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PUBLIC SERVICES OMBUDSMAN FOR WALES



Valuing Diversity

The Public Services Ombudsman for Wales

Annual Equality Report 2020/21

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Foreword

Valuing Diversity

Twelve months ago, along with the rest of Wales, my team and I were settling into a new 'normal' way of living and working. However, for many in Wales, COVID-19 has proved to stark effect how age, ethnicity, disability, poverty and other individual characteristics, can conspire to deliver disproportionate impacts and poorer outcomes on top of the normal daily challenges people face. So, I publish my Annual Equality Report for 2020/21 with a sense of reflection and greater determination to do right for those who have faced additional hardship because of their personal circumstances and by serving to make both my services and those of others fairer, more accessible and inclusive.



As the Public Services Ombudsman for Wales, with a mission to ensure justice, it is imperative that my office acts as an ally for the disenfranchised, speaking out and challenging discrimination and prejudice where and when we find it. As such, I welcomed the publication of my second Equality and Human Rights Casebook in February, which draws attention to cases where I believe that someone's rights may have been compromised by the actions or inaction of a public body within my jurisdiction. Whilst it is not my role to definitively find that someone's human rights have been breached or that there has been actual discrimination, I will comment if I feel that someone's rights may have been compromised by the actions or inaction of a public body within my jurisdiction.

My new, pro-active powers allow me to give a voice to the voiceless and this year saw the launch of my first Own Initiative investigation on homelessness in Wales. The pandemic has shown us how important it is to have your own front door, especially in protecting those most at risk. The investigation's methodology was supported by a comprehensive equality impact assessment, and I am hopeful the outcomes of the investigation will have a positive impact for those who are most vulnerable.

Despite taking a range of positive steps to promote our service, we are still seeing a lower proportion of complaints from ethnic minority people, younger people and those over 65 years old, compared with the equivalent Welsh population. More worryingly, we saw a drop in the proportion of disabled people registering complaints with us in the second half of the year. We swiftly contacted disability groups to understand what might sit behind this fall. Indications suggest that this is the result of wider systemic changes due to COVID-19, which makes developing and implementing positive action

even more important. Changes such as this demonstrate the importance of having regular comprehensive monitoring in place, as well as the capacity to act quickly when we note something going awry.

The pandemic created new challenges and exacerbated existing problems across the whole of public service in Wales, including for ourselves. The move to homeworking for my staff has meant that some of our services were disrupted. However, the investment in IT equipment and software, and changes to our flexible working arrangements, now means all my staff can work from home should they chose to, adapting their work around other commitments, such as caring for others or volunteering. I hope that these adaptations, alongside our commitments to being a Disability Confident employer, will make working with me more accessible to more disabled people, as well as those who live and work in North, West and Mid-Wales.

I am committed to taking proactive and positive steps to make my workforce more equal, diverse and inclusive. I take pride in championing our new Race and Ethnicity at Work Charter, aimed at strengthening our contribution to race equality, justice and inclusion in Wales, as an employer and service provider, which was developed against the backdrop of the Black Lives Matter movement. Our recently appointed Autistic Champion is already having impact, drawing on their own lived experience and connecting with autistic organisations across Wales to build our organisational capacity in understanding and responding to autistic and other neuro-divergent people's needs. I am delighted to see that our Median Gender Pay Gap has dropped from 11% to 5%, below the average for the Welsh public sector, and that the proportion of our ethnic minority staff is above the latest population figures for the Wales.

Despite these positive trends, our disabled representative workforce is still well below the 22% proportion of disabled people of working age, and we are not attracting enough disabled, ethnic minority or young people into our recruitment process. We need to do more. My newly appointed Human Resources Business Partner brings a host of new recruitment ideas for us to explore as we continue to build diversity and inclusion across the organisation.












We won't know yet what the full implications of the pandemic will have on those that are most disadvantaged and vulnerable, but I am determined that, in my last year as the Public Services Ombudsman for Wales, my staff and I will continue to work hard for those who suffer injustice.

Nick Bennett

Public Services Ombudsman for Wales

Our Equality Objectives

We have 11 Equality Objectives, mapped to the three strategic aims of our Corporate Plan:

Deliver Justice		1.1: Capture comprehensive and meaningful equality data from PSOW service users
		1.2: Effectively target under-represented complainant groups
		1.3: Ensure that PSOW's services are accessible to all public service users in Wales who need them
Promote Learning, Work to Improve Public Services		2.1: Ensure that PSOW casework staff can identify and adequately respond to equality and human rights issues
		2.2: Publish more information about how PSOW casework takes account of equality and human rights considerations.
		2.3: Ensure that equality is embedded in the planning and implementation of PSOW's new powers
Use Resources Wisely and Future-proof the Organisation		3.1: Capture, analyse and act on comprehensive and meaningful equality employment data
		3.2: Act to improve the representation of protected groups in PSOW workforce
		3.3: Address PSOW Gender Pay Gap
		3.4: Promote staff wellbeing and awareness of equality and diversity issues
		3.5: Ensure that the consideration of equality is embedded in PSOW decision making

Our Race and Ethnicity at Work Charter

We will listen	We will engage proactively with ethnic minority communities to determine and break down the barriers to access to our service, recognising
	We will continue to be an inclusive organisation and will provide ethnic minorities staff with support, listen to their experiences and learn, to make positive changes.
	We will listen to our staff, including ethnic minority staff and allies, and use their knowledge and experience to support a positive organisational culture. We will support staff wishing to establish or be part of staff networks at PSOW. people and allies and support their development.
We will learn	We will ensure continued anti-racism learning and awareness for all staff.
	We will hold events throughout the year to celebrate ethnic minority cultures, increase learning and raise awareness of differences, including the issues of racism and discrimination.
	We will reinforce our learning from the unconscious bias training.
We will act	The Ombudsman will become the Executive Sponsor from the Leadership Team to provide visible leadership on race and ethnicity in our organisation.
	We will ensure BAME representation on our Advisory Panel and Audit and Risk Assurance Committee by April 2022.
	We will take proactive measures to secure a more diverse workforce that is more representative of the communities we serve. We will do this by increasing awareness of our role and recruitment opportunities to potential ethnic minority candidates, with the aim of achieving that 8% of those shortlisted for interview are ethnic minorities.

We published our 'Race and Ethnicity at Work Charter' against the backdrop of the Black Lives Matter Protests. It was both timely and appropriate that our actions for the year included an emphasis on strengthening our contribution to race equality, justice and inclusion in Wales. The Charter will be reviewed and updated annually.

Background

In this section, we explain our remit, our equality duties and commitments and the steps that we have taken to manage our Equality Plan and produce this Report and actions.

Readers already familiar with our organisation and our ways of working are invited to skip to part 2 which discusses our performance in 2020/21 and the actions planned for next year.

About Us

We serve the people of Wales in 3 different ways.

Our first role is to handle complaints about maladministration, service failure, or failure to provide a service by most public service providers in Wales, such as:



Local
Government



NHS (including
GPs and dentists)



Registered Social
Landlords



Welsh Government
and its sponsored
bodies

More information on our process for handling complaints about public bodies in Wales can be found on our [website](#) (also in Easy Read).

Our second role is to consider complaints that elected members of local authorities have breached their Codes of Conduct, which set out the recognised principles of behaviour that members should follow in public life. In this role, we can consider complaints about:



County and
County Borough
Councils



Community Councils



Fire Authorities



National Park
Authorities

More information on our process for handling complaints about a local authority member's conduct can be found on [our website](#) (also in [Easy Read](#)).

Our third role is to drive systemic improvement of public services. Traditionally, we have done this mainly by publicising our findings, for example in public interest and thematic reports, annual letters to bodies in our jurisdiction and casebooks.

In 2019 the Act establishing our office was reformed. As part of the reform, we were given new powers to drive systemic improvement. We can now undertake investigations on our own initiative, even when we have not received a complaint. We can also set complaints standards for public bodies in Wales and monitor their performance in complaint handling.

Our Equality Duties and Commitments

We must comply with general and specific duties under the Equality Act 2010 in relation to protected characteristics. We are also committed to acting in the spirit of the socio-economic duty and to supporting the Welsh language.

General equality duty

The Equality Act 2010 introduced a public sector equality duty (the 'general duty'), replacing the separate duties on race, disability and gender equality.

Under the general duty we must have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
- advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not.

The general duty covers the following protected characteristics: age; disability; sex; sexual orientation; gender reassignment; race (including ethnic or national origin, colour or nationality); religion or belief (including lack of belief); pregnancy and maternity; and marriage and civil partnership (but only in respect of the requirement to have due regard to the need to eliminate discrimination).

Specific equality duties

The general equality duty is not prescriptive about the approach a public authority should take in order to comply with their legal obligations. Listed bodies in Wales also have specific duties to help them in their performance of the general duty.

Under the specific duties in Wales, we must set Equality Objectives and prepare Strategic Equality Plans.

We must also collect and monitor equality data (including in relation to employment and pay differences); assess the impact of our policies and procedures on equality; engage with protected groups; provide training on equality to staff; and consider equality in procurement.

Socio-economic duty

Part 1 of the Equality Act 2010 requires specified public bodies to consider how their strategic decisions may help to reduce socio-economic inequalities – resulting, for instance, from differences in occupation, educational opportunities or place of residence. This is referred to as the ‘socio-economic duty’.

Welsh Government published Guidance on the Socio-Economic Duty in March. The duty requires public bodies to consider how their strategic decisions can help reduce inequalities of outcome caused by socio-economic disadvantage.

Strategic decisions are those key decisions that affect how a public body fulfils its statutory purpose. Whilst the PSOW is not bound by the Act, we are committed to its principles and have already taken steps to strengthen consideration of socio-economic inequalities in our work.

Welsh language

We are committed to ensuring that the Welsh language is welcomed and treated no less favourably than English in all aspects of our work and that we meet the needs of Welsh speakers.



Under our new Act, we are required to comply with Welsh Language Standards. In July 2020, we received our compliance notice from the Welsh Language Commissioner, with the compliance date for most of the Standards set for 31 January 2021.

During 2020/21, we reviewed our Welsh Language Policy in line with the Standards. [You can read our Welsh Language Policy here.](#) The [details of the Standards that we are required to comply with can be found on our website here.](#)

Our performance under the Standards during 2020/21 is detailed in a separate Welsh Language Report.

How we manage our equality plan

Our Management Team has the overall responsibility for the strategic direction and governance of the office and ensures that operational management complies with all legal, statutory and good practice guidance requirements. The Management Team receives quarterly reports on the implementation of the Plan and future planning.

The Head of Policy & Equality, Diversity and Inclusion is responsible for the coordination of implementation of actions under the Plan; the evaluation and

review of the Plan; the preparation of annual equality reports; and the formulation of new actions. The Head of Policy & Equality, Diversity and Inclusion also assists staff in completing Equality Impact Assessments (EIAs).

All staff assigned responsibilities for actions are responsible for completing those actions, with progress monitored on an ongoing basis at team level.

All staff receive information about actions under the Plan and are encouraged to contribute ideas and feedback and participate, as relevant.

The Head of Policy and Equality, Diversity and Inclusion is assisted by an internal staff Equality Group. The Group

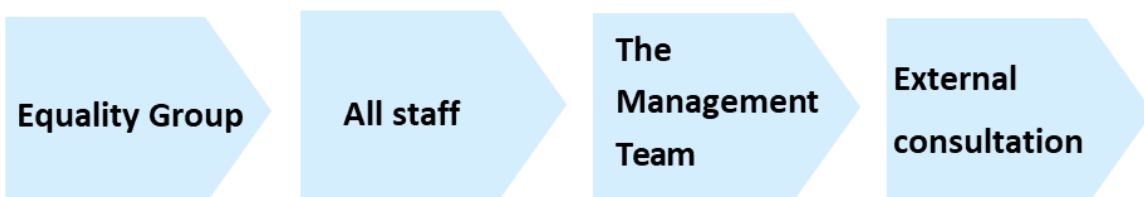
- helps monitor the implementation of the Equality Plan
- helps to formulate proposals for actions under the Plan
- acts as a sounding board for equality projects and initiatives within the office
- offers feedback and advice on Equality Impact Assessments.

During 2020/21, the Group reviewed its work and decided to continue with the current scope of responsibilities.

How we prepared this report and actions

In developing this Report and actions, we drew on research from a variety of secondary sources, including publications, research and data by the Equality and Human Rights Commission (especially the 2018 report ‘Is Wales Fairer?’); the Office for National Statistics; the Welsh Government; the UK Government Equalities Office; Stonewall; Chwarae Teg; and many others. We also considered the emerging data about COVID-19 and its impact on different populations. This was analysed alongside the data available from our internal equality monitoring processes.

References to the data informing our analysis can be found in the Appendices. In preparing this Report, we consulted and engaged in four stages:



At each stage we asked whether:

- our Equality Objectives are still current and relevant
- the proposed actions are appropriate
- we should consider any other actions.

The implications of working arrangements under the Covid-19 restrictions meant that we were not able to implement some actions planned for 2020/21.

We thank all those who took time to offer comments on this Report in these challenging times.

Our performance in 2020/21 & actions for 2021/22

Based on the feedback received, we decided that all our Equality Objectives remain valid, with one small amendment. This section presents our performance during 2020/21 and planned new actions for 2021/22.

Strategic Aim 1: Deliver Justice

A fair, independent, inclusive and responsive complaints service.



Objective 1.1: Capture, analyse and act on comprehensive and meaningful equality data from PSOW's service users

Since the publication of our Equality Plan in November 2019, we have been taking steps to improve how we collect data on the equality profile of service users. Almost all the data was being collected through an online complaint form, excluding individuals who chose to - or had to - contact us through other channels. To address this, we developed an action plan to start inviting our complainants more proactively to share their equality data with us through different formats. The plan was implemented between January and March 2021 on a pilot basis and evaluated at the end of the financial year.

We analyse and monitor the data for our complainants every quarter and act responsively when we see changes in complainants' data profiles. This consistent approach to monitoring and analysing meant that we were able to act quickly when we noted a reduction in the number of disabled people making complaints, connecting with disability groups to understand the issues faced by disabled people that could explain this shift.

We rely on complainants completing equality surveys to gather this information and offer a variety of ways for them to do this. Often this data is incomplete and does not fully represent the characteristics of our complainants, so we are

committed to develop new ways of identifying equality themes from our casework. This action involves updating our Casework Management System to allow us to start tagging the relevant cases for equality and human rights issues and updating our equality form. During 2020/21, this update had to be delayed due to the prioritisation of IT tasks to enable us to work effectively whilst at home, as a result of the COVID-19 pandemic.

Our 2020/21 commitments	% completed
Continue to capture equality data from complainants	100%
Update our online complaint form to include a revised equality monitoring questionnaire	50%
Implement a more proactive approach to the collection of equality data from complainants, including over the phone and/or by text	75%
Develop our internal process of tagging cases involving equality or human rights considerations in our Casework Management System	50%

Our actions in 2021/22	Responsibility
Continue to capture, analyse and act on our equality data from complainants	Head of Policy & Equality, Diversity and Inclusion
Complete IT updates to tag equality and human rights considerations in our Casework Management System	IT Manager

The equality profile of our complainants and its analysis can be found in Appendix 1.



Objective 1.2: Effectively target under-represented complainant groups

We use the equality monitoring data collected from our service users to shape our outreach strategy.

During 2020/21, we chose to focus especially on improving our visibility amongst migrant and ethnic minority communities. Initially, we intended to organise a series of focus groups with members of these communities to ask them about awareness of our office and gather feedback on how we can become more accessible. However, due to the ongoing COVID-19 pandemic, organising such direct engagement proved to be challenging. Instead, we reached out to a number of bodies working with these communities to tap into their networks and help spread the word about our services. We also contacted a number of disability groups after we were concerned about the proportionately lower numbers of complaints we were receiving from disabled people, later in the year. This engagement suggested that there may be systemic issues related to COVID 19 that are affecting the number of disabled people who are coming to us with complaints. We will continue to monitor this data during the pandemic recovery.

Our outreach work included:

- engaging with a representative of Community Cohesion Coordinators to explain what we do and explore opportunities for cooperation
- presenting at the Race Council Cymru event to launch Hate Crime Awareness Week
- participating in a Q&A session at the Ethnic Minorities & Youth Support Team Wales (EYST) BAME Engagement Programme Online Forum
- sharing our work with the Wales Strategic Migration Partnership Resettlement Forum in March
- training casework staff at TGP Cymru and the Welsh Refugee Council on our powers and complaint handling processes
- developing a factsheet about our office with the Chinese in Wales Association. [You can read the factsheet here.](#)
- Meeting with representatives of Tai Pawb, Learning Disability Wales, Autistic UK, Legacy International and the Chinese Autism Support Group to learn more about the issues disabled people have faced during the pandemic.

These actions help to increase the visibility of our office among diverse communities and provide an opportunity to learn more about how to make our services more inclusive.

Our 2020/21 commitments	% completed
Work with organisations such as the Wales Strategic Migration Partnership and the Welsh Refugee Council to gather feedback about improving our visibility among the migrant community	100%
Organise Equality Focus Groups with migrant and BAME communities*	100%

Our actions in 2021/22	Responsibility
Organising 2 joint events with ethnic minority and disability support groups to raise awareness of our services	Head of Policy & Equality, Diversity and Inclusion
Deliver 8 social media posts targeting people with protected characteristics	Improvement Team



Objective 1.3: Ensure that PSOW's services are accessible to all public service users in Wales who need them

We are dedicated to ensuring that our services are equally accessible to all users and are of equal quality, regardless of the format and communication channels used. During 2020/21, we conducted a telephone survey of a representative sample of our complainants to scope their satisfaction with our service. 85% of the respondents found it easy or very easy to contact us - compared to 91% last year. Whilst we continued to provide a service throughout the year, the disruption caused by our move to home-working in the first part of the year may have contributed to why people felt we were more difficult to get in touch with.

We are confident that we meet the requirements of our service users. However, in 2019/20, only a relatively small proportion of respondents to our customer satisfaction research could remember being asked about reasonable adjustments. For this reason, in 2020/21, we reviewed our Reasonable Adjustments Guidance for staff. The guidance now reminds our casework staff to offer reasonable adjustments proactively and to record all requests for adjustments and as a result we saw an increase in the percentage of people who remember being asked about reasonable adjustments to 41% of complainants. Whilst this is an increase on the previous year, this is an area we want to continue to improve on.

During the year, we also took steps to gather more systematic data on the volume of reasonable adjustments requests received by the office as well as those that we were not able to meet. In 2020/21, 8% of our closed cases involved reasonable adjustments. We did not reject any requests.

Under our new Act, we can now accept complaints other than in writing, including oral complaints, either in person or on the phone. We trust that, in due course, this new power will help individuals access our service who, for a range of reasons, are unable to submit their complaints in writing. We took 63 oral complaints this year against a target of 120. This is a disappointing figure, and we will be specifically looking to improve in this area in 2021/22. A significant factor was that, for almost half of the year, the requirement for staff to work at home prevented us from taking and recording oral complaints in the normal way. However, during that time we procured, installed and configured new telephony software and hardware to enable staff to take oral complaints from their homes and the rates of oral complaints being taken are now increasing.

Whilst we want this service to be used primarily by the individuals who cannot submit complaints in writing, we also want to make sure that all who may need this service are aware of it. During 2020/21, we launched an outreach campaign to promote our power to receive oral complaints and emphasised this option on the website and at outreach events.

Our 2020/21 commitments	Performance
Maintain high customer satisfaction with accessibility of our service	85%
Make sure that we record all requests for reasonable adjustments	100%
Ensure that our casework officers ask complainants about additional needs proactively and on an ongoing basis	100%
Launch an outreach strategy to increase awareness of our powers to accept oral complaints	75%
Increase visibility of different formats for submission of complaints	100%

Our actions in 2021/22	Responsibility
Make sure that we record all requests for additional support*	Investigation Managers
Ensure that our casework officers ask complainants about additional requirements proactively on an ongoing basis	Investigation Managers
Run social media campaign to promote oral complaints	Improvement Team
Explore the potential for a systematic review of the complaints service from the perspectives of a neurodiverse person and an ethnic minority person.	Head of Policy & Equality, Diversity and Inclusion
Sense-check our website and forms so they are more accessible	Head of Policy & Equality, Diversity and Inclusion

*reasonable adjustments as defined by the Equalities Act 2010

Strategic Aim 2: Promote Learning, Work to Improve Public Services

Promote learning from complaints and stimulate improvements on a wider scale



Objective 2.1: Ensure that PSOW casework staff can identify and adequately respond to equality and human rights issues arising in casework

We have continued to provide opportunities for all staff to become involved in PSOW's equality work and to raise awareness of equality issues. Several staff from across the PSOW form our Equality Group and have responsibility for monitoring and reviewing this annual Equality Report and the Race and Ethnicity at Work Charter, supporting equality impact assessments of our policies and promoting equality issues.

Consideration of equality and human rights issues as an integral part of casework handling is 'bread and butter' to our staff. We have in place an internal Equality and Human Rights Advice Group (EHRAG), which meets frequently to support the consideration of equality and human rights in complaints casework. Casework staff consider cases that may have breached equality and human rights and advise on a proportionate equality and human rights approach. Likewise, they consider requests for additional support from complainants in complex cases.

We committed to deliver in 2020/21 unconscious bias training to our casework staff. However, in line with our broader commitments under the Race and Equality at Work Charter, we are pleased to report that this training was delivered during the year to **all** our staff, as well as to the members of PSOW's Advisory Panel.

As an organisation, we are constantly developing our inclusivity and diversity knowledge and skills. Part of that development discovered a need for an 'Autism Champion'. We are lucky to have a member of staff who has personal experience of autism to assist in raising understanding and acceptance throughout the service. With a rise in the number of autistic people that use our service and a greater reason for reasonable adjustments to be requested, it was important for us to not only be more aware of autism but to be more accepting of this and other neurodiverse conditions. The Autism Champion is constantly gaining knowledge from various training courses and meetings with autism organisations and is disseminating information through regular updates and training documents. As an organisation, we are keen to learn of

any barriers to accessing our service and we are working towards achieving Autism Awareness Organisation Status.

Our 2020/21 commitments	% completed
Deliver training on unconscious bias to our casework staff	100%
Train a member of staff as 'Autism Champion', to support caseworkers and colleagues with advice on communicating with people with autism	100%

Our actions in 2021/22	Responsibility
Identify at least one additional equality and diversity champion	Chief Operating Officer and Director of Improvement
Gain Autism Awareness Organisation Status	Human Resources Business Partner
Provide anti-racism training across the organisation for a minimum of 80% of our staff	Human Resources Business Partner
Organise 2 'lunch and learn' events for staff on ethnic minority and disability issues	Head of Policy & Equality, Diversity and Inclusion



Objective 2.2: Publish more information about how PSOW casework takes account of equality and human rights considerations

For many years now, we have published casebooks containing summaries of all investigation reports issued, as well as a selection of summaries relating to complaints settled as an alternative to investigation. Whilst many of those have involved equality and human rights matters, in 2019/20 we published our first [Equality and Human Rights Casebook](#) (also available in [Easy Read](#)), which assembled a selection of cases where human rights matters have either been expressly raised as part of the complaint or have been pivotal to our findings.

In February 2021, we published the second casebook for 2020/21. You can access [the Equality and Human Rights Casebook from here](#).

Our 2020/21 commitments	% completed
Publish the second Equality and Human Rights Casebook	100%

Our actions in 2021/22	Responsibility
Publish the third Equality and Human Rights Casebook	Improvement Team



Objective 2.3: Ensure that equality is embedded into the planning and implementation of PSOW's pro-active powers

Under our new Act, we have new powers to drive systemic improvement: the power to undertake investigations on our own initiative and to establish a Complaint Standards role.

Complaints Standards Authority

We finalised the model complaint handling procedure, principles and guidance for public bodies by March 2020. However, the official launch of these documents had to be delayed until 30 September 2020, because of the impact of the COVID-19 pandemic. These documents underline that complaint handling processes should be complainant focused, respond flexibly to individuals' differing needs, and that complainants and staff complained about should be treated equally and with dignity.

For the first time in Wales, the Complaints Standards Authority (CSA) facilitated training sessions on good complaint handling practice. Whilst we had originally planned face-to-face sessions with Local Authorities across Wales, the continuing COVID 19 pandemic meant that we needed to move our training to a virtual platform. By the end of March 2021, we had provided 90 training sessions via MS Teams to Welsh local authorities and health boards, with resounding positive engagement and feedback.

"It was the first training I've had in a long time where I came from it thinking it was really worthwhile and beneficial to my role. It was so interactive, I really enjoyed it."

Own Initiative Investigations

In March 2020, we decided to pause the consultation for our first Own Initiative Investigation (on homelessness assessments by Local Authorities) and re-launch it in September, recognising that the reality of the nation-wide lockdown and other Covid-19 related pressures limited the ability of our stakeholders to fully engage in the consultation process. We used this time to ensure that the scope of the investigation gave due regard to its impact on various groups. To this end, we undertook an Equality Impact Assessment of the investigation's design and consultation process.

The table below summarises the findings from the EIA of the first Own Initiative investigation:

Key issue	Action to be taken
Consultation design and process	
Improve accessibility of the consultation documents	<p>Large print documents of the consultation documents to be made available on request.</p> <p>A launch event to take place where details of the consultation will be presented.</p>
	<p>Accessible options for engagement, such as focus groups, will be arranged as part of the investigation process to ensure that we are able capture views and experiences of those impacted, where the Covid-19 situation will allow.</p>
	<p>Produce reports in formats for hard of hearing or visually impaired people.</p>
Improve engagement with the consultation by young and older people	Organisations representing younger and older people to be directly consulted with and asked where possible to encourage and support participation.
Improve engagement with the consultation by people with disabilities	Organisations representing older people and people with physical and mental health disabilities (Disability Wales & Age Cymru) to be directly consulted and asked, where possible, to encourage and support participation.
Improve engagement with the consultation by LGBTQ+ community	Details of the public consultation to be shared with Stonewall. Stonewall to be asked to spread the word about consultation through appropriate channels.
Improve engagement with the consultation by BAME people	Details of the public consultation to be specifically shared with third sector representative organisations of the BAME communities (EYST, EMWWAA, African Community Centre, RCC & Chinese in Wales). These organisations to be also asked to spread the word about consultation through appropriate channels.

Scope of the investigation	
Improve attention of the investigation to equality issues in general	Include in the scope of the investigation how LAs are seeking to meet the needs of protected groups as part of the assessment and review process – with particular focus on people who are disabled and experience mental health issues; people who identify as LGBTQ+; young people; and ethnic minorities.
Improve attention of the investigation to Welsh language provision	Include in the scope of the investigation the extent to which LAs ensure that the assessment and review process is accessible in Welsh

Our 2020/21 commitments	% completed
Commence an Equality Impact Assessment of our first own initiative investigation	100%

Our actions in 2021/22	Responsibility
Commence an Equality Impact Assessment of our second own initiative investigation	Improvement Team
Review CSA training for public bodies to ensure it is accessible for all	Head of Complaints Standards

Strategic Aim 3 Use Resources Wisely and Future-proof the Organisation

Identify and adopt best practice. Secure value for money and services that are fit for the future. Support staff and ensure good governance which supports and challenges us.



Objective 3.1: Capture, analyse and act on comprehensive and meaningful equality employment data

In 2020/21, we continued to monitor the equality profile of our workforce and job applicants. Building on how we undertook the analysis in 2019/20, this year we analysed the profile of the applicants at the application and interview stage, as well as the profile of successful applicants. This analysis gave us new and better insight into our recruitment trends.

During the year, we took steps to move from staff equality monitoring via an anonymous survey to a system connecting this monitoring with individual HR records. This involved discussions on the appropriate IT infrastructure and information governance arrangements, as well as further communication with staff to explain what steps we were taking and why.

We collected the 2020/21 data using the new arrangements. This allows us, for the first time, to analyse the profile of different groups within our workforce - for example, based on access to training or use of grievance procedures.

We present the initial analysis of this data in more detail in the Appendices. Further analysis will contribute and help shape our new 'People Strategy', due to be adopted later this year.

Our 2020/21 commitments	% completed
In consultation with staff, implement new system for staff equality monitoring connected to HR records	100%
Analyse the equality profile of staff who access training, apply internally to change position, become involved in grievances or disciplinary procedures or decide to leave the organisation - and publish this analysis, if appropriate to do so	50%

Our actions in 2021/22	Responsibility
Analyse the equality profile of staff who access training, apply internally to change position, become involved in grievance or disciplinary procedures or decide to leave the organisation - and publish this analysis, if appropriate to do so and act on the findings	Human Resources Business Partner



Objective 3.2: Act to improve the representation of protected groups in PSOW's workforce

We are proud to be an equal opportunities employer and we seek to ensure that, in our recruitment, we do not discriminate against any group in society. The analysis of the profile of our workforce ahead of 2020/21 led us to identify some positives but also areas for improvement, which shaped our actions for the year.

Women and ethnic minorities continued to be very well represented in our workforce. Well-represented also were people aged between 55 and 64 and Welsh speakers. However, under-represented groups continued to include people who identified as disabled, young people (up to 24 years old); and people of nationalities other than Welsh, English or British.

Turning to job applicants, we saw that young and older people were under-represented; as were people who identified as disabled, those who identified as ethnic minority, people of nationalities other than Welsh, English or British and, to some extent, also Welsh speakers. In some cases, we saw that, despite under-representation of some groups at the application stage, they were nevertheless better represented among successful candidates. This was the case for the latter three groups noted. However, in other cases, the reverse trend became apparent. For instance, people in the 55-64 age group and LGBTQ+ people, though represented to some extent among job applicants, did not progress at all to the interview stage.

Recognising that we would not be able to address all these trends at once, we continued to focus our efforts on the inclusion of people with disability, whilst also extending our focus to people from diverse ethnic and national backgrounds. We continued to implement actions, such as Disability Confident Committed employer status, including implementing a commitment to offer interviews to disabled candidates if they meet essential criteria. We also maintained a record of reasonable adjustments requested by our job applicants to be able to evaluate to what extent we meet their needs.

In 2020, we became an affiliate member of the equality and housing organisation, Tai Pawb, working with them to deliver our unconscious bias training. We renewed our affiliation in 2021, and plan to work more closely with them and other support organisations in the future.

Reflecting the emphasis of our actions in 2020/21 on race, we also took steps to strengthen our focus on promotion of more ethnic and national diversity in our recruitment and employment strategies. To ensure that our recruitment opportunities reach more diverse communities, we established a database of contacts with organisations working with people from diverse ethnic and national backgrounds, to share with them directly any vacancy news.

The latest staff equality survey carried out in March 2021 tells us that the proportion of ethnic minority people employed has increased to 7%, so it is in line with population figures. Disappointingly, we do not yet have ethnic minority representation on either our Advisory Panel or Audit Risk and Assurance Committee. Our data on the number of ethnic minority people applying to work with us and then progressing to interview, is still well under the population proportions, despite positively promoting employment opportunities with support groups and in relevant media outlets.

Similarly, we are still failing to attract more disabled people to apply to work with us. The pandemic limited our ability to put in place some of the positive action we had planned to do this year to encourage a greater diversity of applicants. We are still committed to taking a proactive approach to increasing the diversity of our workforce and governance. This has been a topic of discussion with the disability and ethnic minority groups we are talking to and with our colleagues from other ombudsman organisations, via the [Ombudsman Association](#).

Our 2020/21 commitments	% completed
Engage with relevant bodies (e.g. Disability Wales and Job Centre Plus Disability Advisors) to review our vacancy advertising strategy to better target people who identify as disabled	100%
Explore the use of apprenticeships / work placements to offer opportunities to people who identify as disabled	0%
Ensure that details of our recruitment are shared with relevant BAME organisations in Wales	100%
Funding permitting, become a member of Investing in Ethnicity or another comparable certification scheme	0%
Maintain a record of requests for reasonable adjustments from our job applicants	100%

Our actions in 2021/22	Responsibility
Consider membership of an appropriate certification scheme to signify our commitment to ethnic minority employment, such as Investing in Ethnicity or other	Human Resources Business Partner
Engage an external recruitment agency to help increase the diversity of our workforce, Greater promotion of employment opportunities to people with protected characteristics	Human Resources Business Partner



Objective 3.3: Address PSOW's Pay Gap

We were delighted to be recognised in 2019/20 as a Chwarae Teg 'FairPlay Employer' at silver level and have been working on implementing recommendations and an action plan to help improve our performance recommended by Chwarae Teg. In line with the trends in the previous years, women among our job applicants and workforce consistently outnumber men by a significant margin. We continue to see an improvement with our gender pay gap. This is as a result of more senior appointments being filled by women. The 5% difference in our median gender pay gap tells us that women's pay is now representative of the 'typical' member of staff. However, the higher mean figure still suggests that male staff are less represented in positions that are lower paid and more so in positions that attract a higher salary.

	March 2020	March 2021
% of staff female*	75%	76%
Median Gender Pay Gap	11%	5%
Mean Gender Pay Gap	19%	17%

*The information presented in this table is based on assumed gender identity so that it reflects the full workforce

Gender breakdown by salary and role, contract type and working arrangement can be found in Appendix 4.

We also reviewed our Flexible Working Policy. Our Management Team participated in a workshop with Chwarae Teg to develop their understanding of results-based working. Following on from that workshop, we engaged with other bodies that already implement this way of working to learn more. The findings from this review will feed into the development of a new People's Strategy for the PSOW.

We also gathered staff views on opportunities for their development and progression, as part of the annual Performance Review and Development Process. As a result of the process, all managers were offered coaching and leadership training and 2 managers attended ILM management training delivered by Charwae Teg.

Our actions in 2020/21	% completed
Work with Chwarae Teg, implement a FairPlay Employer action plan in respect of: <ul style="list-style-type: none"> • flexible working • recruitment and selection in conjunction with Business Diversity • reward and recognition. 	100%
Review our Flexible Working Policy	100%
Ascertain demand for management and development courses and aim to offer to all staff who require them	50%

Our actions in 2021/22	Responsibility
Develop our People Strategy and resulting action plan which will take account of the findings of the Fairplay Employer Survey	Human Resources Business Partner
Retain Fairplay Employers Certification	Human Resources Business Partner
Gain 'Autism Aware' certification for the organisation	Human Resources Business Partner



Objective 3.4: Promote staff wellbeing and awareness of equality and diversity issues

We want to create an environment where everyone feels that they are treated fairly and have equal access to opportunities. We know that work can impact upon health and wellbeing and we are committed to providing a healthy working environment and to improving the quality of working lives for all staff. These actions became all the more important in the context of the Covid-19 pandemic and its implications for our staff working arrangements.

Wellbeing

Our approach to wellbeing continues to provide a wide range of activity aimed at supporting staff. We have promoted regular contact with managers and continue to use Microsoft Teams as a platform to encourage daily interaction. We issue regular updates to staff in the form of core briefs and also all-staff meetings help us to connect virtually. In addition to these formal mechanisms of communication, regular social events have also been delivered for example, book club, quizzes, walks and coffee mornings, organised by our staff Social Committee and within our Teams.

We have increased flexibility of working hours, and this has been particularly helpful for our staff who have childcare and caring responsibilities. Home working has also been facilitated comprehensively by our IT Team who have ensured alternative working arrangements for all staff. We have completed display screen equipment assessments at home to make sure that that staff can work safely from home.

Our internal staff Wellbeing Group has continued to be active and explores new ways of supporting colleagues and making our terms, conditions and benefits even better. Our counselling service remains available and has been utilized by staff and our trained Mental Health First Aiders remain active, keeping in regular contact with their cohorts of staff. In addition, externally facilitated wellbeing sessions were held with small groups of staff.

The reflection and prayer room is now operational, however it has not been used, as the majority of our staff are still working from home.

Awareness

For Black History Month, we developed a resource pack, raising awareness of race equality and celebrating experiences and contributions of Black people in Wales and Britain. We also held a session with colleagues to present the concept and benefits of staff networks.

In 2020, all staff and our Advisory Panel and ARAC were offered Unconscious Bias Training, to raise awareness of possible biases that happen automatically, that we are unaware of and thus are outside of our control. We recognise that unconscious bias training is not a solution in itself, but acts as a foundation for a broader programme of work that we offer to improve our organisational understanding of bias and prejudice and how it might manifest in our work

Performance review and development process

During 2019/20, we produced a guidance note for all line managers to encourage their staff to assess equality training needs and consider setting one equality objective as part of their Performance Review and Development discussion in April 2020. We will be evaluating this approach next year. We were delighted to see that 35 staff - almost half of our workforce - set such objectives. The objectives identified related to:

- consideration of reasonable adjustments
- access to training
- supporting implementation of PSOW actions under the Equality Plan and the work of our Equality Plan Group
- developing Welsh language skills
- supporting equality in recruitment
- improving accessibility of our publications
- supporting consideration of equality and human rights in our casework.

Socio-economic Duty

The new socio-economic duty requires us to consider the impact of our work on those who face socio-economic disadvantages, when we make strategic decisions about how we run our organisation.

Our actions in 2020/21	% completed
Maintain high staff awareness of our work to promote wellbeing	100%
Scope staff ideas for the use of the reflection and prayer room	100%
Maintain high staff awareness of our work to promote equality	100%
Evaluate uptake of equality objectives in the Performance Review & Development Process	100%
Gather staff views about access to training	100%

Our actions in 2021/22	Responsibility
Maintain high staff awareness of our work to promote wellbeing	Human Resources Business Partner
Maintain high staff awareness of our work to promote equality	Head of Policy & Equality, Diversity and Inclusion
Mainstream equality objectives in the Performance Review & Development Process	Human Resources Business Partner
Gather staff views about access to training	Human Resources Business Partner
Deliver training on the socio-economic duty for Management Team and our Advisory Panel	Head of Policy & Equality, Diversity and Inclusion



Objective 3.5: Ensure that the consideration of equality is embedded in PSOW decision making

We strive to ensure that the general equality duty is an integral part of policy development and high-level decision making in the office.

During 2020/21, we offered training on the Equality Impact Assessment (EIA) process to 14 staff members directly involved in the development and review of PSOW policies and key procedures. This training will ensure that the EIA process is completed consistently, in a timely manner and to a high standard.

The EIAs completed during the year which identified substantial impact can be found on our website.

One of the policies that we impact assessed during this year was our Procurement Policy. The EIA procedure helped us identify ways in which the positive impact of the policy could be strengthened. We included new references in the policy to our equality and Welsh language duties and commitments. We also added to the policy a simple tool to facilitate equality considerations in all procurement activity and set additional requirements for suppliers in relevant procurements.

The pandemic has delayed our intention to develop a similar tool for communication projects, which will now be delivered in 2021/22.

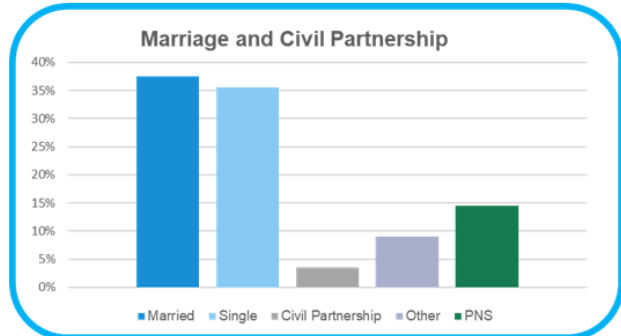
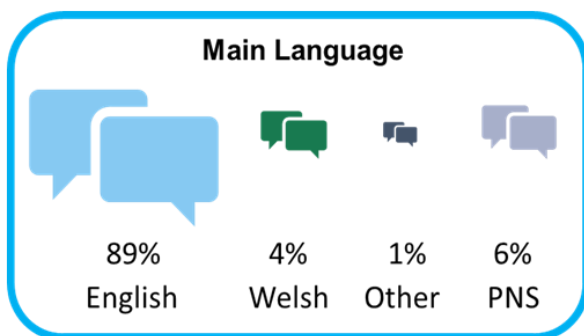
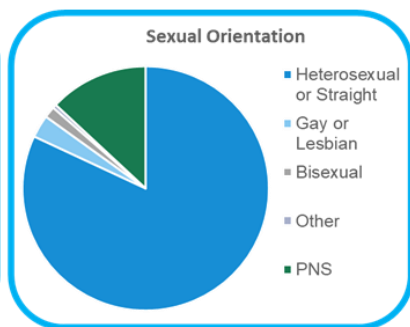
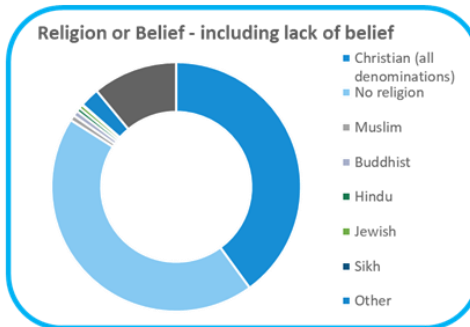
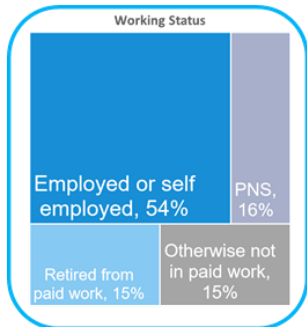
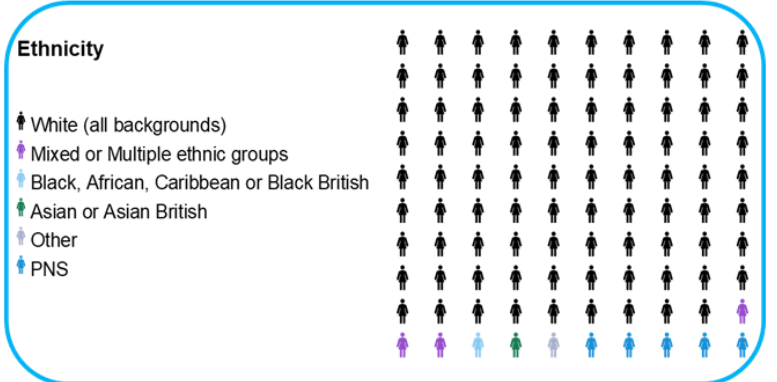
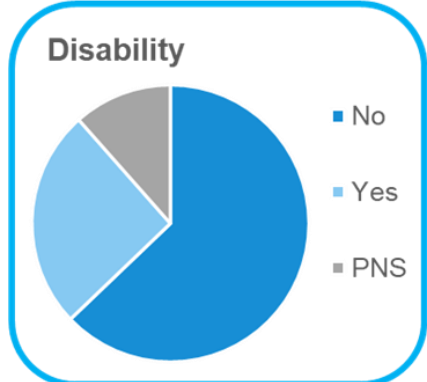
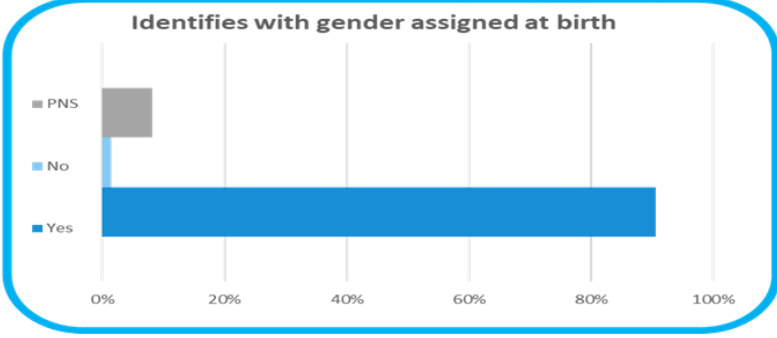
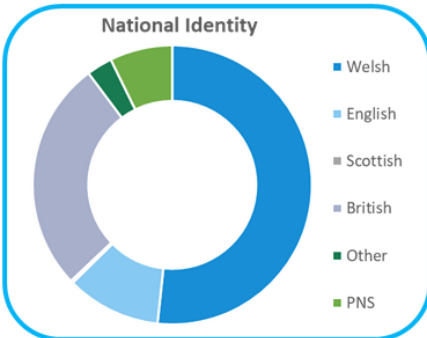
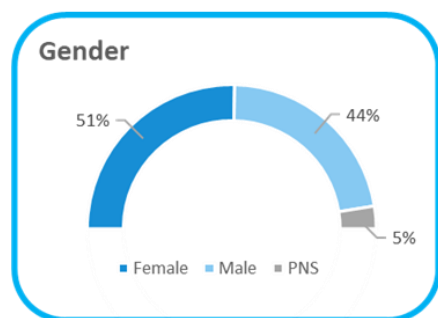
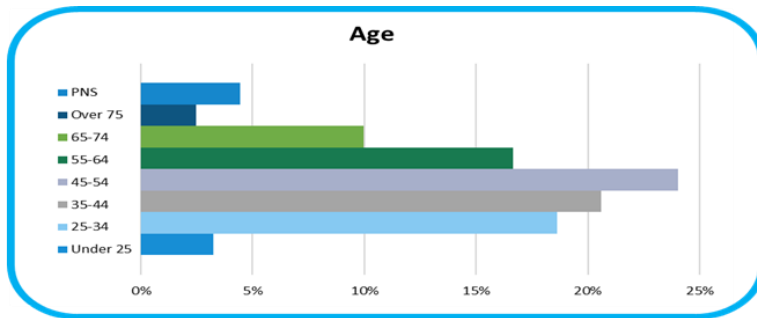
Our actions in 2020/21	% completed
Hold briefing sessions for all policy owners to help them familiarize themselves with our new EIA procedure	100%
Review the procurement policy in line with the revised EIA tool	100%
Develop tailored tools to embed equality considerations in procurement and communications projects	50%

Our actions in 2021/22	Responsibility
Develop tailored tool for communications	Improvement Team
Apply the procurement tool in all procurement	Finance Officer
Amend EIA to include socio-economic disadvantage	Head of Policy & Equality, Diversity and Inclusion
Complete EIAs or new and revised policies, procedures and guidance	Relevant Policy Owners

Part 3: Appendices

In this section, we present our equality monitoring data. Percentages in this section may not total 100 due to rounding of figures.

Appendix 1: Equality profile of our complainants



The following tables present the equality profile of our complainants in 2020/21, compared to 2019/20. In 2020/21:

- 1078, or 52.5% of our new complaints were accompanied by equality data
- 74, or 2% of our new enquiries were accompanied by equality data
- 72% of all submissions of equality data (and 90% of those for which we recorded the method of contact) were made through our online web form.

* 'PNS' in the following tables means 'Prefer not to say'

Age	
2020/21	2019/20
<ul style="list-style-type: none"> • Under 25: 3.25% • 25-34: 18.62% • 35-44: 20.59% • 45-54: 24.04% • 55-64: 16.65% • 65-74: 9.95% • 75 or over: 2.46% • PNS: 4.43% 	<ul style="list-style-type: none"> • Under 25: 2% • 25-34: 16% • 35-44: 22% • 45-54: 23% • 55-64: 20% • 65-74: 11% • 75 or over: 2% • PNS: 4%

People under 25 remained under-represented among our complainants, compared to 11% of the Welsh population between 16 and 24 years old ([ONS 2019](#)). The representation of this group has increased, compared to 2019/20. Although others may complain on behalf of young people, we would expect this group to be better represented.

The proportion of people over 65 amongst our complainants also remained much lower than the Welsh average of 21% ([ONS 2019](#)). Although others may complain on behalf of older people, we would expect this group to be better represented—especially given that people in this age group are more likely than average to access health services ([National Survey for Wales 2018/19](#)).

The proportion of people over 55 has remained above the Welsh average (13%). This is positive, since research conducted for us by Beaufort Research (2020) suggested that people over 55 found it more difficult to complain to public bodies than average.

Gender	
2020/21	2019/20
<ul style="list-style-type: none"> • Female: 51% • Male: 44% • PNS: 5% 	<ul style="list-style-type: none"> • Female: 51% • Male: 45% • PNS: 4%

The proportion of females amongst our complainants remained in line with the Welsh average (50.9%) (2011 Census).

Gender reassignment	
2020/21	2019/20
<ul style="list-style-type: none"> • Identified with the gender assigned at birth: 90.5% • Did not identify with the gender assigned at birth: 1.4% • PNS: 8.1% 	<ul style="list-style-type: none"> • Identified with the gender assigned at birth: 90% • Did not identify with the gender assigned at birth: 1% • PNS: 8%

There is little reliable data on the size of the trans population in Wales. This makes it difficult to assess the representation of this group among our complainants. However, we are aware that this group may be particularly vulnerable, especially so with respect to access to healthcare.

National identity	
2020/21	2019/20
<ul style="list-style-type: none"> • Welsh: 52% • English: 11% • Scottish <1% • British: 27% • Other: 3% • PNS: 7.3% 	<ul style="list-style-type: none"> • Welsh: 48% • English: 11% • British: 31% • Other: 3% • PNS: 7%

People of nationalities other than Welsh, English or British were under-represented amongst our complainants, compared to 3.9% of the Wales population overall in 2011 ([2011 Census](#)). We would expect this group to be better represented, given the research indicating that migrants may face barriers in accessing healthcare ([2016 EHRC](#)). Also, in 2018, non-EU born migrants were over twice as likely to describe themselves as members of a group that faces discrimination compared to EU-born migrants (19% vs. 8%). Furthermore, there was a sharp, temporary increase in EU migrants' perceptions of discrimination around the time of the EU referendum in 2016 ([The Migration Observatory, 2020](#)).

Ethnicity	
2020/21	2019/20
<ul style="list-style-type: none"> White (all backgrounds): 89% Mixed or multiple ethnic group: 2.5% Black, African, Caribbean or Black British: 1% Asian or Asian British: 1.3% Other: 1% PNS: 5.2% 	<ul style="list-style-type: none"> White (all backgrounds): 89% Mixed or multiple ethnic group: 2% Black, African, Caribbean or Black British: 2% Asian or Asian British: 1.5% Other: 0.5% PNS: 5%

Representation of ethnic minority people amongst our complainants has remained the same since 2018/19. At 6%, it is in line with estimates of the proportion of this population in Wales (6%) ([StatsWales 2019](#)).

Main language	
2020/21	2019/20
<ul style="list-style-type: none"> English: 89% Welsh: 4% Other: 1% PNS: 6% 	<ul style="list-style-type: none"> English: 89% Welsh: 4% Other: 1% PNS: 6%

The proportion of our complainants who stated that their main language was Welsh has remained the same as in 2019/20. This is much lower than the percentage of Welsh speakers in the population overall (19%) (2011 Census) or as much as 31% with some Welsh language ability ([National Survey for Wales 2017/18](#)). However, the survey question asks about the main language only. We intend to modify our

complainant survey questions to include also questions about fluency in Welsh. This data should give us a more accurate picture of representation of Welsh speakers among our complainants.

Disability	
2020/21	2019/20
<ul style="list-style-type: none"> • Yes: 26% • No: 63% • PNS: 11% 	<ul style="list-style-type: none"> • Yes: 24% • No: 66% • PNS: 10%

Overall, the proportion of our complainants who identified as disabled in 2020/21 was lower than the Welsh average of 28% ([Stats Wales 2020](#)). Our quarterly monitoring suggested that the number of disabled people making complaints dropped significantly in the last two quarters of the year. We would expect to see a high representation of this group, given that this group is more likely to access health services and to face difficulties in access ([National Survey for Wales 2018/19](#); [Welsh Government 2015](#)). Research conducted for us by Beaufort Research (2020) suggested also that disabled people found it more difficult than average to complain to public bodies.

Marriage and civil partnership	
2020/21	2019/20
<ul style="list-style-type: none"> • I am married: 37.5% • I am single: 35.5% • I am in a civil partnership: 3.5% • Other: 9% • PNS: 14.5% 	<ul style="list-style-type: none"> • I am married: 44% • I am single: 32% • I am in a civil partnership: 3% • Other: 7% • PNS: 14%

The proportion of our complainants who were married or in a civil partnership has decreased compared to 2019/20. It appears to be lower than the Welsh average of 46.6% in 2011 (2011 Census), and falls short of later estimates of 50% ([National Survey for Wales 2018/19](#)).

Sexual orientation	
2020/21	2019/20
<ul style="list-style-type: none"> • Heterosexual or Straight: 82% • Gay or Lesbian: 3% • Bisexual: 1.5% • Other: 0.5% • PNS: 13% 	<ul style="list-style-type: none"> • Heterosexual or Straight: 83% • Gay or Lesbian: 3% • Bisexual: 2% • PNS: 12%

The proportion of our complainants who identified as LGB+ appears to be the same as last year. At 5%, it exceeded the cautious estimates of the proportion of this group within the Welsh population overall - 2% in 2017 ([ONS 2019](#)) and 4% in 2018/19 ([National Survey for Wales 2018/19](#)). However, it fell short of the other available estimates of the LGB+ population in the UK (10%) ([YouGov 2019](#)).

Research in 2018 suggested that 13% of LGBT people have experienced some form of unequal treatment from healthcare staff because of their sexual orientation ([Stonewall 2018](#)). This could indicate that representation of this group amongst our complainants is too low and we will monitor this trend.

Religion or belief – including lack of belief	
2020/21	2019/20
<ul style="list-style-type: none"> • Christian (all denominations): 40% • No religion: 44% • Muslim: 1% • Buddhist: 1% • Hindu: 0.5% • Jewish: 0.5% • Sikh: 0.1% • Other: 2.5% • PNS: 11% 	<ul style="list-style-type: none"> • Christian (all denominations): 39% • No religion: 43% • Muslim: 1% • Buddhist: 1% • Other: 3% • PNS: 13%

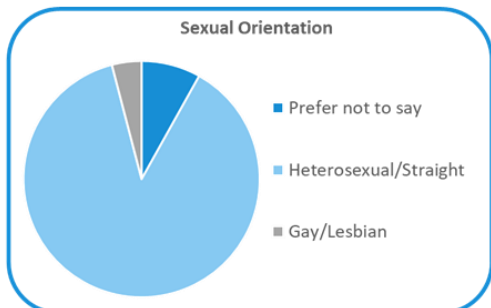
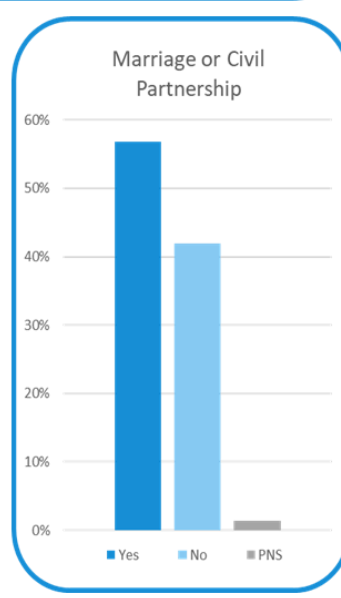
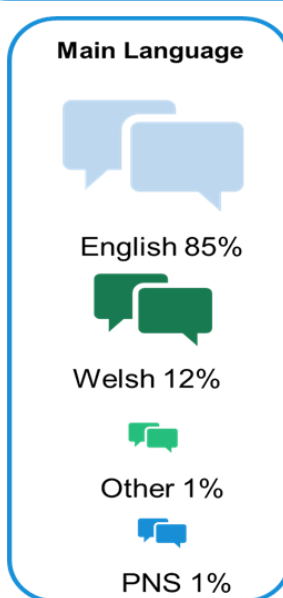
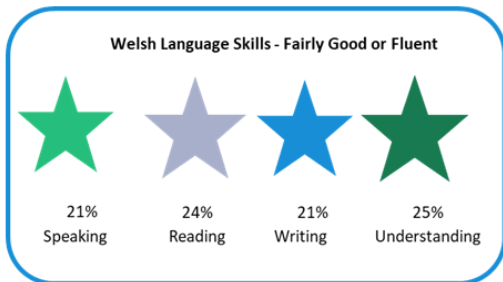
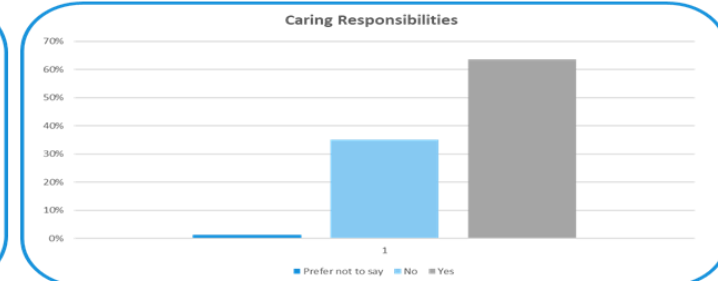
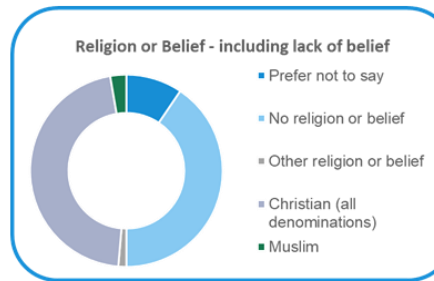
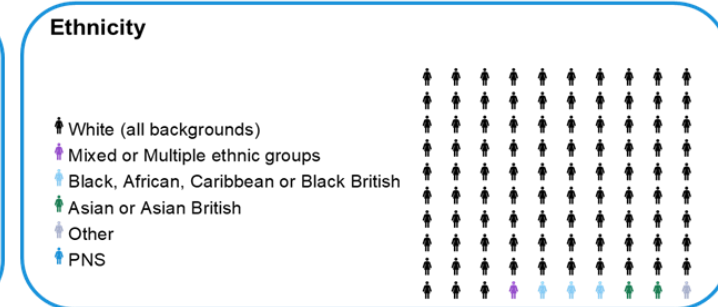
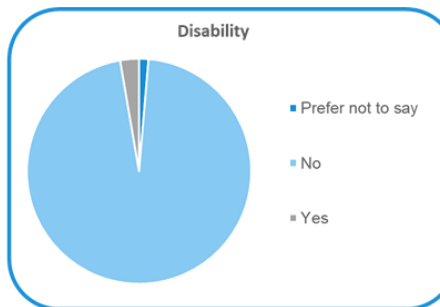
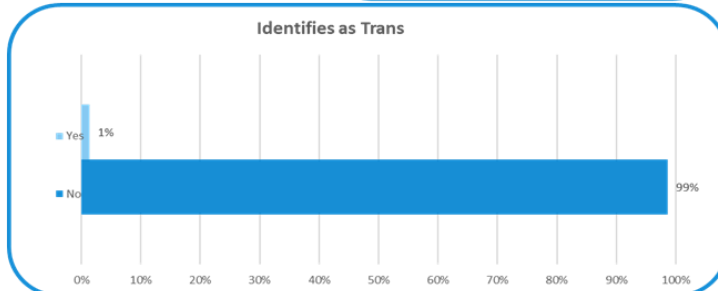
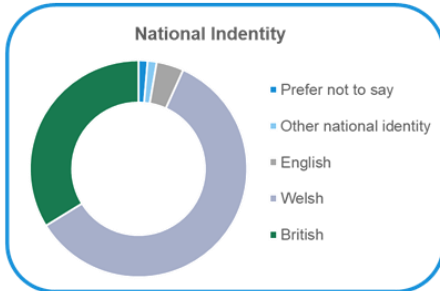
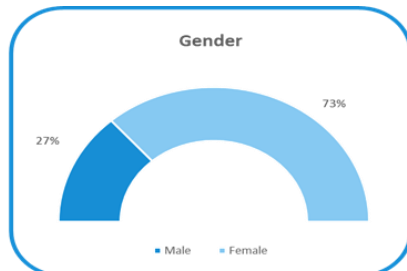
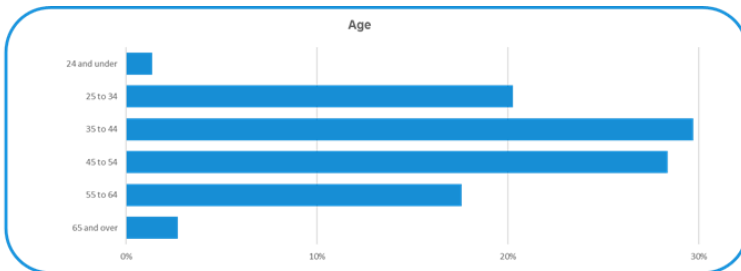
The proportion of our complainants who identified with no religion remained in line with the Welsh average (47%) ([StatsWales 2017-19](#)). The proportion of people who followed religions other than Christianity has decreased slightly compared to 2019/20. It remained in line with the estimates of this group in the Welsh population overall - 5% in 2017-19 ([StatsWales 2017-19](#)). The proportion of people who identified as Christian slightly increased but remained lower than Welsh proportionate population of 47% ([StatsWales 2017-19](#)).

Working status	
2020/21	2019/20
<ul style="list-style-type: none"> • Employed or self-employed: 54% • Retired from paid work: 15% • Otherwise not in paid work: 15% • PNS: 16% 	<ul style="list-style-type: none"> • Employed or self-employed: 52% • Retired from paid work: 18% • Otherwise not in paid work: 17% • PNS: 13%

54% of our complainants were in employment. This was lower than the Welsh average of 72.8% in December 2020 for people aged 16-64 in Wales (73.5%) ([StatsWales 2021](#)) but higher than in 2019/20.

Pregnancy and maternity
We do not currently monitor this characteristic.

Appendix 2: Equality profile of our workforce



Our workforce equality monitoring is conducted through an internal staff survey. In 2020/21, 74 out of 74 employees completed the survey (response rate 100%). This compares well to the response rate in 2019/20 (86%).

Age	
2020/21	2019/20
<ul style="list-style-type: none"> • Under 25: 1% • 25 to 34: 20% • 35 to 44: 30% • 45 to 54: 28% • 55 to 64: 18% • 65 and over: 3% 	<ul style="list-style-type: none"> • Under 25: 5% • 25 to 34: 19% • 35 to 44: 30% • 45 to 54: 30% • 55 to 64: 16% • 65 and over: 0%

Compared to the previous year, in 2020/21 a lower proportion of our staff were under the age of 25. At 1%, this group remained under-represented in our workforce, compared to 11% of the Welsh population between 16 and 24 years old ([ONS 2019](#)). This is not a positive trend, since this age group is known to experience a comparatively low employment rate (50.4%) ([EHRC 2018](#)) and is believed to be more at risk of zero-hours contracts ([ONS 2020](#)) and material deprivation ([EHRC 2018](#)). The proportion of people between 55 and 64 among our staff is still well above the Welsh average of 13% ([ONS 2019](#)).

Gender	
2020/21	2019/20
<ul style="list-style-type: none"> • Female: 73% • Male: 27% • Prefer to use own term:0% 	<ul style="list-style-type: none"> • Female: 73% • Male: 25% • Prefer to use own term:2%

The proportion of females in our workforce significantly exceeded the proportion of this group in the Welsh population overall (50.9%) (2011 Census). This is a positive trend, since men in Wales were more likely than women to be in employment ([StatsWales 2020](#)).

Gender reassignment	
2020/21	2019/20
<ul style="list-style-type: none"> • Did not identify as trans: 99% • PNS: 1% 	<ul style="list-style-type: none"> • Did not identify as trans: 98% • PNS: 2%

There is little reliable data on the size of trans population in Wales. This makes it difficult to assess the representation of this group in our workforce.

National identity	
2020/21	2019/20
<ul style="list-style-type: none"> • Welsh: 59% • English: 4% • British: 34% • Other: 3% • Prefer not to say: 1% 	<ul style="list-style-type: none"> • Welsh: 59% • English: 5% • British: 33% • Other: 3%

The proportion of individuals among our workforce identifying with nationalities other than Welsh, English or British remained the same at 3%. However, this group remained under-represented compared to 5% of the Wales population overall in 2011 (2011 Census) and 7.5% of Welsh full-time workers ([Wales Centre for Public Policy, 2019](#)).

Ethnicity	
2020/21	2019/20
<ul style="list-style-type: none"> • White (all backgrounds): 92% • Asian / Asian British: 2% • Black / Black British: 3% • Mixed/Multiple ethnic White & Black Caribbean: 1% • Other: 1% • PNS: 1% 	<ul style="list-style-type: none"> • White (all backgrounds): 94% • Asian / Asian British: 3% • Black / Black British: 2% • PNS: 2%

Representation of ethnic minority people among our workforce increased marginally since 2019/20 to 6%. This group is representative of the Welsh average of 6% ([StatsWales 2019; National Survey for Wales 2021](#)).

Main language	
2020/21	2019/20
<ul style="list-style-type: none"> English: 85% Welsh: 12% Other: 1% PNS: 1% 	<ul style="list-style-type: none"> English: 79% Welsh: 16% Other: 2% PNS: 3%

Welsh language skills - fairly good or fluent	
2020/21	2019/20
<ul style="list-style-type: none"> Speaking: 21% Reading: 24% Writing: 21% Understanding: 25% 	<ul style="list-style-type: none"> Speaking: 24% Reading: 27% Writing: 27% Understanding: 27%

The proportion of people in our workforce who identified their main language as Welsh decreased from 16% to 12% - remaining lower than the percentage of Welsh speakers in the population overall (19%) (2011 Census). The proportion of staff who are fairly good or fluent at speaking Welsh, reading Welsh, writing Welsh and understanding Welsh is higher than the Welsh figures from the [National Survey for Wales 2019/20](#).

Disability	
2020/21	2019/20
<ul style="list-style-type: none"> Yes: 3% No: 96% PNS: 1% 	<ul style="list-style-type: none"> Yes: 5% No: 92% PNS: 3%

Overall, people who identified as disabled remained under-represented in our workforce, compared to 28% of the Welsh working age population ([StatsWales 2017-19](#)). Disabled people were also more likely than non-disabled people to work in low-pay occupations ([EHRC, 2018](#)).

Marriage and civil partnership	
2020/21	2019/20
<ul style="list-style-type: none"> • Yes: 57% • No: 42% • PNS: 1% 	<ul style="list-style-type: none"> • Yes: 64% • No: 33% • PNS: 3%

The proportion of people who were married or in a civil partnership among our workforce has decreased compared to 2019/20, but still exceeds the Welsh average of 46.6% in 2011 (2011 Census) and 50% in 2018/19 ([National Survey for Wales 2019/20](#)). This is overall a positive trend, since in 2018, single people were more likely to be employed than married people ([EHRC 2018](#)).

Sexual orientation	
2020/21	2019/20
<ul style="list-style-type: none"> • Gay or Lesbian: 4% • Heterosexual or Straight: 88% • PNS: 8% 	<ul style="list-style-type: none"> • Gay or Lesbian: 5% • Heterosexual or Straight: 90% • PNS: 5%%

The proportion of people in our workforce who identified as LGB+ has decreased slightly since last year (from 5% to 4%). It exceeded the cautious estimates of the proportion of this group within the Welsh population overall 2.9% in 2019 ([ONS 2019](#)) and equals the estimates of 4% in [National Survey for Wales 2019/20](#), but was lower than other available estimates of the LGB+ population in the UK (10%) ([YouGov 2019](#)).

Religion or belief – including lack of belief	
2020/21	2019/20
<ul style="list-style-type: none"> • No religion: 41% • Christian (all denominations): 46% • Muslim: 3% • Other: 1% • PNS: 9% 	<ul style="list-style-type: none"> • No religion: 43% • Christian (all denominations): 46% • Muslim: 3% • Other: 2% • PNS: 6%

The proportion of people in our workforce who identified with no religion has decreased since 2019/20 and is equal the Welsh average - 47% ([StatsWales 2017-19](#)). The

proportion of people who followed religions other than Christianity among our workforce decreased slightly compared to 2019/20 (4% compared to 5%) and slightly under the Welsh population figures of 5% ([StatsWales 2017-19](#)). However, this year more people also chose not to answer this question. The proportion of people who identified as Christian was slightly lower than the Welsh average from 2017-2019 (48%) ([StatsWales 2017-19](#)).

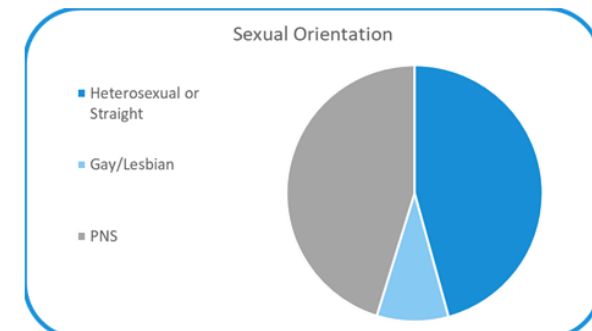
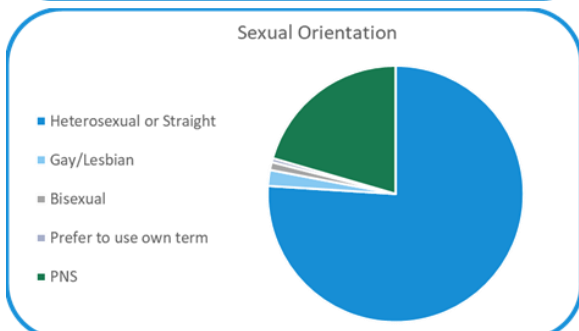
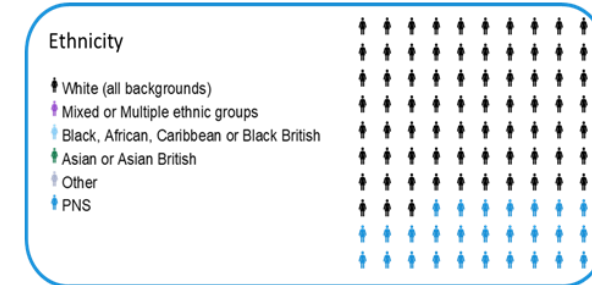
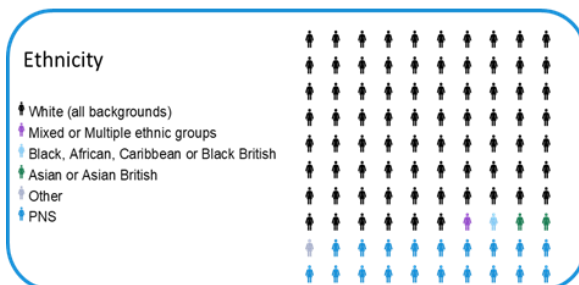
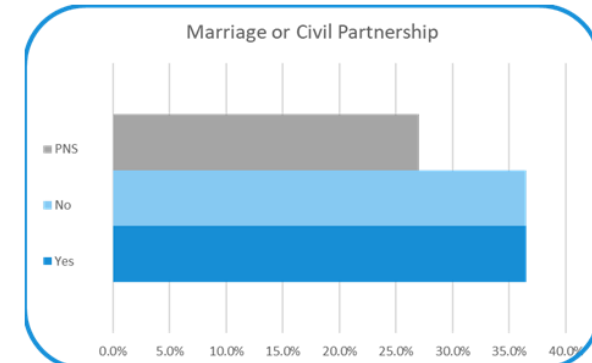
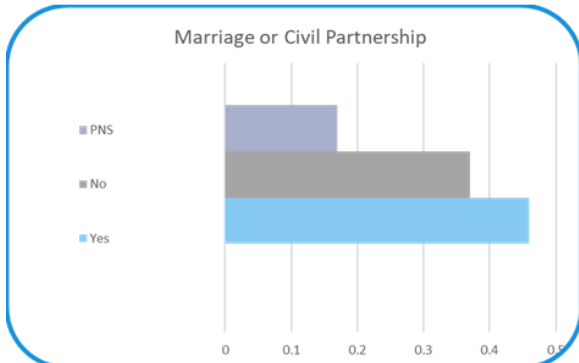
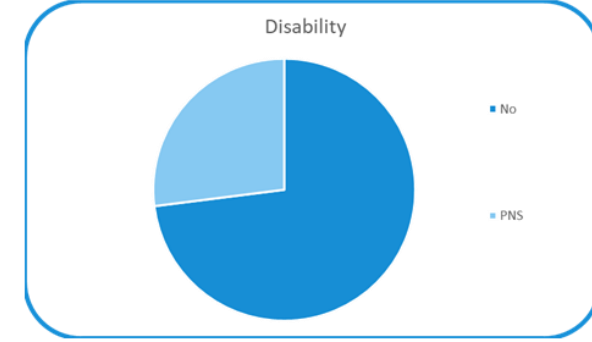
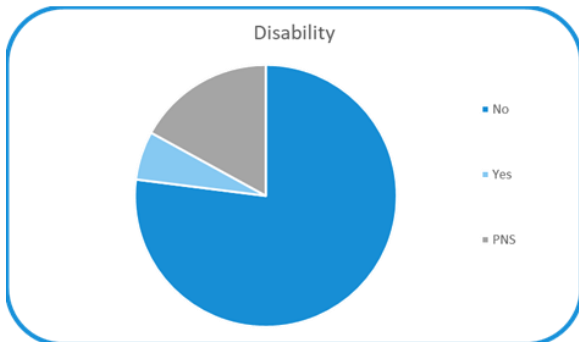
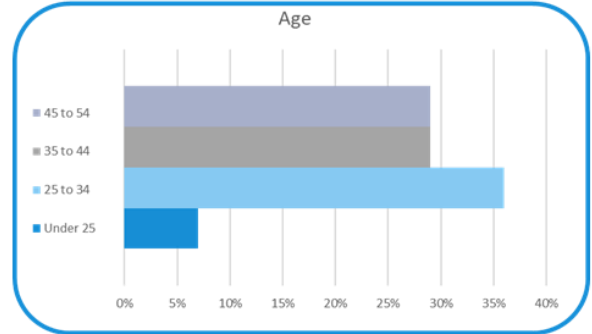
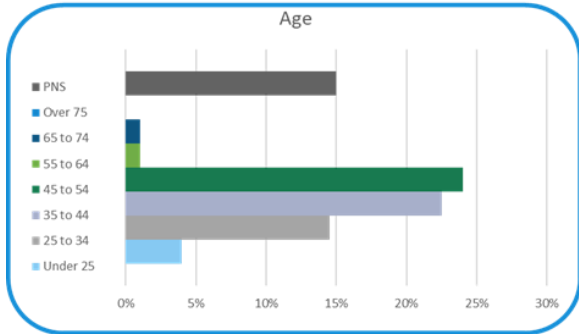
Caring duties	
2020/21	2019/20
<ul style="list-style-type: none"> • Yes: 64% • No: 35% • Select: 1% 	<ul style="list-style-type: none"> • Yes: 52% • No: 48%

In line with broader trends ([National Survey for Wales 2019/20](#); [EHRC 2018](#); [ONS 2016](#)), women were more likely than men to have caring duties (67% to 55%). Most of the staff who indicated that they had caring duties were carers for a child or children. Only 11% percentage of carers indicated that they were primary carers for someone because of disability, health condition or problems related to old age.

Appendix 3: Equality profile of our job applicants

All Candidates

Successful Candidates



In 2020/21, 202 individuals applied for positions with us and 10 were recruited. 3 new employees were recruited on permanent contracts and 7 on a fixed term contract (4 of these were appointed as part of our ARAC and Advisory Panel).

Equality data of job applicants is collected via anonymous forms, separate from the recruitment process.

Age	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> • Under 25: 4% • 25 to 34: 14.5% • 35 to 44: 22.5% • 45 to 54: 24% • 55 to 64: 19% • 65 to 74: 1% • 75 and over: 0% • PNS: 15% 	<ul style="list-style-type: none"> • Under 25: 3% • 25 to 34: 24% • 35 to 44: 31% • 45 to 54: 29% • 55 to 64: 10% • PNS: 3%
Successful Candidates	
<ul style="list-style-type: none"> • Under 25: 0% • 25 to 34: 18% • 35 to 44: 9% • 45 to 54: 36.5% • 55 to 64: 27.5% • 65 to 74: 0% • 75 and over: 0% • PNS: 9% 	<ul style="list-style-type: none"> • Under 25: 7% • 25 to 34: 36% • 35 to 44: 29% • 45 to 54: 29 %

Compared to 2019/20, this year the representation of people under the age of 25 among our job applicants increased slightly - from 3% to 4%. This is compared to 11% of Welsh population between 16 and 24 years old ([ONS 2019](#)). This age group is known to experience a comparatively low employment rate (50.4%) ([EHRC 2018](#)) and is believed to be more at risk of zero-hours contracts ([ONS 2020](#)) and food insecurity ([EHRC 2018](#)). This group was slightly better represented among the successful candidates, though still below the Welsh average.

The proportion of people between 55 and 64 years old among job applicants increased significantly and was in 2020/21 above the Welsh average of 13% ([ONS 2019](#)).

Gender	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> Female: 50% Male: 34% Other: 1% PNS: 15% 	<ul style="list-style-type: none"> Female: 64% Male: 34% PNS: 2%
Successful Candidates	
<ul style="list-style-type: none"> Female: 64% Male: 27% Other: 0% PNS: 9% 	<ul style="list-style-type: none"> Female: 71% Male: 29%

The proportion of females among our job applicants and successful job applicants was equal to the proportion of this group in the Welsh population overall - 50.9% (2011 Census).

Gender reassignment	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> Yes: 0% No: 82% PNS: 9% 	Not collected

Reassigning your gender does not require any specific treatment as this is considered a personal process, not a medical one ([EHRC 2019](#)). Population data about people who have undergone gender reassignment is limited ([Diverse Cymru](#)). Of the LGBT or intersex respondents to a [UK Government survey](#) in 2019, 13% said they were transgender.

National identity 2020/21	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> • Welsh: 45.5% • English: 0% • British: 45.5% • Scottish: 0% • Other: 0% • PNS: 9% 	<ul style="list-style-type: none"> • Welsh: 57% • English: 3% • British: 34% • Scottish: 1% • Other: 1% • PNS: 2%
Successful Candidates	
<ul style="list-style-type: none"> • Welsh: 45% • English: 0% • British: 45% • Scottish: 0% • Other: 0% • PNS: 9% 	<ul style="list-style-type: none"> • Welsh: 64% • British: 29% • Other: 7%

Individuals identifying with nationalities other than Welsh, English or British continued to be under-represented among our job applicants. This was compared to 5.7% of the Wales population overall in 2011 (2011 Census) and 7.5% of Welsh full-time workers ([Wales Centre for Public Policy 2019](#)). This said, this group was comparatively well-represented among the successful candidates.

Ethnicity	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> • White (all backgrounds): 76% • Asian /Asian British: 2% • Black/African/Carribbean/ • Black British: 2% • Mixed or multiple ethnic group: <1% • Other: <1% • PNS: 19.5% 	<ul style="list-style-type: none"> • White (all backgrounds): 88% • Asian /Asian British: 2% • Mixed or multiple ethnic group: 2% • PNS: 8%
Successful Candidates	
<ul style="list-style-type: none"> • White (all backgrounds): 73% • Asian /Asian British: 0% • Black/African/Caribbean/ • Black British: 0% • Mixed or multiple ethnic group: 0% • Other: 0% • PNS: 27% 	<ul style="list-style-type: none"> • White (all backgrounds): 86% • Asian /Asian British: 7% • Mixed or multiple ethnic group: 7% • PNS: 0%

Representation of individuals from ethnic backgrounds other than white among our job applicants equals the Welsh average of 5% ([StatsWales 2019](#); [National Survey for Wales 2019/20](#)). This figure was not carried through to successful candidates, although the proportion of successful candidates that chose not to state their ethnicity has significantly increased. The small base number of the successful group makes it difficult to assess comparative figures between years.

Main Language	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> English: 72% Welsh: 9% PNS: 22% 	<ul style="list-style-type: none"> English: 88% Welsh: 8% Bilingual: 2% PNS: 3%
Successful Candidates	
<ul style="list-style-type: none"> English: 64% PNS: 36% 	<ul style="list-style-type: none"> English: 79% Welsh: 21%

The proportion of Welsh speakers or individuals who were bilingual among our job applicant remained lower than the Welsh average of 19% Welsh speakers in the population overall, 14% in the 20- 64 age group (2011 Census), and as much as 31% with some Welsh language ability ([National Survey for Wales 2017/18](#)).

Disability	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> No: 77% Yes: 6% PNS: 17% 	<ul style="list-style-type: none"> No: 88% Yes: 7% PNS: 4%
Successful Candidates	
<ul style="list-style-type: none"> No: 73% PNS: 27% 	<ul style="list-style-type: none"> No: 93% Yes: 7%

Overall, people who identified as disabled remained under-represented among our job applicants - 6% compared with 28% of the Welsh working age population ([StatsWales 2017-19](#)). The proportion also remained below the Welsh average in that group. As for other data fields, the number of applicants who preferred not to say if they were disabled or not has significantly increased. Since in 2016/17, the employment rate for disabled people (34.6%) was much lower than for non-disabled people (73.4%). Disabled people were also more likely than non-disabled people to work in low-pay occupations ([EHRC 2018](#)).

Marriage or civil partnership	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> • Yes: 46% • No: 37 % • PNS: 17% 	<ul style="list-style-type: none"> • Yes: 50% • No: 46 % • PNS: 4%
Successful Candidates	
<ul style="list-style-type: none"> • Yes: 36.5% • No: 36.5% • PNS: 27% 	<ul style="list-style-type: none"> • Yes: 57% • No: 43%

The proportion of married people among our job applicants was similar to the Welsh average of 46.6% in 2011 (2011 Census) but lower than a more recent estimate of 50% ([National Survey for Wales 2018/19](#)).

Sexual orientation	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> • Heterosexual or Straight: 76% • Gay or Lesbian: 2% • Bisexual: 1% • Prefer to us own term: 0.5% • PNS: 20.5%% 	<ul style="list-style-type: none"> • Heterosexual or Straight: 88% • Gay or Lesbian: 3% • Bisexual: 2% • PNS: 6%
Successful Candidates	
<ul style="list-style-type: none"> • Heterosexual or Straight: 45.50% • Gay or Lesbian: 9% • PNS: 45% 	<ul style="list-style-type: none"> • Heterosexual or Straight: 100%

The proportion of our job applicants who identified as LGB+ fell again compared to last year (from 5% to 3%), although the proportion of people who chose not to respond to the question has significantly increased. It is now in line with the cautious estimates of the proportion of this group within the Welsh population overall - 2.9% in 2019 ([ONS 2019](#)) and 4% in 2018/19 ([National Survey for Wales 2019/20](#)), but was lower than other available estimates of the LGB+ population in the UK (10%) ([YouGov 2019](#)). However, LGB+ was well represented among the successful candidates.

Religion or belief – including lack of belief	
2020/2021	2019/2020
All Candidates	
<ul style="list-style-type: none"> • No religion: 47% • Christian (all denominations): 30% • Muslim: 1% • Jewish: 0.5% • Other: 0.5% • PNS: 21% 	<ul style="list-style-type: none"> • No religion: 51% • Christian (all denominations): 37% • Buddhist: 1% • Muslim: 1% • Other: 1% • PNS: 8%
Successful Candidates	
<ul style="list-style-type: none"> • No religion: 27.5% • Christian (all denominations): 27.5% • PNS: 45% 	<ul style="list-style-type: none"> • No religion: 50% • Christian (all denominations): 43% • Muslim: 7%

The proportion of people who followed religions other than Christianity among our job applicants continued to decrease compared to previous years. In 2019/20, it was lower than the estimates of this group in the Welsh population overall - 5% ([StatsWales 2017-19](#)), and was not represented amongst the successful candidates.

The proportion of people who identified as Christian was much lower than the Welsh average of 48% over 2017-19 ([StatsWales 2017-19](#)) - though, again, broadly consistent with the proportion of people who identified as Christian in the 16 to 44 age group (39%).

The proportion of people who identified with no religion (47%) was the same as the proportion of the Welsh population ([StatsWales 2017-19](#)).

Appendix 4: Gender breakdown by salary and role, contract type and working arrangement

As we have a large number of grades, some with a single post holder, the table below provides the gender breakdown of staff by salary and role:

Role	Salary (FTE)	Male	Female	Total	% Male	% Female
Administrative and frontline staff	£19k - £31k	2	16	18	11%	89%
Investigation Officers and Support Service Managers	£32k - £44k	9	29	38	24%	76%
Improvement Officers and Managers	£45k - £57k	5	8	13	38%	62%
Senior Managers	£58k +	2	3	5	40%	60%
	Total	18	56	74*	24%	76%

* The total number of employees in this table does not include the Ombudsman

At 31 March 2021, there was 1 member of staff on a fixed term contract and 73 on permanent contracts. 22 members of staff worked part-time (20 female and 2 male).