



Equality plan

What we will do to treat people equally and fairly



July 2026

How to use this document



This is an Easy Read version of: **Our draft Equality Plan 2026-2029**



You might need help to read it. You can ask someone you know to help you.



Words in **bold blue** may be hard to understand. You can check what they mean on **page 34**.



Where the document says **we**, it means the office of the **Public Services Ombudsmen for Wales**.

Website: ombudsman.wales



Hawdd ei Ddeall Cymru
Easy Read Wales

[Easy Read Wales](#) made this Easy Read document.
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About us



We are the office of the **Public Services Ombudsman for Wales**.

We have 3 main jobs:



- We look into complaints about public services. This means services paid for by the government. Like local councils, health services and social housing.



- We look into complaints about local councillors. Local councillors are people chosen to run a council.



- We try to improve public services in Wales.



We must follow laws to do with **equality**.



Equality means treating people equally and fairly.



We want to make sure we support **diversity** and **inclusion**.



Diversity means people are not all the same. People come from different places, and have different beliefs, needs, and ideas.



Inclusion means we include everyone. We do not leave anyone out. Whoever they are and whatever their background.

The law



We work with a law called **The Equality Act 2010**.



This law helps make sure people are treated equally, fairly, and well.



It recognises that many people are often treated unfairly for a number of reasons. It wants to **protect** these people from being treated unfairly.

The reasons are called **protected characteristics**. It includes things like:



- Being treated unfairly because you are disabled



- Being treated unfairly because of your race, beliefs or culture



- Being treated unfairly because your sex, gender or who you love



- Being treated unfairly because you are pregnant or taking time off work to look after a baby



- Being treated unfairly because of your age.



We must have plans and goals about **equality**. This is to make sure we follow this law.



We need to collect information about **equality**.



We also need to look into differences in pay. For example, are men and women being paid equally and fairly.

Life Chances



We also look at how people can be treated unfairly because of different life chances.



For example, some people may have less life chances when they:

- Do not have much money.
- If they have poor housing.
- If they do not have a job.
- If they do not have much education.



We think about how issues like this can affect people when we do our work.

Welsh language



We also must make sure we treat Welsh at least as fairly as English language. This is in all areas of our work.

How we collect information and publish it



To make an Equality Plan we need to look at lots of information.



We do surveys with the public. We try to find out if people know who we are and what we do.



This helps us learn which groups of people have heard of us.



We also ask for **equality** information from people who use our services.



We carry out **equality** surveys with our staff. And people who apply to work for us.



We use this information to make an **Annual Equality Report**.



We also have checks in place to make sure that we always think how our work will affect different groups.



We call these Welsh Language and Equality Impact Assessments.. We publish the results of these in our Report.

Gender pay gap



This is about differences between how much men and women earn.



We are now paying people much more equally than when we made our last plan.



At the last plan men were earning more money than women overall.

About this plan



This is our new **Equality Plan**. It says what we will do from 2026 to 2029.



It is not the final plan. We want to know what you think.



Please read it then answer our Easy Read survey.



This plan is about what we will do to support:

- **equality**,
- **diversity**,
- and **inclusion**.



It is important that we represent the people we support.



When we have **diverse** staff, we have more skills and ideas.



We want to keep building on the work we did in our last **Equality plan**.



To help us with this we have set 5 big goals. We call them our **Equality Objectives**.

Our equality objectives



These are our 5 big goals to support:

- **equality**,
- **diversity**,
- and **inclusion**.

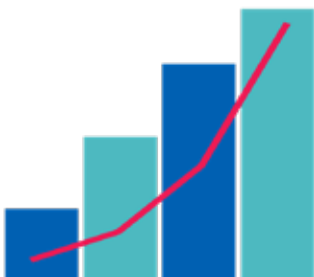
1. Make sure more people know about us and our services



We need to make sure more groups of people know how we can help them.



Young people, older people, people from **diverse** backgrounds and others.



More people know about us than they did 3 years ago.



We are happy that more people from **diverse** groups know about us.



Some people may still not know about our services. We want to change this. For example:



- Younger people



- Or people who:
 - Earn less money
 - Live in poor housing
 - Do not have paid work
 - Do not have much education



These things can have many effects on a person's life.



Many Welsh speakers use our services. But we want to make sure they know they can speak to us in Welsh.



Most people complain to us online. But we can also take complaints by phone. More people complained over the phone last year.



We can also support people using Easy Read and audio and video information.

What we will do to improve

We will:



- Make sure people know they can complain about services.



- Make sure people know what we do.



- Make sure people know they can complain in Welsh.



- Make sure people know they can call us to make a complaint. Not just go online.



- We will do more face-to-face work with communities.



- We will reach more people through organisations.



- We will advertise in places like community centres.

2. Make sure people can easily use our service



We want it to be easy for people to use our service.



This includes our information, our website and how they contact us.



Most people who used our service say it was easy to contact us.



Most people contact us through our online form.



But older people, disabled people or people with less education are more likely to complain by post and phone.



We have made our website easier to use.



This includes an online complaint checker. This guides people through complaints.



We have much more information in Easy Read. We also have more audio and video information.



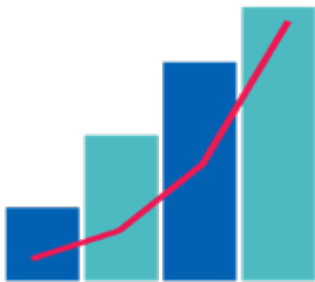
Everything we do is available in Welsh.



Everyone is offered support when they contact us.



For example, we arrange translations into other languages.



Most people say we are meeting their needs.

What we will do to improve



We want more people to be happy with phoning us.



We also want to make our website easier to use.

Some of the things we will do are:



- Do better checks of our website and online form.



- Make more audio and video information.



- Check the language we use is clear. In English and Welsh.



- Make our phone service even better.



- Speak to people who have not been happy. Learn from what they say.

3. Help to improve public services so they support people at risk and groups who are often left out



We can look into issues even if we have not had a complaint.



For example, issues that may affect a whole group of people.



We want to use these powers in a way that always supports people who are at a higher risk of being treated badly.



We also work with services to improve how they deal with complaints.



We have supported services to collect more information about how they handle complaints.



We want to make sure it is easy for people to make complaints to service providers.

What we will do to improve



- We will keep looking into issues we think affect groups at risk.



- We will be working closely with organisations that know what problems people are facing.



- We will keep helping services improve the information they collect about people who complain.



- We are making **Child Friendly Complaints Guidance**. We are doing this with the **Children's Commissioner for Wales**.

4. Make sure we have diverse staff



We want to have staff from different backgrounds. We want to make sure it is always easy to apply to work for us.



We want our staff to represent different groups of people. For example:

- Under 25 year olds.
- Different ethnic backgrounds. For example, Black and Asian backgrounds.



- Different religions.



- **Trans** people. This means whose gender is not the same as the sex they were thought to be when they were born. For example, someone born a woman who becomes a man.
- Disabled people.

What we will do to improve



- We will keep checking how we recruit people and improve this if needed.



- We will make sure we include people who are **neurodivergent**.



Neurodivergent means people who have big differences in how they think and communicate. We want to support everyone and change to meet their needs.



- We will look into joining the **Disability Confident Scheme**. This is a scheme organisations can sign up to. It shows they support disabled staff well.

5. Support diversity and inclusion in our workplace



We want staff to feel supported and treated fairly.



We want to use the Welsh language more in our organisation.



Many staff say they have equal access to development and support.



All staff have an Individual Development Plan. These are checked at one-to-one meetings.



All new staff have training about **equality** and our Welsh language duties.



We often talk to staff about **equality**, **diversity** and **inclusion**. This includes training.



Many of our staff have Welsh language skills.



We have staff services in Welsh and plans about using Welsh.

What we will do to improve



- We will keep supporting staff with extra support needs.



- Managers will get more training on how to support staff.



- We will encourage staff to use more Welsh in our organisation.

How we will check our work



Our **Management Team** is responsible for checking we achieve our big goals.



We also have an **Advisory Panel**. They check how well we are meeting our goals.



Our **Executive Director of Corporate Resources** checks we follow laws properly.



Day to day checking and reporting is by the **Head of Policy and Engagement**.



Some of our staff will be responsible for some work under this Plan. Their work will be checked in their teams.

Hard words

Diversity

This means people are not all the same. People come from different places, have different beliefs, needs and ideas.

Equality

Equality means treating people equally and fairly.

Inclusion

This means we include everyone. We do not leave anyone in society out. Whoever they are and whatever their background.

Neurodivergent

This means people who have big differences in how they think and communicate. We want to support everyone and change to meet their needs.

Trans

This means people whose gender is not the same as the sex they were thought to be when they were born. For example, someone born a woman who becomes a man.