



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Strategic Equality Plan: Annual Report 2015/16

An independent voice and
champion for older people

The Older People's Commissioner for Wales

The Older People's Commissioner for Wales is an independent voice and champion for older people across Wales. The Commissioner and her team work to ensure that older people have a voice that is heard, that they have choice and control, that they don't feel isolated or discriminated against and that they receive the support and services that they need.

The Commissioner and her team work to ensure that Wales is a good place to grow older, not just for some but for everyone.

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This document is also available in Welsh.

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1. Introduction

As Older People's Commissioner for Wales, I am an independent voice and champion for older people aged 60 years and older, as defined in the Commissioner for Older People (Wales) Act 2006. My role is underpinned by the United Nations Principles for Older Persons and the promotion of equality and human rights is implicit to my statutory role.

This report details action I took during 2015-16 to comply with the statutory equality duties set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011. It outlines how I am ensuring that my team and I - as we go about our business - engage with, understand and include older people in all their diversity.

Older people are not a homogenous group. They represent the full diversity of Wales - this diversity is what makes us the nation we are and it is to be celebrated. I am proud to be a Commissioner for ALL older people and will continue my work to promote equality and protect their right to lead lives that have value, meaning and purpose.



Sarah Rochira
Older People's Commissioner for Wales

2. Summary requirements and structure of the report

The Older People's Commissioner for Wales is a listed authority under the Equality Act (Statutory Duties) (Wales) Regulations 2011 and must adhere to the general duty to promote equality laid out in the Equality Act 2010.

Other reporting requirements included the publication by April 2012, of a Strategic Equality Plan incorporating specific objectives and the annual publication of a progress report. This fifth annual report must be published no later than 31 March 2017.

This report focuses on the specific Welsh duties and the Commissioner's Strategic Equality Objectives:

- Section 3 explains the Commissioner's role
- Section 4 sets out the relevance of the Public Sector General Duty to the Commissioner's core business
- Section 5 sets out the Commissioner's Equality Objectives
- Section 6 outlines progress against the Strategic Equality Objectives incorporating the general duties
- Appendix A - Workforce profiles as at 31 March 2016
- Appendix B - Strategic Equality Objectives for 2016-17
- Appendix C - UN Principles for Older Persons

Copies of the Commissioner's Strategic Equality Plan and prior year annual reports can be found on the Commissioner's [website](#).

3. Role of the Older People's Commissioner for Wales

The Commissioner is a Corporation Sole created under the Commissioner for Older People (Wales) Act 2006, an independent legal entity in her own right and a listed authority for the purpose of the Equality Act (Statutory Duties) (Wales) Regulations 2011.

The Commissioner for Older People (Wales) Act 2006 sets out a number of statutory duties for the Commissioner.

1. Promote awareness of the interests of older people in Wales and the need to safeguard those interests.

The Commissioner uses her status to help set the agenda amongst decision makers at all levels about issues affecting older people and promotes public discussion through the media.

A key role for the Commissioner is to be a powerful champion for older people leading and intervening in a wide and increasing range of debates and decision making across Wales.

2. Promote the provision of opportunities for, and the elimination of discrimination against, older people in Wales.

The Commissioner advocates changes to the law, guidance and practice in order to address inequality. She presents realistic and positive images of older people, recognising older people in all their diversity.

Older people are individuals and, whilst they might share some common concerns, their individual status remains undiminished. There should be no one view of older people and the Commissioner aims to reflect this in her work.

The Commissioner promotes understanding of the nature of discrimination against older people in its most evident and its more hidden – but equally damaging – forms and sees tackling discrimination effectively as key to making progress across all policy areas, not just health and social care.

3. Encourage best practice in the treatment of older people in Wales.

The Commissioner aims to achieve this through a variety of methods, including bringing together people and evidence and - where necessary - carrying out research, to demonstrate effective practice.

Most importantly she presses for excellent services to be made widely and consistently available for older people. She encourages change to established practices where alternatives have been shown to work better. She encourages service providers to face the challenge of change so that the needs of older

people can be better met, e.g. giving older people early support in order to prevent greater dependency at a later stage.

4. Keep under review the adequacy and effectiveness of the law affecting the interests of older people in Wales.

The Commissioner builds the case for change and makes this case to the Welsh Government and the National Assembly. She establishes what the issues and opportunities are through bringing together leading legal and other expertise and the experience and views of older people.

The law is a vital part of empowering and protecting older people and providing redress, and yet it is often complex, confusing, and hard to access and in need of reform. The Commissioner has already played a strong role in recommending changes that will benefit older people and others.

Illustrations of the types of activity that have or may be undertaken by the Commissioner are set out below:

- Providing leadership on the issues that matter to older people
- Raising the profile of older people within Welsh Public Services
- Making representation to Welsh Government
- Reviewing how devolved organisations discharge their functions
- Publishing guidance and standards
- Assisting individuals to make complaints or representations
- Commissioning research or assisting others in doing so
- Carrying out, commissioning or assisting others with educational activities
- Undertaking examinations (investigations)
- Issuing non-statutory guidance
- Advocating for changes to legislation, guidance and practice
- Speaking out publicly about service failures
- Promoting good practice

It is important to note that the Commissioner does not provide frontline services other than through direct advice and support provided to older people through our casework and the work led by the Communications and Engagement team in delivering events and producing publications. The majority of the Commissioner's business involves working with others to effect changes in policies and practices.

The current and future work of the Older People's Commissioner for Wales is set out within her ['Framework for Action 2013-17'](#).

4. The Public Sector Equality Duty

4.1. The Public Sector Equality Duty

The 3 aims of the general equality duty are to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act.
2. Advance equality of opportunity between people who share a relevant protected characteristic and those who do not.
3. Foster good relations between people who share a protected characteristic and those who do not.

The general duty covers the following protected characteristics:

- Age
- Sex
- Race – including ethnic or national origin, colour or nationality
- Disability
- Gender reassignment
- Pregnancy and maternity
- Sexual orientation
- Religion or belief – including lack of belief
- It applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

For the purposes of the Equality Act, language (including the Welsh language) is not a protected characteristic. However, the Commissioner considers language need to be on a par with other characteristics. The Commissioner is covered by the Welsh Language Act 1993 and has a [Welsh Language Scheme](#). The Commissioner's Welsh Language Scheme states that we will provide the Welsh Language Commissioner with annual monitoring reports on the date of approval of the Scheme. This year, the Commissioner has continued to participate in the Welsh Language Commissioner's second cycle of standards investigations. Consequently, and due to the timing of those investigations, we have not been required to produce an annual monitoring report this year. In July 2016, the Welsh Language Commissioner will confirm what standards we will be required to adhere to.

Through her work, the Commissioner also considers the impact of poverty and rurality on equal access to services.

4.2. Core Business

As a publically funded body, the Commissioner and her staff have a range of statutory functions and other administrative responsibilities, these include:

- Promoting the interests of older people, including challenging discrimination, encouraging best practice and reviewing the law.
- Making the role known to older people across Wales.
- The recruitment, engagement, training, and management of staff.
- The procurement of services including tendering for goods and services such as research.
- Reward, recognition, and payment of staff.
- Providing assistance to older people who wish to make a complaint or representation to public bodies or other service providers.

4.3. Protection and Scrutiny

4.3.1. Casework

The Commissioner provides direct support to individuals through her Casework Team, most commonly over the phone, but also via email, letter and, in certain cases, face-to-face meetings. During 2015-16, the Commissioner provided assistance and support to 413 older people, in line with the powers set out in the Commissioner for Older People (Wales) Act 2006.

All enquiries by individuals to the Commissioner are managed through a Business Management System (BMS), onto which is recorded the age, gender and language preference of the caller. Callers are also asked if they have any additional needs – such as sensory impairment – to ensure that we are able to meet their needs appropriately and ensure that they have equal access to our services.

The automatic monitoring of caller diversity is limited to age, gender, communication needs and accessibility needs, reflecting the fact that the majority of callers contact us at a time of crisis in their lives, often worried and upset, a time when additional questioning or compulsory monitoring of protected characteristics could create a barrier between the caller and the case worker.

However, to ensure that we are able to assess the extent to which we are meeting the needs of a representative group of older people, those receiving casework support are asked to complete an equalities form and return this with a consent form, which gives permission for the Commissioner to act on an individual's behalf. This information is then collated and used to inform any potential gaps in our reach to groups of older people or in the standard of the service we provide.

The five most common issues we were contacted about during 2015-16 were Care (8.9%), Residential Care (8.5%), Housing (8.5%), Financial (6.5%) and Health (6.5%). Many of the cases the Casework Team dealt with were highly complex and involved dealing with multiple agencies to resolve a wide range of issues on behalf of older people who are often in situations of high vulnerability.

4.3.2. Safeguarding and Protecting Older People

A wide range of work continued during 2015-16 to raise awareness of the scale and nature of the abuse faced by older people and the circumstances that can lead to older people becoming particularly vulnerable or at risk of harm.

Work in this area has largely focused on ensuring that there is a systemic approach to identifying older people at risk of harm and ensuring that those who are abused have the full support of the criminal justice system and receive the help that they need to regain their safety and wellbeing.

4.3.3. Awareness Raising Seminars and Presentations

Three seminars were held during 2015-16 – in Baglan, Brecon and Llanrwst – to raise awareness of the domestic abuse that is faced by older people. The topics covered by the seminars included the scale of the abuse of older people in Wales, the links between ageism and abuse, human rights, domestic abuse within BME communities, the vital role of advocacy and the support available for victims of domestic abuse.

The seminars, which included presentations from experts working in adult protection and shared a wide range of good practice, were attended by over 300 front line professionals who have direct contact with older people. Feedback from the seminars was overwhelmingly positive, and further seminars are planned for 2016-17 to grow knowledge and understanding among more professionals working with older people across Wales.

Awareness raising presentations, which highlighted the abuse of older people as a key issue and set out what could be implemented to improve the lives of older people who are affected by abuse, were also delivered to the following stakeholders during 2015-16:

- All Safeguarding Boards in Wales
- Domestic Abuse Forums
- Directors of Health Boards
- Cwm Taf University Health Board Staff
- Staff at the Live Fear Free Helpline
- Approved Mental Health Professionals (as part of their degree course) • Magistrates in Haverfordwest

- Capita Safeguarding Conference, Cardiff
- SafeLives Conference, London
- Gwent Safeguarding Board Conference, Newport
- Age Cymru Gwent Conference, Newport
- South Wales 50+ Forum Network
- Access 4 All Forum
- Abergavenny 50+ Group on abuse of older people

4.3.4. Tackling Inequality within the Criminal Justice System

On World Elder Abuse Awareness Day (15 June), the Commissioner called for the law to be changed to make it easier to prosecute those who abuse or neglect older people, or those who allow abuse or neglect to occur, such as managers and health and social care providers.

The Commissioner made clear that the law, as it currently stands, does not offer sufficient protection for older people who are the victims of substandard care, abuse or neglect, and does not provide a suitable deterrent to those who deliver substandard care or to those who abuse or neglect older people.

In addition, the Commissioner raised serious concerns that the number of convictions for crimes against older people is disproportionately lower compared with the population as a whole, with only around 1% of the crimes recorded against older people leading to convictions (for all UK crime, the figure is around 19%), which suggests that the evidential test currently used is not fit for purpose, that there is a lack of willingness to prosecute for crimes against older people, or that the law itself is not sufficient.

The Commissioner wrote to the Justice Secretary and the Director of Public Prosecutions to outline her concerns and is currently working with the Law Commission to identify specific areas in which the current law is deficient. Alongside presenting her findings to the UK Government and the Crown Prosecution Service, she will also make clear her expectations that action is taken to address the clear inequality that exists within our criminal justice system to ensure that a person's age is not a defining factor in whether the law provides them with support and protection.

4.3.5. Wales Against Scams Partnership

Scams have a devastating and lasting impact upon older people's lives, not only parting them from their cash and savings, but also affecting their confidence and their dignity. It is vital that scams are recognised for what they are - theft and criminal deception that often preys upon some of the most vulnerable individuals in society. That is why we worked with Age Cymru throughout 2015-16 to formally establish the Wales Against Scams Partnership (WASP), which

was launched in March 2016 and is co-Chaired by the Commissioner and Age Cymru's Chief Executive, Ian Thomas.

WASP brings together a broad range of partners – including Trading Standards, Get Safe Online, Welsh Police Forces, the Welsh Local Government Association, banks and utility companies – who will work together to better protect people from scams and make Wales a hostile place for the criminals who operate them.

In March 2016, WASP launched its Action Plan, which sets out in detail the work that will be undertaken by partners to tackle scams across Wales and protect older people during the coming year. The actions set out in the Action Plan are grouped under broader headings that form the basis of the WASP Charter, a set of commitments that each partner signed up to and has agreed to take forward, which include:

- Raising awareness and de-stigmatising scams
- Prevention and protection
- Identification and recording
- Enforcement, access to justice and restoration

The Action Plan and Charter were launched at the National Trading Standards Scams Team and Consumer Empowerment Alliance scams conference, which was held in Cardiff and was attended by delegates from across the UK. This provided an excellent opportunity to share, with a national audience, information about the work already undertaken in Wales to tackle scams and the wide range of work planned going forward.

4.3.6. Guide to Lasting Powers of Attorney

Working in partnership with the Office of the Public Guardian, which protects people who may not have mental capacity to make certain decisions for themselves, the Commissioner produced and published 'An Easy Guide to Lasting Powers of Attorney' in January 2016.

The guide was developed to help people to understand the importance of having a lasting power of attorney (LPA) to manage their finances, health and welfare, and provides information about how to register an LPA in a clear, accessible way. The guide also provides answers to frequently asked questions about LPA, helping to ensure that future decisions are safeguarded.

Since its publication, the guide has been widely distributed in hard copy, both through our office and the Office of the Public Guardian, and has been downloaded over 1,000 times. The guide is also hosted on the Social Care Institute for Excellence website to ensure that professionals working with older people fully understand the benefits of an LPA and what the LPA process involves.

4.3.7. Information and Guidance on Domestic Abuse and Sexual Violence

We worked in partnership with the Welsh Government's Violence Against Women, Domestic Abuse and Sexual Violence (VAWDA) Team to develop information and guidance for front-line professionals on domestic abuse and sexual violence. The guidance contains information on the prevalence of the abuse of older people and its common characteristics and the most effective ways to respond when an older person is being abused, as well as providing details about the legislation that could be used to safeguard an older person or secure a prosecution on someone's behalf.

Following a period of consultation, which gave individuals and stakeholders an opportunity to comment on its contents, the guidance is now being finalised and will be published during Summer 2016.

4.3.8. Additional Work around Safeguarding and Protection

In addition to the work set out above, the Commissioner has also undertaken a wide range of other work relating to safeguarding and protecting older people in Wales:

- Printed and distributed further copies of the 'Domestic abuse and sexual violence: help and support for older people in Wales' information leaflet, which was first published last year. As a result of work with Public Health Wales to engage with GPs, many GP practices have requested copies of the leaflet to display in their surgeries.
- Partnership working with the Gwent Police and Crime Commissioner and Gwent Police to support the introduction of the 'Herbert Protocol', a new initiative to find local missing people who have dementia.
- Supported Diverse Cymru with a Welsh Government funded initiative to identify issues relating to crimes against older people, particularly those from BAME backgrounds.
- In November 2015, our office was awarded 'White Ribbon Status' by the White Ribbon Campaign in recognition of the work undertaken in Wales to tackle domestic abuse. The Commissioner also supported 'Peace One Day', a global campaign which this year was focused on raising awareness of domestic abuse.
- Ongoing input was provided on the issues that affect older people as a member of a number of key expert groups established to tackle domestic abuse – including the Mental Capacity Act Deprivation of Liberty Safeguarding Leadership Group, the Welsh Government's violence against women, domestic abuse and sexual violence 'Ask and Act' steering group and the Welsh Women's Aid Focus Group.
- Work with BBC Wales to produce a radio programme and television news report on the scale and impact of the domestic abuse of older people.

4.4. Wellbeing and Empowerment

4.4.1. Influencing Policy, Legislation and Practice

The Commissioner's Wellbeing and Empowerment Team influence policy and decision-making at the highest level in Wales, representing and promoting the interests of older people to public bodies and service providers, including Local Authorities, Health Boards and the Welsh Government.

The Wellbeing and Empowerment Team keep themselves informed of developments not just in relation to age, but also of issues concerning other protected characteristics.

The Commissioner and her team have continued to meet with Welsh Ministers to ensure that older people's voices are heard and listened to and that policy and practice reflects the issues faced by older people and meets their needs.

These meetings provided opportunities for the Commissioner to raise concerns about areas of legislation that are not sufficiently focused on older people and to agree the most effective ways forward to deliver the change required.

The Commissioner has also met with the Chairs of a number of National Assembly Committees to highlight potential areas for investigation and inquiry and has welcomed a number of committee inquiries that have been particularly relevant to older people.

4.4.2. Consultation Responses

The Wellbeing and Empowerment team responded to a wide broad range of consultations on behalf of the Commissioner during 2015-16, using the voices and experiences of older people to ensure that proposed policy and practice reflects their needs and will deliver positive outcomes.

In total, the team responded to 35 consultations during 2015-16, covering topics such as the Welsh Government's Equality and Inclusion Programme, the Welsh Government's Draft Equality Objectives, the Welsh Government action plan to further equality for transgender people and the Consultation on increasing the number of women and other under-represented groups on Public Sector Boards.

4.4.3. Evidence Provided to National Assembly for Wales Committees

Throughout 2015-16, the Commissioner and her Wellbeing and Empowerment Team gave evidence to a number of Inquiries being undertaken by the National Assembly for Wales:

- Regulation and Inspection (Wales) Bill, Health and Social Care Committee, May 2015
- Employment Opportunities for People Over 50, Enterprise and Business Committee, September 2015

- Public Health Bill Wales, Health and Social Care Committee, September 2015
- Bus and Community Transport Services, Enterprise and Business Committee, October 2015
- Call for evidence on the Public Services Ombudsman (Wales) Bill, Finance Committee, January 2016
- Follow-up on the Health and Social Care Committee's residential Care for Older People Inquiry and the Commissioner's Review of Care Homes, Health and Social Care Committee, January 2016

4.4.4. Regulation and Inspection of Social Care (Wales) Act 2016

Robust and effective regulation and inspection of social care is essential, not only to protect older people using social care services and keep them safe, but also to ensure that the care and support provided to them is of the highest standard.

The Commissioner therefore welcomed the publication of the Regulation and Inspection of Social Care (Wales) Bill, which was designed to provide an improved statutory framework for the regulation and inspection of social care in Wales and the regulation of the social care workforce.

However, in analysing its contents, a number of ways were identified in which the Bill could be strengthened to deliver more for older people.

The areas of concern were highlighted in written and oral evidence provided to the Health and Social Care Committee during the pre-legislative scrutiny process, as well as in briefings to Members during Stage 2 and Stage 3 scrutiny. Areas in which the Commissioner felt improvements were needed included fitness to own, workforce registration, the definition of care, integration of health and social care, and the use of lay assessors in inspections.

As a result of the Commissioner's interventions, action has been taken to strengthen the provisions set out in the Bill relating to these areas.

4.4.5. Well-being of Future Generations (Wales) Act 2015

In order to support the delivery of key aspects of the Well-being of Future Generations (Wales) Act 2015, which is designed to ensure a preventative, outcomes-focused and long term approach to public service delivery, essential to improve the lives of older people, the Commissioner engaged extensively with Local Service Boards (LSBs) across Wales during 2015-16. The purpose of this engagement was to ensure that the wellbeing assessments and the wellbeing plans that will be developed under the Act by the new statutory Public Service Boards will reflect and address the needs of older people and complement the Ageing Well in Wales action plans being delivered by Local Authorities.

As a result of the meetings with the LSBs, the Commissioner has also begun developing formal guidance for Public Service Boards to support the development of their wellbeing plans, and the underpinning needs assessments, which will be published in 2016.

At a more strategic level, the Commissioner has worked with the Welsh Government to ensure that the national indicators used to measure the impact of the Act are outcomes-focused and relevant to older people. Many of the indicators, which were published in March 2016, complement the quality of life model on which the Commissioner's priorities are based, with a focus on issues such as access to services and facilities, feeling safe at home, and loneliness and isolation.

4.4.6. Social Services and Well-being (Wales) Act 2014

The Social Services and Well-being (Wales) Act 2014 sets out a wide range of new duties for public bodies to ensure a greater focus on prevention, independence and wellbeing in public service delivery, as well as offering older people and their carers greater choice and control over the care and support that they receive.

To ensure that older people understand what they can expect under the Act, an information booklet was developed that explains, in a clear and accessible way, the principles that underpin the Act, the rights that they now have and the new ways in which their needs will be assessed. A more detailed toolkit has also been developed, providing further information about the new legislation for older people and carers to support them in accessing the services and support they need - and have a right to - under the Act.

4.4.7. Making Rights Real for Older People

Older people's rights often diminish in a number of ways as they get older, something that can have a devastating impact upon their lives, particularly for those who may be vulnerable. The Commissioner therefore used Human Rights Day (10 December) to call on the next Government of Wales to introduce legislation that will protect and promote the rights of older people so they can live free of abuse, neglect, ageism and discrimination, participate fully in their communities and thrive in older age.

A single piece of legislation was proposed that would not only bring together a number of internationally recognised instruments designed to protect older people's rights, but also address any gaps identified in current legislation that result in people's rights not being upheld. This legislation would create specific duties for public bodies and ensure that a rights based approach to public service delivery is adopted across Wales.

The Commissioner's proposals received cross-party support and she will work with the next Welsh Government to take this vital work forward during 2016/17. To support her in this work, an advisory group of experts from across the public, legal and third sectors, as well as older people, has been established to determine what could be included within the proposed legislation and how it would work in practice.

The findings of this group will be published in Summer 2016 and will provide Assembly Members and the new Welsh Government a real opportunity to continue to drive forward the social justice agenda in Wales to ensure that older people's rights are protected and promoted and that they have equality and parity with people from other age groups.

4.4.8. Section 12 Guidance: Equality and Human Rights Impact Assessments and Scrutiny

The loss of key public and community services, such as public buses, toilets, libraries, day centres and lifelong learning, remains a significant issue for older people across Wales. Building upon work undertaken in previous years that made a strong case for the retention of these services, the Commissioner used her statutory powers to provide formal Guidance to Local Authorities on Equality and Human Rights Impact Assessments and Scrutiny.

The Guidance, which was published in February 2016, sets out how to undertake robust and thorough impact assessments and scrutiny processes that identify any disproportionate impact upon older people when changes are proposed, as well as actions that can be taken to mitigate any potential impact.

The guidance was developed with support from the Welsh Government, Welsh Local Government Association and Local Authorities. In order to ensure an increased focus on older people's rights throughout the assessment process, the Guidance includes a newly developed Equality and Human Rights Impact Assessment tool, which combines an Equality Impact Assessment with a Human Rights Assessment to enable Local Authorities to undertake broader and more detailed impact assessments effectively and efficiently.

To support Local Authorities to incorporate my Guidance into their working practices, a series of training workshops began in March 2016 to ensure that Council Members and officers understand and can use a rights-based approach when considering changes to services or making decisions.

4.4.9. Embedding a Rights-Based Approach

In September 2015, the Commissioner met with Health Board Chairs to discuss the benefits of a rights-based approach in the delivery of health care services and to identify opportunities for joint working to embed this approach across the NHS in Wales. Following this meeting, we worked in partnership with the

NHS Centre for Equality and Human Rights to produce a paper on how a rights-based approach could be adopted within the NHS and the difference this would make to older people using health care services. This paper was presented and welcomed at a roundtable meeting in February 2016, which was attended by key Health Board representatives, including Chairs, Independent Board Members and Directors of Public Health.

The meeting also provided an opportunity for Health Boards to share good practice around protecting older people's rights, with Hywel Dda setting out their rights-based approach to mental capacity assessments and Abertawe Bro Morgannwg discussing work to develop an older people's charter, similar to the children's rights charter they have already developed.

The Commissioner will continue her work with the NHS Centre for Equality and Human Rights and Health Boards to ensure that work to embed a rights-based approach within health care services continues to progress, with a further roundtable meeting planned in June 2016 to discuss developments and agree further actions.

Alongside this work, the Commissioner has also been working with the Welsh Government's Human Rights Stakeholder Group to promote the benefits of a rights-based approach and influence the rights-based agenda in Wales. This has generated significant interest in taking forward a rights-based approach among other key stakeholders, such as the Welsh Local Government Association, Wales Council for Voluntary Action and Academi Wales.

4.4.10. Additional work to Influence Policy, Legislation and Practice

To ensure that the needs of older people are understood by key stakeholders and reflected in their work, the Commissioner has also continued to influence policy and practice through being a member of, and working in partnership with, a wide range of expert groups and advisory boards / panels, including:

- National Assembly Wales Cross-Party Groups on older people and ageing, dementia, fuel poverty and community transport
- Welsh Government Tackling Poverty External Advisory Group
- Welsh Government Expert Group on Housing and Ageing Population
- Welsh Government Digital Inclusion Programme Board
- Welsh Government Public Transport Users Advisory Panel
- Citizens Advice Independent Advice Providers Forum
- Money Advice Service Wales Forum
- Good Practice Wales Steering Group
- DWP Strategic Partnership Board
- Community Transport Association Wales Committee

4.5. Reaching out and listening to older people across Wales

A key part of the Commissioner's work continues to be direct engagement with older people across Wales, essential to ensure that they know about her work and the ways in which she can help them. This engagement also ensures that the voices of older people guide and shape the Commissioner's work and continue to be at the heart of all that she does.

4.5.1. Engagement Roadshow

The Commissioner and her team met with 218 groups across Wales during 2015-16, engaging with over 5,600 older people at a wide range of events, including conferences, forum meetings, support groups and social groups. The Engagement Roadshow visited every Local Authority in Wales, with the Commissioner and her team travelling over 20,000 miles to reach out to older people.

Building upon the successful approach used in previous years to reach out to older people in all of their diversity, the Engagement Roadshow continued to visit the places that older people live their lives, including social clubs, day centres, carers groups, dementia cafes, care homes and extra care housing schemes. The Commissioner's team also attended information days and community events across Wales, running information stands to provide information, advice and useful resources directly to older people and those who care for and support them.

During 2015-16, there was an even greater focus on reaching out to older people with protected characteristics and capturing the voices of those who are seldom heard, vital to ensure that their experiences of growing older in Wales are reflected throughout the Commissioner's work. To support this, we have worked with a variety of organisations that support people with protected characteristics, including Race Equality First, Women Connect First, Swansea Sparkles, Sense, DeafBlind Cymru, the African Community Centre (Swansea), the India Centre (Cardiff) and Men's Sheds.

To ensure that policy makers and decision makers hear first-hand about the experiences of older people and understand the challenges they face, many joint visits were arranged with Assembly Members, MPs, Council Leaders and Councillors from across Wales, providing older people with opportunities to discuss the issues that matter to them and suggest ways in which improvements could be delivered.

4.5.2. Wider Engagement

In addition to my Engagement Roadshow, the Commissioner has continued working with formal organisations that represent older people, such as the National Pensioners Convention, Active Wales (formerly the National Old Age

Pensioners Association of Wales), Cymru Older People's Alliance and the National Partnership Forum, as well as with older people's forums across Wales.

Throughout 2015-16, work also continued a wide range of public bodies in Wales, including Health Boards, Local Authorities, Local Service Boards, the Wales Audit Office, the Equality and Human Rights Commission, Public Health Wales and Trading Standards, as well as with a wide range of third sector organisations such as Age Alliance Wales, Age Cymru, Alzheimer's Society, Diverse Cymru, RNIB Cymru and Joseph Rowntree Foundation, delivering keynote speeches at conferences and events, and meeting with key individuals within these organisations.

This work is essential to grow knowledge and understanding about older people's experiences, the challenges they face and the issues that affect their lives. It also allows the Commissioner to promote good practice, and identify opportunities for partnership working to deliver shared aims and objectives to improve older people's lives and drive change on their behalf.

4.5.3. Media

Working with the media throughout the year has not only allowed the Commissioner to reach out to large numbers of older people so they know about the work being undertaken to drive change on their behalf and make a difference to their lives, but also ensures that the issues that affect older people are highlighted to the wider public. During the past year, the Commissioner maintained a strong media presence across television and radio, appearing many times on BBC Wales Today, ITV Wales news, S4C Newyddion, BBC Radio Wales and BBC Radio Cymru.

The Commissioner also secured extensive media coverage in daily newspapers, such as the Western Mail, Daily Post, South Wales Argus, South Wales Evening Post and South Wales Echo, as well as weekly local newspapers across Wales. In addition, comments made on a number of issues were included in stories run by National UK newspapers, including the Independent and Daily Mail.

The Commissioner has also continued to write columns and articles for a variety of other publications, such as magazines, journals, blogs and Welsh language publications to ensure that she continues to reach out to older people and stakeholders across Wales.

4.5.4. Acknowledging Excellence

Promoting good practice that has a positive impact upon the lives of older people is a key part of the Commissioner's work and she has met many outstanding public service staff across Wales who are dedicated to making a real difference through their work.

In order for this good practice to be formally acknowledged across the health and social care sectors, the Commissioner sponsored the RCN Wales Nurse of the Year Awards and the Wales Care Awards, which are organised by Care Forum Wales, recognising the invaluable contribution made by outstanding individuals and celebrating not only their commitment to improving the lives of older people, but also their passion, hard work and innovation.

The Commissioner also worked with Good Practice Wales throughout 2015-16, sharing, via the Good Practice Wales Information Hub Website, good practice and innovation from across Wales that has been observed first-hand.

5. The Commissioner's Equality Objectives

The Commissioner published a refreshed Strategic Equality Plan in March 2014 following consultation with older people and stakeholders, replacing the Strategic Equality Plan that was published in March 2012.

The refreshed Strategic Equality Plan identifies specific equality objectives and sets out the way ahead for future years. The refreshed strategy was published to ensure that equality and human rights are embedded in the thinking and working practices of the Commissioner and her staff.

In November 2014, the Commissioner updated the Equality Impact Assessment (EIA) form within the Strategic Equality Plan to better consider marriage and civil partnership. This followed helpful feedback on the completion of an EIA during the year.

The Commissioner set out the following objectives for 2012-16:

1. To ensure that in my employment of staff I am non-discriminatory, promote equality of opportunity for all and foster good relations between staff members.

- I will aim to increase the diversity of my workforce
- All staff will have development and advancement opportunities to ensure they equally maximise their potential
- I will ensure that all staff are rewarded and remunerated on an equal basis regardless of protected characteristic
- I will ensure there is a culture within my organisation in which all staff feel comfortable to be open about their protected characteristics and feel that they are a person of value to me as an employer and across the organisation

2. To ensure that my procurement policies and practices and associated tender documentation take account of the need to meet legal equality requirements.

- I will review all of my procurement policies, practices and tender documentation to ensure they meet the public sector equality duty
- I will ensure that contractors are made fully aware of my equality duties by writing this into tender specifications and testing their understanding at the selection process

3. To ensure that my work is relevant to, and is seen as being relevant to, all older people.

- I will significantly increase my engagement with older people across the breadth of protected characteristics and through this ensure that their voices inform and guide my work
- I will make sure that the reporting of the impact and reach of my work makes specific reference to groups with protected characteristics
- I will strengthen the impact assessment that underpins my work to ensure my work takes full account of the impact of protected characteristics upon the outcome sought for older people

4. I will ensure that my work is underpinned increasingly by a rights based approach and that across Wales a rights based agenda is developed.

- I will provide on-going human rights training to all my staff
- I will equip my staff to understand and promote what a human rights based approach means in practice

5. To empower and equip older people to challenge the discrimination they face.

- I will, through my work, empower and assist older people to challenge discrimination and secure their human rights
- I will strengthen our partnership working with other equality and human rights based organisations to strengthen our voices and the impact of our work
- I will equip older people with the knowledge and tools to fight discrimination
- I will provide support and assistance to older people who have been victims of discrimination

6. To promote an accurate and balanced view of older people in all their diversity, grow understanding about older people and their needs and to challenge unfounded and derogatory stereotypes, both within my organisation and amongst other organisations.

- I will increase the depth of understanding amongst my staff about the diversity of older people and the extent to which protected characteristics impact upon their access to services and their wider lives
- I will increase the depth of understanding amongst key public services about the diversity of older people and the extent to which protected characteristics impact upon their access to services and their wider lives
- I will, on an on-going basis, challenge negative stereotypes and myths about older people and lay down clear expectations for change

7. To encourage and support other public bodies to comply with their own duties under the Equality Act 2010 as they apply to older people and to challenge significant breaches of legal duties.

- I will provide guidance to public bodies undertaking key service changes to assist them in ensuring they comply with their statutory duties in relation to engagement, impact assessment and proportionality
- I will keep under review service changes that have the potential for significant impact on older people, and where I believe that significant detriment or significant disproportionate impact is likely I will hold public bodies to account
- I will keep under review Welsh Government, Local Government and Health Board equality and other key strategic plans to ensure that they reflect a robust understanding of the impact of protected characteristics upon older people and the way in which services and support are delivered.

6. Progress during 2015-16

Progress against the objectives is set out below:

Objective	Lead	Timescale	Means of measurement	Activity / Actions taken
<p>1. To ensure that in my employment of staff I am non-discriminatory, promote equality of opportunity for all and foster good relations between staff members.</p>				
<p>2. To ensure that my procurement policies and practices and associated tender documentation take account of the need to meet legal equality requirements.</p>				
I will review all of my procurement policies, practices and tender documentation to ensure they meet the public sector equality duty.	Director of Finance and Performance	By March 2016	Evidence that all policies and documentation have been updated.	The Commissioner undertook an annual review of her Purchasing Procedures which covers the ordering of all goods and services. The procedures make specific reference to Commissioner's Equality scheme and Welsh language scheme.
I will ensure that contractors are made fully aware of my equality duties by writing this into contracts and of their responsibility to provide or deliver goods and services in a way that will not breach those duties.	Director of Finance and Performance	By March 2016	Evidence that contractors have signed an acknowledgement of the changes.	Contracts template has been updated to reflect this.

3. To ensure that my work is relevant to, and is seen as being relevant to, all older people.

<p>I will significantly increase my engagement with older people across the breadth of protected characteristics and through this ensure that their voices inform and guide my work.</p>	<p>Director of Comms and Engagement</p>	<p>By March 2016</p>	<p>Evidence that: The groups I engage with are representative of the wider diversity of older people and that I have sought out and visited groups that are often ignored. The older people I hear from are more representative of the wider diversity of older people than in 2008-2013. My publications are relevant and accessible to, and reflect and represent issues raised by, a much broader range of older people than in 2008-2013.</p>	<p>During 1 April 2015 to 31 March 2016 the Commissioner and her team met with 218 groups throughout Wales, travelling over 20,000 miles to reach out to more than 5,600 older people. The Commissioner and her team visited every Local Authority area in Wales, meeting and speaking with older people at a variety of events, from large conferences to forum meetings to local support and social groups. Since the establishment of the Engagement Roadshow in 2012, the Commissioner and her team have actively sought out groups of older people with protected characteristics. By taking a pro-active approach, the team are able to meet with as wide a diversity of older people as possible. This engagement is reported on a quarterly basis to the Strategic Management Team to ensure that the organisation is maintaining its engagement with as wide a diversity of older people as possible.</p>
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<p>This engagement is reported on a quarterly basis to the Strategic Management Team to ensure that the organisation is maintaining its engagement with as wide a diversity of older people as possible.</p>	<p>During 2015-16, the Commissioner’s Engagement Roadshow met with 152 groups of older people that were defined as having one or more protected characteristic. The Commissioner has chosen to define Welsh Language, Carers and Rurality as characteristics to also target.</p>	<p>All of the Commissioner’s documents are available in accessible formats. For widely-distributed documents such as the Impact and Reach Report and Core Leaflet, audio versions and large print are produced. Documents for older people are always produced in both hard copy and online. The Commissioner is working with British Sign Language (BSL) interpreters to ensure key documents are produced in BSL. The Core Leaflet is also produced in Bengali, Urdu, Somali and Gujarati.</p>	

4. I will ensure that my work is underpinned increasingly by a rights-based approach and that across Wales a rights-based agenda is developed.

<p>I will equip my staff to understand and promote what a human rights based approach means in practice.</p>	<p>Director of Protection and Scrutiny</p>	<p>March 2016</p>	<p>Evidence of: Staff integrating a human rights based approach into their work Staff helping others outside the organisation understand how human rights work in practice, particularly for older people.</p>	<p>Following the delivery of training in human rights from the British Institute of Human Rights in March 2014, I have continued to equip my staff to understand and promote a human rights approach to improve the lives of older people in Wales in both frontline services and policy development. For example, all enquiries and cases are scrutinised through a human rights lens to ensure that any potential breaches to older people's human rights, such as the right not to be subjected to inhumane and degrading treatment, or the right to a family life, are actively highlighted to public services and independent care providers to ensure that older people are safeguarded and their rights upheld. I have continued to hold internal training on Ageism and a Rights Based Approach on 25th September 2015, as well as utilising the staff</p>
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				<p>away day on 15 January 2016, to enable my team to workshop ageism and human rights resources to be delivered externally both for older people and external agencies.</p> <p>Ten days of Challenging Ageism and using a Rights Based Approach training have been delivered to public sector professionals.</p>
<p>5. To empower and equip older people to challenge the discrimination they face.</p>				
<p>I will provide support and assistance to older people who have been victims of discrimination using, where appropriate, my legal powers.</p>	<p>Director of Protection and Scrutiny</p>	<p>By March 2016</p>	<p>Evidence of: Older people who have been victims of discrimination being effectively assisted by me and my team to challenge discrimination and achieve positive results in the majority of cases. Public bodies who are discriminating against older people, either directly or indirectly, being challenged by me and changing</p>	<p>My casework team continues to challenge potential discrimination of older people by Public Bodies. Their interventions have led to older people's rights being upheld as well as empowering older people to take action in their own right.</p> <p>The success of these interventions has meant that I have not yet been in a situation where it would be appropriate for me to use my powers.</p> <p>Learning from these interventions has also led to the development of three Challenge Ageism sessions delivered to older people's groups between January – March 2016.</p>

			<p>policies or practices as a result.</p> <p>Wider benefit for other older people as the result of individual cases being resolved and resulting in changes in policies or practices.</p>	<p>These sessions, outlined what ageism is and explained what legal routes older people could use to challenge ageism in public services.</p> <p>Session aims:</p> <ul style="list-style-type: none"> • define ageism and explore how stereotypes & prejudice underpin it • highlight the impacts of ageism • explain how older people can use the Equality Act 2010 and the Human Rights Act 1998 to challenge public services when you see or experience ageism <p>Learning outcomes:</p> <p>Following the training, older people reported feeling:</p> <ul style="list-style-type: none"> • more able to identify ageism • more confident about challenging ageism
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<p>6. To promote an accurate and balanced view of older people in all their diversity, grow understanding about older people and their needs and to challenge unfounded and derogatory stereotypes, both within my organisation and amongst other organisations.</p>				
<p>I will on an ongoing basis challenge negative stereotypes and myths about older people and lay down clear expectations for change.</p>	<p>Director of Protection and Scrutiny</p>	<p>By March 2016</p>	<p>Evidence that demonstrates: Fewer instances when negative or derogatory language about older people is used by the media and more instances of positive language and stories about older people. That older people are successfully challenging both direct and indirect discrimination on a day-to-day basis. That public services and documents talk less about older people as a homogenous group and more about the needs and of older individuals and how these will be met.</p>	<p>In October 2015, the Commissioner launched her Say No To Ageism campaign, which focused on raising awareness amongst politicians, the media and the general public about the contribution of older people to society and the impact of ageism and age discrimination. The campaign focused on the language that is used about older people in society and contrasted it with the contribution that older people make to society through things such as volunteering and childcare. The campaign sought to portray older people in a much more positive light than is often seen. The campaign was very successful with 36 Assembly Members engaging in the campaign, coverage across daily newspapers in Wales, a high level of engagement from stakeholders and over 2,500 views on a video on YouTube.</p>

7. To encourage and support other public bodies to comply with their own duties under the Equality Act 2010 as they apply to older people and to challenge significant breaches of legal duties.

<p>I will keep under review service changes that have the potential for significant impact on older people, and where I believe that significant detriment or significant disproportionate impact is likely I will hold public bodies to account.</p>	<p>Director of Wellbeing and Empowerment</p>	<p>By March 2016</p>	<p>Evidence that: I have reviewed public services and made recommendations for positive change. Public bodies respond to and implement the majority of my recommendations. I hold to account – using legal powers where necessary - those public bodies that refuse, without good reason, to implement my recommendations.</p>	<p>One of my priorities as Commissioner, as set out in my Framework for Action 2013-17, is to protect and improve community services – non-statutory services such as day centres, public toilets, libraries and transport that are often described as ‘lifelines’ by older people. Despite the fact that they are as important to older people’s health, independence and wellbeing as statutory health and social care services, community services across Wales are at risk due to reductions in public spending, something of great concern for many older people. In February 2016, I issued guidance on Equality and Human Rights Impact Assessments for Local Authorities under Section 12 of the Commissioner for Older People (Wales) Act 2006. It is designed to ensure that robust scrutiny is undertaken by Local Authorities when changes to community services are</p>
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<p>proposed, to ensure that there is not a disproportionate impact upon older people and that alternative approaches are considered.</p> <p>This Guidance is delivered in two parts:</p>	<p>Part 1 examines the importance of current Equality Impact Assessments and promotes the need to use Equality and Human Rights Impact Assessments (EHRIsAs) when changes to community services are being considered. Part 1 applies to all public service bodies responsible for delivering community services for older people.</p> <p>Part 2 examines the crucial role of scrutiny around changes to community services and is targeted towards elected members and officers in local government.</p> <p>The aim is to improve the quality of scrutiny and ensure that the impact of closing down or reducing the provision of a community service on older people is thoroughly and rigorously analysed and considered.</p>

<p>Where I have been advised that Public Bodies have not upheld or could be in breach of their statutory equality duties, I use this guidance to reinforce my position and hold public bodies to account in terms of their delivery of meaningful public consultation, efficacy, the consideration of mitigating actions and potential alternative options as well as effective scrutiny.</p>	<p>Through the direct support and assistance that I provide to older people, I have often been told that older people have few opportunities to voice their concerns over changes to community services, or that their needs are not fully considered when decisions are made.</p>	<p>For these reasons the toolkit that I produced in July 2014, 'Effective Engagement with Local Authorities - a toolkit for older people' continues to be used by older people across Wales.</p>

Appendix A: Workforce profiles as at 31/03/16

Headcount Information

1. A listed body in Wales must collect and publish on an annual basis the number of people employed by the authority on 31 March each year by protected characteristic.

- Age
- Gender reassignment
- Sex
- Disability
- Pregnancy and maternity
- Sexual orientation
- Race – including ethnic or national origin, colour or nationality
- Religion or belief – including lack of belief

The Commissioner undertakes an annual staff survey to gather regular equality data. This survey is confidential and responses are anonymous. For the reporting year 2015-16 the Commissioner received 19 responses out of a possible 21. However, due to the size of the organisation, where figures account for less than 10%, details are removed to prevent individuals from being identified.

Number of people employed by Protected Characteristic:

Age	
16-24	-
25-34	6
35-44	7
45-54	3
55-64	-
65 & Over	-
Prefer Not to Say	-

Gender / Sex	
Male	4
Female	14
Prefer Not to Say	-

Is your gender identity the same as the gender you were originally assigned at birth?	
Yes	19
No	-
Prefer Not to Say	-

Sexual Orientation	
Bisexual	-
Gay Man	-
Gay Woman / Lesbian	-
Heterosexual / Straight	15
Other	-
Prefer Not to Say	3

Religion or Belief	
No religion or belief	9
Christian (all denominations)	5
Buddhist	-
Hindu	-
Jewish	-
Muslim	-
Sikh	-
Any other religion or belief	-
Prefer not to say	3

Race (inc. ethnic or national origin, colour or nationality)	
White English	-
White Scottish	-
White Welsh	15
White Northern Irish	-
White British	-
White Gypsy or Irish Traveller	-
White Irish	-
White Other	-
Mixed/Multiple Ethnic Group – White & Black Caribbean	-
Mixed/Multiple Ethnic Group – White & Black African	-
Mixed/Multiple Ethnic Group – White & Asian	-
Other mixed/multiple ethnic background	-
Asian – Indian	-
Asian – Pakistani	-

Asian – Bangladeshi	-
Asian – Chinese	-
Asian - British	-
Other Asian Background	-
Black – Caribbean	-
Black – African	-
Black – British	-
Black – Other (please specify)	-
Other ethnic group (please specify)	-
Prefer not to say	-

Disability	Yes	No / n.a	Prefer not to say
Do you consider yourself to have a disability?	-	16	-
Do you have a disability as defined by the Equality Act?	-	16	3
At least one of my dependents has a disability.	-	15	4

The below data is drawn from HR records rather than via the annual staff survey.

Pregnancy & Maternity	
Number of pregnant employees during 2015-16	1
Number of employees taking Maternity Leave during 2015-16	3

2. A listed body in Wales must collect and publish on an annual basis the number of men and women employed, broken down by the following categories:

Job	Men	Women	Total
Administrator	-	-	-
Support Officer/Assistant	2	3	5
Officer	1	6	7
Lead	2	4	6
Director	-	3	3
Commissioner	-	1	1

Pay & Grade	Men	Women	Total
16,300 – 20,000/ A	-	-	-
20,800 – 25,250 / B	2	3	5
26,500 – 32,200 / C	1	6	7

33,800 – 41,050 / D	2	4	6
41,950 – 51,850 / E	-	-	-
54,900 – 65,400 / F	-	3	3
60,000 – 117,800* / Commissioner	-	1	1

*Pay Level set by Senior Salaries Review Body

Contract Type	Men	Women	Total
Permanent	3	13	16
Fixed Term	2	4	6
Temporary	-	-	-

Working Pattern	Men	Women	Total
Full Time	4	16	20
Part Time	-	1	1
Compressed Hours	-	1	1

Recruitment

1. A listed body in Wales must collect and publish on an annual basis the number of people who have applied for jobs with the organisation over the last year.

The Commissioner is committed to increasing the diversity of her staff by reviewing the Commissioner's recruitment processes including the application form, how, and where we advertise.

Application forms are already available in alternative formats and recruitment adverts are placed widely using a variety of media. The Commissioner has a formal Dignity and Equality at Work Policy and adopts good practice regarding its recruitment process. All information relating to protected characteristics within application forms is seen by HR only and is not shared with the selection panel. In addition, reasonable adjustments are available to all candidates and this is stated on the application form and referred to again when inviting shortlisted candidates to interview and reasonable adjustments have been provided for candidates during 2015-16.

The Commissioner continues to develop and improve upon the recruitment strategy and application processes to promote a diverse workforce. Opportunities to further broaden the staff intake will be limited due to budgetary constraints, the size of the organisation, and the low turnover of staff.

During 2015/16, the Commissioner recruited for 8 posts via external recruitment and 3 posts via internal recruitment. All internal and external candidates are provided with the opportunity to complete a Diversity Monitoring form at point of application, however not all candidates choose to complete and submit a

form. The Commissioner received 85 completed Diversity Monitoring Forms associated with external recruitment conducted during 2015/16.

Number of applications for jobs within 2015-2016 received from the following protected groups:

Age	
16-24	5
25-34	14
35-44	18
45-54	26
55-64	22
65 & Over	-
Prefer Not to Say	-

Gender	
Male	33
Female	52
MTF Transgender	-
FTM Transgender	-
Prefer Not to Say	-

Sexual Orientation	
Bisexual	-
Gay / Lesbian	3
Heterosexual	79
Other	1
Prefer Not to Say	2

Religion of Belief	
No religion or belief	38
Christian (all denominations)	39
Buddhist	1
Hindu	-
Jewish	-
Muslim	1
Sikh	1
Any other religion or belief	1
Prefer not to say	4

Race (inc. ethnic or national origin, colour or nationality)	
White English	11
White Scottish	1
White Welsh	50
White Northern Irish	1
White British	13
White Gypsy or Irish Traveller	-
White Irish	-
White Other	1
Mixed/Multiple Ethnic Group – White & Black Caribbean	-
Mixed/Multiple Ethnic Group – White & Black African	-
Mixed/Multiple Ethnic Group – White & Asian	-
Other mixed/multiple ethnic background	1
Asian – Indian	-
Asian – Pakistani	-
Asian – Bangladeshi	-
Asian – Chinese	-
Asian - British	1
Other Asian Background	1
Black – Caribbean	-
Black – African	3
Black – British	1
Black – Other (please specify)	-
Other ethnic group (please specify) Arab	-
Prefer not to say	1

Disability	Yes	No / N/A	Prefer Not to Say
Do you consider yourself to have a disability?	4	80	1

No data relating to pregnancy and maternity was collected in relation to recruitment activity for 2015-16.

2. A listed body in Wales must collect and publish on an annual basis the number of employees who have applied to change position within the authority, identifying how many were successful in their application and how many were not.

The Commissioner recruited for, and filled, 3 posts via internal recruitment methods during 2015/16.

One application was received from an internal candidate for each post. The internal candidates were all successful.

Due to the size of the organisation, as this figure accounts for less than 10%, details are removed to prevent individuals from being identified.

Learning & Development

1. A listed body in Wales must collect and publish on an annual basis the number of employees who have applied for training and how many succeeded in their application.

The Commissioner holds Investors in People Silver Award and, as stated in the Commissioner's Learning and Development Policy, the Commissioner aspires to be a learning organisation and will nurture the skills and knowledge that staff will need to succeed in their roles. This policy therefore supports a culture of learning and developing excellent staff at all levels. Employees are encouraged to take advantage of learning and development opportunities which are relevant to their jobs and personal development.

The Commissioner will:

- provide a challenging work environment, where staff are encouraged to develop and acquire new skills and experience.
- provide a range of development opportunities for staff consistent with the strategic and operational needs of the Commissioner.
- deliver to all new staff a basic understanding of the role, function, policies and procedures of the Commissioner at induction.
- assess Commissioner and individual learning and development needs and draw up a Commissioner training and learning needs analysis.
- undertake and agree with all staff individual training and development plans as part of the performance appraisal process.
- review individual and Commissioner plans at least annually; assess effectiveness of training interventions and feed this back into subsequent planning.

All staff have equality of opportunity regarding training and the Commissioner approved all applications for Learning and Development (training) activity during 2015-16.

2. A listed body in Wales must collect and publish on an annual basis the number of employees who completed the training.

Employees attended a broad range of training, including general topics such as project management, facilitation and presentation skills training, alongside role specific training such as safeguarding and influencing political outcomes. All training undertaken during 2015/16 by the Commissioner's employees was completed.

All employees receive training regarding equality and protected characteristics during their first year of employment as part of their induction programme. This is naturally biased to age due to the nature of the organisation.

Employees also attended an internal training sessions focused on transgender awareness and ageism during 2015/16. In addition, the Commissioner ran a public 'Say No to Ageism' campaign during 2015/16 which all employees were involved in and which included the delivery of ageism training across Wales.

The Commissioner's employees received training relevant to their roles on mental health awareness and the mental capacity act, experiencing dementia, mental health in the workplace, domestic violence and abuse and managing challenging and aggressive behaviour.

All employees are also widely encouraged to attend engagement events with older people who also have a range of protected characteristics.

Grievance Procedures

1. A listed body in Wales must collect and publish on an annual basis the number of employees involved in grievance procedures either as complainant or as a person against whom a complaint was made.

The Commissioner had no employees involved in grievance procedures either as complainant or as a person against whom a complaint was made during 2015/16.

Disciplinary Procedures

1. A listed body in Wales must collect and publish on an annual basis the number of employees subject to disciplinary procedures.

The Commissioner had no employees subject to disciplinary procedures during 2015/16.

Leavers

1. A listed body in Wales must collect and publish on an annual basis the number of employees who have left an authority's employment.

During 2015/16, 14 employees left the Commissioner's employment.

As all employee equality data is anonymised, no specific data relating to the protected characteristics of these employees is available. However, the Commissioner does hold information relating to age and gender for HR purposes relating to these specific employees; this information is provided below.

Age	
16-24	-
25-34	4
35-44	6
45-54	2
55-64	2
65 & Over	-
Prefer Not to Say	-

Gender	
Male	3
Female	11
Prefer Not to Say	-

Appendix B: Strategic Equality Objectives for 2016-17

Objective	Lead	Timescale	Actions / Means of Measurement
1. To ensure that in my employment of staff I am non-discriminatory, promote equality of opportunity for all and foster good relations between staff members.			
I will aim to increase the diversity of my workforce.	Director of Corporate Affairs	By December 2016 and then annually As above As above	Review recruitment practices to understand potential barriers and ensure that when recruiting, practices are inclusive and endeavour to attract candidates with a broader spectrum of protected characteristics. Review contract types and working patterns to understand and deal with potential barriers with a view to attracting and retaining candidates with a broader spectrum of protected characteristics. Monitor, measure and review employment application and success at all stages with a view to ensuring equity of opportunity for all candidates. Collect, monitor and publish equality data in respect of employment.
All staff will have development and advancement opportunities to ensure they maximise their potential.	Director of Corporate Affairs	Every six months	Continued six monthly performance management reviews to identify and put in place appropriate plans to meet learning and development objectives.
I will ensure that all staff are rewarded and remunerated on an equal basis regardless of protected characteristic.	Director of Corporate Affairs	By December 2016 and as new posts are created	Review of all posts to ensure they are objectively and fairly evaluated and remunerated regardless of the protected characteristic of any post holder.

<p>I will ensure there is a culture within my organisation in which all staff feel comfortable to be open about their protected characteristics and feel that they are a person of value to me as an employer and across the organisation.</p>	<p>Director of Corporate Affairs</p>	<p>By September 2016 Two formal session per year Annually and in line with each scheme</p>	<p>Undertake an annual confidential staff survey to actively seek views and to consider and reflect these views in the organisation's policies, procedures and working environment. Continued awareness raising through informal and formal sessions and training, distribution of information and use of positive imagery to actively promote an understanding of protected characteristics. Ensure the continued review and application of good practice to promote an inclusive working environment which promotes learning, development and overall wellbeing.</p>
<p>2. To ensure that my procurement policies and practices and associated tender documentation take account of the need to meet legal equality requirements.</p>			
<p>I will review annually all of my procurement policies, practices and tender documentation to ensure they meet the public sector equality duty.</p>	<p>Director of Corporate Affairs</p>	<p>As specified or annually</p>	<p>Ensure appropriate and periodic review of all relevant policies to reflect statutory duties, good practice and learning.</p>
<p>I will ensure that contractors are made fully aware of my equality duties.</p>	<p>Director of Corporate Affairs</p>	<p>Ongoing</p>	<p>Ensure all tender documents include requirements which will be reviewed and as part of any tender evaluation.</p>
	<p>Director of Corporate Affairs</p>	<p>March 2017 and ongoing</p>	<p>Contractors for lower value contracts to be made aware of equality duties and my expectations when work is being undertaken on my behalf.</p>

3. To ensure that my work is relevant to, and is seen as being relevant to, older people in all their diversity.			
I will increase my engagement with older people across the breadth of protected characteristics.	Director of Corporate Affairs	Ongoing	<p>Ensure engagement continues which seek to be representative of the wider diversity of older people and that I have sought out and visited groups that are seldom heard or less visible.</p> <p>Ensure the continued awareness raising of my work amongst groups with protected characteristics to encourage wider and more representative engagement.</p>
Ensure that my work is informed by what older people across the breadth of protected characteristics tell me about what matters to them, and that my work draws specific attention to impacts for those with differing combinations of protected characteristics.	Director of Wellbeing & Empowerment	Ongoing	<p>Ensure wider consultation and engagement with people across the breadth of protected characteristics to specifically consider any specific impacts for inclusion in my work.</p> <p>Ensure publications reflect and represent the issues and impacts raised by a diverse range of older people, and that they are easily accessible both electronically and in hard copy.</p>
I will strengthen the impact assessments that underpin the key deliverables of my work to ensure they take full account of the impact of protected characteristics upon the outcomes sought for older people.	Director of Wellbeing & Empowerment	By December 2016 and ongoing	Utilisation and embedding of new equality and human rights impact assessment tool by all relevant staff which will seek to improve the quality of the work I do for older people.

4. I will ensure that my work is underpinned increasingly by a rights based approach and that across Wales a rights based agenda is developed.

<p>I will ensure staff integrate a human rights based approach in their work.</p>	<p>Both Directors</p>	<p>By September 2016 and ongoing</p>	<p>Ensure core training is undertaken by all staff on Ageism and the UN Principles for Older People and ensure that staff are supported to integrate these into their work.</p>
<p>I will promote the UN Principles and awareness of Ageism.</p>	<p>Director of Wellbeing & Empowerment</p>	<p>By March 2017 and ongoing</p>	<p>Deliver training and awareness raising across public services in Wales on Ageism and the UN Principles for Older People. Facilitation of training workshops with Local Authorities on Impact Assessments and Scrutiny Guidance which will include the UN Principles for Older People.</p>
<p>I will work with government to promote the use of UN principles and a rights based approach in forming legislation.</p>	<p>Director of Wellbeing & Empowerment</p>	<p>December 2016</p>	<p>Produce a report which will call on the National Assembly for Wales (2016-2021) and the new Welsh Government to introduce legislation that will protect and promote the rights of older people so they can live free of abuse, neglect, ageism and discrimination, participate fully in their communities and thrive in older age. Work with experts by experience, older people as well as legislative and academic specialists to determine what could be included within the proposed legislation and how it would work in practice.</p>

5. To empower and equip older people to challenge the discrimination they face.			
I will equip older people with the knowledge and tools to empower them to challenge discrimination.	Director of Wellbeing & Empowerment	Ongoing	Older people will be made more aware of discrimination through the delivery of training and awareness raising across Wales. My website will continue to provide templates, helpful information and toolkits that can be used by older people to challenge discrimination.
6. To promote an accurate and balanced view of older people in all their diversity, grow understanding about older people and their needs and to challenge stereotypes, both within my organisation and amongst other organisations.			
I will increase the depth of understanding amongst my staff about the diversity of older people and the extent to which protected characteristics impact upon their lived experiences and access to services.	Both Directors	By December 2016 and ongoing	Continued delivery of suite of training and awareness raising specifically including Ageism and UN Principles for Older People which will be imbedded into my staff's approach to work. Ensure that six monthly performance management reviews reflect on achievement in imbedding equality issues in staff's work and seek for continual improvement.
I will increase the depth of understanding amongst key public services about the diversity of older people and the extent to which protected characteristics impact upon their access to services and their wider lives.	Both Directors	Ongoing	Sharing of knowledge and expectations relating to older people with public bodies and outside agencies through every day business, provision of training and awareness raising, my publications and on my website.
I will on an ongoing basis challenge stereotypes and	Both Directors	Ongoing	Training, awareness raising and promotion of 'Say No to Ageism' Campaign and Everyday Heroes.

<p>myths about older people and lay down clear expectations for change.</p>		<p>Ongoing</p>	<p>Raising awareness with other public services, through day to day business, which seek to talk less about older people as a homogenous group and more about the needs and aspirations of the diversity of older individuals and how these will be met.</p>
<p>I will strengthen our partnership working with other equality and human rights based organisations to strengthen the voices of older people and increase the impact of our work.</p>	<p>Director of Wellbeing & Empowerment</p>	<p>Ongoing Ongoing Ongoing</p>	<p>Continued and widened engagement with other equality and human rights based organisations. Ensure that responses to any relevant consultations and inquiries seek to build upon their positions. Major reviews of public service provision will seek to actively involve equality and human rights based organisations as advisors and expert contributors.</p>
<p>7. To encourage and support other public bodies to comply with their own duties under the Equality Act 2010 as they apply to older people and to challenge significant breaches of legal duties.</p>			
<p>I will provide guidance to public bodies undertaking key service changes to assist them in ensuring they comply with their statutory duties in relation to engagement, impact assessment and proportionality.</p>	<p>Director of Wellbeing & Empowerment</p>	<p>Ongoing</p>	<p>Ensure the active review, feedback and provision of consultation responses to other public bodies.</p>
<p>I will keep under review service delivery and changes that have the potential for significant detriment or disproportionate impact on older people.</p>	<p>Director of Wellbeing & Empowerment</p>	<p>Ongoing Ongoing</p>	<p>The continued review of public services and provision of robust recommendations to encourage and promote positive change. I will hold to account, using legal powers where necessary, those public bodies that refuse, without good reason, to implement my recommendations.</p>

Appendix C: UN Principles for Older Persons

The United Nations Principles for Older Persons were adopted by the UN General Assembly (Resolution 46/91) on 16 December 1991. Governments were encouraged to incorporate them into their national programmes whenever possible. There are 18 principles, which can be grouped under five themes: independence, participation, care, self-fulfilment and dignity.

Independence

1. Older persons should have access to adequate food, water, shelter, clothing and health care through the provision of income, family and community support and self-help.
2. Older persons should have the opportunity to work or to have access to other income-generating opportunities.
3. Older persons should be able to participate in determining when and at what pace withdrawal from the labour force takes place.
4. Older persons should have access to appropriate educational and training programmes.
5. Older persons should be able to live in environments that are safe and adaptable to personal preferences and changing capacities.
6. Older persons should be able to reside at home for as long as possible.

Participation

7. Older persons should remain integrated in society, participate actively in the formulation and implementation of policies that directly affect their well-being and share their knowledge and skills with younger generations.
8. Older persons should be able to seek and develop opportunities for service to the community and to serve as volunteers in positions appropriate to their interests and capabilities.
9. Older persons should be able to form movements or associations of older persons.

Care

10. Older persons should benefit from family and community care and protection in accordance with each society's system of cultural values.
11. Older persons should have access to health care to help them to maintain or regain the optimum level of physical, mental and emotional well-being and to prevent or delay the onset of illness.

12. Older persons should have access to social and legal services to enhance their autonomy, protection and care.
13. Older persons should be able to utilize appropriate levels of institutional care providing protection, rehabilitation and social and mental stimulation in a humane and secure environment.
14. Older persons should be able to enjoy human rights and fundamental freedoms when residing in any shelter, care or treatment facility, including full respect for their dignity, beliefs, needs and privacy and for the right to make decisions about their care and the quality of their lives.

Self-Fulfilment

15. Older persons should be able to pursue opportunities for the full development of their potential.
16. Older persons should have access to the educational, cultural, spiritual and recreational resources of society.

Dignity

17. Older persons should be able to live in dignity and security and be free of exploitation and physical or mental abuse.
18. Older persons should be treated fairly regardless of age, gender, racial or ethnic background, disability or other status, and be valued independently of their economic contribution.

Further information on United Nations Principles for Older Persons can be found here: <http://www.un.org/documents/ga/res/46/a46r091.htm>

