



Comisiynydd Pobl Hŷn Cymru
Older People's Commissioner for Wales

**Strategic
Equality Plan:
Annual Report
2023-24**

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

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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 fourth annual progress report must be published no later than 30 September 2024.

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 2023-24
- Appendix A – Workforce profile as of 31 March 2024

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 2023/24 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 broad spectrum of protected characteristics.

As of 31 March 2024, 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 disabled people and Black, Asian and Minority Ethnic people who apply and meet the essential job criteria, a guaranteed interview.

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 six roles advertised externally during 2023-24 only two applicants declared they were of non-White ethnic origin.

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 the protected characteristics of all applicants is requested 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 2023-24, 27 diversity monitoring forms were received alongside application forms, out of a possible 60. As referenced above, the Commissioner will continue to 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 2023-24, a number of team meetings were dedicated to supporting employee physical and mental health and wellbeing.

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 2024, the median wage for men was higher than women. However, the mean salary of females is higher as the Senior Management Team are all female. This means that the gender pay gap for 2023-24 is -7.74%, and that for every £100 men earn, women earn £107.74.

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

The Commissioner undertook a review of her Equality Impact Assessment process and, taking into account good practice elsewhere, determined that a refreshed approach was necessary. A new template EIA form (including a screening tool) will

be developed and introduced by the September 2024 (following a period of staff engagement)

Objective 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.

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. This has included work focused on raising awareness about the rights of older people living in care homes, increasing awareness of security of tenure issues experienced by older people living in care homes, improving access to healthcare in care homes and continuing to provide information to older people and their families about rights.

The Commissioner also had a significant focus on addressing inequalities experienced by older people who were digital excluded. Specifically, the Commissioner:

- Invited older people to share their experiences of digital exclusion and the impact this has on their lives via a survey shared widely throughout Wales, building on existing work to ensure that older people can access information and services via non-digital means, or are supported to get or stay online.
- Used the experiences shared by over 150 older people as the basis for her Access Denied report, which found that a growing number of older people in Wales are at risk of social exclusion and being left behind as the use of digital technology continues to play an even greater role in our everyday lives. The report highlighted that many older people are finding it increasingly difficult, if not impossible, to access the information and services they need – including crucial services such as health appointments – while also facing significant barriers that can lead to or reinforce digital exclusion, such as maintaining digital skills, costs and concerns about security.
- Called on public bodies to ensure that duties under the Equality Act (and other relevant legislation) are being met, and to deliver practical support to get people online, while also continuing to provide information and services via non-digital means. In addition, the Commissioner called for digital exclusion to be central to discussions relating to the design and delivery of public services, and for the voices of older people who are digitally excluded to be heard and responded to more effectively. The Commissioner also called on private companies to take action so 'offline' customers receive equivalent levels of service, and for greater support for those who may need it.

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 January 2024, the Commissioner published her guide, "Ready to go: Helpful information about what to expect when you're ready to leave hospital", to inform and empower older people by providing information about what they should expect when they are ready to be discharged from hospital, and their rights throughout the discharge process. The guide, developed with support from older people, provides answers to frequently asked questions, explains key language / terms related to hospital discharge and provides details of helpful contacts.

In February 2024, the Commissioner launched a new resources hub to help older people and their families understand their rights when clinical decisions are being made relating to Do Not Attempt CPR (DNACPR), to enable timely, sensitive and informed discussions. The hub provides key information and connects people to a wide range of useful resources, including the DNACPR form itself, key information produced by other organisations, and details of services that can offer support if someone has concerns about the DNACPR process.

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

In October 2023, the Commissioner published a briefing paper examining the barriers many older people face while trying to stay in or access employment and the kinds of action needed to tackle ageism in the workplace.

In January 2024, the Commissioner gave oral evidence to the UK Parliament Women and Equalities Committee inquiry into the rights of older people, describing the role that ageism plays in undermining rights and why a greater focus on protecting the rights of older people who are digitally excluded is crucial.

The Commissioner took forward action identified during a roundtable event focused on encouraging practitioners to reflect upon ageism and its potential effects on their work with older people experiencing abuse. This has included establishing a subgroup tasked with examining how a package of resources could be developed and used by organisations to grow knowledge and understanding amongst their practitioners.

In partnership with the Welsh Government officials, the Commissioner identified how the Welsh Government could be an exemplar in terms of age-positive practice, such as through delivering training for staff to help them recognise and avoid ageism when making decisions and communicating. This has included providing feedback on new guidelines for key staff on creating inclusive communications, which makes specific references to older people and ageing.

Throughout the year, the Commissioner distributed her 'How to avoid ageism in communications' guide to public bodies, stakeholder partners and other professionals working with older people throughout Wales, which includes practical tips to help organisations avoid ageist language and imagery, as well as examples of good practice.

The Commissioner called out the callous, ageist attitudes towards older people reported in accounts of discussions amongst senior UK Government politicians and officials, highlighted as part of the UK Covid-19 Inquiry.

The Commissioner worked with the World Health Organisation, and partners based throughout the world, to support the development of the Global Campaign to Combat Ageism, which aims to change the way we think, feel and act towards age and ageing.

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

In November 2023, the Commissioner brought together over 120 older people and stakeholders, and around 50 online delegates, from throughout Wales for a hybrid conference event, Making Wales an Age friendly nation: Celebrating progress, building on success, to inspire new action and partnerships to support the delivery of even more age-friendly projects and initiatives. Delegates heard from older people about the good practice they are delivering locally to support people to age well as well as from expert speakers, including the Deputy Minister for Social Services, Chief Executive of Public Health Wales and WLGA Spokesperson for Health and Social Services.

The Commissioner established the Age-Friendly Community of Practice (CoP) for Wales, which now has over 50 members including older people, groups and organisations representing older people, Welsh Government, local authorities and academic institutions.

Over 30 one-to-one sessions were delivered by the Commissioner to local authorities in Wales to provide advice, expertise and support on the development of local age-friendly plans and strategies, as well as their applications to join the World Health Organization's Global Network of Age friendly cities and communities, recognising a commitment to making communities more age-friendly.

A working group was established to plan and develop ways to evaluate Age-Friendly Engagement work in Wales, bringing together local authorities, academic colleagues and older people to co-produce survey approaches that are being piloted by 8 local teams.

Emerging findings from Age-Friendly Engagement work with older people by local authorities and partners were presented to regional and national network events hosted by the Welsh Government to inspire and support local action.

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

Throughout 2023-24, 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.

The Commissioner met with older people who have experienced abuse to hear from them about the improvements needed so people can access the support and services they need.

The Commissioner met with staff and volunteers at domestic abuse support services throughout Wales to learn more about the good practice being delivered to reach out to and support older people that could be delivered more widely in other areas of Wales.

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

During 2023-24, the Commissioner gathered information from 900 older people concerning their experiences of access to GP services. Black, Asian and Minority Ethnic Older people shared experiences of how difficult it was to access services in the language of choice. In March 2024, the Commissioner published a report that included a series of recommendations setting out the action needed to improve the experiences of older people.

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

During 2023-24, my Advice and Assistance Service provided help and support to 381 older people and their families, helping to ensure people's rights are upheld, providing crucial information on a variety of issues, and connecting people with support and services throughout Wales.

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

In April 2023, the Commissioner joined with the Children's and Future Generations Commissioners for Wales to highlight the importance of solidarity between generations and its benefits.

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 2023 to March 2024, enquirers that contacted the Advice and Assistance Service and provided equality data revealed that:

- 67% were female
- 92% of enquirers identified as White, with 2% identifying as Asian and 2% identifying as other
- There has been a slight decrease in the number of enquirers stating that they consider themselves to have a disability, down from 57% to 50%;

- 46% of enquirers stated that their religious identity was Christian, 35% stated no belief or religion, 4% stated any other religious belief or religion, with just over 2% identifying as Muslim
- 6% of feedback forms were completed in the Welsh Language

The Advice and Assistance Service are reviewing how they collect demographic data from enquirers.

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 has been 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.

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.

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 2023-24, regular engagement with older people throughout Wales remained a key focus for the Commissioner and her team to hear directly about people's experiences of growing older.

This involved travelling throughout Wales to meet and speak with older people, at groups such as older people's forums, Men's Sheds and Women's Institute groups and other social groups, as well as groups offering specific support to older people, such as groups supporting people living with dementia. The Commissioner also continued to meet regularly with Chairs of key older people's groups - Active Wales, Cymru Older People's Alliance, National Pensioners Convention Wales Senior Forum – to hear from them about the experiences of their members and share key information and updates.

The Commissioner also met with the individuals and groups that supported her work to explore the lived experiences of Black, Asian and Minority Ethnic older people to share her findings and, importantly, demonstrating how the evidence shared informed her work as Commissioner and shaped key projects.

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 2024, identified a small number of minor required updates, which are set out in the accessibility statement on the Commissioner's website. Action has been delivered throughout 2024 to make these updates and further enhance the accessibility of the Commissioner's website, including making all PDFs published after 2017 accessible, updating colours to AAA standard, and other changes to make the website more navigable for individuals with sight loss. Further updates will be made throughout the rest of 2024, ahead of the next audit in January 2025, reflecting our ongoing commitment to ensuring the Commissioner's website can be accessed by everyone.

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 31/03/24

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	2
35-44	8
45-54	7
55-64	2
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	17
Asexual	-
Other	-
Prefer Not to Say	-

Relationship Status

Married	11
Divorced	-
Civil Partnership	-
Single	2
Co-habiting	2
Separated	-
Widowed	-
Prefer not to say	-

Religion or Belief

No religion or belief	9
Christian (all denominations)	9
Buddhist	-
Hindu	-
Jewish	-
Muslim	-
Sikh	-
Any other religion or belief	-
Prefer not to say	-

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

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

Dependents	
None	10
Children under 18	5
Children under 25 and in full time education	2
Person aged 60+	2
Prefer Not to Say	-

Disability	Yes	No / NA	Prefer Not To Say
Do you consider yourself to have a disability?	-	18	-
Do you have a disability as defined by the Equality Act?	-	17	2
At least one of my dependents has a disability.	3	15	-

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

Pregnancy & Maternity	
Number of pregnant employees during 2023/24	0
Number of employees taking Maternity Leave during 2023/24	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	0	4	4
Head / Lead	3	5	8
Director / Chief Operating Officer	0	2	2
Commissioner	0	1	1

Pay & Grade	Men	Women	Total
22,152 – 25,615 / A	0	0	0
26,894 – 29,640 / B	1	3	4
32,458 – 37,440 / C	0	4	4
41,704 – 47,840 / D	3	4	7
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

Contract Type	Men	Women	Total
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 2023/24, the Commissioner recruited for six posts via external recruitment (one post was advertised twice). The below table details the number of candidates who applied for each role:

Role	Number of candidates
Executive Assistant	0
Senior Executive Assistant	6
Rights and Equalities Lead	19
Senior Advice and Assistance Officer (1st round)	13
Member of Audit and Risk Assurance Committee	8
Senior Advice and Assistance Officer (2nd round)	14
Team Support Administrator	0

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 27 completed Diversity Monitoring Forms associated with external recruitment conducted during 2023/24.

Number of applications for jobs within 2023/2024 received from the following protected groups:

Age	
16-24	0
25-34	6
35-44	9
45-54	7
55-64	3
65 & Over	1
Prefer Not to Say	1

Gender	
Male	8
Female	19
Prefer Not to Say	0

Is your gender identity the same as the gender you were originally assigned at birth?	
Yes	25
No	1
Prefer not to say	1

Sexual Orientation	
Bisexual	0
Gay / Lesbian	0
Heterosexual	25
Asexual	0
Other	0
Prefer Not to Say	2

Relationship Status	
Married	9
Divorced	4
Civil Partnership	0
Single	4
Co-habiting	7
Separated	0
Widowed	1
Prefer not to say	2

Religion or Belief	
No religion or belief	13
Christian (all denominations)	11
Buddhist	0
Hindu	0
Jewish	0
Muslim	0
Sikh	0
Any other religion or belief	0
Prefer not to say	3

National Identity	
Welsh	22
Scottish	1
English	0
Northern Irish	0
Irish	0
British	3
Gypsy or Irish Traveller	0
Other	1
Prefer Not to Say	0

Ethnic Origin	
White	25
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	24	1
Do you have a disability as defined by the Equality Act 2010?	2	22	3

Dependents	
Children under 18	11
Children under 25 in full time education	4
Person aged 60+	2
Other dependents	0
None	12
Prefer not to say	1

At least one of my dependents has a disability	
Yes	1
No	14
Prefer not to say	1
Not applicable	11

No data relating to pregnancy and maternity was collected in relation to recruitment activity for 2023/24.

- 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 2023/24 (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 2023/24, 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	1
25-34	
35-44	1
45-54	2
55-64	
65 & Over	

Gender	
Male	1
Female	3