

# Strategic Equality Plan



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# Introduction



This document is about how the **Public Services Ombudsman for Wales (PSOW)** is planning to make sure it is fair to everyone in all its work.



**The Public Services Ombudsman for Wales (PSOW)** is a government organisation that deals with complaints about **public services** provided by:



- Local councils
- The National Health Service (NHS)
- Housing associations
- The Welsh Government



A **public service** is a service provided by an organisation that is part of the government.



## Writing this plan

Before we wrote this plan we listened to the views of:



- Government organisations that work to make things fair for everyone



- Our staff



- Many organisations that speak up for different **communities** in Wales



**Communities** are groups of people living in the same place or that share something in common.

# Being fair to everyone



The law says we must:

- Make sure people are not treated in a bad way because of who they are



- Give everyone a fair chance to do things



- Help people from different communities to get on well together



We have to make sure we do not treat people unfairly because:



- Of their age



- They are disabled



- Of their sex



- They are gay or straight or something else



- Of their **race**



**Race** is about a person's background.

It might be:

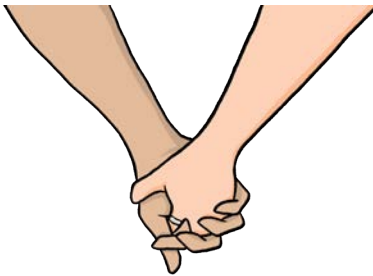
- The person's skin colour
- The country they come from
- Where their family comes from



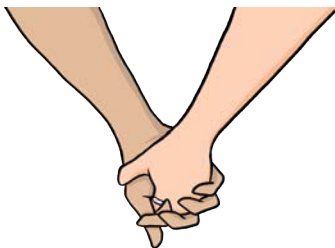
- Of their religion, beliefs or lack of belief



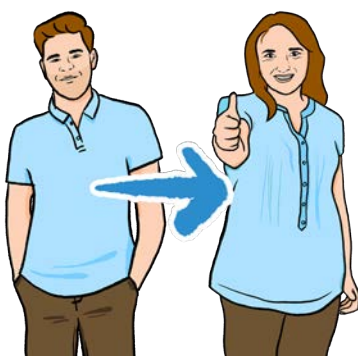
- They are pregnant or have a new born baby



- They are married or in a **civil partnership**



A **Civil Partnership** is a way of making your relationship legal without being married.



- They have changed their gender



# The aims of the PSOW



We have 3 main aims:

1. To deliver **justice**



**Justice** is fairness. It means making a decision that is fair to everyone.



People ask us to deal with their complaints about public services.



We have to decide the rights and wrongs of each case.





We aim to do this in a way that is fair to everyone.



## 2. To improve public services

This means that public services should learn from people's complaints and make their services better.

**Ombudsman**  
PUBLIC SERVICES OMBUDSMAN FOR WALES



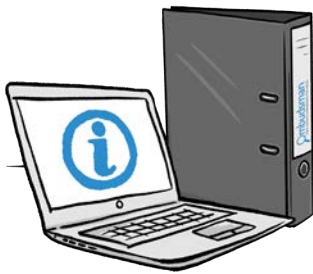
## 3. Manage our organisation properly

# What we will do



When we decide the rights and wrongs of people's complaints, we will:

- Keep **records** that show we are being fair to everyone



**Records** means information which is written down and kept in a file or on a computer.



- Try harder to work with people who are often not involved or listened to



- Make sure that our own services suit the different needs of people who use them



When we work to improve public services, we will:

- Make sure our staff look at situations where someone has not been treated in a fair way



- Give out more information about how we check that people have been treated in a fair way when we look at people's complaints



- Make sure that we are being fair to everyone when we take on more work



As we manage our own organisation we will:

- Keep records which show that we are being fair to everyone who works for us



- Make sure we are fair to everyone when we give jobs to new people



- Make sure that everyone who works for PSOW is paid in a fair way



- Help all staff to know about:
  - How to be fair to everyone



- How to make sure we involve people from all different communities



- How to make sure all our staff stay healthy



- Make sure that we check we are being fair to everyone when we decide what to do

# How we will check that we are being fair to everyone



Every year we will look at how well we are working to be fair to everyone.



Every year we will ask our staff what they think by:

- Asking them to answer questions in a survey



- Talking about it at staff meetings



- Having certain staff who are responsible for helping us to be fair to everyone



We will also ask:

- Government organisations that work to make things fair for everyone



- Many organisations that speak up for different communities in Wales



Every year we will look at what more we can do.



# Making information available



We will make this plan available on our website and social media - like Facebook and Twitter.



We will make it accessible to people with different needs.



We will share it with organisations that speak up for different communities in Wales.



Next year, we will also provide an **Equality Report**.



**Equality** means being fair to everyone in the same way.





The Equality Report will be about:

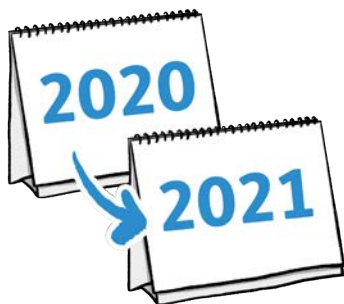
- How well we are working to be fair to everyone



- How we are being fair to our staff and people who use our services



- Any ideas we have to improve the way we work



- The work we plan to do in the year 2020 to 2021