



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Strategic Equality Plan: Annual Report 2014/15

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.

How to contact the Commissioner:

The Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Phone: 029 20 44 5030

Email: ask@olderpeoplewales.com

Website: www.olderpeoplewales.com

Twitter: [@talkolderpeople](https://twitter.com/talkolderpeople)

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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 2014-15 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 and have choice and control over their lives.



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 fourth annual report must be published no later than 31 March 2016.

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 2015
- Appendix B – Strategic Equality Objectives for 2015-16
- 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 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 participated in the Welsh Language Commissioner's second cycle of standards investigations. Consequently, and due to the timing of those investigations, we have not provided an annual monitoring report this year. In due course, the Welsh Language Commissioner will carefully consider the information provided as a result of the standards investigations and decide whether any further

information, specifically on the implementation of the Commissioner's Welsh Language Scheme, is required.

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. In 2014-15 approximately 525 people contacted the Commissioner through this service. This was by email, letter, telephone or – on occasion – face to face contact (usually as the result of reasonable adjustment being made to meet a person's needs).

All enquiries by individuals to the Commissioner are managed through a Business Management System (BMS) by an administrator, who then refers the caller to the most appropriate Case Worker. The age of either the caller and/or the older person to whom the call applies is recorded on our BMS system as is both the gender and language preference of the caller so we can correspond or engage in people's preferred language. An initial question is also asked in relation to any additional needs an individual may have – such as sensory impairment – to ensure we are able to appropriately meet their needs in providing support and ensuring that they have equal access to our services.

Careful consideration has been given as to whether there should be formal and automatic seeking of information about additional protected characteristics of the callers. Whilst wanting to ascertain the reach of our service, it is clear that the majority of the callers contact the Commissioner at a time of acute crisis in their lives. Some of the callers can be worried, upset or so focused on the substance of their issue that any form of compulsory monitoring or questioning over and above the questions necessary to determine the issue could impose a barrier between the caller and the case worker.

On balance, it has been decided to limit our automatic monitoring of caller diversity to age, gender, communication and accessibility needs, including language.

To ensure we are able to assess the extent to which we are meeting the needs of a representative group of older people from across Wales, we have implemented a new equalities tool during 2014-15 which people are asked to complete and return with our consent form, which allows 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 in 2014-15 were Care (17.5%), Residential Care (10.9%), Transport (7.0%), Community Services (6.5%), and Housing (6.5%). In many instances the team were able to direct older people to other agencies that were best-placed to provide them with help and support, ensuring that the Commissioner did not duplicate the work of others. This approach has enabled the Commissioner to increase the support provided to individuals who are in situations of high vulnerability.

4.3.2. Safeguarding and Protecting Older People

It is estimated that over 40,000 older people in Wales are abused or neglected each year. However, despite the good work underway in many parts of Wales to tackle the abuse faced by older people, there is still not yet sufficient understanding within public services and society generally, about the nature of this abuse and the circumstances that lead to older people becoming particularly vulnerable or at risk of harm.

It is essential that there is a systematic approach in Wales to identify older people who are at risk of harm and those who need access to safeguarding support. Furthermore, the abuse of older people must be recognised as a criminal act and older people must be recognised as victims of domestic abuse where they fit the legal definition. Those who are abused must be swiftly and appropriately supported to regain their safety and wellbeing and have the full support of our civil and criminal justice systems.

4.3.2.1. Access to Support and Justice: Working Together Report

The Commissioner commissioned Aberystwyth University to look at how organisations across Wales identify the abuse of older people, particularly domestic abuse, and how information is recorded and transferred between agencies.

The report was published in March 2015 and was aimed at professionals who have a role in adult safeguarding, protection and domestic abuse services. It identified that whilst there is some good practice across Wales, it is not consistently being applied in all areas. The report made a number of recommendations of how improvements could be made, clearly indicating that there needs to be greater awareness, commitment and a more joined up approach if older people who experience abuse are to be safeguarded effectively.

4.3.2.2. Safeguarding Seminars

Adult protection in Wales has been placed on a statutory footing through the Social Services and Well-being (Wales) Act 2014. It is therefore an opportune time to consider how agencies can work better together to prevent older people falling through the 'gaps' that currently exist between services.

In order to address the recommendations in the 'Access to Support and Justice: Working Together' Report and, more broadly, to grow knowledge and thinking about the crimes against and abuse of older people, the Commissioner delivered a series of seminars for adult protection professionals and those providing specialist domestic abuse and sexual violence support services across Wales, with support from experts in safeguarding and adult protection.

The seminars were targeted at those working to directly protect older people, as well as professionals working at a strategic level such as Chief Executives and key policy makers within Local Authorities, Health Boards, Police Forces and a range of third sector organisations.

The seminars, which were attended by 132 delegates from across Wales, highlighted the importance of giving older people equal rights and a stronger voice, the need for more effective joint working to ensure older people have access to appropriate support and justice and the need to improve knowledge and understanding of domestic abuse of older people.

Delegates also participated in workshop sessions which explored practical ways of working together more effectively to deliver change and offer greater protection to older people. Delegates stated that the seminars improved their knowledge about the scale, nature and impact of abuse faced by older people and that they would consider what actions their organisations could implement

to ensure that abuse of older people is recognised, recorded and receives an appropriate response. Progress is currently being made to develop action plans that will lead to an improved response and service for older people in Wales.

4.3.2.3. Information Booklet - Domestic Abuse and Sexual Violence: Help and Support for Older People in Wales

To raise public awareness of the domestic abuse and sexual violence that affects older people, the Commissioner has produced a bilingual information booklet that clearly outlines the kinds of abuse they face and the support available to help to stop this abuse, as well as providing contact information for the All Wales Domestic Abuse Helpline.

To date, 25,000 copies of the booklet have been distributed across Wales to a wide range of partners, including Police Forces, Health Boards, Local Authorities, Women's Aid and Advocacy Services.

4.4. Wellbeing and Empowerment

The Commissioner's Wellbeing and Empowerment Team influence policy and decision-making at the highest level in Wales. They represent and promote 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.

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

These meetings have 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 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. The Commissioner has also met with the Permanent Secretary to the Welsh Government and the Director Generals in order to ensure a greater understanding about the issues that affect older people in Wales and the fact that these issues are not restricted only to health and social care, but are relevant to the full breadth of their portfolios.

4.4.1. Consultation Responses

Throughout 2014-15, the Wellbeing and Empowerment Team responded to a wide range of Welsh Government and National Assembly consultations, using the experiences shared by older people from across Wales. This approach ensures that older people's voices are heard and that the changes they want and need to see are delivered:

- National Assembly for Wales consultation on Minimum Nurse Staffing Levels (Wales) Bill, June 2014
- Welsh Government consultation on proposals for a Public Health Bill, June 2014
- NHS Wales Skills and Career Development Framework for Clinical Healthcare Support Workers, July 2014
- My Language, My Health: Inquiry into the Welsh Language in Primary Care, September 2014
- Inquiry into the Well-being of Future Generations (Wales) Bill, September 2014
- Inquiry into Welsh Government draft budget proposal for 2015-16, September 2014
- Inquiry into Poverty in Wales, September 2014
- Review of the Code of Practice for Social Care Workers, September 2014
- Devolution, Democracy and Delivery White Paper – Reforming Local Government, October 2014
- Physical Activity Policy Development, November 2014
- Implementation of the Social Service & Wellbeing (Wales) Act 2014 – Consultation on the Regulations and code of practice, February 2015.

4.4.2. Evidence Provided to National Assembly for Wales Committees

Throughout 2014-15, the Commissioner also gave oral evidence to a number of National Assembly Inquiries:

- Inquiry into disqualification of membership from the National Assembly for Wales, Constitutional and Legislative Affairs Committee, June 2014
- Inquiry into Energy Efficiency and Fuel Poverty in Wales, Environment and Sustainability Committee, July 2014
- Scrutiny of Commissioners' Accounts 2013-14, Public Accounts Committee,

October 2014

- Inquiry into Poverty in Wales, Communities, Equality and Local Government Committee, November 2014
- General Scrutiny of the Older People's Commissioner for Wales, Health and Social Care Committee, November 2014
- Inquiry into Employment Opportunities for People Over 50, Enterprise and Business Committee, January 2015

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

Whilst the Commissioner was supportive of the aims of the Well-being of Future Generations (Wales) Bill, which reflect priority one of the Framework for Action 2013-17 to embed the wellbeing of older people at the heart of public service, she raised concerns with the Minister for Natural Resources and the Minister for Health and Social Services about the potential impact upon the rights of carers, following representation from carers' groups in Wales.

The Commissioner was concerned that the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Bill, as originally drafted, would not be sufficient to safeguard the position of carers, and those they care for. The Commissioner was clear that the duties to protect and safeguard unpaid carers that were included in the Social Services and Well-being (Wales) Act 2014 should not be undermined.

Following an amendment that aims to ensure that carers' rights are replicated across both the Well-being of Future Generations (Wales) Act 2015 and the Social Services Well-being (Wales) Act 2014, and the Commissioner will keep under review whether the intent to protect the rights afforded to carers under the Carers Measure has been delivered.

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

The Commissioner had previously welcomed both the intent behind and the detail of much of the Social Services and Well-being (Wales) Act 2014. However, the extent to which this intent is made real for older people, in many instances, will depend upon the regulations and codes of practice developed that underpin the Act and their implementation by public bodies. The Commissioner will therefore continue to have a strong interest in the following five areas:

- Safeguarding
- Advocacy
- Information, advice and assistance

- Assessment Process and Eligibility Criteria
- Charging for Services

The Commissioner has formally responded to consultations in respect of the regulations and codes of practice relating to safeguarding, information, advice and assistance, the assessment process and eligibility criteria.

The Commissioner will also continue to take a particular interest in the way in which the duty to have due regard to the United Nations Principles for Older People is implemented and the extent to which these principles underpin the future delivery of social care.

Although the underpinning details in relation to charging for care and support services have not yet been published for consultation, we have provided advice to the Welsh Government through the Paying for Care Stakeholder Advisory Group and through extensive discussions with Welsh Government officials in respect of the key issues that older people have raised with the Commissioner.

The Commissioner has been clear that the weekly maximum cap on domiciliary care must be retained and that any future arrangements in respect of paying for residential care must take into account issues of fairness and present a clear and credible way forward that does not deter older people from moving into residential care when it is the best option for them.

The Commissioner now awaits the Welsh Government proposals for Wales relating to paying for domiciliary and residential care. The Commissioner has also been clear that charges for preventative services should not be introduced as they could present barriers to older people and be counter-productive to the intent behind the policy.

4.4.5. Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

The Commissioner is pleased that the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 was recently passed by the National Assembly. It will change the infrastructure in Wales by creating stronger leadership and ensure a stronger and more consistent focus on tackling these issues.

We have formally responded to the consultation on the National Training Framework on gender-based violence, domestic abuse and sexual violence. We have also engaged and will continue to engage with the Welsh Government's Violence Against Women and Domestic Abuse Team to maintain the focus on older people.

A national training framework will provide quality and consistent training which has been sadly lacking for some time. The Commissioner has been clear that the training needs to be age related to take into account the issues for older people, particularly those with dementia and/or sensory loss. We have also highlighted the current gaps within the 'Victims Journey' route map, which had omitted abuse of older people and had made no mention of adult safeguarding.

The Commissioner will work with the Welsh Government with the expectation that there is a continuing improved response for older people who are experiencing, or have experienced, domestic abuse and sexual violence.

4.4.6. Ageism and Discrimination

The Commissioner has been clear that we must celebrate the fact that we are a nation of older people and that portrayals of older people need to be balanced and reflect their true value to society. The Commissioner takes every opportunity to challenge ageist and discriminatory thinking and promote the value of our older people, highlighting the need for an asset based approach. We also work to grow knowledge and thinking about how to recognise and address ageism and discrimination.

In 2013-14, we piloted a series of training seminars to help professionals better understand the impact of ageism and how it feeds discrimination.

Following very positive feedback about the pilot seminars, which were completed by 147 professionals, we rolled out the training, which was provided free of charge, more widely during 2014-15.

The seminars helped delegates to understand the impact that ageism can have upon individuals, families and communities, and how ageism and age discrimination can result in public services that do not meet the needs of older people. The seminars also included a number of exercises that allowed delegates to think practically about how to develop age-friendly communities and public services.

To date, a total of 264 professionals from bodies such as Health Boards, Local Authorities, Police and Third Sector Organisations have completed the training, with many stating that they will share what they have learnt with colleagues, encourage colleagues to adopt a more age positive attitude and challenge discriminatory practice. Delegates also welcomed the fact that the training included a focus on a rights-based approach and how they could use this to deliver change.

Further details can be found on the Commissioner's [website](#).

4.4.7. A Rights-Based Approach: Declaration of the Rights of Older People

The Older People's Commissioner for Wales has stated publicly many times that, all too often, older people in Wales face unacceptable discrimination and struggle to have their basic rights recognised and upheld.

The Commissioner was therefore pleased that there was cross-party support for her call to enhance the rights of older people and that the Welsh Government asked her to chair an Independent Advisory Group to consider and explore the merits of a Welsh Declaration of the Rights of Older People, which would be the first of its kind in the UK.

The Welsh Government then published a Welsh Declaration of the Rights of Older People in July 2014.

Further details can be found on the Commissioner's [website](#).

4.5. Communications and Engagement

The Commissioner and her team continue to engage directly with a diverse range of older people across Wales, through the '[Engagement Roadshow](#)' to ensure that they know about the work of the Commissioner and how she can help and support them.

To ensure that the Commissioner and her team engage with as diverse a range of older people as possible, we visit the places that they live their lives, such as care homes, extra care housing schemes, support groups, carers groups, dementia cafes, day centres and social clubs.

The Commissioner's team has formed excellent relationships with organisations working on behalf of people with protected characteristics to ensure that we are engaging with those whose voices are seldom heard.

We have increased our engagement with people living in Communities First areas, rural areas and Welsh Language Communities. We have also increased our engagement with groups representing people who are Lesbian, Gay, Bisexual and groups aimed at specific genders. We have met with people who have protected characteristics through increasing our engagement with carers groups, in care homes and sheltered housing. Whilst we do not include these in the statistics we collect, we have met a far more diverse range of older people than ever before.

The Commissioner has produced a new information leaflet to ensure that older people know about her work, how to contact her and the ways in which she can provide them with help and support. The leaflets are available in English, Welsh, Bengali, Gujarati, Somali and Urdu as well as large print and audio. Over

13,000 copies of the leaflet have been distributed to all GP surgeries in Wales, community hospitals, all pharmacies, dentists, sheltered housing and extra care facilities, and Care and Repair Agencies in each Local Authority.

A quarterly newsletter is made available to stakeholders both electronically and in hard copy together with accessible versions.

The website follows accessibility guidance (AAA compliance) and is regularly updated to include information on equality, human rights and adult protection.

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 2014-15

Progress against the objectives is set out below:

Objective 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.

All staff will have development and advancement opportunities to ensure they equally maximise their potential (By March 2015)

- Staff report on appraisals that they have grown and developed within their roles and six monthly reviews took place in October 2014. This is an opportunity to identify structured learning and development needs.
- A full schedule of events has been set up for monthly team meetings. Staff also took part in dementia friends training and ageism training during the year.
- Whilst good practice is currently applied, the Commissioner is a Stonewall Champion and will continue to work with Stonewall to make further improvements and apply any additional good practice to all protected characteristics.
- The Commissioner achieved the Investors in People (IIP) Silver level award in June 2014. According to IIP ‘achieving Silver shows you are forward thinking in cascading best practice throughout your organisation and that you demonstrate a progressive approach to business improvement through your people’.
- A Dignity and Equality at Work Policy was created and implemented in 2014-15, bringing together the previous Equality, Bullying and Harassment Policies. Staff were consulted upon as part of the policy development process.

We will conduct an equal pay audit (By March 2015)

The Commissioner has sought advice from an independent specialist advisor in regard to our current pay structure and policy. Following a review of initial data, we were advised that due to the very small size of the organisation there is insufficient data available to conduct a formal pay audit exercise.

The specialist advisor instead reviewed our existing pay and reward policies and procedures to guard against direct or indirect discrimination. Following the findings of this review we will be taking forward the following areas in 2015-16:

- A review of the process for awarding additional increments to staff who display exceptional performance to ensure transparency, fairness and a consistent approach is adopted;

A review of the pay spine and pay bands and a review of the process for how pay bands are decided upon for new roles to guard against direct or indirect discrimination.

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

Objective 2 was achieved by March 2014.

Objective 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 (By March 2016)

During 1 April 2014 to 31 March 2015 the Commissioner and her team met with 216 groups throughout Wales, travelling over 23,000 miles to reach out to more than 5,700 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.

Our Engagement Roadshow has targeted groups and events aimed at reaching people with protected characteristics, such as Swansea Sparkies (Lesbian, Gay, Bisexual and Transgender), Women's Institute and Men in Sheds (Gender). In order to represent the diversity of people in Wales, we also seek out groups within Communities First, rural and Welsh speaking areas. We have developed close links with the Coal Industry Social Welfare Organisation (CISWO) in order to reach out to Welsh Mining Communities.

The Engagement Roadshow has enabled older people to share information about their experiences, the things that matter most to them and the things that worry them most about growing older in Wales.

I will make sure that the reporting of the impact and reach of my work makes specific reference to groups with protected characteristics (By March 2015)

- The work that the Commissioner has done on issues that affect the interests of older people is always informed by what older people across the breadth of protected characteristics tell us matters to them.
- The work we have done has had a positive impact for a broader range of older people than in 2008-2013.

We have delivered an effective casework service to a diverse range of older people with a wide range of needs. We have implemented a new equalities monitoring tool in order to gather data relating to protected characteristics. We currently use a spreadsheet to record and analyse this data. We have plans in place to further improve our records management system to more fully record and analyse the diverse characteristics of individuals contacting our caseworkers.

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

I will provide ongoing human rights training to all my staff (by March 2015).

All staff have received training in understanding human rights legislation and this has been further tailored for the Wellbeing and Empowerment Team and the Protection and Scrutiny Team to meet the needs of business delivery such as casework and policy development. The training was delivered by the British Institute of Human Rights, recognised experts and leaders within the sector.

I will equip my staff to understand and promote what a human rights based approach means in practice. (By March 2016)

We have applied the knowledge developed through the above training to highlight the rights of older people when we respond to consultations and in identifying the priorities within the Commissioner's own Work Programme and publications. The Commissioner played an important role in enabling the publication of a [Welsh Declaration of the Rights of Older People](#) in July 2014.

Objective 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. (By March 2015)

From 1st April 2014 to 31 March 2015 the Protection & Scrutiny Team have received 525 new referrals and have closed 538 cases. This has involved a wide range of issues, from residential care, care, community services, transport and housing.

The Protection & Scrutiny Team have provided a range of interventions, from basic and tailored signposting, through to advocacy and representation. This has included communication in writing, email, telephone and at meetings. Case studies providing detail around some of these interventions can be found in the Commissioner's Casebook, which was published in June 2015.

I will strengthen our partnership working with other equality and human rights based organisations to strengthen our voices and the impact of our work. (By March 2015)

The Commissioner regularly seeks the views of other organisations that represent the views of older people across all protected characteristics regarding the development of national policy, legislation, inquiries and reviews.

Speaking with 'One Voice': The Social Services and Wellbeing (Wales) Act 2014. The Welsh Government asked the Commissioner to develop an advocacy business case for older people, which she undertook with a range of key partners (Age Cymru, Age Connects, Alzheimer's Society, WLGA and the Older People's Senate). The development of the advocacy business case enabled partners to share concerns about the lack of voice for older people on the face of the draft bill, and work together with 'one voice' to ensure that provisions for advocacy were stated on the Social Services and Wellbeing (Wales) Act recognised on the face of the Social Services and Wellbeing Act 2014. The advocacy business case will now influence the development of the regulations that sit under the Social Services and Wellbeing Act 2014.

In undertaking the Review into the quality of life, and care, of older people living in residential care in Wales, the Commissioner established an Equalities and Welsh Language Advisory Board to ensure that we could seek independent specialist knowledge, critique and advice about the diverse experiences of older people. Members included: Age Cymru – Diversity Networks, Cardiff Gypsy and Traveller Project, Diverse Cymru,

Interfaith Council for Wales, NHS Centre for Equality and Human Rights, Marie Curie Hospice, North Wales Race Equality Network, Race Equality First, RNIB, Tai Pawb, Welsh Language Commissioner and academic specialists from Swansea University and the University of South Wales.

We also recruited a team of “social care rapporteurs”, experts by personal and professional experience in the fields of sensory loss, dementia care, and independent advocacy to act as representatives under the Commissioner for Older People (Wales) Act 2006. Their role was to observe, listen and report back on the quality of life, and care of older people in care homes across Wales. Many of these individuals came from leading organisations in the sector including Action on Hearing Loss, Age Cymru, Alzheimer's Society, Care and Repair Cymru, and RNIB Cymru and were able to provide informed feedback about the quality of life of older people with sensory loss, dementia, and emotional and physical frailty.

We undertook a range of focus groups with the assistance of the following organisations:

- Action on Hearing Loss
- African Caribbean Elder Society
- Dyfed Diners
- Hindu Council of Wales
- Muslim Council of Wales
- RNIB Cymru
- Somali Integration Society
- Swan Gardens Chinese Sheltered Accommodation
- Unique Transgender Network

The Commissioner also took individual oral evidence from the following groups to gain input from sector leads:

- Age Cymru

- Alzheimer's Society
- Chartered Society of Physiotherapists (CSP)
- College of Occupational Therapists (COT)
- Dementia Care Matters
- Neath Port Talbot Social Care Academy

Alongside the focus groups and oral evidence sessions, a number of Thematic Roundtables on a range of key issues for older people living in residential care took place with the following groups

Advocacy

- Age Cymru Swansea Bay
- Age Connects Cardiff and The Vale
- Age Concern North Wales Central
- Age Connects Wales
- Alzheimer's Society
- HERC Associates

Housing

- Community Housing Cymru
- Cymorth Cymru
- Gwalia
- Hafod Care
- Linc Care

- Pennaf Housing Group

Learning Disabilities

- All Wales Forum (Parents and Carers)
- Cartrefi Cymru
- Ceredigion Forum of Parents and Carers
- First Choice Housing Association
- Mirus

Sensory Loss

- Action on Hearing Loss Cymru
- Deafblind Cymru
- RNIB Cymru

We also analysed written evidence from the following organisations working to uphold the rights of older people:

- Action on Hearing Loss Cymru
- Age Alliance Wales
- Age Cymru
- Alzheimer's Society
- Board of Community Health Councils
- British Geriatrics Society (BGS)
- Chartered Society of Physiotherapy in Wales (CSP)
- College of Occupational Therapists (COT)

- Deafblind Cymru

- Dementia Care Matters

This depth of dialogue and engagement has created a substantial body of evidence which has greatly increased the impact of the findings of the Review and ensure that the overall conclusions and Requirements for Action are much harder to challenge.

I will equip older people with the knowledge and tools to fight discrimination. (By March 2015)

Our website has templates and helpful information that can be used by older people to challenge age discrimination and that they are using them to do so.

Older people understand more about discrimination as a result of training that the Commissioner has provided and are using this knowledge to challenge discrimination:

- The Engagement Toolkit provides older people in Wales with the tools they need to navigate and challenge local authority decision making processes and the robustness of equality impact assessments.
- During 2014-15 the Commissioner has continued to provide free training sessions on 'ageism' designed to explore how ageing impacts upon the lives of older people, their families and communities in Wales. The training also explored the unconscious prejudices that we can hold and how this affects the way services for older people and carers are designed and delivered. The sessions, which were held between April to March, were attended by delegates from a range of public sector and older people's organisations.

The Effective Engagement with Local Authorities: Toolkit for Older People is a useful, practical tool that provides a wide range of information about how older people can make their voice heard, how they can challenge decisions and the support available to help them do this. The toolkit emphasises that "future changes to local community services should not proceed without effective engagement, proper consultation and a full and robust analysis of the impact that these will have on the wellbeing of older people, with effective plans put in place to mitigate this impact.

The toolkit refers to the Equality Act 2010, emphasising that the Act requires Local Authorities to take steps to ensure that the views of older people and others with protected characteristics are heard. Local Authorities

have duties under the Act to engage with those with protected characteristics (including age) and to undertake an Equality Impact Assessment (EIA) when developing or reviewing policies. The toolkit highlights the fact that the Act is the key piece of legislation through which to challenge the lawfulness of service reductions.

Reference is also made to the Public Sector Equality Duty within the Act. The duty, as outlined in the toolkit ensures that equality considerations are built into the design of policies and the delivery of services and that they are kept under review.

Objective 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 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. (March 2015)

We have shared knowledge with other organisations and individuals by providing ageism training and making available resource information on our website that has resulted in:

- Positive feedback from those working in key public services who receive the training
- Feedback that public services have adapted their ways of working as a result of training and / or information received

An initial evaluation of the training has been completed which details much positive feedback about the value of the training and how it has enhanced attendees understanding about ageism and discrimination. Attendees have repeatedly stated that they have found the training very informative, interesting and well presented.

With many positive comments about the knowledge of the facilitator and attendees stating that they would recommend the training to colleagues.

The overwhelming majority of attendees have stated how attending the training has changed the way they think about older people, and that they will make changes to their working practices as a result. Common responses from attendees include the following commitments to:

<ul style="list-style-type: none"> • Contribute towards developing [organisational] equality training • Developing older people's field of work 	<p>In terms of less positive feedback, there is one consistent theme: disappointment in the lack of pre-course reading materials, and/or course handbook, which means that attendees have to rely on the information that they extract from the training day itself. The training will be refreshed based on the feedback received to-date and a suite of training materials on ageism will be published in 2015-16 to remedy this gap.</p> <p>One participant also commented: "Very disappointed that we didn't have the opportunity to use Welsh. No problem with presentation, however there were enough Welsh speakers for us to have held a group topic discussion in Welsh". The member of staff delivering the training was not a Welsh speaker; when organising any event we will therefore offer to provide simultaneous translation. We are intending on extending our training in future and will look for opportunities to deliver the training through the medium of Welsh in 2015-16.</p>
<p>Objective 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 (By March 2015)</p> <p>We have openly challenged public sector bodies who do not comply with their statutory duties through our casework. This includes challenging health boards and local authorities in relation to the fault-lines in the discharge of their duties, and holding them to account on behalf of older people in Wales. Some examples of this include:</p> <ul style="list-style-type: none"> • Supporting an older person to formally challenge the poorly handled transfer of his care from social services to health after being assessed as eligible for continuing healthcare funding, which had placed his physical and emotional wellbeing at risk. • Supporting an older person to challenge a Local Authority decision regarding a Disabled Facilities Grant and decision to withdraw funding for an interim residential care home placement, which placed her physical and emotional wellbeing and dignity at risk

- Supporting a group of tenants to challenge a local authority decision regarding the withdrawal of on-site 24/7 support staff
- Supporting a group of tenants to challenge a housing association's conduct and communication towards them after they supported a fellow resident who was under threat of eviction.
- Supporting an older person to challenge a Best Interests Decision made by a Health Board in regards to her closest friends care home placement.

The Commissioner issued formal Guidance to Local Authorities across Wales, using powers under Section 12 of the Commissioner for Older People (Wales) Act 2006. The purpose of this Guidance was to remind them of their duty to ensure full, meaningful and effective engagement and consultation with older people when changes to community services are proposed and key decisions are being made. Furthermore, the Guidance also made clear the need for Local Authorities to engage more effectively with older people to ensure that their decisions fully consider and reflect older people's needs, concerns and priorities.

The Guidance detailed the different ways in which Local Authorities should be engaging with older people, outlining the importance of timely engagement, reaching those whose voices are seldom heard and ensuring that the most effective engagement method is used. The Guidance also highlighted the importance of robustly assessing the impact of decisions upon older people and the need to ensure that equality impact assessments are not just a tick-box exercise.

Following its publication, the Commissioner wrote to all Local Authorities to acknowledge receipt of the Guidance and outline how they will use it in their future work on community services in order to ensure that older people are not disproportionately affected by any changes. Examples of how Local Authorities will take forward the Guidance are included below:

- In planning the budget proposals for 2015-16, Anglesey County Council will produce an Equality Impact Assessment Guidance to complement their Savings proposals template. Older people will have sufficient opportunities to comment on the proposals via various forums e.g. the Older People's Council;
- Caerphilly County Borough Council is fully aware of its duties under the Equalities Act 2010 (Statutory Duties) (Wales) Regulations 2011, and its equalities impact assessments have Age as a clearly identified

criteria that needs to be considered. The refreshed CCBC website will link with the Commissioner's webpages for the toolkit and Guidance;

- In their Equality Impact Assessment, Swansea City and County Council is piloting changes in relation to the protected characteristic of Age. The associated Guidance being piloted includes consideration of age-friendly communities, people living with dementia and cross-generational working. The Council ensures that it has a rigorous quality assurance process in place for all EIAs, and the process is also applied to all corporate reports to ensure that equality issues are considered within the decision-making process.

In February 2013, the Commissioner issued formal guidance to Health Boards, under section 12 of the Commissioner for Older People (Wales) Act 2006, setting out the standards by which she would measure Health Boards actions when engaging and consulting with older people about changes to NHS services. In March 2013, the Commissioner requested further evidence to seek assurances that the interests of older people were being sufficiently safeguarded and protected by Health Boards. Following analysis of all submissions, the Commissioner has written to all Health Boards individually, with comments on the evidence that they provided and to make recommendations to all Health Boards across Wales. This feedback has been ongoing and relates to a number of ongoing concerns on a Wales-wide basis.

These are:

- The importance of proactive and ongoing engagement, in particular with older people with protected characteristics, carers and those living with dementia, who are still not being specifically considered during engagement or consultation.
- An over-reliance on websites to communicate final decisions, and little evidence of planned and systematic engagement to communicate final decisions to older people.

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. (By March 2015)

The Commissioner also uses consultation responses to encourage public bodies to reflect on their own duties under the Equality Act 2010. Recent examples include the following:

- The Commissioner's response to the National Assembly's Inquiry into the Welsh Government draft budget proposal for 2015-16, the Commissioner emphasises that where the indicative budget allocations lead to the need for a change in the nature of service provision or a change in accessibility of services, she will be looking for robust assessment of the impact on older people of any proposed changes to services as required by public bodies under the Equality Act;
- The Commissioner's response to the National Assembly's Inquiry into the Higher Education (Wales) Bill, the Commissioner welcomed the Bill's emphasis on maintaining a strong focus on fair access to higher education. This builds on the Equality Act, providing older people who are seeking access to higher education with further protection from discrimination.

Appendix A: Workforce profiles as at 31/03/15

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 2014-15 the Commissioner received 22 responses out of a possible 30. 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	9
35-44	8
45-54	-
55-64	-
65 & Over	-
Prefer Not to Say	-

Gender / Sex	
Male	6
Female	16
Prefer Not to Say	-

Is your gender identity the same as the gender you were originally assigned at birth?	
Yes	22
No	-
Prefer Not to Say	-

Sexual Orientation	
Bisexual	-
Gay Man	-
Gay Woman / Lesbian	-
Heterosexual / Straight	19
Other	-
Prefer Not to Say	-

Religion or Belief	
No religion or belief	12
Christian (all denominations)	10
Buddhist	-
Hindu	-
Jewish	-
Muslim	-
Sikh	-
Any other religion or belief	-
Prefer not to say	-

Race (inc. ethnic or national origin, colour or nationality)	
White English	-
White Scottish	-
White Welsh	20
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?	-	20	-
Do you have a disability as defined by the Equality Act?	-	20	-
At least one of my dependents has a disability.	-	22	-

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

Pregnancy & Maternity	
Number of pregnant employees during 2014-15	3
Number of employees taking Maternity Leave during 2014-15	-

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	2	2	4
Support Officer/Assistant & Officer	4	13	17
Lead	2	2	4
Director	0	4	4
Commissioner	0	1	1

Pay & Grade	Men	Women	Total
16,100 – 19,800 / A	2	2	4
20,550 – 25,000 / B	2	5	7
26,200 – 31,850 / C	2	8	10
33,450 – 40,600 / D	1	2	3
43,050 – 54,350 / E	1	2	3
51,300 – 72,750 / F	0	2	2
60,000 – 117,800* / Commissioner	0	1	1

*Pay Level set by Senior Salaries Review Body

Contract Type	Men	Women	Total
Permanent	5	18	23
Fixed Term	2	5	7
Temporary	-	-	-
Working Pattern	Men	Women	Total
Full Time	6	19	25
Part Time	1	2	3
Compressed Hours	1	1	2

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 one candidate during 2014-15.

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 on additional posts, the size of the organisation, and the low turnover of staff.

During 2014-15 the Commissioner recruited for, and filled, 10 posts via external recruitment methods and 2 posts via internal recruitment processes. 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 52 completed Diversity Monitoring Forms associated with recruitment conducted during 2014-15.

Number of applications for jobs within 2014-2015 received from the following protected groups:

Age	
16-24	1
25-34	5
35-44	13
45-54	15
55-64	18
65 & Over	-
Prefer Not to Say	-

Gender	
Male	17
Female	35
MTF Transgender	-
FTM Transgender	-
Prefer Not to Say	-

Sexual Orientation	
Bisexual	-
Gay / Lesbian	1
Heterosexual	49
Other	-
Prefer Not to Say	2

Religion of Belief	
No religion or belief	19
Christian (all denominations)	29
Buddhist	1

Hindu	-
Jewish	-
Muslim	-
Sikh	-
Any other religion or belief	2
Prefer not to say	1

Race (inc. ethnic or national origin, colour or nationality)	
White English	4
White Scottish	-
White Welsh	29
White Northern Irish	-
White British	13
White Gypsy or Irish Traveller	-
White Irish	-
White Other	2
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	1
Black – Caribbean	-
Black – African	1
Black – British	2
Black – Other (please specify)	-
Other ethnic group (please specify) Arab	-
Prefer not to say	-

Disability	Yes	No / N/A	Prefer Not to Say
Do you consider yourself to have a disability?	2	50	-

No data relating to pregnancy and maternity was collected in relation to recruitment activity for 2014-15.

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, 2 posts via internal recruitment methods during 2014-15.

One application was received from an internal candidate for each post. Both internal candidates were 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.

All staff 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 2014-15.

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

All staff completed a broad range of training, including general topics such as manual handling, IT, Welsh language and presentation skills training, alongside role specific training such as safeguarding, judicial review, disabled facilities grants and media training.

We do not record training completed by protected characteristic but hold individual staff records.

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

To ensure staff have a better understanding of how human rights work in practice, specific human rights related training was delivered to staff during 2014/15. This included attendance at the 'Equality in 2015' event, two sessions focused on the Deprivation of Liberties. The British Institute of Human Rights delivered training on: Mental Health and Mental Capacity, Human Rights and Safeguarding and a session tailored to the specific needs of the Commissioner and the Commissioner for Older People (Wales) Act 2006.

All staff also attended an internal training session as part of an Away Day that focused on equality where staff were split into groups and explored improvements that could be made to various practical aspects of how the organisation operates, such as the layout of our reception area and entrance/exit signage.

A number of staff attended Applied Suicide Intervention Skills Training, Advocacy Training, Fire/Evacuation Chair training, Dementia Friends training and a Parkinson's Awareness session.

The Commissioner's staff received training relevant to their roles on mental health awareness and attended Stonewall Cymru events, including the Role Model Programme. The Commissioner also supported Stonewall's Diversity Champions programme and submitted the organisation's second application

to the Stonewall Workplace Equality Index in 2014 (published in 2015). The organisation was ranked 238 out of the participating 397 UK employers (an improvement of 24 places from the first application in 2013/14). Through work with Stonewall Cymru, the Commissioner has also made a number of improvements to internal working practice and guidance, such as the language used in HR policies when referring to same sex couples and parents.

A number of training sessions are also scheduled for the current year (2015-16) to raise awareness of different protected characteristics (including specific training for line managers), age discrimination, and the impact of the Social Services and Wellbeing Act on providing services to older people.

All staff 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 staff involved in grievance procedures either as complainant or as a person against whom a complaint was made during 2014-15.

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 one member of staff subject to disciplinary procedure during 2014-15. Due to the size of the organisation, as this figure accounts for less than 10%, details are removed to prevent individuals from being identified.

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 2014-15 three staff left the Commissioner's employment and an additional person left the Commissioner due to the planned end of their fixed-term contract.

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

staff; this information is provided below:

Age	
16-24	-
25-34	1
35-44	2
45-54	1
55-64	-
65 & Over	-
Prefer Not to Say	-

Gender	
Male	2
Female	2
Prefer Not to Say	-

Appendix B: Strategic Equality Objectives for 2015-16

Objective	Lead	Timescale	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.			
All objectives completed by 31 March 2015.			
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.	Director of Finance and Performance	By March 2016	Evidence that all policies and documentation have been updated.
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.
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	Director of Communications	By March 2016	Evidence that:

<p>people across the breadth of protected characteristics and through this ensure that their voices inform and guide my work.</p>	<p>and Engagement</p>		<p>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.</p> <p>The older people I hear from are more representative of the wider diversity of older people than in 2008-2013.</p> <p>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>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>			
<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>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.</p>

			<p>Public bodies who are discriminating against older people, either directly or indirectly, being challenged by me and changing 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>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:</p> <p>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.</p> <p>That older people are successfully challenging both direct and indirect discrimination on a day-to-day basis.</p> <p>That public services and documents talk less about older people as a homogenous group and more about the needs and aspirations of older individuals and how these will be met.</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 keep under review service changes that have the potential for significant</p>	<p>Director of Well-being and Empowerment</p>	<p>By March 2016</p>	<p>Evidence that:</p> <p>I have reviewed public services and made</p>

<p>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>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>
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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: www.un.org/ageing/un_principles.html

