

Ombwdsmon Ombudsman

OMBWDSMON GWASANAETHAU CYHOEDDUS CYMRU
PUBLIC SERVICES OMBUDSMAN FOR WALES

Annual Equality Report 2021/22

September 2022



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Annual Equality Report 2021/22

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Foreword

I am pleased to present this annual report on our equality, diversity and inclusion work during 2021/22. This is also the last report under our current Equality Plan 2019 – 2022, which was prepared under my predecessor's tenure. It is timely to take stock of what has been achieved under the Plan to date.

There have been many highlights. Over the last three years, we have made remarkable improvements in the amount and quality of equality data available to us. We now have a far more accurate picture of the profile of our complainants, job candidates (including those that were successful) and our staff.

We have also continued to build our capacity to better identify equality and human rights issues in our casework, and we ensured that we considered those issues when planning and undertaking our first investigation on own initiative.

We continued to engage with advice and advocacy bodies to spread the word about our service to under-represented groups. This year, our annual Sounding Board session was attended by 14 such bodies.

We also continued to work with external partners to improve attention to equality, diversity and inclusion in service and our practices as an employer. This year, we gained Autism Awareness Employer Status and 71% of our staff completed racism awareness training. In another highlight, we achieved ChwaraeTeg

FairPlay Employer award for gender equality at silver level – for the third year running. Our median gender pay gap dropped from 21% at March 2019 to 3% at March 2022, whilst we reduced the mean gender pay gap from 23% to 17% during that period.

We are proud that 86% of our staff who responded to our staff survey this year agreed that we are committed to creating a diverse, equal and inclusive workplace.

However, despite these and other highlights, some old challenges have



remained. Certain groups in society are not well-enough represented among our complainants. We still receive very few complaints from older and younger people, people of diverse ethnicities and nationalities, and people who use Welsh as their first language. We would also expect the people from LGBTQ+ community to be better represented among our complainants.

The profile of our staff still does not fully reflect the communities that we serve and we believe that our recruitment efforts do not yet reach enough diverse communities.

We are also facing some new challenges. For example, although in 2021/22, 80% of people we surveyed said that we were easy to find, that was a lower score than in 2020/21 (85%). Our challenge for 2022/23 is to improve the accessibility of our service whilst facing increased workload and static resources.

We are aware of these and other challenges and are now looking to the future, to explore new ways in which we can continue to support equality, diversity and inclusion. I am currently consulting on my Strategic Plan, setting out my ambition for the office over the next three years. Under the Plan, I propose to place a renewed emphasis on increasing the accessibility and inclusion of our service and on our efforts to improve the diversity of our workforce. Those commitments will be central to our new Equality Plan which we intend to develop by the end of this reporting year.

Michelle Morris
Public Services Ombudsman for
Wales

September 2022



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 published our 'Race and Ethnicity at Work Charter' against the backdrop of the Black Lives Matter Protests, to strengthen our contribution to race equality, justice and inclusion in Wales. Our aims and objectives under the Charter this year are below:

We will listen

- We will engage proactively with ethnic minority communities to determine and break down the barriers to access our service, recognising intersectionality.
- 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.

We will learn

- We will ensure continued anti-racism learning and awareness for all staff.
- We will hold events 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 ethnic minority 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 from ethnic minorities.

Throughout this Report, this symbol indicates areas of our performance relevant to the Charter.



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.

Readers already familiar with our organisation and our ways of working are invited to skip to part 2 which discusses our performance in 2021/22.



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. However, in 2019 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
- 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 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.

Strategic decisions are those key decisions that affect how a public body fulfils its statutory purpose.

We are not bound by the socio-economic duty, but are committed to its principles and have already taken steps to strengthen how we consider 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. The details of the Standards that we are required to comply with can be found on our website [here](#). You can read [our Welsh Language Policy here](#).

We give more details of our performance under the Standards during 2021/22 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 planning moving forward.

The Head of Equality, Diversity and Inclusion is responsible for the coordination of the 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 moving forward. They also assist staff in completing Equality Impact Assessments (EIAs).

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

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

How we prepared this Report

In developing this Report, we drew on research from a variety of secondary sources, including publications, research and data by the Equality and Human Rights Commission; the Office for National Statistics; the Welsh Government; the UK Government Equalities Office; Stonewall; Chwarae Teg and many others. We refer to that data in our analysis in the Appendices.

In preparing this Report, we consulted with our internal staff Equality Group and the Management Team.

Our internal staff Equality Group

The Group

- helps monitor the implementation of the Equality Plan and 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 2021/22, the Group reviewed its work and decided to focus more clearly on two areas of work: accessibility and improving how inclusive and diverse we are as an employer.





We are not bound by the socio-economic duty, but are committed to its principles and have already taken steps to strengthen how we consider socio-economic inequalities in our work.

Our performance in 2021/22

Our workload increased significantly during the year. Although the COVID-19 restrictions were eased during the year, our working arrangements continued to be affected by the new ways of working introduced during the pandemic. For these two reasons, we did not complete all the actions planned. We will continue to work on those actions during 2022/23, as we develop our new Equality Plan.



Strategic Aim 1: Deliver Justice

A fair, independent, inclusive and responsive complaints service.



Our Casework Management System now allows us to tag the relevant cases for equality and human rights issues, to better identify themes in our complaints.

14

14 advice and advocacy bodies attended our annual Sounding Board session to share feedback on our accessibility.

74

We published 74 posts on social media related to equality, diversity and inclusion.



We took 221 oral complaints - compared to 63 last year.



We also took our first complaint in British Sign Language.

80%

80% of respondents to our annual service user survey found it easy or very easy to contact us.



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

Equality monitoring

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. In 2021/22, we evaluated different ways of proactively prompting our service users to share their equality data with us – for example, by sending them a link to the questionnaire by text. However, due to other pressures on our resources, we decided not to introduce this option for now.

However, we started to offer a new service to people who complained to us over the phone. As we take the complaint, we now ask if the complainant would like us to participate in the equality survey over the phone. In 2021/22, 24 people took up this offer - 11% of all those who complained to us over the phone.

We analyse and monitor the data for our complainants every quarter and act responsively when we see changes in complainants' data profiles.

Equality and human rights tags

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.

For this reason, our Casework Management System now allows us to tag the relevant cases for equality and human rights issues. During the year, we organised training for our casework staff on using these tags. In 2022/23, we will evaluate how the tags are being used and organise more training if needed.

Our actions in 2021/22	% completed
Continue to capture, analyse and act on our equality data from complainants.	100%
Complete IT updates to tag equality and human rights considerations in our Casework Management System.	100%

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 2021/22, despite the easing of the COVID-19 restrictions, organising direct engagement remained challenging.

Nevertheless, we engaged during the year with many organisations to raise awareness of our role, scope opportunities to work together and gather feedback on our accessibility. Those included:

- Wales Refugee Council
- Ethnic Minorities & Youth Support Team Wales (EYST)
- Race Equality First
- Disability Wales and Learning Disability Wales
- Autistic UK
- The Chinese in Wales Association
- Carers Wales - and others.

Working with Learning Disability Wales and Carers Wales, we held focus groups to understand better the barriers faced by stakeholders of those organisations when trying to access complaints processes. We also held a Sounding Board session with advice and advocacy bodies to gather feedback on our accessibility. The session was attended by 14 organisations. 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.

In addition, during the year we significantly intensified our presence on social media, with a focus on positive content tying our work to equality, diversity and inclusion issues. In 2021/22, 74 of our posts related to those issues.



Our actions in 2021/22	% completed
Organise 2 joint events with ethnic minority and disability support groups to raise awareness of our services.	100%
Deliver 8 social media posts targeting people with protected characteristics.	100%



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.

Additional needs*

In 2021/22, we had 95 requests that could be interpreted as requests for reasonable adjustments. We are confident that we meet the additional needs of our service users.

Nevertheless, in 2021/22, as in the previous years, our service user satisfaction research showed that only a small proportion of the people we asked remembered being asked whether they had any additional needs when communicating with us (30%, compared to 41% in 2020/21). Positively, though, of those who remembered being asked, 93% said that we met their requirements. We understand that people who had additional needs would be more likely to remember this question. Still, this is an area we want to improve on.

Complaints other than in writing

Under our new Act, we can now accept complaints other than in writing, including oral complaints, either in person or on the phone.

The feedback we received from some people who used this option during 2021/22 showed that this service really helped to remove barriers to access for individuals who, for a range of reasons, are unable to submit their complaints in writing.

This year we took 221 oral complaints. This is a huge increase compared to 63 last year. We also took our first complaint in British Sign Language (BSL). Given the very good uptake of this service during the year and the pressures of increasing workload, we decided to postpone the outreach campaign about it.

Our national survey showed this year that more people were aware that we can accept complaints other than in writing. 80% of people asked knew that we can accept a complaint over the phone and 54% knew that we can take a complaint in BSL.



221 oral complaints.



Our first complaint in British Sign Language.

Assessing our accessibility

During 2021/22, we conducted a telephone survey of a representative sample of our complainants to scope their satisfaction with our service. 80% of the respondents found it easy or very easy to contact us. This is a high proportion, but lower than last year (85%). This lower score is in line with the general drop in satisfaction with our service this year, which may be the result of pressures on our staff due to their increased workload. Our challenge for 2022/23 is to improve our service whilst facing increased workload and static resources.

During the year, we met with many advice and advocacy groups to talk about work and learn what we can do better in terms of outreach and accessibility (see 1.1 above). We benefited from advice from Autistic UK, who reviewed our website and complaint form and offered helpful suggestions on how we can make them more accessible for a neurodiverse person. The participants of our Sounding Board gave us further feedback on accessibility, by emphasising the need for more visual resources, simpler language and better information on additional needs support. We will be taking this feedback forward through actions under our new Strategic Plan.

Our actions in 2021/22	% completed
Make sure that we record all requests for additional support.*.	100%
Ensure that our casework officers ask complainants about additional requirements proactively on an ongoing basis.	100%
Run social media campaign to promote oral complaints.	0%
Explore the potential for a systematic review of the complaints service from the perspectives of a neurodiverse person and an ethnic minority person.	50%
Sense check our website and forms so they are more accessible.	100%

*reasonable adjustments as defined in the Equality Act 2010.



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.

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

Promote learning from complaints and stimulate improvements on a wider scale.



We achieved Autism Awareness Employer Status. 93% of our staff this year completed Autism Awareness training.

71%

71% of our staff completed racism awareness training.



We published our third Equality and Human Rights Casebook.



We embedded equality considerations in how we developed our new proactive powers.



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

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.

Awareness of autism and neurodiverse conditions

With a rise in the number of autistic people that use our service, we want to be more aware and accepting of all neurodiverse conditions.

This year, we achieved Autism Awareness Employer Status. 93% of our staff completed Autism Awareness training.

Equality and diversity champion

We have designated a member of staff as an Autism Champion, who is gaining knowledge from various training courses and meetings with autism organisations to help us better understand and meet the needs of people on the neurodivergent spectrum.

During the year, we encouraged staff to apply to become another equality and diversity champion, focusing on groups that are under-represented among our complainants or staff. Unfortunately, with no applications received, we did not create that position. We believe that staff expressed no interest because of the pressures due to the increased workload this year. During 2022/23, we will continue to support our staff to understand equality and diversity needs of complainants.



Lunch and Learn' events



We committed to organise two 'Lunch and Learn' events with staff during the year on ethnic minority and disability issues. The Equality Group had continued to plan for this project during the year. However, it decided that our staff were unlikely to have the capacity to engage with such events, given their work pressures this year. Additionally, the Group decided that we would be likely to secure better engagement when staff increase their time in the office. We will continue to evaluate the opportunities to hold these events during 2022/23.

Anti-racism training



During 2021/22, we provided unconscious bias training to all our staff, as well as the members of PSOW Advisory Panel. This year, we also provided racism awareness training. 71% of our staff completed that training.

Our actions in 2021/22	% completed
Identify at least one additional equality and diversity champion.	50%
Gain Autism Awareness Organisation Status.	100%
Provide anti-racism training across the organization for a minimum of 80% of our staff.	90%
Organise two 'Lunch and Learn' events for staff on ethnic minority and disability issues.	0%



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 2022, we published the third casebook.

You can access [the Equality and Human Rights Casebook from here](#).

Our actions in 2021/22	% completed
Publish the third Equality and Human Rights Casebook	100%

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



Since 2019, we have new powers to drive systemic improvement: the power to undertake investigations on our own initiative and to establish a Complaint Standards role. From the outset, we were determined to embed equality considerations in how we developed both roles.

Complaints Standards Authority

One of the key parts of our Complaints Standards work is to deliver training on good complaint handling to the Welsh public bodies in our jurisdiction. In 2021/22, we delivered 140 online training sessions in total, with around 3,000 people attending.

Because the training is delivered online, many accessibility issues (for example, accessibility of facilities) do not arise. Nevertheless, during the year we continued to review feedback from the participants for comments on accessibility.

For example, following a comment from a neurodiverse participant we adjusted the language used in one section of the course. We also continue to accommodate any requests for reasonable adjustments, for example due to hearing difficulties. During the year, our Training Officer responsible for delivery of the complaints standards training completed an online facilitation course and reviewed our training offer in line with best practice.

Own Initiative Investigations

During the year, we published the report on our first wider Own Initiative Investigation – 'Homelessness Reviewed: An open door to positive change'. The investigation considered how local authorities conducted homelessness assessments and looked at the work of three County Councils – Cardiff, Wrexham, and Carmarthenshire.

In our report, we praised the work done by these Councils during the COVID-19 pandemic and we acknowledged elements of good practice. However, we identified several serious failings.

In preparation for the investigation, we completed an Equality Impact Assessment. In addition to steps to ensure that the investigation and its findings were accessible, the assessment also helped us to include equality and human rights issues during the investigation.

Thanks to that, our first investigation on our own initiative into how local authorities in Wales conducted homelessness assessments found that Human Rights and Equality Act 2010

duties were not explicitly taken into account in assessments and reviews.

Such examples led us to recommend, among others, that the three authorities investigated plan to provide regular training on equality and human rights to all decision makers and to reviewing officers. We also invited the Welsh Government to review the Code of Guidance to ensure that it is explicit that human rights and equality must be taken into account when assessing homelessness applications, reviewing decisions and when allocating housing.

You can find the [full report on our first own initiative investigation here](#), and in [Easy Read here](#).

Due to staffing issues and work pressures, we did not commence another own initiative investigation. We will progress this work in 2022/23 and undertake Equality Impact Assessments of any investigations planned.

“As with human rights, local authorities have a duty to consider the rights and protection afforded by the Equality Act 2010 when making decisions (as outlined in paragraph 24). Again, there was no evidence in the case files of the 3 authorities investigated of either the assessment officer or the reviewing officer taking account of this duty when making a decision.

- quote from the investigation report.

Our actions in 2021/22	% completed
Review CSA training for public bodies to ensure it is accessible for all.	100%
Commence an Equality Impact Assessment of our second own initiative investigation.	0%

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.



Women, people from diverse ethnic minorities, people between 55 and 64 and Welsh speakers were well-represented groups in our workforce.



Under-represented groups included people under 25, disabled people, people of diverse nationalities and people from LGBTQ+ community.



6% of our job applicants were from diverse ethnic backgrounds and 7% of shortlisted candidates were from those backgrounds.



However, the equality profile of our successful candidates was not as diverse as we would have wanted.



We continued to work as a Disability Confident Employer.



We again achieved the Chwarae Teg FairPlay Employer award at silver level.



We are glad to see the reduction in our median gender pay gap from 5% to 3%.



Of the staff who responded this year to our staff survey, 86% said that we are committed to creating a diverse, equal and inclusive workplace.



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

In 2021/22, we continued to monitor the equality profile of our workforce and job applicants (those who applied and those who were successful). This analysis gave us new and better insight into our recruitment trends.

This year, we analyzed the profile of different groups within our workforce - for example, based on the use of disciplinary or grievance procedure and access to training.

In 2021/22, no one was subject to the disciplinary process or used the disciplinary procedure. Only one person used the grievance procedure. We cannot offer any meaningful analysis of the equality profile of the staff who used those procedures.

We also compared this year the equality profile of all our staff with the equality profile of those staff members who completed the recommended number of Continuous Professional Development (CPD) hours.

Equality characteristic	Representation among all staff	Representation among the staff who completed the recommended number of CPD hours
Age (under 25)	3%	3%
Age (over 55)	19%	19%
Gender (female)	73%	76%
Caring duties (yes)	61%	59%
Diverse ethnic backgrounds	8%	5%
Diverse national backgrounds	3%	3%
Disability	3%	0%
Diverse sexual orientations	4%	2%
Diverse religions	4%	2%

We notice that some groups were noticeably less represented among those who completed the recommended CPD hours compared to our staff overall. This included people from diverse ethnic backgrounds, people identifying with diverse sexual orientations and diverse religions as well as disabled people. We will carefully monitor this data to establish if these results indicate more long-term trends that we need to address.

Our actions in 2021/22	% completed
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 - publish this analysis, if appropriate to do so and act on the findings.	100%



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 2021/22 led us to identify some positives but also areas for improvement.

Workforce



Women and ethnic minorities continued to be very well represented in our workforce. Well-represented were also groups such as people between 55 and 64 as well as Welsh speakers. We had a small and welcome increase in the proportion of people under 25 who work for us.



People under 25 continued to be an under-represented group, alongside people who identified as disabled and people of nationalities other than Welsh, English or British. Only a small percentage of people identified with diverse sexual orientations and no one identified as trans.

Job applicants



We saw that, compared to last year, people under 25 were better represented among job applicants and successful applicants. Very positively, 38% of successful candidates stated that they were fluent in Welsh.



We saw a large drop in the representation of people in the 55-64 age group.

Only a very small proportion of our job applicants were from diverse national backgrounds and none of those who were appointed identified in that way.

Whilst 9% of our job applicants identified as disabled and 8% identified with diverse sexual orientations, none of the successful candidates identified in that way.



Whilst 6% of our job applicants were from diverse ethnic backgrounds and 7% of shortlisted candidates were from those backgrounds, none of the successful candidates identified in that way.

Our work this year

During the year, we evaluated the options of joining an appropriate certification scheme or engaging an external recruitment agency to help increase the diversity of our workforce. However, the cost of such options was too high for us to accommodate in our current budget.

Nevertheless, we continued to work as a **Disability Confident Employer**. We also continued to work with and take advantage of networks of organisations such as TaiPawb, Disability Wales and Ethnic Minorities & Youth Support Team Wales to spread the word about our vacancies and keep an eye on good practice. We have also been an active member of the Ombudsman Association's new Equality, Diversity and Inclusion Group, as well as the established Human Resources network, which help us discover new ways to increase the diversity of our workforce.

Advisory Panel appointments



In 2020, we set a long term aspirational target to achieve greater ethnic diversity on the Advisory Panel and/or Audit and Risk Assurance Committee within the lifetime of the Equality Plan for the period to 2022. We have not yet achieved this. However, we have recently agreed changes to the number of members and the terms of office of members of the Advisory Panel and Audit and Risk Assurance Committee and will be recruiting later in the current financial year. We will again seek to increase ethnic diversity through this recruitment.



Next steps

Although some of the trends discussed in this section have been positive, it is disappointing that our actions as a Disability Confident Committed employer have so far not resulted in better representation of disabled people among our workforce. It is also concerning that the pool of our job applicants is overall more diverse than the profile of the successful applicants, suggesting that there may be barriers which make it difficult for some groups to join our workforce.

It is important to remember that the number of people that we appoint during the year tends to be small. During 2021/22, 8 people joined our team. With such small numbers, the potential to secure diversity may, at times, be limited. Nevertheless, we understand that we need to redouble our efforts to increase the diversity of our workforce and governance. This will be the strong focus of our communications and outreach plan in 2022/23, as well as our new Strategic Plan.

Our actions in 2021/22	% completed
Consider membership of an appropriate certification scheme to signify our commitment to ethnic minority employment such as Investing in Ethnicity or other.	100%
Engage an external recruitment agency to help increase the diversity of our workforce, greater promotion of employment opportunities to people with protected characteristics.	0%

Objective 3.3: Address PSOW's Pay Gap.



As 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. We are glad to see the reduction in our median gender pay gap from 5% to 3%, as a result of more senior appointments being filled by women. However, the higher mean figure shows that male staff are still less represented in positions that are lower paid and more so in positions that attract a higher salary.

	March 2021	March 2022
% of staff female*	76%	76%
Median Gender Pay Gap	5%	3%
Mean Gender Pay Gap	17%	17%

We again achieved the Chwarae Teg FairPlay Employer award at silver level.

The Chwarae Teg assessment identified some areas in which we need to do more work, including actions around recruitment, internal communications and communication of flexible working arrangements. We will be working on those actions during 2022/23.



Finally, during the year, we intended to develop our new People Strategy. However, we re-evaluated that project and decided that it should be delayed until our new Strategic Plan is in place. We will progress the work on the People Strategy during 2022/23.

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

Our actions in 2021/22	% completed
Retain FairPlay Employers Certification.	100%
Develop our People Strategy and resulting action plan which will take account of the findings of the Fairplay Employer Survey.	0%



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 also want our staff to be healthy and well. The very high caseload this year has put our staff under immense pressure. However, we have continuously looked for ways to support their health and wellbeing and to raise awareness of equality issues.

Wellbeing

We worked hard to support our staff during this difficult year. We continued to offer staff some wellbeing activities (such as yoga) virtually. We also continued to encourage virtual lunch-time walks, as well as coffee mornings and 'meet ups' online.

We maintained our Mental Health First Aider support to staff and our Wellbeing Working Group continued to focus on ways to support staff wellbeing and introduced a range of new staff benefits. These included a new cycle to work scheme, gym membership scheme and health cash plan. We also introduced a new internal process to support our staff to deal with potential stress and anxiety.

In addition, we removed core working hours from our flexible working procedure. We did this as a response to the COVID-19 pandemic, to help our staff to achieve as much flexibility and work-life balance as possible. We are currently reviewing our working arrangements and our office accommodation requirements for the future.

Of the staff who responded this year to our staff survey,

92%

said that they felt well-informed of the wellbeing work.

Awareness

We have continued to provide opportunities for all staff to become involved in PSOW equality work, as well as to raise awareness of equality issues.

We have continued to draw attention during the year on our social media to dates and occasions linked to equality, diversity and inclusion and we replicated the external posts internally. Particularly during National Inclusion Week, we stepped up our communication efforts, releasing during that week our annual equality report, our Welsh language report and many other messages related to our equality work.

Several staff from across the PSOW form our Equality Group ([see page 14 for details](#)).

Of the staff who responded this year to our staff survey,

85%

felt that they were well-informed about the equality work.

86%

agreed that we are committed to creating a diverse, equal and inclusive workplace.

Appraisal process

During 2021/22, we revised and re-issued 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 staff appraisal process.

We were delighted to see that many staff set such objectives. Some examples of these objectives included to:

- promote Equality, Diversity and Inclusion through complaints standards work
- plan, prepare and coordinate the implementation of the EDI actions under our new Equality Plan 2023-26
- ensure the Review Process has due regard to Equality, Diversity and Inclusion via regular data collation
- explore the requirements of correspondence to ensure we are diverse in our communications
- continue to be a member of PSOW's Equality Group and play an active role in delivering PSOW's agreed Corporate Equality Objectives
- adjust communication and approach to meet the needs of different complainants.

Socio-economic duty training

In line with the new socio-economic duty, we are committed to consider the impact of our work on those who face socio-economic disadvantage, when we make strategic decisions about how we run our organisation. In 2021/22, we intended to organise training for our Management Team and our Advisory Panel on the scope and practical implications of the duty.

We did not manage to undertake this work, as it was a priority to first review our Equality Impact Assessment procedure. We will take this action forward in 2022/23.

Staff views on access to training

During the year, Chwarae Teg facilitated for us focus groups with staff on access to training and development opportunities at PSOW. The feedback from the groups did not suggest that this was a gendered issue. Nevertheless, the feedback has been extremely valuable and has helped us to identify areas for improvement. This will include clarifying and communicating individual and organisation responsibilities for training and development.

Our actions in 2021/22	% completed
Maintain high staff awareness of our work to promote wellbeing.	100%
Maintain high staff awareness of our work to promote equality.	100%
Mainstream equality objectives in the Performance Review & Development Process.	100%
Gather staff views about access to training.	100%
Deliver training on the socio-economic duty for Management Team and our Advisory Panel.	0%

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.

Revised process

Last year, we developed a simplified tool to assess equality issues in procurement activity. We used that tool at the planning stage of procurement activity and we employed it more extensively in one tender exercise, resulting in adding a few additional relevant questions in the tender document.

During 2021/22 we reviewed our EIA process. The revised process will now be applied to all policies (new and revised), as well as major projects and decisions. As such, it will also apply to major communications projects, which means that we will no longer need a tailored tool for assessing the equality impact of communications work.

Under the revised EIA procedure, we will also undertake high-level EIAs of our core functions (for example, complaints handling or human resources) to provide a template and reference for assessments of policies, decisions and projects related to those functions. We hope that this will help staff who complete the assessments to access the relevant evidence and to conduct the procedure more efficiently. Our revised EIA process continues to integrate attention to impacts on equality, socio-economic disadvantage and the Welsh language.

Our EIAs this year

During the year, we completed 2 EIAs which identified substantial positive impacts:

- Own Initiative Investigation into Homelessness Assessments: [see our Objective 2.3 above](#).
- Policy Control Procedure: this document confirms how we develop, review, store and publish our policies. The EIA led us to clarify in the procedure that all our new and revised policies must be accompanied by an Equality Impact Assessments; and that all must be available in Welsh.

The Equality Impact Assessments (EIAs) completed during the year which identified substantial impact can be found [on our website](#).

Our actions in 2021/22	% completed
Develop tailored tool for communications.	0%
Apply the procurement tool in all procurement.	100%
Amend EIA to include socio-economic disadvantage.	100%
Complete EIAs for new and revised policies and procedures.	100%



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

Appendices

In this section, we present our equality monitoring data.

Percentages in this section may not total 100 due to rounding of figures. 'PNS' stands for 'prefer not to say'.



Appendix 1: Equality profile of our complainants

The following tables present the equality profile of our complainants in 2021/22, compared to 2020/21. In 2021/22:

- 42% of our new complaints were accompanied by equality data
- 3% of our new enquiries were accompanied by equality data
- 84% of all submissions of equality data were made through our online web form.

Age	
2021/22	2020/21
• Under 25: 2.8%	• Under 25: 3.3%
• 25-34: 15.7%	• 25-34: 18.6%
• 35-44: 20.7%	• 35-44: 20.6%
• 45-54: 22.9%	• 45-54: 24%
• 55-64: 17.5%	• 55-64: 16.7%
• 65-74: 11.9%	• 65-74: 10%
• 75 or over: 2.5%	• 75 or over: 2.5%
• PNS: 6.1%	• PNS: 4.4%

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	
2021/22	2020/21
<ul style="list-style-type: none"> Female: 49.0% Male: 45.3% PNS: 5.7% 	<ul style="list-style-type: none"> Female: 51% Male: 44% PNS: 5%

The proportion of females amongst our complainants has slightly dropped compared to the Welsh average (50.9%) (2011 Census) but remains broadly in line with it.

Gender reassignment	
2021/22	2020/21
<ul style="list-style-type: none"> Identified with the gender assigned at birth: 89.1% Did not identify with the gender assigned at birth: 1.5% PNS: 9.3% 	<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%

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 survey 13% said they were transgender. The scarcity of data makes it difficult to assess the representation of this group among our complainants. However, at 1.5% this group appears to be very under-represented among our complainants and the high rate of no responses to this question points to concerns around sharing this information.

National identity	
2021/22	2020/21
<ul style="list-style-type: none"> Welsh: 51.89% English: 12.34% Scottish 0.23% British: 24.36% Other: 2.7% PNS: 8.17% 	<ul style="list-style-type: none"> Welsh: 52% English: 11% Scottish <1% British: 27% Other: 3% PNS: 7.3%

People of nationalities different to 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](#)).

Ethnicity	
2021/22	2020/21
<ul style="list-style-type: none"> • White (all backgrounds): 88.97% • Mixed or multiple ethnic group: 1.62% • Black, African, Caribbean or Black British: 0.69% • Asian or Asian British: 1.31% • Other: 0.69% • PNS: 6.71% 	<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%

Representation of ethnic minority people amongst our complainants has decreased, compared to 2020/21. At 4.3%, it was lower than the estimates of the proportion of this population in Wales (5%) ([StatsWales 2022](#)). We also note the increased rate of ‘no responses’ to this question.

Main language	
2021/22	2020/21
<ul style="list-style-type: none"> • English: 87.59% • Welsh: 4.16% • Other: 1.31% • PNS: 6.94% 	<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 also include questions about fluency in Welsh. This data should give us a more accurate picture of the representation of Welsh speakers among our complainants.

Disability	
2021/22	2020/21
<ul style="list-style-type: none"> • Yes: 25.13% • No: 63.92% • PNS: 10.95% 	<ul style="list-style-type: none"> • Yes: 26% • No: 63% • PNS: 11%
<ul style="list-style-type: none"> • Limited by a health problem or disability a lot or a little: 36.85% 	

We would expect to see a higher representation of disabled people among our complainants, 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. Overall, the proportion of our complainants who identified as disabled in 2020/21 was lower than the Welsh average of 28% ([Stats Wales 2020](#)). However, when asked whether they had a health problem or disability that limited their daily activities a lot or a little over the last 12 months, a much higher proportion of people agreed.

Marriage and civil partnership	
2021/22	2020/21
<ul style="list-style-type: none"> • I am married: 39.09% • I am single: 32.07% • I am in a civil partnership: 3.16% • Other: 9.18% • PNS: 16.42% 	<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%

The proportion of our complainants who were married or in a civil partnership has increased slightly compared to last year. Still, 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	
2021/22	2020/21
<ul style="list-style-type: none"> • Heterosexual or Straight: 78.80% • Gay or Lesbian: 4.09% • Bisexual: 1.23% • Other: 0.54% • PNS: 15.19% 	<ul style="list-style-type: none"> • Heterosexual or Straight: 82% • Gay or Lesbian: 3% • Bisexual: 1.5% • Other: 0.5% • PNS: 13%

The proportion of our complainants who identified with diverse sexual orientations increased very slightly compared to last year. At 5.86%, 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 falls short of the other available estimates of the size of this population in the UK (10%) ([YouGov 2019](#)). Furthermore, we are concerned about the very high rate of no responses to this question. Research in 2018 suggested that 13% of LGBTQ+ people have experienced some form of unequal treatment from healthcare staff because of their sexual orientation ([Stonewall 2018](#)). [Stonewall data](#) also shows that people who identify as LGBTQ+ are often apprehensive of disclosing their identity in the workplace or when using services for fear of discrimination. The high rate of no responses to this question points to concerns around sharing this information that we need to address.

Religion and belief - including lack of belief	
2021/22	2020/21
<ul style="list-style-type: none"> • Christian (all denominations): 37.24% • No religion: 42.25% • Muslim: 1.46% • Buddhist: 0.62% • Hindu: 0.15% • Jewish: 0.23% • Other: 4.16% • PNS: 13.80% 	<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%

The proportion of our complainants who identified with 'no religion' remained slightly lower than the Welsh average (47%) ([StatsWales 2017-19](#)). The proportion of people who followed religions other than Christianity (6.63%) has increased

slightly compared to last year and now exceeds 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 decreased and remained lower than Welsh proportionate population of 47% ([StatsWales 2017-19](#)).

Working status	
2021/22	2020/21
<ul style="list-style-type: none"> • Employed or self-employed: 54.66% • Retired from paid work: 17.12% • Otherwise not in paid work: 15.88% • PNS: 12.34% 	<ul style="list-style-type: none"> • Employed or self-employed: 54% • Retired from paid work: 15% • Otherwise not in paid work: 15% • PNS: 16%

Just over 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	
<ul style="list-style-type: none"> • We do not currently monitor this characteristic for complainants. 	

Appendix 2: Equality profile of our workforce

Our workforce equality monitoring is conducted through an anonymous voluntary internal staff survey. In 2021/22, 71 of 73 employees completed the survey (response rate 97%).

Age	
2021/22	2020/21
<ul style="list-style-type: none"> Under 25: 3% 25 to 34: 24% 35 to 44: 27% 45 to 54: 27% 55 to 64: 18% 65 and over: 1% 	<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%

Compared to the previous year, in 2021/22 the proportion of our staff who were under the age of 25 has increased slightly. However, at 3%, this group remained under-represented in our workforce, compared to 11% of the Welsh population between 16 and 24 years old ([ONS 2019](#)). The proportion of people between 55 and 64 among our staff is still well above the Welsh average of 13% ([ONS 2019](#)).

Gender	
2021/22	2020/21
<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: 27% Prefer to use own term: 0%

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

Gender reassignment	
2021/22	2020/21
<ul style="list-style-type: none"> Did not identify as trans: 100% PNS: 0% 	<ul style="list-style-type: none"> Did not identify as trans: 99% PNS: 1%

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 survey 13% said they were transgender. The scarcity of data makes it difficult to assess the representation of this group among our workforce. Arguably, in a small organisation, it is not unlikely that no one will identify as trans. Nevertheless, we know that we need to continue to create at PSOW an inclusive environment where colleagues feel they can talk about their gender identity, should they wish to do so.

National identity	
2021/22	2020/21
<ul style="list-style-type: none"> Welsh: 61% English: 3% British: 34% Other: 3% Prefer not to say: 0% 	<ul style="list-style-type: none"> Welsh: 59% English: 4% British: 34% Other: 3% Prefer not to say: 1%

The proportion of individuals among our workforce identifying with nationalities different to Welsh, English or British remained the same at 3%. 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	
2021/22	2020/21
<ul style="list-style-type: none"> White (all backgrounds): 92% Asian / Asian British: 3% Black, African, Caribbean or Black British: 3% Mixed/Multiple ethnic groups: 1% Other: 1% PNS: 0% 	<ul style="list-style-type: none"> White (all backgrounds): 92% Asian / Asian British: 2% Black, African, Caribbean or Black British: 3% Mixed/Multiple ethnic groups: 1% Other: 1% PNS: 1%

Representation of ethnic minority people among our workforce increased to 8%. The representation of this group now exceeds the Welsh average of 5% ([StatsWales 2022](#)).

Main language	
2021/22	2020/21
<ul style="list-style-type: none"> English: 82% Welsh: 14% Other: 3% PNS: 1% 	<ul style="list-style-type: none"> English: 85% Welsh: 12% Other: 1% PNS: 1%

Welsh language skills - fairly good or fluent	
2021/22	2020/21
<ul style="list-style-type: none"> Speaking: 27% Reading: 30% Writing: 27% Understanding: 30% 	<ul style="list-style-type: none"> Speaking: 21% Reading: 24% Writing: 21% Understanding: 25%

The proportion of people in our workforce who identified their main language as Welsh increased compared to last year, from 12% to 14%. Still, it remained lower than the percentage of Welsh speakers in the population overall (19%) (2011 Census). However, the proportion of staff who are fairly good or fluent at speaking Welsh, reading Welsh, writing Welsh and understanding Welsh was higher than the Welsh figures from the [National Survey for Wales 2019/20](#) and increased noticeably compared to last year.

Disability	
2021/22	2020/21
<ul style="list-style-type: none"> Yes: 3% No: 96% PNS: 1% 	<ul style="list-style-type: none"> Yes: 3% No: 96% PNS: 1%

People who identified as disabled remained very under-represented in our workforce, compared to 28% of the Welsh working age population ([StatsWales 2017-19](#)), with no change compared to last year.

Marriage and civil partnership	
2021/22	2020/21
<ul style="list-style-type: none"> • Yes: 56% • No: 44% • PNS: 0% 	<ul style="list-style-type: none"> • Yes: 57% • No: 42% • PNS: 1%

The proportion of people who were married or in a civil partnership among our workforce has decreased very slightly compared to 2020/21, but still exceeds the Welsh average of 46.6% in 2011 (2011 Census) and 50% in 2018/19 ([National Survey for Wales 2018/19](#)). This is overall a positive trend, since in 2018, single people were more likely to be employed than married people ([EHRC 2018](#)).

Sexual orientation	
2021/22	2020/21
<ul style="list-style-type: none"> • Gay or Lesbian: 4% • Heterosexual or Straight: 90% • PNS: 6% 	<ul style="list-style-type: none"> • Gay or Lesbian: 4% • Heterosexual or Straight: 88% • PNS: 8%

The proportion of people in our workforce who identified with diverse sexual orientations has remained the same as last year. 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% ([National Survey for Wales 2018/19](#)), but was lower than other available estimates of this population in the UK (10%) ([YouGov 2019](#)).



Religion and belief - including lack of belief

2021/22	2020/21
<ul style="list-style-type: none"> No religion: 45% Christian (all denominations): 44% Muslim: 3% Other: 1% PNS: 7% 	<ul style="list-style-type: none"> No religion: 41% Christian (all denominations): 46% Muslim: 3% Other: 1% PNS: 9%

The proportion of people in our workforce who identified with no religion has increased since last year and is now almost in line with the Welsh average - 47% ([StatsWales 2017-19](#)). The proportion of people who followed religions other than Christianity remained the same as last year and, at 4%, is now slightly under the Welsh population figures of 5% ([StatsWales 2017-19](#)). The proportion of people who identified as Christian has decreased compared to last year and is now slightly lower than Welsh average from 2017-19 (48%) ([StatsWales 2017-19](#)).

Caring duties

2021/22	2020/21
<ul style="list-style-type: none"> Yes: 61% No: 38% 	<ul style="list-style-type: none"> Yes: 64% No: 35%

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

In 2021/22, 286 individuals applied for positions with us; 37 were shortlisted and 8 were recruited. 7 new employees were recruited on permanent contracts and 1 on a fixed term contract.

We collect equality data of job applicants via anonymous forms, separate from the recruitment process.

Age	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> • Under 25: 8% • 25 to 34: 31% • 35 to 44: 30% • 45 to 54: 25% • 55 to 64: 5% • 65 to 74: 0% • 75 and over: 0% • PNS: 1% 	<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%
Successful Candidates	
<ul style="list-style-type: none"> • Under 25: 25% • 25 to 34: 0% • 35 to 44: 38% • 45 to 54: 25% • 55 to 64: 0% • 65 to 74: 0% • 75 and over: 0% • PNS: 13% 	<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%

The representation of people under the age of 25 among our job applicants increased noticeably, even more so among the successful candidates. This is compared to 11% of the Welsh population between 16 and 24 years old ([ONS 2019](#)). This is very positive, as 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](#)).

The proportion of people between 55 and 64 years old among job applicants dropped significantly and was much lower than the Welsh average of 13% ([ONS 2019](#)). Clearly, this year we received a much higher proportion of applications from people in younger age groups.

Gender	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> • Female: 66% • Male: 33% • Other: 0% • PNS: 1% 	<ul style="list-style-type: none"> • Female: 50% • Male: 34% • Other: 1% • PNS: 15%
Successful Candidates	
<ul style="list-style-type: none"> • Female: 75% • Male: 13% • Other: 0% • PNS: 13% 	<ul style="list-style-type: none"> • Female: 64% • Male: 27% • Other: 0% • PNS: 9%

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	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> • Yes: 0% • No: 91% • PNS: 9% 	<ul style="list-style-type: none"> • Yes: 0% • No: 82% • PNS: 9%
Successful Candidates	
<ul style="list-style-type: none"> • Yes: 0% • No: 88% • PNS: 13% 	

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. The scarcity of data makes it difficult to assess the representation of this group among our job candidates.

National identity	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> • Welsh: 52% • English: 5% • British: 38% • Scottish: 0% • Other: 3% • PNS: 1% 	<ul style="list-style-type: none"> • Welsh: 45.5% • English: 0% • British: 45.5% • Scottish: 0% • Other: 0% • PNS: 9%
Successful Candidates	
<ul style="list-style-type: none"> • Welsh: 50% • English: 0% • British: 25% • PNS: 26% 	<ul style="list-style-type: none"> • Welsh: 45% • English: 0% • British: 45% • PNS: 9%

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](#)). Moreover, this group was not represented at all among the successful candidates.

Ethnicity	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> • White (all backgrounds): 92% • Asian /Asian British: 3% • Black/African/Caribbean/Black British: 1% • Mixed or multiple ethnic group: 1% • Other: 1% • PNS: 2% 	<ul style="list-style-type: none"> • White (all backgrounds): 76% • Asian /Asian British: 2% • Black/African/Caribbean/Black British: 2% • Mixed or multiple ethnic group: <1% • Other: <1% • PNS: 19.5%
Shortlisted Candidates	
<ul style="list-style-type: none"> • White (all backgrounds): 93.10% • Asian /Asian British: 3.45% • Black/African/Caribbean/Black British: 3.45% 	
Successful Candidates	
<ul style="list-style-type: none"> • White (all backgrounds): 87.5% • PNS: 12.5% 	<ul style="list-style-type: none"> • White (all backgrounds): 73% • PNS: 27%

Representation of individuals from ethnic backgrounds other than white among our job applicants (6%) was higher than the Welsh average of 5% ([StatsWales 2022](#)). However, concerningly, this figure again was not carried through to successful candidates

Main language	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> English: 85% Welsh: 5% Other: 1% PNS: 9% Fluent or fairly good speaking, reading and writing skills: 13-15% 	<ul style="list-style-type: none"> English: 72% Welsh: 9% PNS: 22%
Successful Candidates	
<ul style="list-style-type: none"> English: 50% Welsh: 37.5% PNS: 12.5% Fluent or fairly good speaking, reading and writing skills: 38% 	<ul style="list-style-type: none"> English: 64% PNS: 36%

The proportion of people among our job applicants who said that their first language was Welsh 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](#)). However, the proportion of people who were fluent in Welsh or had fairly good skills was much higher. Also, just over a third of our successful candidates stated that Welsh was their main language.

Disability	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> No: 88% Yes: 9% PNS: 3% 	<ul style="list-style-type: none"> No: 77% Yes: 6% PNS: 17%
Successful Candidates	
<ul style="list-style-type: none"> No: 88% PNS: 13% 	<ul style="list-style-type: none"> No: 73% PNS: 27%

Overall, despite an increase compared to last year, people who identified as disabled remained under-represented among our job applicants - 9% compared with 28% of the Welsh working age population ([StatsWales 2017-19](#)). Moreover, concerningly,

none of the successful candidates who chose to share their equality data identified in this way. These are not positive trends: 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 and civil partnership	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> • Yes: 35% • No: 62% • PNS: 3% 	<ul style="list-style-type: none"> • Yes: 46% • No: 37 % • PNS: 17%
Successful Candidates	
<ul style="list-style-type: none"> • Yes: 50% • No: 13% • PNS: 38% 	<ul style="list-style-type: none"> • Yes: 36.5% • No: 36.5% • PNS: 27%

The proportion of married people among our job applicants was below the Welsh average of 46.6% in 2011 (2011 Census) and a more recent estimate of 50% ([National Survey for Wales 2018/19](#)). However, the representation of this group among the successful candidates matched the Welsh average.

Sexual orientation	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> • Heterosexual or Straight: 88% • Gay or Lesbian: 4% • Bisexual: 4% • Prefer to us own term: 0% • PNS: 4% 	<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%
Successful Candidates	
<ul style="list-style-type: none"> • Heterosexual or Straight: 87.5% • PNS: 12.5% 	<ul style="list-style-type: none"> • Heterosexual or Straight: 45.50% • Gay or Lesbian: 9% • PNS: 45%

The proportion of our job applicants who identified with diverse sexual orientations increased noticeably compared to last year - 3% to 8%. It now exceeds 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 2018/19](#)), and almost matches the available estimates of this population in the UK (10%) ([YouGov 2019](#)). However, this group was not represented at all among the successful candidates.

Religion and belief - including lack of belief	
2021/22	2020/21
All Candidates	
<ul style="list-style-type: none"> • No religion: 60% • Christian (all denominations): 31% • Muslim: 3% • Jewish: 0% • Other: 2% • PNS: 4% 	<ul style="list-style-type: none"> • No religion: 47% • Christian (all denominations): 30% • Muslim: 1% • Jewish: 0.5% • Other: 0.5% • PNS: 21%
Successful Candidates	
<ul style="list-style-type: none"> • No religion: 37.5% • Christian (all denominations): 50% • PNS: 12.5% 	<ul style="list-style-type: none"> • No religion: 27.5% • Christian (all denominations): 27.5% • PNS: 45%

The proportion of people who followed religions other than Christianity among our job applicants was higher than last year. At 5%, it matched the estimates of this group in the Welsh population overall - 5% ([StatsWales 2017-19](#)). However, this group was not represented at all amongst the successful candidates.

Caring duties	
2021/22	2020/21
<ul style="list-style-type: none"> • Yes: 35% • No: 54% • PNS: 11% 	<ul style="list-style-type: none"> • n/a

The majority of the candidates who said that they had caring duties were primary carers of a child or children (under 18).

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	£20k - £31k	2	15	17	12%	88%
Investigation Officers and Support Service Managers	£32k - £45k	9	27	36	25%	75%
Improvement Officers and Managers	£46k - £57k	5	9	14	36%	64%
Senior Managers	£58k +	3	3	6	50%	50%
	Total	19	54	73	26%	74%

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

At 31 March 2022, there was 1 member of staff on a fixed term contract and 72 on permanent contracts. 23 members of staff worked part-time (19 female and 4 male).

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