

# **Being fair to everyone**

Our yearly equality report  
2019 - 2020 and plans for  
2020 - 2021



**easy  
read**

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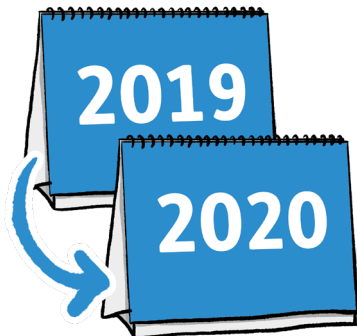
# Introduction



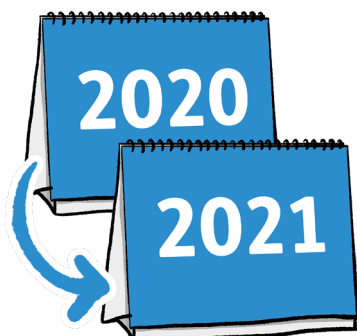
This document is from the Public Services Ombudsman for Wales (PSOW).



Each year we write a report on the work we are doing to make things fair for everyone in Wales.



This report explains the work we have been doing in 2019 and 2020.



It also explains some of the work we plan to do in 2020 and 2021.

# The Public Services Ombudsman for Wales (PSOW)



We are an independent organisation.

We do three main things:

1. We look into complaints about **public services** in Wales.



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



2. We look into complaints about local **councillors**.



A **councillor** is a person who is chosen to run a council.



3. We work to make public services better.



Most of the people who contact us are making a complaint about a public service or a local councillor.

# Being fair to everyone

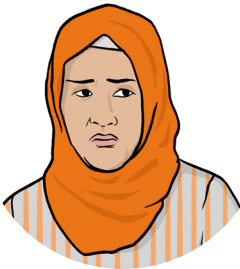


The law says that people should not be treated differently because of their:

- race



- age



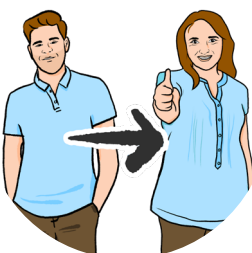
- religion



- disability



- sexuality - this means being gay or straight or something else



- gender - this means being male or female. Or because they've changed gender



- pregnancy or having a new baby



- marital status - this means being married or not.



But certain groups of people are often treated differently and not in the same fair way as everyone else.



We need to check that people from these groups are:

- making use of our services, like everyone else



- being treated in a fair way.

# What we did last year and what we plan to do next



Doing more to make sure that all groups of people are using our services

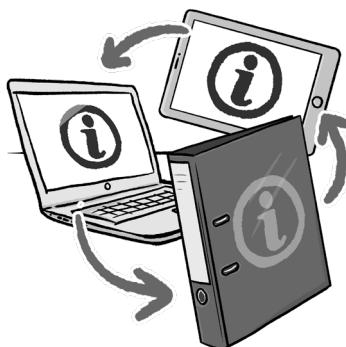
This year we:



- carried on collecting information about the background of people who use our services

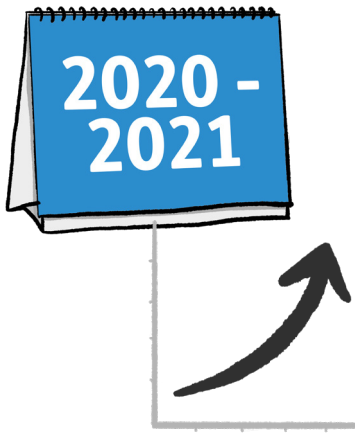


- worked on a better way to collect this information



- worked on better ways to manage this information.





Next year we plan to:

- improve the questions we ask people who contact us



- get better at collecting information from people who contact us by phone or text message



- make a note of cases where people have been treated unfairly so we see if certain things are happening more.



## Groups of people who are not contacting us

This year we:

- learnt more about what is stopping older people from contacting us.



Next year we plan to:

- find out more about what is stopping people from these groups contacting us:



- black and minority ethnic



- people who were not born in this country.



- do more work with the organisations that support these people.



## Making sure that our services are accessible to everyone

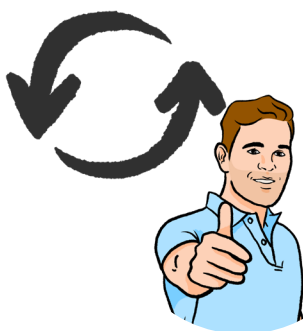
This year:



- nearly all the people who used our services thought that we were accessible



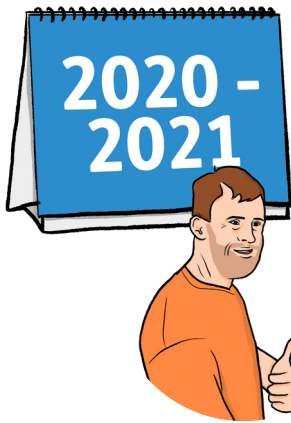
- we collected information from these people to help us make sure different groups are using our services



- we started to change how we make our services accessible to disabled people



- to help people who have difficulty with writing, we set up a way for people to complain by speaking to us.



Next year we plan to:

- carry on making sure our services are accessible



- tell more people that they can make a complaint by speaking to us



- tell people they can ask for changes that help them to use our services like everyone else.

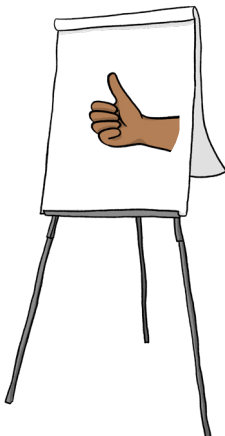


## Making sure our staff know how to make our services accessible to everyone

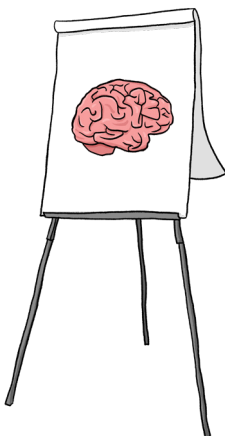
This year we:



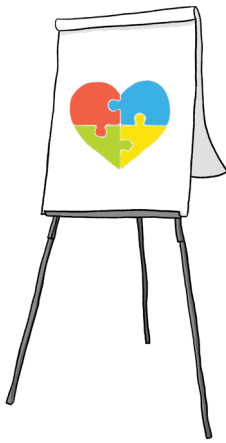
- worked to do more to help disabled people



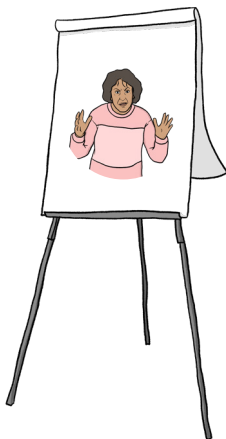
- included training on being fair to everyone in our training for new staff



- trained some of our staff so they understood more about working with:
  - people with mental health conditions



- people with autism



- people with behaviour that challenges.

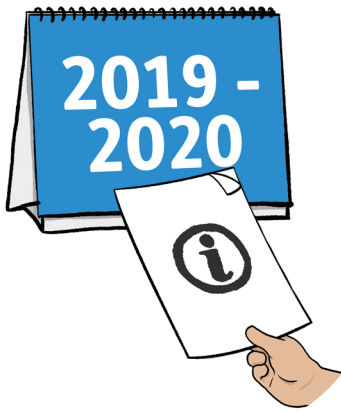


Next year we plan to:

- give more training to our staff

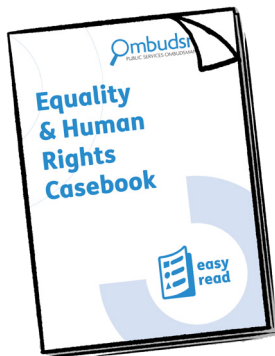


- make one of our staff an 'Autism Champion' to help all staff understand more about autism.



## Giving out more information about how we help people who have been treated unfairly by a public service

This year we:



- wrote a booklet about how services need to be fair to everyone. We made an Easy Read version of this booklet.



Next year we plan to:

- write an updated version of this booklet.



## Being fair when we start our own investigations

Most of our work comes from complaints made by people in Wales.



But we can now start our own **investigations** if we think something is going wrong in a public service.



An **investigation** is when we look into something to find out what has happened.



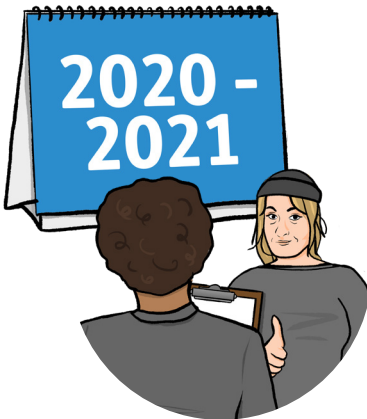
This year we:

- helped public services have rules to make sure they were being fair to everyone when considering complaints





- checked that when we start our own investigations we are fair to everyone.



Next year we plan to:

- check that our investigation into homelessness in Wales is fair to everyone.



## Making sure we are fair when we give jobs to people

This year we:



- looked at the questions we ask people who want a job with us



- looked at the background of people who we gave a job to. We wanted to make sure that we are being fair to different groups of people



- checked that we are being fair to our staff.



Next year we plan to:

- set up a new way of checking that we are being fair to our staff.

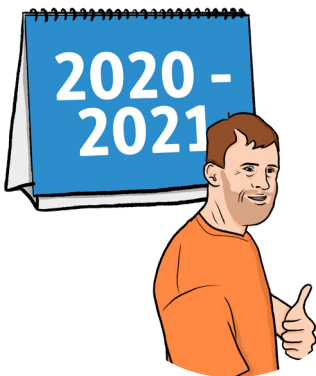


## Having more staff from groups that don't usually get a fair chance

This year we:



- learned more about how to be fair to disabled people who work with us.



Next year we plan to:

- change how we advertise for new staff so that it is fairer for disabled people
- do more to include black and minority ethnic people when we advertise for new staff.





## Making sure the way we pay our staff is fair

In many organisations, the people who earn the most money is men. The people who earn less is usually women.

This is unfair.



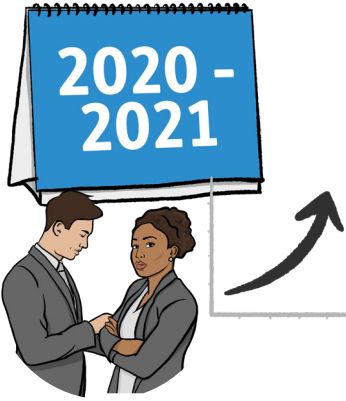
We want to change this in our organisation.



This year we:

- reduced the gap between how much men and women earn in our staff
- won silver in a scheme that checks that organisations are treating men and women fairly.





Next year we plan to:

- do more to improve the difference in pay between men and women



- get better at supporting our staff who are caring for someone.



## Being fair to staff from different backgrounds and staff who have mental health difficulties



This year we:

- started our new plans to help people be happy and well at work



- trained staff to notice if someone is starting to be unwell mentally



- set up a room where staff can go to be quiet or pray



- we asked our staff to think how each of them can help us be fairer.

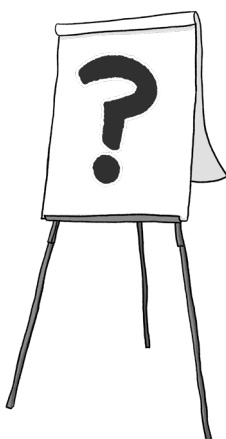


Next year we plan to:

- help our staff to understand more about the work we do to be fairer and to support them being happy and well at work



- check how our staff want to help us being fairer and what training they need to do it



- ask staff if they think everyone can get the training they need.



## Making sure we are fair to everyone when we make decisions

This year we:



- looked into the way we make decisions about how we work, to see if there is a better way to make sure we are being fair to everyone.



Next year we plan to:

- check that we are being fair to everyone when we buy things.

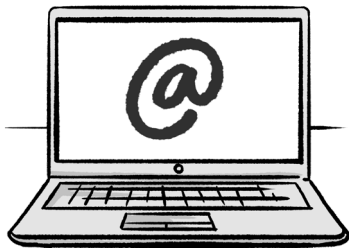


# For more information



If you need more information please contact us by:

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