

Rhwydwaith Cydraddoldeb Sector Cyhoeddus Gogledd Cymru

North Wales Public Sector Equality Network



# Stakeholder Engagement Event Report 24 May 2018



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## 1. Background to the Event – North Wales Public Sector Equality Network (NWPSSEN) Objectives

The North Wales Public Sector Equality Network (hereafter referred to as NWPSSEN) as a formal group has been working together since 2010 when the Equality Act came into effect, although many of the members have been working together since long before this. NWPSSEN includes members from:

- All 6 North Wales Local Authorities
- North Wales Police
- Office of the Police and Crime Commissioner
- Betsi Cadwaladr University Health Board
- North Wales Fire & Rescue Service
- Welsh Ambulance Service NHS Trust
- Snowdonia National Park Authority

We also have representatives from a number of other public bodies who attend our meetings regularly as other interested parties, including Welsh Government and the Equality and Human Rights Commission. We also have many guest speakers and visitors to our meetings who share various equality issues with the group to seek our support or involvement. NWPSSEN have been holding engagement / consultation meetings for many years now but it was in 2011 that we started holding formal joint Stakeholder Engagement Events in the current format for North Wales, and this is the report on the 4th Stakeholder Engagement Event. As a group, NWPSSEN have identified 6 top level joint Equality Objectives and this collaborative working in the North is unique in Wales. Testing whether these objectives are still relevant and identifying what more needs to be done were the focus of this engagement event.

We aim to hold a Stakeholder Engagement Event every 2 years, alternating the content between discussing what our future priorities should be to help identify our Equality Objectives every 4 years, and then 2 years later, we meet to share what we have done so far. This provides the opportunity to check that the public sector organisations listed above are on the right tracks and if not, to identify any other issues that need to be addressed in the following 2 years.

The Event on 24 May 2018 was a mid-plan review, where we shared a snapshot of some of the work our organisations have been doing since our second 4-year

Strategic Equality Plans were implemented in 2016. You can read our full Plans and Annual Reports on each of our websites using the links at the back of this report.

These Stakeholder Engagement Events have been welcomed by participants over the years as a benefit in bringing together many public sector organisations and representative groups into one place, thus reducing consultation fatigue. Indeed it was in 2011 that it was suggested by participants that we did this on a more regular basis, hence the two yearly cycle.

Tackling inequality has already been a long journey and the work is far from finished, but progress is being made. We work closely with organisations such as the Equality and Human Rights Commission (EHRC) and other specialist organisations and groups to ensure we adopt best practices and guidance wherever we can. We are proud that we have been able to travel this journey with the participants of our Stakeholder Engagement Group. We intend to continue this practice in an effort to sustain engagement and the sharing of experiences and knowledge, both within our NWPSen partnership and with our wider stakeholders so that we can all influence and change things for the better for everyone.

At the end of the event, we spent a little time feeding back some of the key points raised on the day, however, this Report provides a comprehensive record of the issues and priorities discussed that are deemed relevant for North Wales today.

## **2. Welcome and Opening Address – Tracey Pardoe, Chair, NWPSen**

Tracey Pardoe welcomed delegates to the event and thanked everyone on behalf of NWPSen members for giving their time to attend. Tracey welcomed Ruth Coombs, Head of Wales, Equality and Human Rights Commission, who had accepted our invitation to be guest speaker and provide a keynote address to participants.

## **3. Keynote address – Ruth Coombs, Head of Wales, EHRC Wales**

Ruth Coombs provided a summary of the key challenges identified through the 2018 Equality and Human Rights Commission research which updates the “Is Wales Fairer” report. Ruth advised that the formal report would be published in October 2018. She also explained the Equality and Human Rights Commission Measurement Framework and opened the floor for questions.

#### 4. Overview of the day – James Woodbine, Equality Support Manager, Economy, Skills and Natural Resources Group / Welsh Government

James Woodbine described how NWPSEN members would give a presentation to showcase some of the work that had been undertaken by member organisations over the past two years and explained that the rest of the day was to be devoted to round-table discussions which, for each of the six equality objectives areas, would ask three questions:

1. Are there any comments about the work done so far?
2. Are our equality objectives still relevant?
3. Is there anything else you think we should be concentrating on over the next 2 years?

Participants were invited to speak to each of the six objective area leads who moved to each table in turn throughout the day. In addition, a number of flipcharts were positioned around the room for people to add comments or make other contributions they could not raise during the discussions at tables.

#### 5. Order of the day

Round table discussions were held covering each of the six equality objective areas and the following three questions were asked:

1. **Do you have any comments to make about the work done so far towards achieving the NWPSEN Shared Equality Objectives 2016 - 2020?**
2. **Do you believe our Equality Objectives are still relevant?**
3. **Is there anything else you think we should be concentrating on over the next two years?**

Representatives from NWPSEN rotated around each table every 30 minutes to discuss with participants each Equality Objective and covering the 3 questions above. Sections 9.1 to 9.6 below capture all the comments, issues and suggestions made at the event by Stakeholders under each Equality Objective.

## 6. Summary of Key points from the day – Tracey Pardoe, Chair, NWPSSEN

Feedback for stakeholders was very supportive of the work done so far and recognised the benefits of NWPSSEN. A summary of some of the key points raised during the day were shared at the end of the event but the full report of feedback is provide in section 9 below.

## 7. Thanks and closing remarks

Speakers, interpreters and participants were thanked for their attendance and contributions at the Event. It was acknowledged that there had been a lot of work underway across North Wales public sector on the equality agenda and that much of the detail had come about because of participants' past input.

Ruth Coombs was thanked for travelling from Cardiff to attend the event and her participation was welcomed throughout the day. Delegates were informed that a Report would be produced covering the content of the day and circulated in due course.



## 8. Next Steps

The information captured from the Stakeholder Event on 24 May 2018 will be analysed by members of the North Wales Public Sector Equality Network (NWPSSEN) to identify what actions can be undertaken by NWPSSEN to address the key issues raised and where actions are identified that need to be addressed within member organisations, these will be fed back to the relevant officers within member organisations to consider what steps they can take to address any issues identified. A copy of this report will be distributed to all attendees and will be shared within each of our partner organisations to be used to inform other relevant work and activities.



## 9. Feedback from delegates on each Equality Objective

### 9.1 Objective 1 - Address inequalities in Health

#### Poverty and socio economic inequality

- How are NWPSen planning to address increases in inequality, particularly those related to poverty?
- Health inequalities are growing - how does the Health Board and other strategies identify key areas and are they addressed in the design of services?

#### Hate Crime and Safeguarding

- Hate crime and other forms of abuse are often seen by staff as part of the job. There is a need to raise awareness of the issues associated with hate crime and the opportunities that exist for staff to report. Can NWPSen consider Hate Crime/ Mate Crime Champion approach? This was recognised as an issue for all NWPSen organisations, in particular Betsi Cadwaladr UHB, Welsh Ambulance Services NHS Trust and North Wales Police.
- BAWSO advised that people who are subject to domestic violence and / or modern slavery may often also experience mental health issue and there is a perception that these are not always identified and addressed. Can NWPSen raise awareness via safeguarding teams and front-line staff?

#### Third Sector

- AVOW asked if NWPSen are aware of any plans to increase 3<sup>rd</sup> sector commissioning in order to help address gaps in service provision/advocacy? Can NWPSen support?

#### Meeting communication needs

- Staff working in hospitals and all front line services need to be more 'deaf-aware', particularly reception staff and Audiology department. Can NWPSen raise awareness and encourage basic British Sign Language (hereafter referred to as BSL) for frontline staff?

#### Social Model and Access

- There is a need to move organisations away from medical model to the social model of disability. How can NWPSen help drive this?
- Stakeholders should have greater involvement in the review of all estate/buildings, barriers to accessing some services was discussed e.g. x ray departments

### **Neurological conditions**

- Several issues were raised about support for people living with neurological conditions; there is a general perceived lack of support. Can NWPSSEN raise awareness?

### **Gathering the Evidence Base**

- How does NWPSSEN capture and make best use of anecdotal evidence that is not necessarily gathered through formal monitoring or complaints processes?

### **Social Model**

- Education of health professionals on the social model
- 2025 Health & Housing Project (which includes):- social prescribing, homelessness, hospital discharge
- Increasing understanding and challenging stereotypes
- Use the right language in relation to disabled people

### **Third Sector**

- Importance of third sector to support individuals and families
- Mental wellbeing – social prescribing

### **Mental Health**

- Recognise the physical signs of stress and anxiety and mental wellbeing
- Mental health services for older people – not just Dementia
- Services for those with mental illnesses are still based on a postcode lottery in terms of expertise, therapies and treatments – Anglesey

### **Older people**

- Older people have health needs that are not just related to ageing
- Does any 'ask and act' or domestic abuse training specifically mention elder abuse by family? All staff who work with older people need to be able to recognise, know how to support and signpost

### **Neurologically atypical conditions**

- What has happened to the Welsh Government Autism Strategy?
- Headway: supporting people with Brain Injury. People with brain injuries are being left behind in terms of respite in North Wales or in the hospitals
- Late diagnosis of women with autism
- Autism Bill?
- Neurologically atypical – mental health and wellbeing
- Recognition and diagnosis – Asperger's & support – GP not recognised – behavior at school



## **Access**

- On-site provision for health/vaccinations/education on self-care/signposting to partner agencies (GRT)
- Better health provision for Gypsy Roma and Traveler communities – e.g. vaccinations, screening etc
- Access to GPs
- Need deaf awareness course for staff – staff need BSL level 1
- Gender Identity pathway implementation

## **Ways of working**

- Listen to front-line staff – they often have the solution
- Optimise opportunities to share information – joint working internally and externally
- Continue to work together
- Consistency in terminology aids better communication
- Better capture of patient stories or experiences
- Improve data gathering of health outcomes for protected characteristic groups
- Staff networks – galvanising support to challenge organisations

## **9.2 Objective 2 - Address inequalities in Education**

### **Bullying**

- Include further education establishments in the bullying objective – a lot of young people are left to struggle for themselves.
- Bullying goes hand in hand with attainment levels – lack of tools to enable schools to deal with this.
- How would schools identify if they have an issue with identity-based bullying? There can be a resistance to wanting to admit that there is a problem, and fear that the school will be seen to be at fault. Suggest sharing a good practice model, to demonstrate how things can improve.
- Appalling level of racism in some secondary schools, but there is also a worrying trend in young people being referred to Victim Support due to bullying – levels are quite alarming, including children as young 9 years old. Are schools aware of the trend?
- Schools have anti-bullying policies in place, but not implemented effectively.
- Schools reluctant to respond when approached with complaints about bullying. Some teachers in denial ('just a bit of fun' etc) – regard themselves as belonging to a 'liberal' profession, therefore automatically non-discriminatory.
- Need a shared understanding and benchmarking across North Wales of what identity-based bullying is.

- Bullying becomes the 'norm' in life – tendency to accept the situation. The situation has improved somewhat, but schools still think this behaviour should be accepted – “children will be children”.
- Need a proportionate approach to help build resilience to ordinary life, but to know where the red line is. Also, parents need to be educated.
- Equality and Human Rights Commission will be monitoring local authorities on how they are capturing data from schools on identity-based bullying.

### **Terminology / Social Model**

- Local Authorities still using dated terminology e.g. Special Educational Needs (SEN) instead of Additional Learning Needs (ALN)
- Organisations still not getting the basics right - using the wrong terminology (e.g. 'people with disabilities' should be 'disabled people') and dated graphics (stereotyping).
- Terminology like 'learning disability' is insulting as it assumes that it is the fault of the individual.
- Fundamental attitudes need to change and the Social Model adopted.

### **Understanding and addressing needs**

- Autism is not understood - no support at all until a formal diagnosis is made.
- A general failure to understand the needs of people with cognitive impairments, including:
  - Making incorrect assumptions regarding the need for reasonable adjustments (e.g. for interviews)
  - Holding engagement events / meetings in large, noisy halls
- There is a lot of support for those with identified needs but more support needed to identify needs
- Need access for Deaf Teachers to teach BSL
- The number of deaf children attending mainstream schools is increasing – it would be good if tutors could learn BSL and deaf awareness.
- Deaf children in education and access to BSL medium – a lot of support workers are not even trained to level 1.
- Why not introduce BSL, for basic communication, as one of the languages on the curriculum?
- Acknowledge that challenging behaviour could be due to traumatic situations – provide support.
- Individuals with brain injuries need extra support and children need to be educated in how to prevent brain injuries (e.g. wearing helmets when riding bikes)

### **Consultation and engagement**

- School Councils are superficial - not a route to all voices. It was acknowledged, however, that it is difficult to find a route that would be all-encompassing for younger people.

### **Access**

- Local Authorities still not ensuring that all schools are accessible

### **Communication and raising awareness**

- Sex and Relationships Education – LGBT now included in Wales. How will this be incorporated? How will teachers properly convey something they do not understand? LGBT training and work placements – need to build relationships outside the public sector, but funding is an issue. Good practice is currently patchy – need to find a way to expand this, perhaps by designing resources around the curriculum.
- Alongside awareness raising of domestic abuse and hate crime, include elder abuse to enable young people to recognise and access support and know how to report.

### **NWPSSEN - General**

- NWPSSEN presentations on achievements should be based on evidence and outcomes.
- It would have been beneficial to receive information beforehand - a summary report on all the objectives, or even a copy of the presentation.
- Need to ensure that colleges, adult education establishments etc are included - should be members of NWPSSEN.
- Create a website for NWPSSEN, or a Facebook page, so that all information about North Wales is accessible from one place. Easy read versions also important.
- Need alignment between equality objectives and Well-being Plans, Corporate Plans etc.

### **Current equality objectives / work done so far**

- Very little difference since 2011, so objectives are still relevant but they need to be more specific – answer the ‘so what’ question
- Headings are very broad, need to break it down and let participants see the action plan.
- Cashless payment system seen as good practice.
- Cashless payments – what about those who cannot access the internet? Need to ensure that support is available.

### **Suggested new areas of work**

- Establish a regional e-learning resource hub for members of the public - Education should be cradle to grave and free courses highlighted
- Equality Impact Assessments – create a ‘buddy’ system within NWPSSEN to review and challenge EIAs, and involve service users.
- Get primary school pupils to produce their own Equality Policy.
- Encourage representatives of various charities to ask schools if they could visit them (e.g. Guide Dogs for the Blind)
- Fantastic work done in North Wales, e.g. ‘show racism the red card’. Would be good to showcase this in an event such as this. NWPSSEN should find opportunities to celebrate and look at other identity based work.
- Schools concentrate and are judged on closing the attainment gap, but where are the policies to promote understanding between communities?
- Address ageism – e.g. young people accusing older people of making Brexit happen
- Estyn inspections should include a performance indicator for implementation of the General Equality Duty.

## **9.3 Objective 3 – Address inequalities in Employment and Pay**

### **Support with pre-employment**

- Consider targeted approach to support certain groups, e.g., people with brain injuries
- Consider how work experience opportunities can be flexible to support different needs, e.g., people with brain injuries who have a passion for art, carpentry, working with their hands, etc.
- Consider working with the Northern Brain Injury Service, Headway and NW Brain Injury Unit.
- Disability Advisors are not passing on the details of these people.
- More support needed to help people getting back into work - understanding their diverse needs.
- Publicise better the alternatives to attending University, e.g. Apprenticeships, Training schemes, etc.
- Some people don’t know how to complete the application process – consider pre-employment workshops providing application and interview skills / hints and tips for underrepresented groups.
- Consider how to raise the confidence of applicants through work experience, e.g. with Gypsy / Traveller communities and disabled people.

- Travellers will just say there is no point bothering – need to consider how to reach out to those communities – e.g. - supported employability programmes for Gypsy Travellers.
- If you are really concerned to have a diverse representative workforce you need to question expectations / perceptions. Many ethnic / minority groups will think that the public sector is not for them. For example, in Liverpool people from the Chinese community were invited to recruitment events – they invited the grandparents' generation as they are very influential in Chinese culture – showcased the interesting range of careers / roles.
- Prior knowledge of available facilities for disabled people is vital to applications
- Need to support people who have been the victims of hate crimes to get back on their feet / through the process, e.g. victims often suffer confidence issues, have to give up their job and claim housing benefit and as a consequence feel absolutely isolated.
- 68% unemployment in Autistic community and only 3% in full time employment and of that - most are underemployed with people with Masters Degrees and PHDs picking litter, stacking shelves etc. What a waste for all of us.

### **Training / Awareness Raising / Challenging Perceptions and Stereotypes**

- More training for staff in public facing roles to sign post to other services e.g. Libraries / Leisure / Youth Services etc. Could include reference to Hate Crime reporting.
- Elder abuse – people often don't know what to do. Where do I go if I see something? It is not obvious – people should get safeguarding training.
- 8 years ago there was an e-learning module produced which contained wrong information - it said that family members never abuse.
- Face to face training is much more important than e-learning
- More work still needed with employers to encourage them to look to different areas to widen their workforce – help with seeing pros of employing disabled people e.g. loyal, hard-working, etc.
- Work needs to be done with employers (rather than employees) to become disabled staff ready (rather than individuals becoming work ready).
- Look at working with schools to tackle stereotypes. As a society we are not valuing some of those roles that women do. Other countries are doing better at this. Societal issues – changing people's perceptions and understanding.
- Need to question assumptions made around flexible working, e.g. are there tensions around flexible working applications if it were two male parents but it may not be the same problem if it were two women were parents needing flexible working. The challenge is how to address perceptions and develop positive role models.
- There has been a disappointing take up of shared maternity / paternity leave. The question was asked whether it was down to paternity pay being lower. The Welsh Government apparently have had quite a good take up of this – is it possible that this

is due to Welsh Government flexible working being core to how they work? Are they more proactive about having the conversations?

- If flexible working is at the manager's discretion, it depends how good your manager is. Whilst there has been an increase in flexible working arrangements, often it is the women taking flexible working when they have families which just increases the pay gap and seems to stifle opportunities for men to take part in flexible working.
- Citizens Advice in Conwy have Polish Advisors.

### **Statistics / Information gathering and what is done with it**

- In the presentations today there has been no mention of cognitive difference at all. 68% of people who are Autistic are out of work. Massively under used.
- Are you collecting and reporting information on disabilities as well as gender pay gaps and are you using the figures to track progress?
- Pay gaps are more than just about gender segregation – you need to go out to schools to try and break down barriers.
- Stonewall have a benchmarking tool – which looks at how you are asking the questions around gender identity and what you do with the data for example from exit interviews / surveys.
- A question was asked as to whether or not there were any deaf people working in Conwy County Borough Council? The answer was that there were.
- A question was asked about what is done with the monitoring information? The answer was that it is used to identify any inequalities and change policy if necessary.
- There is no evidence base to show how effective all the actions covered today have been - it would be helpful to have an understanding of the impact.

### **Getting the fundamentals right – focus on positives and use correct terminology**

- You are still referring to "people with disabilities" when the social model phrase to use is disabled people. Need to use the Social Model of Disability – get the basics right. A need to increase the understanding of the social model – everything is underpinned by attitude.
- Comment about an animated figure in the Conwy County Borough Council / Denbighshire County Council Plan of an elderly person with a walking stick – depicts the negative side of being an older person
- Need to move away from the 'Ah bechod' model and have a positive model – Autism doesn't need curing – we want acceptance - promote positives about employing Autistic people.
- Neurodiversity is essential in larger organisations – it was suggested we should Google Bill Gates and evidence, as it was felt that he was likely to be Autistic and it was an impressive performance. Need to remember that Autism is not a linear scale

– dislike terms such as ‘high performing’ with reference to Autism as the opposite would not be a positive label.

- A comment was made about reviewing policies to ensure they were not using heterosexual terminology like ‘the husband’.

### **Using the Network**

- It is good that you share practice between the other agencies
- It might be easier to get all of the information together e.g. on Social Media – have one place to see what is happening, otherwise you are visiting 6 Local Authority websites etc.
- A comment was made that the organisations involved in NWPSSEN have power through the services that they commission to have influence over them and their recruitment processes etc.
- When commissioning services is it possible to put some of the things you do as a beacon of good practice into the procurement / contract documents? Things like disability confident employer status.

### **Recruitment: Applications / Shortlisting / Interviews / Reasonable Adjustments**

- Good practice example to allow people to apply for jobs without requiring a fixed abode as the home address is not a mandatory field.
- It is easy to become homeless and people are labelled or ‘judged’ as ‘rough sleepers’ and it becomes easier for people in that situation to be approached by not very nice people and become drawn into modern slavery.
- Going on line to fill in an application form can be very difficult and sometimes the applicant may not be able to complete the online form, which could be down to their understanding of the English language, for example for BSL users.
- Older people are not a homogenous group and they have a lot of skills that they can bring to the workforce. There was a discussion about how even with the removal of dates from application forms, it can still be possible to have a rough idea of someone’s age through qualifications, e.g. O levels, GCSEs, which can date an applicant.
- One of the delegate’s sons had to stop declaring a visual impairment in order to get a job and as soon as they did, they got a job.
- Bosses in some organisations continue to break the law, for example, an applicant had been legally promised an interview but was not called back for a retail job even though everybody else got the interview. Known family members who had an Irish accent, have been known not to get the job when they go for an interview.
- Barnardo’s are supposed to be disability friendly but their monitoring statistics show only 0.3% of the workforce are disabled. Often the statistics decrease as you go



through the recruitment process and there is quite a steep drop off from shortlisting to appointment even for employees applying the positive about disability scheme.

- It is possible for Deaf people to undertake important jobs – for example there is a profoundly Deaf employee at Liverpool University who is an expert on geographical systems, who can lip read and uses the computer. The only modification required was a flashing light for the fire alarm.

### **Facilities / Service Provision**

- Comment about the new Conwy Council building on Coed Pella Road which it is hoped will be ‘all singing and dancing’, hopefully on every floor, not just the ground floor.
- A question was asked about what would happen with any sliding doors in the event of a fire?

### **The Event**

- It would have been useful to send out information from the Event in advance rather than having to take it all in at the Event.

## **9.4 Objective 4 – Address inequalities in Personal Safety**

### **Elder Abuse**

- Fraud on older people a real problem
  - o Doorstep crime
  - o Friends and family with finances – withholding or not given to elderly relative
  - o Online fraud also a problem for all ages
- Older people and domestic abuse is not reported and if it is, is not reported as a crime. It is not recognised as a crime only as elder abuse.

### **Domestic Abuse**

- Increase in reporting domestic abuse is positive
- Better awareness of what healthy relationships are – so people have more information if they are blackmailed when relationships break down.
- Communication about the men’s refuge was really positive
- What provision is there for older women and men who have experienced domestic abuse in this area?
- Domestic abuse awareness campaign – Is the abuse of older people by a family members highlighted and included in the campaign?

## **Cyber Crime**

- Social media issues for younger people who have posted photos of themselves in various stages of undress (sometimes that have been asked for) and posted online. Police have received numerous calls from young men concerned, as they could potentially become a victim of blackmail by person(s) threatening to post their pictures on the internet.
- Young person money fraud on internet is increasing (threatening exposure e.g. explicit photos). They are being asked for money and unfortunately it is happening more often and can lead to suicide in some young people who have been unable to cope.
- Young males concerned with photos being uploaded online and they are ashamed and scared which has led to them committing suicide
- Connection with “friends” and gaining “contacts” on social media (it is a new trend to have as many contacts as possible) – this can lead to problems as young people are just accepting them as a friend without checking who they are.
- Different awareness messages needed for boys and girls about posting photos online
- Online incidents of hate crime is underreported
- Sex Education – teach students about the harms and dangers surrounding sex - blackmail / social media / catfishing (luring someone into a relationship by adopting a fictional online persona), etc.

## **Hate Crime**

- More awareness for people so they know if they have been a victim of hate crime
- North Wales Police have two 2 officers in post to assist people in the community on how to report and recognise a hate crime
- A number of avenues are available to enable people to report hate crime e.g. North Wales Police, County Councils, Victim Support
- There are liaison co-ordinators within Schools that help students and assist in raising awareness of issues such as hate crime. The co-ordinator could be more widely used as a preventative resource.
- Victim Support are available to assist people who have been victims. Need to consider how to assist people who have a perception of crime who may not be victims themselves.
- Family fraud – financial fraud is a problem.
- 16-34 age bracket are the more likely victims of a hate crime
- Not all people recognise what a hate crime is –need awareness raising and more promotional materials
- Most frequent times for a hate crime to be committed is Friday / Saturday night coming out of clubs / pubs.

- Restorative justice is being used more to avoid prosecution to help victims come forward to report hate crime, raising the levels of reporting
- Victim Support have a dedicated officer to deal with victims of hate crime
- Disability hate crime is often under-reported
- Transgender community has increased reporting of hate crime but more needs to be done
- Homophobic hate crime is going up in terms of reporting
- Citizens Advice officers ask all people who come into the offices if they have been a victim of hate crime at any time and they keep anonymous records. The question is asked no matter what people have come to the Citizens Advice about.
- More communication needed so that the public know where and how to report a hate crime as it can be taken to a number of locations. The Police do not always need to be involved if victims prefer not to involve them.
- Perpetrator training is in place to prevent recurrences but also so that they can see what their actions are doing to victims
- Need to promote to communities and to groups to report hate crime.
- Financial advice safeguarding officer – does this include abuse and supporting known perpetrators? Awareness is needed and information on the support available.

### **Telephone Fraud**

- Telephone fraud is a serious problem as people are unsure who is credible and what is a scam especially when giving banking details.
- North Wales Police have SMS (text message) support if required
- Education should start early within the primary schools to enable it to be carried throughout secondary school including sex education.
- One point contact to see what NWPSSEN are doing in regard to the 6 objectives
- Possible website development for linking in with the point of connect officer for the NWPSSEN

### **Services available**

- “Ask for Angela” in pubs and clubs when feeling threatened. Not all bouncers and bartenders know that this is what it means. Need promoting to people.
- Establishment of “Safe Places” needs to be extended across North Wales for people experiencing hate crime- e.g. LGBT / people with disabilities / older people / younger people / BME in e.g. cafes / shops / pubs etc. (it works in Cornwall). Display signs / logos in Wales. “Safe Spaces” has been promoted in Wrexham for people to go into Shops etc. Hoping for the scheme to go national.

## 9.5 Objective 5 - Addressing inequalities in Representation and Voice

### Comment on Equality Objectives

- All participants agreed the equality objectives are still relevant, but wished to offer the following in terms of enhancing them:
- Racial hatred and anti-social behaviour are not considered at any length here and have great impact upon equality and diversity in communities.
- More feedback on a more regular basis required.
- Do you have a newsletter?
- Would like to see more about LGBT within community engagement and the Pathway for Trans People considered.
- Action Plan needs far more regular reviews, particularly to deal with issues which may escalate quickly. We need to be able to identify those actions near completion and those which have some way to go.
- Where is the evidence to inform us about negative and positive impacts the NWPSEN Action Plan has on our populations / communities?
- It was not felt that councillors are mainstream enough, and so not representing, for example, ethnic minorities or young people in many counties.
- More accountability is required from our elected Members who either do not show up for meetings, or who turn up late / leave early and ensure they sign attendance register. Who ensures this accountability? Participants of our Event felt that the members they voted for have responsibility to attend all meetings and represent all protected characteristics groups.
- There is a lack of public understanding of the democratic process – could local authorities please offer better information so that any individuals wishing to stand as councillors have a clear picture of what they may be taking on? For example what were the barriers that Gwynedd Council experienced for recruiting elected members? It would be helpful to share these for good practice and to see if those barriers could be removed.
- It is felt frontline workers require more awareness raising training in terms of modern day slavery, FGM etc. How can we support individuals if we're not aware of this training?

### Engagement

- Need to understand the difference between engagement and consultation and ensure this is done as required by the law and engage with the public, in particular those from the protected characteristics.
- All policy needs to be co-produced so that it is “owned” by the public. We are supposed to have a Citizen’s Panel in North Wales but we only have a virtual panel that occasionally produced bland survey forms asking un-challenging questions.

- Political participation needs to take into account people who can't or who struggle to be in a room full of people. Most engagement is carried out in large noisy halls. Hell for some people and much of a barrier to participation as having no physical access is to a disabled person using a chair.
- Concern on domestic arrangements for meetings in terms of times / days / locations / transport and access – please would organisations make this process far more flexible.
- Older People's homes etc. once individuals are placed in these homes it is difficult to engage with them – they may be vulnerable individuals who need support.
- Residential Care homes (all ages) – some of which are secure units – again very little opportunity to engage and all may be vulnerable individuals who may need further support.
- Please have more “What Matters” conversations with individuals in terms of engaging with them. There are plenty of missed opportunities e.g. sharing life stories, involvement by individuals.
- Children and Young People – we do not know their views, and we are unsure as to whether they have been taken into account in Action Plan.
- Young People are not represented by School Councils. Looked After Children do not have any representation often, in terms of life chances, securing housing, security of tenure and preventative work. Other Youth organisations MUST be considered.
- Equality Impact Assessments and Wellbeing Impact Assessment – should have representatives of the general public on boards to oversee these assessments as they are so important.
- Citizens Panels do not work. Only passionate individuals or volunteers may attend, not representing all elements of communities / populations. Try stakeholder groups instead, asking those stakeholders how they would like to be consulted.
- Please provide more toolkits / leaflets / research for support e.g. hate crime.
- 11 – 18 yrs. support on gender identity appears very poor.
- Transgender individuals would like more support and information readily available for health care and homelessness.
- Members of one particular group felt that the social model of disability (e.g. Autism Spectrum) needs to be adopted throughout Wales. EHRC should be challenged about this.
- Attitude is at the root of all discrimination. The medical model of disability is entrenched across all public services and all levels of Government – this leads to poor policy and prejudiced behaviour.
- Some groups don't know about the work other groups do in terms of equality and diversity. There is a need for a central repository for group information.
- Different needs in different counties, but we may be missing some opportunities if we don't recognise these different needs and respect them. Find gaps!

- CVCs could audit NWPSSEN work (may be doing this in PSBs). One officer finds it particularly difficult to bring together all groups and their representatives.
- Please do not use the term communities in your documentation. This means whatever the reader understands, and there is no clear definition. Request we use the word populations – communities are otherwise excluded based on certain things.
- GDPR issues for information retention may hinder communication and engagement in the future.
- What is PSB commitment to engagement?
- There is a perceived gap between this level of engagement (NWPSSEN event) and on the ground for community members. How can we address this better?
- Could NWPSSEN adapt the model / replicate the model of the North Wales Police Diversity and Equality Independent Advisory Group – this is effective. They are formed with service users, experienced users and support organisations.
- Those who do engage are “the usual suspects” and those who shout the loudest. How can we change this? We need to visit more groups, not invite them to meetings such as the NWPSSEN event – we need to go to the ground roots. Can we commission CVCs to do this on our behalf?
- Go to places where groups naturally congregate, where they are in their comfort zones to engage.
- Some groups clearly do not feel they have a voice, and NWPSSEN organisations need to listen to what these groups want and need. This information should then inform future objectives.
- Consultation fatigue is rife. We are asked constantly what our views are but nothing changes and we don’t receive feedback from so many organisations.
- Consultation is only valuable if it has been part of engagement.
- Why do you need to engage? It is not always clear for people WHY organisations are engaging. Are NWPSSEN this clear?
- Please make it a priority to offer individuals a clear picture of why we are engaging. Also ensure that you approach the multiple avenues to engage, not just events like today and social media. These are not for everyone, and it is clear by attendance today that individuals living with inequality and diversity issues are not representative of this group. No one size fits all models work for communities.
- There is a mistrust of formal approaches to engagement. For example BME Groups have taken 6 – 8 months recently to trust outside organisations. Must use long engagement periods.
- Some individuals don’t feel they have a voice as a Denbighshire resident.
- Ways of encouraging individuals to come forward to offer their voice in terms of LGBT and the Pathway for Trans People.

- Need to look at reducing barriers to attending engagement events such as this via travel, digital access. Problems with rural areas – again transport, digital access, and addressing “dispersed” geographic communities.
- Look at other methods of engagement – e.g. text, libraries, and mobile libraries.
- Stonewall have lots of calls for LGBT support in Wales – this could be facilitated via our community assets for meeting some of the required needs.
- A lot of public body meetings are during the weekdays and this is a barrier for some people. A lot of younger people will have full-time jobs and / or child care responsibilities which do not happily combine with attending committee meetings. There is a reason why a great many Councillors are older, retired people who have time to undertake public duties. If we are serious about recruiting people who are more representative of the communities they serve, this needs to be addressed.
- Consider far more regular engagement, rather than NWPSen 2 year plan update.

### **Representation by Members / Councillors**

- The process of being able to have a voice should be more clearly explained, and participation actively encouraged. Elected members themselves need to listen to those voices and should be more accountable for their actions and decisions and more representative of populations.
- What actions are in place to encourage disabled people to get involved in democratic processes, for example stand for councillor?
- It is difficult to have policy decisions / discussions with councillors in some counties. Can NWPSen support changing this?
- Members and Councillors should become more accountable to the communities they serve. They are very visible during election time, but once elected they are rarely seen. If we were to consider alternative methods of support – for example get rid of political support – this may be more useful to populations.
- Changing demographic is continuous – councillors need to be more aware of this
- Residents are not represented properly by elected members – seek alternative engagement to that of the political process. Political campaigning ceases once members are elected and it is rare for additional engagement to be undertaken, particularly with protected characteristic groups.

### **Reporting Crime and other issues**

- Can we connect Council as landlord, Registered Social Landlords and Housing Authorities please in terms of monitoring and reducing housing anti-social behaviour, hate related abuse, safety (multi occupancy premises, potential modern day slavery), risk and so forth? Abuse does happen but we are not convinced it is reported to the police, or the housing organisations. Other organisations attending premises, such



as North Wales Fire and Rescue Services, notice a lot of issues arising in terms of abuse, and are very good at forwarding details of this to appropriate partners.

### **Service issues**

- In some counties, carers' contracts are only updated or reviewed every five years – this needs to be reduced drastically to ensure carers have our full support. Planning Cycle for contracts need to be far more regular.
- Citizen's Advice Bureaux are seen as essential organisations – these must be funded and must continue as key resource for our counties.
- Residential homes – some police forces visit, some don't. It's important to reach everyone in their homes so they are aware of what is going on in terms of equality, diversity, safety.
- People with cognitive impairments are still being bullied into sharing accommodation and social support in spite of clearly stating that there is choice to live in their own homes with whatever support they might need.

### **Methods of Communicating**

- Communication methods need to be far more flexible and further reaching, with the use of different approaches for different populations.
- Use different approaches for different populations. Young People for example are aware / knowledgeable about all sorts of things, particularly technological advances, and yet we do not use those technological methods to engage with them.
- Older people may not wish to engage electronically. Smaller community groups and councils would still need paper copies, to ensure that they are not excluded by not having online access.
- Lack of internet access is a real issue in some parts of North Wales, and remains a barrier for people to take part in not only public life, but to access much needed services.
- Methods of communication – calls, Facebook, mobile phones, texts – an example of good practice is the text service running really well for Young People with Health issues from BCUHB. Peer support is available via text and Facebook type forums.

### **Feedback**

- NWPSSEN – it is felt by some of the attendees that nothing happens / there is very little feedback on most of NWPSSEN's engagement.
- Please consider all NWPSSEN member equality plans and corporate plans and wellbeing plans in one place for North Wales.
- One individual felt that Denbighshire facilities may advertise they have been improved to meet accessibility requirements (e.g. Nova Centre or Rhyl Town Hall) but they still do not have accessible toilets in one of the venues.

- Please continue to provide feedback on your actions to communities on a more regular basis. Two year events not satisfactory. Example of good practice given for BCUHB Engagement Practitioners Network (sharing resources).

### **Central Point for Information**

- Need to consider creating a central repository for all information for our activities and those taking place in North Wales in terms of diversity and equality – an electronic directory for events (national day celebrations, groups and so forth), a central document store for our member equality plans, corporate plans and wellbeing plans in North Wales.
- Central point for all information between all NWPSSEN members; an electronic directory would be seen as a good idea, so that all bodies' information can be pulled together in one place with contact details.
- All member equality plans and corporate plans and wellbeing plans in one place for North Wales.
- Would like contact details for Local Authorities in terms of LGBT support – it is not always clear who individuals may get in touch with in their organisations to find support.
- Transgender equalities and groups more readily available particularly BME and Older LGBT support. Could we expand upon these elements in NWPSSEN work?
- Would an electronic directory be an idea? Discussed but who would manage this? How would we ensure it is up to date? Should we use Dewis Cymru to do this?

## **9.6 Objective 6: Address inequalities in Access to Information, Services, Buildings and the Environment**

### **General comments regarding NWPSSEN's work**

- Most people were positive about the work achieved, with the SMS (text messages) for emergency services and the work on pathways mentioned especially.
- However, many were unaware of these innovations before the meeting and so felt that the information provided about the work achieved was limited.
- The presentation clearly showed that regional joint working was beneficial. It was good to see officers from one organisation discussing the work of another organisation.
- The need for central points (e.g. webpages) to share information was highlighted
- No reference made to neurological differences, e.g. autism, in presentations
- During discussions, it was highlighted that some objectives may make progress but others can be left behind. A method of assessment should be produced to measure the ability of success for each field / priority.

- Data needs to be provided to show how the objectives are being met, it needs to be quantifiable.
- In regard to the event, information needs to be clearer and sent in advance to let everyone have time to consider it.
- A Newsletter every quarter would be useful
- The 6 objectives need to be incorporated in Wellbeing and Corporate Plans
- How will feedback from people at the NWPSen influence the Wellbeing Plans now they have been finalised?

### **Access as an objective**

- Whilst all felt the access objective to be relevant some felt that the objective was too large and needed to be separated into component parts e.g. separate buildings and built environment from information and services (although some felt it needed to be split even further).
- There is a need to recognise hidden impairments and to understand that access means different things to different people.
- 'Access' needs to include access issues for people who have sensory issues

### **People who do not speak Welsh or English as a first language**

- Specialist advice that's accessible through other languages is needed with specialist support for those providing the advice.
- An issue was raised regarding how individuals cannot make complaints in the language of their choice (e.g. BSL) in a number of organisations.
- Access to services should be supported by appropriate language support and information in a range of accessible formats as language can be a barrier to accessing services.

### **Documents**

- Terminology should reflect the social model of disability and be positive and images e.g. of older people should be positive.
- Care must be taken to ensure that documents are fully accessible e.g. proper colour contrast.
- There should be a regional level agreement on the use of formats and terminology.
- Easy read versions need to be made easily available.
- A central point of information is needed for accessibility so that documents such as Council Plans and Wellbeing Plans can be kept regionally.
- Saying 'treat everyone equally' is not a recognition of the need for diversity for equality to happen.

### **Buildings and built environment**

- There is a need for greater access to funding for facilities. Funding is funnelled from central government but should be more flexible to use.
- Accessible toilets in public areas, including changing places toilets.
- Toilets should be gender neutral so that they suit everyone.
- Third sector organisations need help to make their offices etc. accessible. Could money be taken from the Disabled Facilities Grant?
- Signage in public areas needs to be updated and more accessible. Possibly something to look at regionally so that a single standard is set.
- Lack of accessible areas for wheelchairs.
- There needs to be more engagement with disabled people when renovating buildings to ensure they are fully accessible. This is especially because not all areas have an Access Group.
- Good Practice, design standards continue to be missed. Councils to work to recommendations. Local (Supplementary Planning Guidance) and national guidance, monitoring and review needed by engaging with trained disabled people
- Venues that do not allow access to guide dogs and other assistance dogs have continued to be an issue.

### **Transport**

- Access to public transport continues to be problematic particularly for those with a physical or sensory impairment. It was highlighted there needs to be an accessible service that users can get access to. This is an issue that is often overlooked.

### **Health and care services**

- Provision has been made to move patients from hospital to prison without their having to access public waiting rooms. Why is this not done for people with impairments or neurological difference?
- Lack of support services for people with Dementia.

### **Training**

- Further local apprenticeship opportunities in Wales so that young people do not have to access courses in England.

### **Employment**

- Reasonable adjustments need to be made in employment, both for new employees and those who become disabled whilst in post. This does not currently happen.

### **Engagement**

- Get into communities to speak to 'real people'

- There needs to be more engagement with disabled people when renovating buildings to ensure they are fully accessible. This is especially because not all areas have an Access Group.
- Not engaging with disabled people means facilities being renovated but missing good practice standards, not fully accessible. Monitoring?

### **Other**

- The use of technology needs to be considered. Although it can be helpful it can also make things harder – e.g. benefits, loneliness.
- With all the new projects happening e.g. Wylfa Newydd Power Station on Anglesey, there will be more people about so more need for services.
- Also, having a lot of strangers in a rural area (due to new projects) can make people worried and less likely to go out.



## ATODIAD / APPENDIX 1



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board



## Digwyddiad Ymgysylltu gyda Rhanddeiliaid / Stakeholder Engagement Event

Canolfan Fusnes Conwy - 24 Mai 2018 / Conwy Business Centre - 24 May 2018

### RHAGLEN / PROGRAMME

Cofrestru a lluniaeth	O/From 10.00 am	Registration and refreshments
<p>Croeso a Throsolwg o'r diwrnod James Woodbine Rheolwr Cefnogi Cydraddoldeb Grŵp yr Economi, Sgiliau a Chyfoeth Naturiol / Llywodraeth Cymru Tracey Pardoe, Cadeirydd Rhwydwaith Cydraddoldeb Sector Cyhoeddus Gogledd Cymru</p>	<p>10.30 am (10 mun/ mins)</p>	<p>Welcome and Overview of the day James Woodbine Equality Support Manager Economy, Skills and Natural Resources Group / Welsh Government(Welsh Government) Tracey Pardoe, Chair North Wales Public Sector Equality Network</p>
<p>Ruth Coombs Pennaeth Comisiwn Cydraddoldeb a Hawliau Dynol Cymru</p>	<p>10.40 am (30 mun/mins)</p>	<p>Ruth Coombs Head of Wales, Equality and Human Rights Commission Wales</p>
<p>Amcanion Cydraddoldeb – Cyflwyniadau ar gynnydd hyd yma</p>	<p>11.10 am (50 mun/mins)</p>	<p>Equality Objectives - Presentations on progress so far</p>
<p>Egwyl</p>	<p>12.00 pm (10 mun/mins)</p>	<p>Comfort Break</p>
<p>Adborth a thrafodaeth o amgylch y bwrdd (x2) Sylwadau am y gwaith a wnaed hyd yma Ydy ein hamcanion cydraddoldeb yn parhau'n berthnasol? Oes yna unrhyw beth arall rydym angen canolbwyntio arno?</p>	<p>12.10 pm (50 mun/mins)</p>	<p>Feedback and discussion round table (x2)</p> <ul style="list-style-type: none"> <li>• Comments about the work done so far</li> <li>• Are our equality objectives still relevant?</li> <li>• Is there anything else we need to concentrate on?</li> </ul>
<p>Cinio/ Rhwydweithio (a chyfle "Post-It")</p>	<p>1.00 pm (60 mun/mins)</p>	<p>Lunch / Networking (and "Post-It" opportunity)</p>

<p>Adborth a thrafod o amgylch y bwrdd (x2)  Sylwadau am y gwaith a wnaed hyd yma  Ydy ein hamcanion cydraddoldeb yn parhau'n berthnasol?  Oes yna unrhyw beth arall rydym angen canolbwyntio arno?</p>	<p>2.00 pm  (50 mun/mins)</p>	<p>Feedback and discussion round table (x2)</p> <ul style="list-style-type: none"> <li>• Comments about the work done so far</li> <li>• Are our equality objectives still relevant?</li> <li>• Is there anything else we need to concentrate on?</li> </ul>
<p>Egwyl</p>	<p>2.50 pm  (10 mun/mins)</p>	<p>Comfort break</p>
<p>Adborth a thrafod o amgylch y bwrdd (x2)  Sylwadau am y gwaith a wnaed hyd yma  Ydy ein hamcanion cydraddoldeb yn parhau'n berthnasol?  Ydyn ni angen canolbwyntio ar unrhyw beth arall?</p>	<p>3.00 pm  (50 mun/mins)</p>	<p>Feedback and discussion round table (x2)</p> <ul style="list-style-type: none"> <li>• Comments about the work done so far</li> <li>• Are our equality objectives still relevant?</li> <li>• Is there anything else we need to concentrate on?</li> </ul>
<p>Crynodeb a Chloi</p>	<p>3:50 pm</p>	<p>Summary and Close</p>



## Aelodaeth a Chysylltiadau Rhwydwaith Cydraddoldeb Sector Cyhoeddus Gogledd Cymru North Wales Public Sector Equality Network Membership and Contacts

Sefydliad / Organisation	Enwau / Names	Cyswllt / Contact	Gwefan / Website
Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board	Sally Thomas Mike Townson	<a href="mailto:Sally.thomas4@wales.nhs.uk">Sally.thomas4@wales.nhs.uk</a> <a href="mailto:mike.townson@wales.nhs.uk">mike.townson@wales.nhs.uk</a>	<a href="http://www.bcu.wales.nhs.uk">www.bcu.wales.nhs.uk</a>
Heddlu Gogledd Cymru North Wales Police	Greg George	<a href="mailto:greg.george@nthwales.pnn.police.uk">greg.george@nthwales.pnn.police.uk</a>	<a href="http://www.north-wales.police.uk">www.north-wales.police.uk</a>
Swyddfa Comisiynydd Heddlu a Throsedd Gogledd Cymru Office of the Police and Crime Commissioner North Wales	Elizabeth Ward	<a href="mailto:elizabeth.ward@nthwales.pnn.police.uk">elizabeth.ward@nthwales.pnn.police.uk</a>	<a href="http://www.northwales-pcc.gov.uk">www.northwales-pcc.gov.uk</a>
Gwasanaeth Tân ac Achub Gogledd Cymru North Wales Fire and Rescue Service	Sue Jones	<a href="mailto:Sue.Jones@nwales-fireservice.org.uk">Sue.Jones@nwales-fireservice.org.uk</a>	<a href="http://www.nwales-fireservice.org.uk">www.nwales-fireservice.org.uk</a>
Ymddiriedolaeth GIG Gwasanaethau Ambiwllans Cymru Welsh Ambulance Services NHS Trust	Jane Poulter	<a href="mailto:Jane.Poulter@wales.nhs.uk">Jane.Poulter@wales.nhs.uk</a>	<a href="http://www.was-tr.wales.nhs.uk">www.was-tr.wales.nhs.uk</a>
Awdurdod Parc Cenedlaethol Eryri Snowdonia National Park Authority	Bethan Wyn Hughes	<a href="mailto:Bethan.Hughes@eryri.llyw.cymru">Bethan.Hughes@eryri.llyw.cymru</a>	<a href="http://www.eryri.llyw.cymru">www.eryri.llyw.cymru</a>
Cyngor Sir Ynys Môn Isle of Anglesey County Council	Carol Wyn Owen Rhian W Jones	<a href="mailto:CarolWyn@ynysmon.gov.uk">CarolWyn@ynysmon.gov.uk</a> <a href="mailto:RhianWJones@ynysmon.gov.uk">RhianWJones@ynysmon.gov.uk</a>	<a href="http://www.ynysmon.gov.uk">www.ynysmon.gov.uk</a>
Cyngor Bwrdeistref Sirol Conwy County Borough Council	Tracey Pardoe Emma Battersby	<a href="mailto:tracey.pardoe@conwy.gov.uk">tracey.pardoe@conwy.gov.uk</a> <a href="mailto:emma.battersby@conwy.gov.uk">emma.battersby@conwy.gov.uk</a>	<a href="http://www.conwy.gov.uk">www.conwy.gov.uk</a>

Cyngor Sir Ddinbych Denbighshire County Council	Carol Evans	<a href="mailto:carol.a.evans@denbighshire.gov.uk">carol.a.evans@denbighshire.gov.uk</a>	<a href="http://www.denbighshire.gov.uk">www.denbighshire.gov.uk</a>
Cyngor Sir Y Fflint Flintshire County Council	Fiona Mocko  Stephanie Aldridge	<a href="mailto:fiona.mocko@flintshire.gov.uk">fiona.mocko@flintshire.gov.uk</a>  <a href="mailto:Stephanie_aldrige@flintshire.gov.uk">Stephanie_aldrige@flintshire.gov.uk</a>	<a href="http://www.flintshire.gov.uk">www.flintshire.gov.uk</a>
Cyngor Gwynedd Gwynedd Council	Delyth Williams	<a href="mailto:delythgadlyswilliams@gwynedd.llyw.cymru">delythgadlyswilliams@gwynedd.llyw.cymru</a>	<a href="http://www.gwynedd.llyw.cymru">www.gwynedd.llyw.cymru</a>
Cyngor Bwrdeistref Sirol Wrecsam Wrexham County Borough Council	Rachel Morris	<a href="mailto:rachel.morris@wrexham.gov.uk">rachel.morris@wrexham.gov.uk</a>	<a href="http://www.wrexham.gov.uk">www.wrexham.gov.uk</a>



## Sefydliadau a Gynrychiolwyd / Mynychwyd

## Organisations Represented / In Attendance

<b>Sefydliad / Organisation</b>
Headway Conwy & Denbighshire
Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board
Llywodraeth Cymru / Welsh Government
North Wales Police Diversity and Equality Independence Advisory Group
Stonewall Cymru
Camau Cadarn, Y Groes Goch Brydeinig / Positive Steps, British Red Cross
Action on Elder Abuse
Iechyd Cyhoeddus Cymru / Public Health Wales
Centre of Sign-Sign-Sound
AVOW
Rhwydwaith Rhanbarthol Cydraddoldeb GC / NW Regional Equality Network
Cyngor ar Bopeth Conwy Citizens Advice
Tai Gogledd Cymru / North Wales Housing & North Wales RSL Equality Partnership
Cyngor Sir Ddinbych / Denbighshire County Council
Victim Support
Grwp Mynediad Arfon Access Group
BAWSO
Cyngor Bwrdeistref Sirol Conwy County Borough Council
Teithio Ymlaen / Travelling Ahead

**Adborth o'r Digwyddiad / Feedback from Event**

Ffurflenni a gwblhawyd / Forms completed: 12

	Rhagorol <i>Excellent</i>	Da <i>Good</i>	Boddhaol <i>Satisfactory</i>	Dim yn foddhaol <i>Not Satisfactory</i>	Gwael <i>Poor</i>
Yr adeilad / cyfleusterau  <i>Venue / Facilities</i>	<b>42% (5)</b>	<b>42% (5)</b>	<b>8% (1)</b>	<b>8% (1)</b>	<b>0%</b>
Lleoliad  <i>Location</i>	<b>42% (5)</b>	<b>58% (7)</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
Cyflawni'r Pwrpas / Amcanion <i>Achieving Purpose / Objectives</i>	<b>33% (4)</b>	<b>50% (6)</b>	<b>8% (1)</b>	<b>8% (1)</b>	<b>0%</b>
Arlwyaeth  <i>Catering</i>	<b>9% (1)</b>	<b>73% (8)</b>	<b>18% (2)</b>	<b>0%</b>	<b>0%</b>

	Ydw Yes	Nac ydw No
A ydych yn gwerthfawrogi'r ymgysylltu â'r Rhwydwaith Cydraddoldeb Sector Cyhoeddus Gogledd Cymru?  <i>Do you value engagement with the North Wales Public Sector Equality Network?</i>	100% (12)	0%

	Byddwn Yes	Na fyddwn No
A fydddech yn fodlon i adroddiadau cynnydd interim gael ei e-bostio i chi?  <i>Would you be happy for interim progress reports to be e-mailed to you?</i>	100% (12)	0%

A yw lleoliad canolog orau neu a ddylai'r digwyddiadau gymryd lle mewn gwahanol ardaloedd ar draws Gogledd Cymru?

*Is a Central Venue best or should the events be held in different areas across North Wales?*

Naill ai	<i>Either</i>
Y mwyaf daearyddol gallwch ledaenu'r manau cyfarfod, y mwyaf cynhwysol rydych yn bod!	<i>The more geographically you can spread the venues the more you are being inclusive!</i>
Canolog	<i>Central</i>
Ydi, Canolfan Fusnes Conwy	<i>Yes Conwy Business Centre</i>
Yn dda i mi ond yn hapus i deithio	<i>Good for me but happy to travel</i>
Canolog	<i>Central</i>
Gwahanol leoliadau	<i>Different venues</i>
Mae'r gogledd yn dda	<i>North is good</i>
Mae canolog yn iawn	<i>Central is fine</i>
Mae lleoliad canolog yn iawn os yw'n mynd gyda rhywbeth arall e.e. newyddlen chwarterol.	<i>Central venue ok if complimented by something else e.g. quarterly newsletter</i>

Beth hoffech chi weld ar y rhaglen ar gyfer cyfarfodydd neu ddigwyddiadau'r Rhwydwaith yn y dyfodol?

*What would you like the agenda for the future Network Meetings OR Events to include?*

Tystiolaeth Effaith	<i>Impact Evidence</i>
Bod o ddifrif ynglŷn â rhoi'r Model Cymdeithasol o'r DIWEDD yng nghalon ein gwaith i ni gyd.	<i>Being serious about <b>FINALLY</b> putting the Social Model at the heart of the work of us all.</i>
Sut rydym yn gwella cysylltiadau o fewn ein sefydliadau i ddarparu / gwella gwasanaeth cyfiawn.	<i>How we improve connections within our own organisations to provide equitable service delivery / improvement</i>
Diweddariadau ar y cynnydd, ymchwil / data newydd, gwasanaethau i'w ddatblygu.	<i>Updates on progress, new research / data, services to progress</i>

Unrhyw sylwadau neu awgrymiadau pellach ar sut y gallwn wella digwyddiadau yn y dyfodol.

*Any further comments or suggestions on how we can improve future events.*

<p>Nid yw ceisio cynnal nifer o wahanol sgysiau o fewn un ystafell yn hygyrch na yn gynhwysol.</p>	<p><i>Trying to hold multiple conversations in one room is neither accessible nor inclusive</i></p>
<p>Roedd yr aerdymeru yn yr ystafell yn boeth iawn.</p>	<p><i>Air conditioning room it was very hot</i></p>
<p>Fel person Byddar, roeddwn yn teimlo fod diwrnod llawn (trwy'r dydd) yn ormod. Rydym angen fwy o lygaid i ddarllen a chyfieithydd.</p>	<p><i>As a Deaf person, I felt all day (full day) too much. We need more eyes to read and an interpreter</i></p>
<p>Dylai cyfleusterau niwtral rhywiol fod ar gael i'r dyfodol.</p>	<p><i>Gender neutral facilities should be available in the future</i></p>
<p>Ar gyfer y Rhanddeiliaid, gwybodaeth cefndir ar y digwyddiad o flaen llaw.</p>	<p><i>For Stakeholders, some background information in advance of the event</i></p>
<p>Roeddwn i'n meddwl bod y digwyddiad wedi'i drefnu'n dda ac roedd yr hwyluswyr symudol yn fedrus iawn, yn broffesiynol ac yn gryf. Mae gosod eich hun i fyny ar gyfer wrando ar grŵp o bobl sydd â llawer i'w ddweud a'i ddweud yn angerddol, yn beth dewr a blinedig iawn i'w wneud; ac i wneud hynny amser ar ôl amser mae'n ganmoladwy yn wir.</p> <p>Roeddwn hefyd yn falch o weld bod y lleoliad yn hygyrch i ddefnyddwyr cadeiriau olwyn a bod cyfleusterau'n bodoli i helpu pobl o'r gymuned B/fyddar i gymryd rhan yn yr ymarfer casglu gwybodaeth werthfawr hwn.</p>	<p><i>I thought the event was well organised and the roving facilitators were very skilled, professional and somewhat robust. Setting yourself up to be talked to by a group people who have much to say and say it passionately is a brave and exhausting thing to do; to do it time after time is praiseworthy indeed.</i></p> <p><i>I was also pleased to see the venue was accessible for wheelchair users and facilities existed to help people from the D/deaf community to participate in this valuable information-gathering exercise.</i></p>
<p>Rhaid i drefnwyr digwyddiadau ymgysylltu ac ymgynghoriadau cyhoeddus ddechrau ystyried materion synhwyrdd wrth asesu Mynediad i leoliadau.</p> <p>Byddai'r rhan fwyaf o bobl awtistig yn ei chael hi'n anodd iawn yn yr awyrgylch a ddarperir yn y digwyddiad RhCSCGC. Roedd y goleuadau o fewn yr adlewyrchion aml-sgwâr yn llawer rhy lachar, llawer o sgysiau swnllyd ac angerddol yn mynd rhagddo o gwmpas y byrddau eraill ar yr un pryd â'r un ar eich bwrdd, yr angen i allu gwybod sut i fod yn bendant mewn lleoliad cyhoeddus, y disgwyliad y dylech chi gael llygad-gyswllt ac ati, sy'n gwneud digwyddiadau o'r fath yn anodd iawn i bobl awtistig, a'r rhai sy'n byw gyda cyflyrau synhwyrdd eraill neu PTSD a chyflyrau iechyd meddwl eraill.</p> <p>Felly, nid yw pobl o'r fath yn cael cyfle cyfartal i ddweud eu stori neu i gynnig syniadau, ac eto'r peth rhwystredig, y byddai'r rhan fwyaf o welliannau a fyddai'n helpu pobl sy'n cael trafferth â gorlwytho synhwyrdd ddim yn costio fawr iawn. Er enghraifft, mae blwch o flychau clustiau tafladwy i helpu pobl i ganolbwyntio ar y sgwrs y maent yn</p>	<p><i>The organisers of public engagement or feedback events must start considering sensory issues when assessing Access to venues.</i></p> <p><i>Most autistic people would really struggle in the environment provided at the NWPSSEN event. Those far-too-bright lights contained in the awful multi-squared reflectors, lots of noisy and passionate conversations going on around the other tables at the same time as the one on your table, needing the ability to know how to be assertive in a public setting, the expectation that you should engage in eye-contact etc. make such events very difficult for autistic people, and those that live other sensory conditions or PTSD and other mental health conditions.</i></p> <p><i>Therefore, such people are not being afforded an equal chance to tell their story or provide ideas and yet the frustrating thing is, most improvements that would help people who struggle with sensory overload cost very little. For example, a box of disposable ear-plugs to help people focus on the conversation they are involved with, warning people of the sensory environment at the venue on</i></p>

<p>ymwneud â nhw, gan rybuddio pobl o'r awyrgylch synhwyrdd yn y lleoliad ar unrhyw lenyddiaeth hyrwyddo, felly nid oes unrhyw annisgwyl annymunol ac maen nhw'n gwybod pa gyfarpar i'w ddod i'w helpu ymdopi ag amgylcheddau sy'n cael eu gorlwytho'n synhwyrdd, ystafell dawel, heb fawr o olau ar gyfer seibiannau, a sicrhau bod goleuadau'n gallu cael eu troi lawr os oes angen ac ati.</p>	<p><i>promotional literature so there are no unpleasant surprises and they know what equipment to bring to help them cope with sensory-overloaded environments, a quiet, dimly lit room for breaks, and 're-charging', ensuring lights can be dimmed if needed etc.</i></p>
<p>Hoffwn dynnu sylw at y syniad gwych o gael y cyfle i ddefnyddio 'nodiadau postio' i gyfleu syniadau a meddyliau i drefnwyr y digwyddiad.</p> <p>Mae'r dull syml a rhad hwn o gasglu gwybodaeth yn ddefnyddiol iawn i bobl nad oes ganddynt y sgiliau, y gallu na'r awydd i gyfrannu'n uniongyrchol ond sydd, serch hynny, hefo rhywbeth pwysig i'w gyfrannu.</p>	<p><i>I would like to highlight the wonderful idea of having the opportunity to use 'post it notes' to convey ideas and thoughts to the organisers of the event.</i></p> <p><i>This simple and inexpensive approach to gathering information is, I would argue, very helpful to people who have not got the skills, ability or desire to contribute directly but who nonetheless have something of importance to contribute.</i></p>

**Monitro Cydraddoldeb / Equality Monitoring**Nifer o ffurflenni cwblhawyd / *Number of forms completed: 11***Grŵp Oedran / Age Group:**

0 – 15	<b>0%</b>
16 – 24	<b>0%</b>
25 – 34	<b>9% (1)</b>
35 – 44	<b>36% (4)</b>
45 – 54	<b>9% (1)</b>
55 – 64	<b>36% (4)</b>
65 – 74	<b>9% (1)</b>
75 +	<b>0%</b>
Gwell gen i beidio â dweud / <i>Prefer not to say</i>	<b>0%</b>

**Rhyw / Sex:**

Benyw / <i>Female</i>	<b>82% (9)</b>
Gwryw / <i>Male</i>	<b>18% (2)</b>
Arall / <i>Other</i>	<b>0%</b>
Gwell gen i beidio â dweud / <i>Prefer not to say</i>	<b>0%</b>

**Cenedligrwydd / National Identity:**

Cymraeg / <i>Welsh</i>	<b>50% (5)</b>
Saesneg / <i>English</i>	<b>10% (1)</b>
Prydeinig / <i>British</i>	<b>40% (4)</b>

**Grŵp Ethnig / Ethnic Group:**

Gwyn / <i>White</i>	<b>100% (10)</b>
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**Cyfeiriadedd Rhywiol / Sexual Orientation:**

Heterorywiol / <i>Heterosexual</i>	<b>70% (7)</b>
Merch Hoyw/Lesbiad / <i>Gay Women/Lesbian</i>	<b>30% (3)</b>

**Statws Priodasol / Marital Status:**

Priod neu Partneriaaeth Sifil / <i>Married or Civil Partnership</i>	
Ydw / Yes	<b>60% (6)</b>
Nac Ydw / No	<b>40% (4)</b>

**Crefydd neu Gred / Religion or Belief:**

Cristion / <i>Christian</i>	<b>20% (2)</b>
Dim crefydd / <i>No religion</i>	<b>40% (4)</b>
Anffyddiwr / <i>Atheist</i>	<b>20% (2)</b>
Arall / <i>Other</i>	<b>20% (2) (Pagan, Humanist)</b>

**Anabledd / Disability:**

Oes / Yes	<b>27% (3)</b>
Nac oes / No	<b>73% (8)</b>

**Hunaniaeth Rhywedd / Gender Identity:**

A yw eich hunaniaeth rhyw wedi newid o'r hyn a bennwyd adeg geni? /

*Has your gender identity changed from that assigned at birth?*

Ydyw / Yes	<b>10% (1)</b>
Nac ydyw / No	<b>90% (9)</b>

**Cyfrifoldebau Gofalu / Caring Responsibilities:**

Oes / Yes	<b>40% (4)</b>
Nac oes / No	<b>60% (6)</b>

## Glossary

ALN	Additional Learning Needs
AVOW	Association of Voluntary Organisations <i>Wrexham</i>
BAME	Black, Asian and Minority Ethnic
BAWSO	Black Association of Women Step Out
BCUHB	Betsi Cadwaladr University Health Board
BME	Black and Minority Ethnic
BSL	British Sign Language
CVC	County Voluntary Councils
EHRC	Equality and Human Rights Commission
EIA / EqIA	Equality Impact Assessments
Estyn	Estyn is the education and training inspectorate for Wales; its function is to provide an independent inspection and advice service on quality and standards in education and training provided in Wales
FGM	Female Genital Mutilation
GCSE	<i>General Certificate of Secondary Education</i>
GDPR	General Data Protection Regulations
GP	General Practitioner / Doctor
GRT	Gypsy Roma and Traveller communities
HIA	Health Impact Assessment
LGBT	Initials for <i>lesbian, gay, bisexual, and transgender</i>
NHS	National Health Service
NW	North Wales
NWPSEN	North Wales Public Sector Equality Network
PhD	A PhD is a degree awarded to people who have done advanced research into a particular subject. PhD is an abbreviation for 'Doctor of Philosophy'
PSB	Public Service Board
RSL	Registered Social Landlord
SEN	Special Educational Needs
SMS	Short Message Service
WIA	Wellbeing Impact Assessment