality and by a failure to recognise and uphold their rights.

The Commissioner works to ensure that all older people in Wales have a voice, that the contribution older people make to our lives and society is recognised, and that the experiences of people from all backgrounds are used to improve policy and practice.

Understanding older people's lived experiences in all of their diversity is therefore crucial to ensure support and services meet people's needs, and resources are targeted appropriately.

The Commissioner's Strategic Equality Plan (the Plan) for 2024 - 2026 sets out the actions that will be taken over a two-year period to further advance equality, diversity, and inclusion within the Commissioner's external and internal work.

The Plan covers a two-year time frame to enable the transition to a new Commissioner in August 2024. During this time, through engagement with older people in Wales, a new four-year Plan will be developed that aligns to the organisation's vision and values, as well as the new Strategic Plan.

The Commissioner will continue to do all they can to promote equality and protect the rights of all older people in Wales, ensuring they engage with and represent older people in all of their diversity.

1. About the Older People's Commissioner for Wales

The role of the Older People's Commissioner for Wales is to protect and promote the rights of older people aged 60 and over throughout Wales, scrutinising and influencing a wide range of policy and practice to improve their lives.

The Commissioner provides help and support directly to older people through the Advice and Assistance service and works to empower older people and ensure that their voices are heard and acted upon.

The Commissioner's remit is set out in the Commissioner for Older People (Wales) Act 2006, which established the role.

The Commissioner's remit is to:

- Promote awareness of the interests of older people in Wales and of the need to safeguard those interests;
- Promote the provision of opportunities for, and the elimination of discrimination against, older people in Wales;
- Encourage best practice in the treatment of older people in Wales; and
- Keep under review the adequacy and effectiveness of law affecting the interests of older people in Wales

1.1 Our Values

Our organisational values and behaviours drive the culture of our organisation and underpin our personal performance objectives. Our values provide us with a tool we use to hold ourselves to account for the decisions that we make.

One Team

- Shared goals above individual agendas
- Proactive in offering support to others

Respectful

- Actively seek the views of others
- Demonstrate that we value different views and perspective

Inclusive and Friendly

- Pay attention to each other's wellbeing
- Be kind, welcoming and supportive to everyone
- Consider the impact on others of what we say and do

Open

- Challenge constructively and be open to challenge
- Seek to learn from others
- Always look for better ways of doing things

Ambitious

- Show passion for our vision
- Strive for excellence
- Be bold and ready to take considered risks to achieve impact

Integrity

- Strive to do the right things and take responsibility for our work
- Do what we say we will do

2. Overview of the Public Sector Equality Duty in Wales

The Equality Act 2010 brought together and replaced the previous anti-discrimination laws with a single Act. It simplified and strengthened the law, removing inconsistencies and making it easier for people to understand and comply with it.

The Act contains a public sector equality duty which replaces the previously separate duties on race, disability and gender equality.

The aim of the equality duty is to ensure that public authorities and those carrying out a public function consider how they can positively contribute to a fairer society through advancing equality and good relations in their day-to-day activities. The duty ensures that equality considerations are built into the design of policies and the delivery of services and that they are kept under review. This should achieve better outcomes for all.

The three aims of the equality duty are to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act;
2. Advance equality of opportunity between people who share a relevant protected characteristic and those who do not;
3. Foster good relations between people who share a protected characteristic and those who do not.

The general duty covers the following protected characteristics:

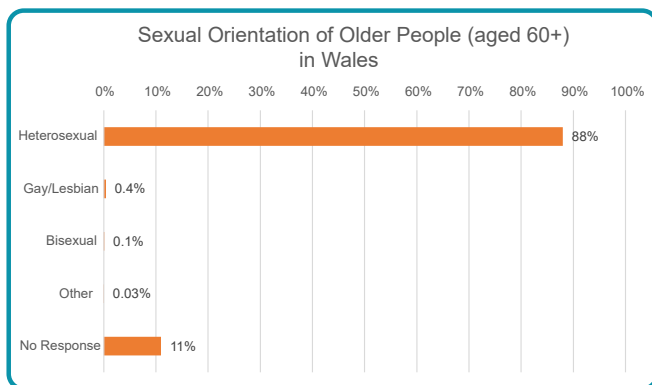
- Age
- Sex
- Race – including ethnic or national origin, colour or nationality
- Disability
- Gender reassignment
- Pregnancy and maternity
- Sexual orientation
- Religion or belief – including lack of belief
- Marriage and civil partnership (but only in respect of the requirement to have due regard to the need to eliminate discrimination in employment)

3. Context

Older People in Wales: Key Facts and Figures

	2021	2030	2040
60+ Population Estimate	866,444	993,000	1,034,000
Older People (60+ as % of Total Population)	28%	30%	31%

White British	830,845
Other White Ethnicity (Irish, Gypsy/Traveller, Polish, Other White)	15,150
Non White (Indian, Pakistani, Bangladeshi, Chinese, Other Asian, Black Caribbean, Black African, Other Black, Arabic, All Other Ethnic Groups)	14,695



Approximately **572,000** older people (**66%**) consider themselves to have a longstanding illness.

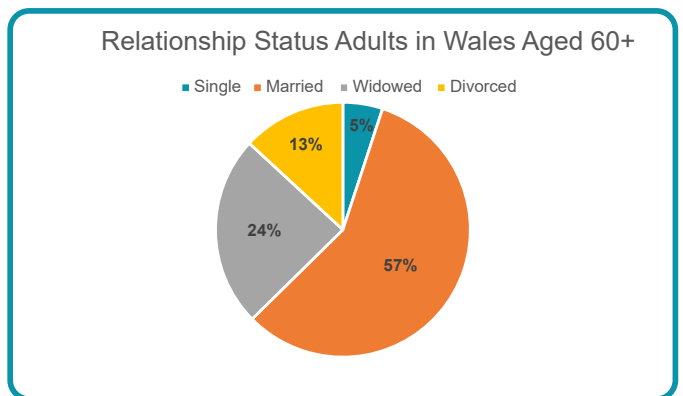
Approximately **433,000** older people (**50%**) consider themselves limited by a longstanding illness.

Approximately **234,000** older people (**27%**) consider themselves to be limited a lot by a longstanding illness.

According to the recent census, **116,788** people over the age of 60 can speak Welsh. This is equal to **13.6%**.

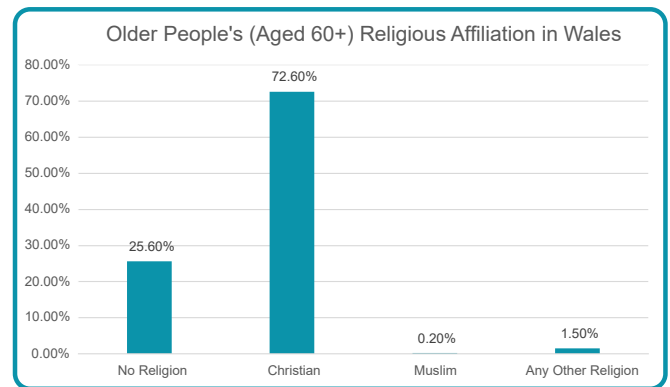
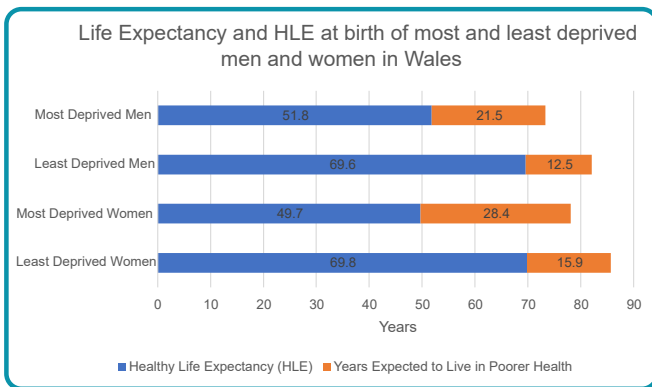
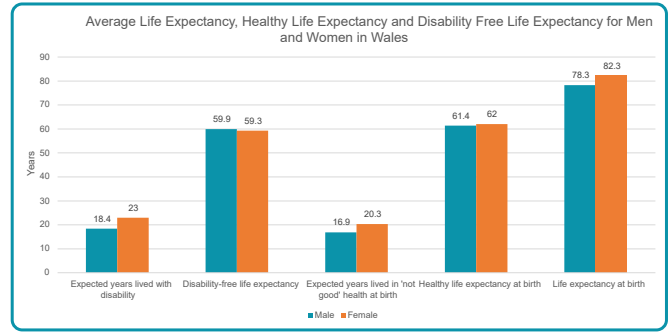
28% of fluent Welsh speakers aged over 65 – an estimated **21,000** older people – feel more comfortable speaking Welsh than English.

The percentage of older people who speak Welsh in different local authorities range from **1.4%** of 65-74s and **1%** of over 75s in Blaenau Gwent, to **53%** and **56.5%** in Gwynedd.



In 2021, 20795 people aged 65 or over lived in a care home (split equally between those in a home without nursing provision and those in a home with nursing care).

This represents 2.4% of people over the age of 65.



References can be found on page 16.

4. How we developed our Equality Objectives

The Commissioner's Equality Objectives for 2024 – 2026 were developed following:

- A review of the previous Strategic Equality Plan and annual equality monitoring reports.
- A review of Census data from the Office for National Statistics.
- A review of key publications including the Equality and Human Rights Commission's 'Equality and Human Rights Monitor 2023: Is Wales Fairer?' and the Commissioner's own publication 'Understanding Wales' Ageing Population: Key Statistics'.
- Learning from our own work undertaken and reports produced, as well as engagement with older people.
- Consultation with the Commissioner's staff.
- Consultation with the Commissioner's Senior Management Team.

5. Equality Objectives

Equality Objective 1: The Commissioner will promote an internal culture that is welcoming and supportive, ensuring equality of opportunity for all employees

Year 1 Actions:

- Produce an Anti-Racist Action Plan.
- Provide further organisational wide equalities training.
- Review the effectiveness of the equality module of the induction programme and develop as required.
- Develop and Publish a Modern Slavery and Human Trafficking Statement.

Year 2 Actions:

- Review organisational values.

Year 1&2 Actions:

- Deliver on the Anti-Racist Action Plan.
- Monitor the gender pay differences within the Commissioner's workforce.
- Review the effectiveness of the recruitment processes relevant to both the workforce and the Audit and Risk Assurance Committee.

Equality Objective 2: The Commissioner will increase the awareness and reach of the Advice and Assistance Service

Year 1 Actions:

- Capture equality data from enquirers to the Advice and Assistance service.
- Analyse 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.
- Promote the Advice and Assistance service to partner organisations who support older people (statutory and third sector) to reach the diversity of older people.

Year 2 Actions:

- Maintain and develop more accessible information, for example easy read, different languages, videos, explaining the role and work of the Commissioner.

Year 1&2 Actions:

- Review the reach of the Advice and Assistance service.

Equality Objective 3: The Commissioner will strengthen engagement, communication, and involvement with older people with protected characteristics to ensure that their voices inform wider work

Year 1 Actions:

- Develop the best communications channels for reaching older people.
- Engage with the diversity of the older population throughout Wales.
- Ensure the voices of older people inform the Commissioner's priorities.

Year 2 Actions:

- Review models of engagement and communication with older people to determine if further improvements can be made in engaging with older people with protected characteristics.

Equality Objective 4: The Commissioner will continue to ensure that the experiences of older people influence and informs public services and systems as well as planning and practice

Year 1&2 Actions:

- Reporting on and taking forward recommendations from areas of work including older people's experiences of GP services; lived experiences of Black Asian Minority and Ethnic older people; the links between ageism and abuse.

6. Monitoring, Evaluation and Review

The Commissioner is clear that delivering on the Equality Objectives requires a whole team approach. All members of staff will therefore contribute towards achieving the Equality Objectives contained within this Plan.

Whilst recognising this broad accountability within the organisation, the progress against the Commissioner's Equality Objectives and on the identified actions will however be formally monitored by the Chief Operating Officer and the Rights and Equalities Lead. This will take place on an ongoing basis.

A bi-annual update on progress against the Equality Objectives will also be discussed by the Senior Management Team in October and April.

7. Publication and Reporting

The Commissioner's Strategic Equality Plan 2024-26 will be published on the Commissioner's website, alongside previous Plans. The Plan will be promoted through appropriate channels and versions of the Plan in alternative formats will be made available on request.

In compliance with the duties under the Equality Act 2010, the Commissioner will continue to report annually on progress made since the publication of the Strategic Equality Plan. All annual equality reports will be published on the website and copies will be made available on request.

Appendix 1: Workforce profile data

As required by the Equality Act 2010, the Commissioner will continue to collect data on the profile of her workforce in relation to the areas listed below.

This data is reported annually and previous reports can be found [here](#). Trends from this data have been analysed and used in the formation of the Commissioner's Equality Objectives.

Required workforce data collected by the Commissioner:

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
- Marriage and civil partnership

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
- Pay & Grade
- Contract Type
- Working Pattern

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.

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.

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.

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

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.

Disciplinary Procedures

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

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.

Gender Pay Gap

Publish data on the gender pay differences.

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