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Ugain Mlynedd
Twenty Years

Annual Equality Report 2025-26

September 2026



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Ugain Mlynedd
Twenty Years

Annual Equality Report 2025-26



Contents

Foreword	6
Background	8
Our role	9
Our ambition	9
Our principles	9
Our equality duties and commitments	10
Our equality objectives	13
Our performance in 2025-26	14
Objective 1: Ensure that we support people with additional access needs to use our complaints service.	15
Objective 2: Help to improve our services and impact through better engagement with equality groups.	18
Objective 3: Raise public awareness of the office and its role and powers among target groups.	19
Objective 4: Maintain and develop more accessible information explaining who we are and how we work.	22

Objective 5: Through our Complaints Standards role, seek to influence positively the accessibility of local complaints processes.	24
Objective 6: Work to improve representation of target groups among our workforce.	25
Objective 7: Continue to monitor our gender pay gap and identify any opportunities to reduce it further.	27
Appendices	28
Appendix 1: Equality profile of our complainants	29
Appendix 2: Equality profile of our workforce	32
Appendix 3: Equality profile of our job candidates	35
Appendix 4: Gender breakdown by salary and role, contract type and working arrangements	37

Foreword

I am pleased to introduce our Annual Equality Report for 2025–26.

This report reflects our continued commitment to fairness, accessibility and inclusion. As an organisation whose work is rooted in helping people when public services fall short, it is essential that we remain open to all who need us, understand the barriers people may face, and use what we learn to improve both our own service and the wider public service landscape in Wales, especially for the most vulnerable communities.

The report shows encouraging progress in many areas that we focused on last year.

Awareness of our office increased to 52%, with improvements across all under-represented groups that we targeted in our promotion work.

We have continued to improve the accessibility of our service, publishing more information in accessible formats and developing resources in community languages. We also

received many more complaints over the phone.

These steps matter because accessibility is not only about meeting standards; it is about ensuring that people can reach us in the way that works best for them.

Welsh language skills of our staff have improved again, and we had no median gender pay gap.

At the same time, we want to continue improving in some areas. Some groups remain less likely to use our service, or less visible in our data. Very few people interact with our service in Welsh. Representation within our workforce does not yet fully reflect the diversity of Wales. We also know that wider service pressures affected the pace of progress in some areas during the year.

Looking ahead, the evidence in this report will help shape our next Strategic Plan and Equality Plan for 2026–29. These plans will support us to strengthen engagement to improve

how we hear from people who may face barriers, and continue building a service that is inclusive, approachable and trusted.

I would like to thank our staff, partners and stakeholders for their commitment to this work. Most importantly, I thank everyone who used our service, shared their experiences, or provided equality data during the year. Their contribution helps us understand what is working, where barriers remain, and how we can continue to improve for people and public services across Wales.

As we move into the next phase of our work, we will continue to use this evidence to challenge ourselves, strengthen our practice and ensure that equality, accessibility and inclusion remain central to the way we serve people and public services across Wales.

Michelle Morris

Public Services Ombudsman for
Wales

September 2026



Background



Our role

We have three main roles.



We investigate complaints about public services.



We consider complaints about councillors breaching the Code of Conduct.



We drive systemic improvement of public services and standards of conduct in local government in Wales.

Our ambition



People of Wales feel that public services treat them fairly and respond when things go wrong.



Welsh public services listen to individuals and use their complaints to learn and improve.



Welsh local government is trusted to deliver the highest standards of conduct.



The Public Services Ombudsman for Wales continues to be an influential and respected voice in public service improvement.

Our principles

We are independent, impartial, fair and open to all who need us.

Our equality duties and commitments

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

General equality duty

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

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

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

The general duty covers the following protected characteristics: age; disability; sex; sexual orientation; gender reassignment; race (including

ethnic or national origin, colour or nationality); religion or belief (including lack of belief); pregnancy and maternity and marriage and civil partnership (but only in respect of the requirement to have due regard to the need to eliminate discrimination).

Specific equality duties

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

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

We must also collect and monitor equality data (including in relation to employment and pay differences); assess the impact of our policies and procedures on equality; engage with

protected groups; provide training on equality to staff and consider equality in procurement.

Socio-economic duty

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

The Welsh Government published Guidance on the Socio-Economic Duty in March 2022. The duty requires public bodies to consider how their strategic decisions can help reduce inequalities of outcome caused by socio-economic disadvantage. Strategic decisions are those key decisions that affect how a public body fulfils its statutory purpose. We are not bound by the Act; we are committed to its principles and have already taken steps to strengthen the consideration of socio-economic inequalities in our work.

Welsh language

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

Under our Act, we are required to comply with Welsh Language Standards. [Go to the details of the Standards that we are required to comply and to find our Welsh Language Policy.](#)

We give more details of our performance under the Standards during 2025-26 in a separate Welsh Language Standards Report, published in September 2026.

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.

Our Management Team receives quarterly reports on the implementation of the Plan and planning, moving forward.

Our Head of Policy and Engagement 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 Welsh Language and Equality Impact Assessments (WL&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.

How we prepared this Report

In developing this Report, we drew on our own performance and equality data about our service users, staff and people who apply to join us. We analysed this data in the context of broader statistics available through the Office for National Statistics; the Welsh Government; the UK Government Equalities Office and many others.

We also drew on the data published by the Equality and Human Rights Commission in its 'Is Wales Fairer?' Report 2023. There continues to be very little research available on the experiences of different groups when using public services and on their experiences of the administrative justice system.

Our equality objectives

In 2023, we adopted our new Equality Plan. Its mission is to have a positive impact on people and public services in Wales and will contribute to all four aims of our Strategic Plan.

Strategic Aim 1: Delivering justice with a positive impact for people and public services

Ensure that we support people with additional access needs to use our complaints service.

Help to improve our services and impact through better engagement with equality groups.

Strategic Aim 2: Increasing accessibility and inclusion

Raise public awareness of the office and its role and powers among target groups.

Maintain and develop more accessible information explaining who we are and how we work.

Strategic Aim 3: Increasing the impact of our proactive improvement work

Through our Complaints Standards role, seek to influence positively the accessibility of local complaints processes.

Strategic Aim 4: Ensuring that we are a healthy, efficient and accountable organisation

Work to improve representation of target groups among our workforce.

Continue to monitor our gender pay gap and identify any opportunities to reduce it further.

**Our performance
in 2025-26**



Objective 1: Ensure that we support people with additional access needs to use our complaints service.

Accessibility

Every year, we commission research to check what people think about the service they have received from us. As part of that, we want to know if people agree that we are accessible.

We were pleased to see that, in 2025-26, 83% of our complainants that we asked said that it was easy to contact us. Last year this result was 86%, so it is good to see that a large proportion of complainants still confirmed that we were accessible. Importantly, views on accessibility of our service were broadly the same regardless of complainant age, ethnicity, disability, educational attainment and ability to speak Welsh.



83% of our complainants that we asked said that it was easy to contact us.

Oral complaints

While most people complain to us online, by email or by post, we can accept complaints that are not in writing. This year, we took 236 oral complaints, a much higher number than last year (162).

This year, we analysed the equality profile of people who use our oral complaints service. Based on data availability, we could do this for complaints between April and September 2025. The analysis suggested that compared to all complainants, people who use oral complaints service were more likely to:

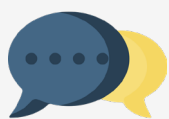
- be older
- identify as disabled
- identify as Welsh speakers
- identify as speakers of languages other than Welsh and English.

They were also much less likely to have degree-level qualifications.

We will use this analysis to target our oral complaints service in the future and encourage the use of this service in Welsh and other languages.

We want to make sure that everyone who may need to use this service knows about it. Nation-wide awareness research that we commissioned showed again that about three quarters of respondents knew that we could accept oral complaints. 59% - a higher proportion than last year - knew that we could accept a complaint via British Sign Language (BSL).

This shows that the level of awareness of this option to complain is generally good and we would like to make it even better, particularly among disabled people. We will continue to raise awareness of this service.



We took 236 oral complaints, a much higher number than last year.

Additional support

We ask everyone who complains to us if they need help and support. For example, we can offer documents in different formats, arrange translation into different languages, or signpost people to relevant advice or advocacy bodies.

In 2025-26, people in 526 cases informed us of their needs (for example, that they had dyslexia or they were neurodiverse) or asked us to adjust the way we communicate with them.

Every year, we ask people if they agreed that we met their requests for additional support. While the sample tends to be small, the proportion who agreed that we did meet their needs increased significantly from 36% in 2024-25 to 70% in 2025-26.

81% of our staff this year said that they felt confident they could accommodate reasonable adjustment requests.

Welsh language users

At PSOW, we wholeheartedly support the Welsh language and are committed to supporting Welsh speakers and promoting the use of the Welsh language. Our service is fully bilingual, and we always emphasise that contacting us in Welsh will not lead to any delay in how quickly we consider a complaint. Between 25% and 30% of our staff have Welsh language skills.

Welsh speakers appear to be more likely than other groups to complain directly to organisations in our jurisdiction; and to be happy with the outcome of their complaint. Welsh speakers are also generally more aware of our office and have higher levels of confidence in us than the wider public. Nevertheless, this year, only 17 people asked us to communicate with them in Welsh, with 7 further people using some Welsh when communicating with us.

There may be many reasons why Welsh speakers who reach us choose to communicate with us in English. Nevertheless, we are determined to continue to explore ways to encourage interactions with our service in Welsh.

Community languages

We know that our service may be needed by many diverse communities in Wales and by people who use languages other than Welsh and English. In 2025-26, we successfully developed information resources in several community languages to make it easier for people to complain.

However, it remains the case that very few people use community languages when complaining to us. In 2025-26, 4 of our new complaints involved translation or interpretation support. Also, 0.12% of our complainants who shared equality data during the year stated that their main language was other than Welsh or English.

We will continue to promote our service to users of community languages, emphasising especially the benefits of our oral complaints service.



Very few people use our service in Welsh. We want to change this.

Objective 2: Help to improve our services and impact through better engagement with equality groups.

Feedback from service users with specific access needs, and from our target groups, remains vital in helping us understand how to better target our services and support people to access them.

We remain committed to engaging with people from under-represented groups to understand their experiences of our service and the barriers they may face.

The year 2025-26 was challenging for us and in order to make the progress we would like to make, our new Strategic Plan 2026 - 2029 includes our commitment to develop and strengthen our engagement work, including how we hear from people who may face barriers to accessing our service.

Objective 3: Raise public awareness of the office and its role and powers among target groups.

Our ambition under this objective is to ensure that diverse communities in Wales know about our service and understand what we can and cannot do. We want to see a change in the profile of our complainants, with diverse communities being noticeably better represented.

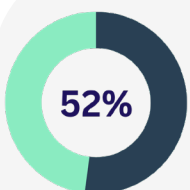
We do not have the capacity to reach all communities in equal measure. We are focusing on specific groups, identified as priorities through our review of research and equality monitoring.

During 2025-26, our target groups were people from diverse ethnic and national backgrounds; Welsh speakers; and people experiencing socio-economic disadvantage.

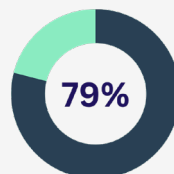
Awareness

We regularly commission a survey to check how many people in Wales know about our services. This survey is based on a representative quota sample, consisting of a minimum of 1,000 adults aged 16+ who are resident in Wales.

This year, 52% of people asked said that they knew about us – compared to 48% last year. Crucially, awareness increased for all target groups, with particular gains among ethnically diverse communities. Of all the groups that we monitor, only younger respondent group (16-34) reported significantly lower than average awareness of the office.



52% of people asked said that they knew about us.



79% of people who knew about us said that they had confidence in our service.

It was also positive that confidence in our office has remained high. This year, 79% of respondents said that they had confidence in us – maintain the strong result from last year. Confidence was slightly lower among people who were disabled or identified with DE social grade.

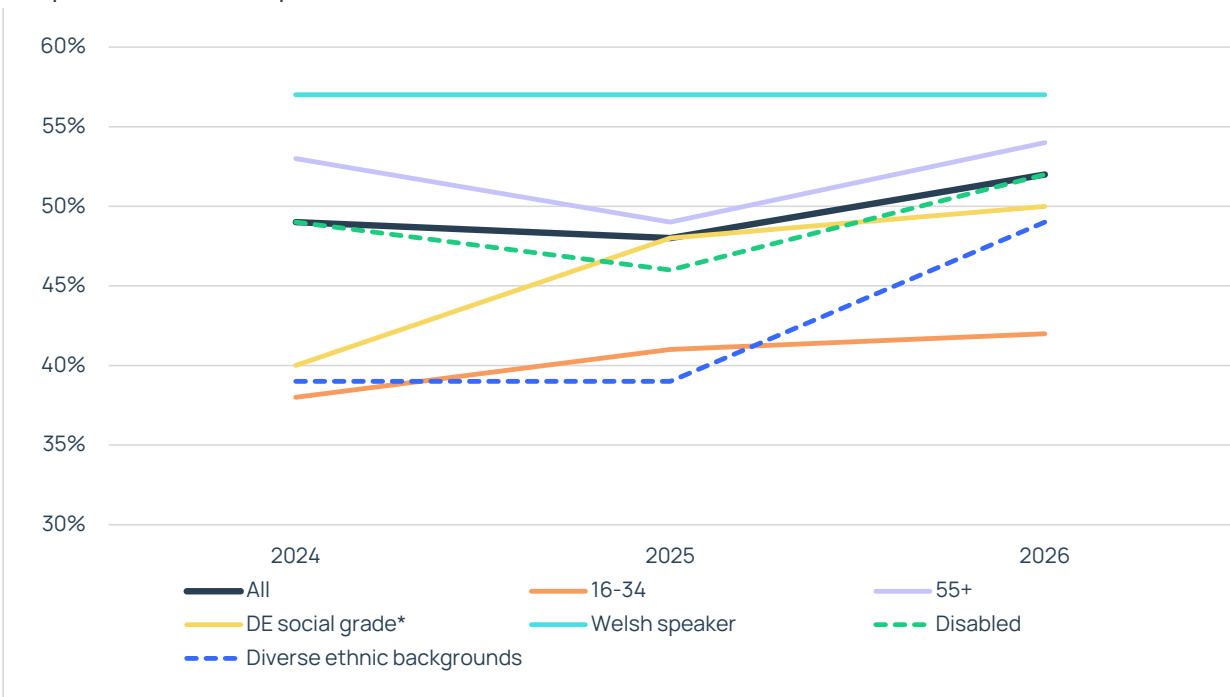
We continued to take a proactive approach to increasing awareness of our service to people in our target groups, focusing our outreach work on events and areas where our target communities are especially well-represented. We attended several events to promote our work, including the Royal Welsh Show, the National Eisteddfod, the Minority Ethnic Communities Health Fair and TPAS National Conference.

Representation of target groups among our complainants

We ask all those who make a complaint to us to complete an equality questionnaire. We provide a variety of channels for people to return their completed questionnaires to us.

As well as being able to complete forms online or on paper, we will also telephone people, with their permission, so they can complete them verbally, too. As a result, we have a relatively high return rate of 45%.

Proportion of Welsh public that knew about us, 2024-2026.



Our equality data suggests that in 2025-26 women, disabled people, people from diverse religious backgrounds and people who identified as LGBTQ+ were well-represented among our complainants. We also saw a significant improvement in representation of people from diverse ethnic backgrounds.

However, some other groups remained under-represented. These included:

- younger people (under 25)
- people over 55 and over 65
- people from diverse national backgrounds
- users of community languages
- people who do not have degree level qualifications
- people who are economically inactive.

Very few people who complain to us say that their first language was Welsh. However, from April 2026, we will have better data on Welsh language skills of our service users. This will help us better understand how well Welsh speakers are represented among our complainants.

Awareness of our office among almost all these groups is generally good, with only younger people much less aware of us than average. Nevertheless, we will continue our work to improve the representation of these groups among our complainants and encourage people to interact with our service in Welsh.

More detailed equality profile of our complainants can be found in [Appendix 1](#).

Objective 4: Maintain and develop more accessible information explaining who we are and how we work.

It is essential that our communications channels and content are accessible. We tailor our communications to the needs of specific groups, including producing EasyRead and video versions of our key reports.

Website and social media

The website continues to feature a tool called ReachDeck toolbar, to assist users with website accessibility. We have continued to take steps to improve website accessibility and user experience. During the year, we

- reduced the number of PDF files on our website by 40%.
- started to publish our public interest reports in HTML format and revamped pages with guidance on how to complain and how to access additional support.
- developed and published guidance and complaint forms in several community languages.

We are steadily increasing our following on our social media platforms. The engagement rate on LinkedIn has been especially positive.

Organisations and stakeholders that support, advise and represent complainants

We know that third sector organisations and elected representatives – Senedd Members and Members of the Parliament – offer key support and advice to people experiencing problems with public services.

Of our service users that we surveyed this year, 5% heard about us from advice and advocacy organisations; and 4% from an elected representative.

We have continued to engage with these stakeholders to raise awareness of how we can help.

- For the first time, we attended and exhibited at gofod3, the largest event for voluntary sector organisations in Wales.
- We provided free training on our role and powers to 4 constituency offices in Wales and 1 third sector organisation.
- We attended an advice fair in Westminster to speak about our work and support we can offer to Members of Parliament representing Welsh constituencies.

Under our new Strategic Plan, we will do more to engage with key organisations and stakeholders that support, advise and represent complainants

Our website continues to feature our directory of advice and advocacy support available in Wales. This year, 66% of our staff agreed that they can offer high-quality information on advice and advocacy support available – a slightly higher proportion than 64% last year.



We attended and exhibited at gofod3, the largest event for voluntary sector organisations in Wales.



We provided free training on our role and powers to 4 constituency offices in Wales and 1 third sector organisation.

Objective 5: Through our Complaints Standards role, seek to influence positively the accessibility of local complaints processes.

We want to support the better collection and analysis of equality data by organisations under our Complaints Standards. This not only helps these organisations to better support complainants but also helps us understand to what extent the profile of people using our service reflects the profile of people complaining about Welsh public services.

Based on our initial queries to key organisations in our jurisdiction, public bodies across Wales do not yet have robust practices in place to collect complainant equality data. We raised this issue with the All-Wales Local Authority network in July 2024.

During 2025-26, it was necessary to postpone further work in this area due to wider service pressures and changes within our Complaints Standards team. With these changes now completed, we look forward to continuing this work under our new Equality Plan 2026-29.

Objective 6: Work to improve representation of target groups among our workforce.

We want our workforce to be representative of the Welsh public.

It is important to underline that as we are an organisation with a relatively small workforce, our data can be significantly affected by one or two changes in the number of staff. Also, as participation in staff equality monitoring is voluntary, our data may not always reflect the full equality profile of our workforce. In 2025-26, 87% of our employees completed the equality survey.

Our staff

Based on the responses received, some groups appeared to be relatively well-represented among our workforce.

This included people who

- were over 55
- identified as female
- came from diverse national backgrounds
- identified with diverse sexual orientations

However, some groups remained under-represented. Based on the data available to us, this included people who

- were under 25 – while the representation of this group stood at 7%, this remained below the Welsh average of about 11%.
- came from diverse ethnic backgrounds – 4% of our staff identified in this way, slightly below the Welsh average of 6%.
- followed diverse religions – 1% of our staff identified in this way, lower than the Welsh average of 4%.
- identified as trans.

- identified as disabled – 4% of our staff identified in this way, compared to 21% of Welsh population. In addition, while 11% of job applicants for whom we have equality data identified as disabled, this group was not represented among shortlisted candidates as they did not meet the essential criteria for the vacancies.

While 12% of our staff said that Welsh was their first language, the proportions of people with Welsh language skills were much higher:

- speaking: 30%
- reading: 28%
- writing: 25%
- understanding: 29%.

For us to reflect the diversity in society, our aim is to attract more applicants from diverse backgrounds who meet the essential criteria for the role.

A number of equality groups, as well as Welsh speakers, are well represented among our staff, and we want to do more to promote relevant opportunities to the groups that can still be better represented.

While we know that some of our staff who meet the legal definition of disability do not identify as disabled, under our new Equality Plan and our new People Strategy we intend to revisit our efforts to increase the representation of this, and other groups in our workplace.



Welsh language skills of our staff have improved again.

Objective 7: Continue to monitor our gender pay gap and identify any opportunities to reduce it further.

In 2025-26:

- our mean gender pay gap was 2%
- there was no median gender pay gap.

For comparison, the UK Government-commissioned research suggests that, in 2024, the mean gender pay gap in the UK stood at 6.9% and median at 4.4%.

We are proud of this result and in a small organisation, we acknowledge that individual appointments can make a significant difference to the pay gap calculations.



	March 2024	March 2025	March 2026
% of staff female	77%	77%	77%
Median Gender Pay Gap	0%	-6%	0%
Mean Gender Pay Gap	8%	-5%	2%

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

Appendices

In this section, we present our equality monitoring data. Please contact communications@ombudsman.wales if you are interested in more detailed breakdown of this data.



Appendix 1: Equality profile of our complainants

The following tables present the equality profile of our complainants in 2025-26, compared to the two previous years. During the year, we transitioned to an updated equality monitoring form and we do not consider Q3 data reliable. The table below presents the 2025-26 data based on Q1, 2 and 4 only, unless otherwise stated.

During Q1, 2 and 4 of the year, 45% of our new complaints were accompanied by equality data.

Equality characteristic	Profile (2023-24)	Profile (2024-25)	Profile (2025-26)	Our analysis
Age (under 25)	3%	3%	2%	Representation of this group is much lower than the Welsh average of 12% of people aged 15-24 (ONS)
Age (over 55)	36%	32%	30%	Representation of this group is slightly lower than the Welsh average of 35% (ONS).
Age (over 65)			13%	This group is under-represented compared to the 21.3% Welsh average (ONS).
Sex (female)	53%	49%	49%	The representation of this group is broadly in line with the Welsh average of 51% (Census 2021).
Diverse ethnic backgrounds	5%	5%	12%	Representation of this group is well above the Welsh average of 6.3% (GOV Wales).

Equality characteristic	Profile (2023-24)	Profile (2024-25)	Profile (2025-26)	Our analysis
Diverse national backgrounds	3%	2%	3%	Representation of this group is lower than the Welsh average of 5.4% of people who chose at least one non-UK national identity (GOV Wales).
Disability: yes	31%	27%	32%	This group is very well represented considering that 21.1% people in Wales are disabled (Census 2021)
Disability: Limited by a health problem or disability a lot or a little	44%	39%	45%	
Diverse sexual orientations	6%	5%	8%	Representation of this group exceeds the Welsh average according to the 2021 Census (3%).
Trans identity	2%	1%	2%	Representation of this group exceeds the Welsh and English average according to the 2021 Census (0.5%)
Diverse religions	4%	3%	5%	Representation of this group exceeds the Welsh average of 4% (Stats Wales)

Equality characteristic	Profile (2023-24)	Profile (2024-25)	Profile (2025-26)	Our analysis
Main language: Welsh	5%	2%	0.72%	This group is very under-represented considering the Welsh average of people who can speak Welsh (17.8%, Census 2021).
Main language: other	1%	0%	0.12%	This group is very under-represented, compared to 3.2% of the Welsh population who reported in 2021 that their main language was not Welsh or English (GOV Wales)
Married or in a civil partnership	41%	41%	39%	The representation of this group is in line with the Welsh average of 40% (Census 2021).
Employment: otherwise not in paid work	16%	16%	15%*	In July 2025, economic inactivity rate in Wales was 23.9% (GOV). This suggests that people who are economically inactive are under-represented among our complainants.
Education: Degree as the highest qualification	41%	42%	43%	People who have degree level qualifications are over-represented among our complainants (according to Census 2021, 31.5% of usual residents aged 16 or over in Wales had qualifications at Level 4 or above).

*Q1 and Q2 data only, as the question was discontinued at Q3

Appendix 2: Equality profile of our workforce

Our workforce equality monitoring is conducted through an anonymous, voluntary internal staff survey. In 2025-26, 87% of our employees completed the survey.

Equality characteristic	Profile (2023-24)	Profile (2024-25)	Profile (2025-26)	Our analysis
Age (under 25)	0%	6%	7%	Representation of this group improved compared to last year, but remained lower than the Welsh average of 12% of people aged 15-24 (ONS).
Age (over 55)	15%	15%	13%	representation of this group was broadly in line with the Welsh average of about 14% of the Welsh population between 55 and 65 (ONS).
Sex (female)	77%	74%	78%	The proportion of females in our workforce significantly exceeded the proportion of this group in the Welsh population overall.
Caring duties (yes)	58%	55%	64%	
Diverse ethnic backgrounds	6%	5%	4%	The representation of this group was slightly below the Welsh average of 6.3% (GOV Wales).

Equality characteristic	Profile (2023-24)	Profile (2024-25)	Profile (2025-26)	Our analysis
Diverse national backgrounds	3%	3%	6%	Representation of this group was higher than the Welsh average of 5.4% of people who chose at least one non-UK national identity (GOV Wales)
Disability	6%	4%	4%	This group was significantly under-represented considering that 21.1% people in Wales are disabled (Census 2021)
Diverse sexual orientations	4%	4%	3%	Representation of this group was in line with the Welsh average according to the 2021 Census (3%).
Trans identity	0%	0%	0%	According to the 2021 Census for England and Wales, about 0.5% of the population aged 16 and over in Wales identified as transgender or non-binary. In a small organisation, it is not unlikely that no one will identify as trans.
Diverse religions	2%	1%	1%	Representation of this group is lower than the Welsh average of 4% (Stats Wales).

Equality characteristic	Profile (2023-24)	Profile (2024-25)	Profile (2025-26)	Our analysis
Main language: Welsh	8%	12%	12%	While the proportion of people who stated that Welsh was their first language was lower than the Welsh average of Welsh speakers (17.8%), the proportion of staff who had fairly good or fluent Welsh language skills exceeded that average.
Welsh language skills	Speaking: 21%	Speaking: 28%	Speaking: 30%	
	Reading: 24%	Reading: 27%	Reading: 28%	
	Writing: 21%	Writing: 26%	Writing: 25%	
	Under-standing: 21%	Under-standing: 28%	Under-standing: 29%	
Main language: other	1%	1%	1%	This group was under-represented, compared to 3.2% of the Welsh population who reported in 2021 that their main language was not Welsh or English (GOV Wales)
Married or in a civil partnership	63%	63%	64%	Representation of this group exceeded the Welsh average of 40% (Census 2021).

Appendix 3: Equality profile of our job candidates

Equality characteristic	Profile (2024-25)	Profile (2025-26)	Our analysis
Age (under 25)	5%	5%	Representation of this group remained lower than the Welsh average of 12% of people aged 15-24 (ONS).
Age (over 55)	10%	7%	Representation of this group was lower than the Welsh average of about 14% of the Welsh population between 55 and 65 (ONS)
Gender (female)	58%	60%	The proportion of females among our job candidates significantly exceeded the proportion of this group in the Welsh population overall.
Caring duties (yes)	41%	35%	
Diverse ethnic backgrounds	8%	8%	Representation of this group was higher than the Welsh average of 6.3% (GOV Wales).
Diverse national backgrounds	3%	5%	Representation of this group improved and was in line with the Welsh average of 5.4% of people who chose at least one non-UK national identity (GOV Wales).

Equality characteristic	Profile (2024-25)	Profile (2025-26)	Our analysis
Disability	8%	11%	Representation of this group improved but remained significantly lower than the average of 21.1% of the Welsh population that identified as disabled (Census 2021).
Diverse sexual orientations	8%	10%	Representation of this group significantly exceeded the Welsh average according to the 2021 Census (3%).
Trans identity	1%	0%	According to the 2021 Census for England and Wales, about 0.5% of the population aged 16 and over in Wales identified as transgender or non-binary.
Diverse religions	2%	3%	Representation of this group improved but was slightly lower than the Welsh average of 4% (Stats Wales).
Main language: Welsh	13%	7%	
Welsh language skills	Speaking: 27% Reading: 27% Writing: 26%	Speaking 20% Reading 20% Writing 19%	While the proportion of people who stated that Welsh was their first language was lower than the Welsh average of Welsh speakers (17.8%), the proportion of staff who had fairly good or fluent Welsh language skills exceeded that average.
Main language: other	1%	3%	This group was well-represented, compared to 3.2% of the Welsh population who reported in 2021 that their main language was not Welsh or English (GOV Wales).
Married or in a civil partnership	43%	46%	The representation of this group exceeded the Welsh average of 40% (Census 2021).

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

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.

The information presented in this table is based on assumed gender identity, so that it reflects the full workforce. The total number of employees in this table does not include the Ombudsman.

Role	Salary (FTE)	Male	Female	Total	% Male	% Female
Administrative and frontline staff	£28k - £39k	5	20	25	20	80
Investigation Officers and Support Service Managers	£39k - £53k	7	32	39	20	80
Team Managers	£53k - £61k	3	6	9	33	67
Senior Managers	£61k +	3	2	5	60	40
	Total	18	60	78	23	77

At 31 March 2026, 23 members of staff worked part-time (22 female and 1 male).



**Ombwdsmon
Ombudsman**
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Twenty Years

Public Services Ombudsman for Wales

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