



North Wales Public Sector Equality Network

Stakeholder Engagement Event 7 November 2013 Report

Contents

1	Background to the Event – North Wales Public Sector Network Equality Objectives	Pages 3 - 4
2	Welcome and Opening Address – Steve Bennett, Equality and Human Rights Commission	Page 4
3	Overview of the Day – Paula Walters, Director, The NHS Centre for Equality and Human Rights	Page 4
4	Progress and Key Achievements - Public Sector Equality Network Members	Pages 4 - 8
5	Key Points from Feedback - Paula Walters, Director, The NHS Centre for Equality and Human Rights	Page 9
6	Thanks and Close - Steve Bennett, Equality and Human Rights Commission	Page 10

Appendices

A1	Programme for the Event	Page 11
A2	North Wales Public Sector Equality Network Membership and Contacts	Page 12
A3	Organisations and Bodies in attendance	Page 13
A4	Equality Monitoring	Pages 14 – 15
A5	Feedback from Evaluation Forms	Pages 16 – 17
A6	Feedback from delegates on progress presentations	Pages 18 - 24

1. Background to the Event – North Wales Public Sector Network Equality Objectives

The Equality Act 2010 places a General Duty on listed public bodies which requires them, when carrying out their functions (and on other persons when carrying out public functions) to have due regard to:

- The need to eliminate conduct which the Act prohibits;
- The need to advance equality of opportunity between persons who share a relevant protected characteristic and those who do not; and
- The need to foster good relations between people who share a relevant protected characteristic and people who do not.

In April 2011 the Welsh Assembly Government exercised its powers to introduce Specific Duties and these are set out within the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011. Under these Regulations, all public sector organisations in Wales were required to identify and publish strategic equality objectives by the 2nd April 2012.

North Wales Public Sector Equality Network

Equality leads in all six North Wales Local Authorities, Betsi Cadwaladr University Health Board (BCUHB), Welsh Ambulance Services NHS Trust, Snowdonia National Park Authority, North Wales Police and the Office for the Police and Crime Commissioner North Wales have been working collaboratively under the North Wales Public Sector Equality Network (hereafter referred to as ‘the Network’), to advance the equality agenda and to tackle issues on inequality that cut across the public sector throughout North Wales.

An extensive search of reports and recommendations around inequalities was undertaken by members of this group, in order to examine and explore the detailed data which led to the development of shared objectives in 2012:

- Objective 1: Reduce Health inequalities
- Objective 2: Reduce unequal outcomes in Education
- Objective 3: Reduce inequalities in Employment and Pay
- Objective 4: Reduce inequalities in Personal Safety
- Objective 5: Reduce inequalities in Representation and Voice
- Objective 6: Reduce inequalities in Access to information, services, buildings and the environment

In September 2011 an Engagement Event was held which provided the further information necessary to set Regional Equality Objectives for North Wales Public Sector organisations. Each of the organisations put actions in place to address the key issues identified in their respective organisations.

The Network fully subscribe to the philosophy of “Nothing about us without us”, and believe it is vital to involve and engage a range of stakeholders across North Wales, including those who represent people from each of the protected characteristics, to ensure that the Network continue to tackle the issues which are relevant in North Wales today. This event was part of the ongoing commitment to engagement and aimed to provide both

an update on progress thus far and the opportunity to discuss how best to continue to address the issues identified as important.

2. Welcome and Opening Address

Steve Bennett from the Equality & Human Rights Commission opened the event and welcomed all stakeholders, members of the public, third sector organisations and public sector colleagues. Steve said he was very pleased to have been invited to open the session and support the event. He spoke about the importance of inclusive engagement, the North Wales Public Sector Equality Network, and how today's event provided the opportunity to build upon the North Wales wider public sector engagement work undertaken previously which informed the development of the Network's equality objectives and individual organisations' Strategic Equality Plans in 2011. Steve encouraged all stakeholders to get involved today and share their thoughts and ideas.

3. Overview of the day

Paula Walters from the National Health Service Centre for Equality & Human Rights introduced herself and outlined her role as Chair for the day. Paula said she was delighted to have been invited to North Wales to host the event and was interested in particular to listen to the views of representatives from the third sector. Paula identified the good practice guides as a very positive example of partnership working by the group and encouraged attendees to forward comments during the consultation period and share the progress of key messages with colleagues in the rest of Wales. Paula reiterated the purpose of the day and actively encouraged all attendees to share their thoughts and experiences.

4. Progress and Key Achievements

Members of the Network provided a brief update in relation to each equality objective.

➤ **Objective 1 : Reduce Health inequalities**

All organisations have worked to embed the equality objectives within core business planning processes to sustain this work. Equality Impact Assessment scrutiny at Board and Committee meetings has been strengthened and a strong commitment has been made to raising awareness of the duties via staff training. Over 4,000 staff at the Betsi Cadwaladr University Health Board have now completed their equality & human rights e-learning package.

A significant amount of stakeholder engagement has taken place to inform the service review, 'Healthcare in North Wales is Changing'. The Equality Impact Assessment Scrutiny group was formed to oversee this work and the assessments are published on the Betsi

Cadwaladr University Health Board website
(<http://www.wales.nhs.uk/sitesplus/861/page/58093>)

The Health Board has been working with the British Institute of Human Rights to develop a Human Rights in Healthcare toolkit for ward managers which has recently been launched.

Implementing the All Wales Standards for Accessible Information and Communication for People with Sensory Loss is an organisational priority in health and Welsh Ambulance have been commended for the production of a pre hospital communication guide developed to improve communication with service users. The Health Board and Ambulance Trust are working on projects to improve services for patients with learning difficulties. Work is also underway between health and local authority partners to develop an action plan to meet the Standards for Improving the Health & Wellbeing of Homeless People and Specific Vulnerable groups.

➤ **Objective 2: Reduce unequal outcomes in Education**

All the North Wales Councils have been training and supporting schools on the requirements of the Equality Act 2010 and the Welsh Government's anti-bullying guidance "Respecting Others". Different approaches have been used. For example:

- Flintshire County Council held a conference that included young people as well as teachers – "Respect Fest" looked at addressing all forms of bullying, including identity-based bullying.
- Gwynedd and Anglesey Councils offer a counselling service for young people in all secondary schools. A team of highly trained counsellors is available to offer help with a wide range of emotional problems or issues facing children and young people.
- A 'cashless' school meals system has been introduced by the Isle of Anglesey County Council. It was found that the take-up of free school meals in Anglesey was below expected levels and declining. One of the factors behind this was the stigma attached to claiming free school meals, especially in secondary schools. A 'cashless' system has now been introduced in all 5 secondary schools on Anglesey. This system removes the stigma by making it impossible to distinguish between those who pay for their meals and those who do not. Overall, the initiative has been successful and work is continuing.

All North Wales Councils are working towards reducing gaps in attainment levels. For example, Conwy County Borough Council has been working with Careers Wales to reduce the gap between boys and girls in pursuing higher education opportunities. Career planning advice is provided for post-GCSE pupils and a protocol has been developed to improve access to formal and informal education and enable more "looked after" children to enter further education, training and employment.

To promote lifelong learning, Festivals of Learning have been hosted to mark Adult Learners Week. This is funded by Welsh Government and the National Institute IACE (Dysgu Cymru) and events have been held across Wales since 2008. It is estimated that around 20,000 people across Wales try something new as a result of these festivals, which have been held during May in the past but will take place in June in 2014.

➤ **Objective 3: Reduce inequalities in Employment and Pay**

The Network presented an overview of the combined workforce employed by member organisations for the first time. A snap shot was given from March 2012 which showed that together we employ just over 50,000 employees, of whom 27% are male and 73% are female. Just under 2% of employees have declared that they have a disability and just under 2% of employees have declared that they are of black, minority ethnic origin.

Also presented for the first time was an overview of the number of people applying for jobs in our organisations. For the period 1.4.2011 to 31.3.2012, collectively we attracted nearly 55,000 applicants, 36% were male and 64% were female. 3% of applicants declared that they had a disability and 14% declared that they were of black minority ethnic origin. The Network will review what this data tells us about employment and recruitment for the majority of public sector organisations across North Wales to determine whether there are joint activities we can undertake to positively influence this data.

The Network shared with attendees some of their key successes in relation to our joint Employment and Pay objectives.

All member organisations are involved in taking steps to improve employment equality data. The employment figures quoted above give an indication of the number of people that can be affected and/or influenced by employment policies and initiatives that our organisations introduce.

All member organisations are involved in delivering equality training for employees and a number are also involved in delivering specific mental health training, and have introduced Domestic Abuse policies, which we anticipate will reach far wider than our combined 50,000 strong workforce.

Flintshire County Council, Betsi Cadwaladr University Health Board, The Welsh Ambulance Service and North Wales Police are part of the Stonewall Diversity Champions programme, other network members have started to look at this programme, and are continuing to support established employee networks. Organisations including BCUHB, Welsh Ambulance Service NHS Trust, North Wales Police and Flintshire have established networks with a specific focus on women, disabled employees and lesbian, gay, bisexual and transgender employees.

In addition, targeted career events have been held for emergency services and initiatives are in place in local authorities to improve the skills, qualifications and employability of vulnerable groups across North Wales.

➤ **Objective 4: Reduce inequalities in Personal Safety**

Network members spoke about a range of initiatives taking place to increase hate crime reporting. The importance of engaging with communities to build trust and encourage reporting was highlighted. Partnership working across all member organisations is key.

The North Wales Public Sector Equality Network have provided a collaborative response to the recent working group consultation on the Hate Crime Framework for Wales. This will be a key document to guide future actions.

All member organisations have been involved in the development of domestic abuse policies. The Multi Agency Risk Assessment Conference (MARAC) process has been improved and access to information also improved.

➤ **Objective 5: Reduce inequalities in Representation and Voice**

The North Wales Public Sector Equality Network have worked together to produce a guide – “How to Get Involved in Decision Making Bodies.” This lists all the decision making bodies that exist within each public body where individuals can become members, such as becoming a school governor, or a member of the Health Board Equality Stakeholder Group. This Guide will be published on websites and circulated to local groups.

- The Network has facilitated joint events, to engage and consult with local groups representing people with protected characteristics. The last joint event was held in November 2011 to seek feedback on the proposed regional equality objectives. Individual member organisations have also been making progress towards meeting these objectives. A range of examples were referred to in the presentation.
- Gwynedd Council analysed community profiles to identify gaps in representation from protected groups.
- Several member organisations have established specific equality forums to improve engagement and to ensure greater involvement in equality impact assessments.
- The Isle of Anglesey County Council promoted awareness of local democracy prior to the local elections – the outcome was a broader demographic profile of election candidates and ultimately an increase in the number of female councilors.

➤ **Objective 6: Reduce inequalities in Access to information, services, buildings and the environment**

The North Wales Public Sector Equality Network have worked together to produce a guide – “How to Arrange Accessible Events.” The guidance highlights a number of key points for event organisers to consider that will provide an ‘inclusive environment and inclusion for all’.

Different barriers to services had been identified which include how we communicate with our service users and residents, the provision of equality training for employees and physical access to facilities that includes buildings, public transport and open spaces, for example the countryside.

Communication - Betsi Cadwaladar University Health Board (BCUHB) have worked with the North Wales Deaf Association (NWDA) to develop a card for use by people with hearing impairments. A toolkit has also been developed to enable better access to services for people with learning disabilities in acute wards.

Denbighshire’s accessible countryside website and Out and About brochure provides information on accessible walks for disabled people.

Training - Conwy County Borough Council have delivered training to planning staff on the content of design and access statements and understanding of inclusive design and issues affecting disabled people.

Physical Access - After engaging with local disability groups and residents, Denbighshire Council now have an action plan to increase the number and identify the areas needing dropped kerbs throughout the County.

Flintshire County Council has re-introduced a part time Access Officer to address access issues at council offices. The post is one of only few in North Wales.

Snowdonia National Park Authority continues to develop accessible paths across the park. Two of the recent projects has been the completion of Lôn Gwyrfai – from Rhyd Ddu to Beddgelert, which is now accessible to all terrain scooters; and work has also been completed on upgrading the Dol Idris accessible path.

Some local authorities are undertaking assessments to identify where hearing loops systems are available at front facing services e.g. one stop shops, libraries, reception areas.

Additional positive actions can be found in each network members’ Strategic Equality Plan or action plan.

5. Key Points from Feedback

A facilitated discussion took place around each table and a full list of all the feedback received can be found in Appendix 6, however the main points captured include:-

Objective	Key point feedback
1. Health	<ul style="list-style-type: none"> ➤ Listening to patients involving carers and families in care planning – better understanding of individual needs (Betsi Cadwaladr University Health Board and Social Care) ➤ Better sign-posting to GPs and more information on the primary care system for people new to the UK ➤ Congratulations to Welsh Ambulance Service NHS Trust on their communication guide recognising good practice
2. Education	<ul style="list-style-type: none"> ➤ Importance of the United Nations Convention on the Rights of Disabled People (fundamental guarantee of basic rights) – important to be referred to in all areas of equality work ➤ Don't forget the needs of children educated by Councils but not in school buildings ➤ Importance of Easy Read on training materials (including training application forms) ➤ Positive improvements in adaptations to school buildings but much more still to be done in North Wales
3. Employment & Pay	<ul style="list-style-type: none"> ➤ Increase confidence of individuals completing monitoring forms to improve quality of monitoring data ➤ Review employment statistics and look at trends between protected groups and job categories ➤ Improve accessibility of employment forms e.g. easy read application forms and job evaluation documentation, accuracy of job descriptions ➤ Develop role of Trade Union Equality Champions
4. Personal Safety	<ul style="list-style-type: none"> ➤ Access to Domestic Abuse Services (language / ethnicity) ➤ Concentrate on social media hate crime ➤ Look at wheelchair accessible safe houses
5. Representation & Voice	<ul style="list-style-type: none"> ➤ Publish guidance in different ways and develop confidence to get people involved in decision-making bodies (make links with communities voice) ➤ Involve people in a wide range of groups – not just specific to their protected groups ➤ Provide clear information about what will be involved if individuals join a particular decision-making body
6. Access	<ul style="list-style-type: none"> ➤ Front line staff need disability equality training ➤ Public documents to adopt good design guidance and plain language ➤ Access to services is difficult in rural areas (particularly on-line) ➤ Publicise and promote when you have made improvements to services

6. Thanks and Close

Steve Bennett thanked all who had attended and their valuable contributions. He said he had heard positive feedback during the event and looked forward to seeing how key messages from today inform the future work of the Network.

Next Steps

The North Wales Public Sector Equality Network members will continue to work together to engage with stakeholders and will hold joint events as and when resources allow. In the meantime individual organisations will continue to engage locally via a range of activities. Please view Network members' websites or contact the relevant member directly for more information.



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



Digwyddiad Ymgysylltu gyda Rhanddeiliaid / Stakeholder Engagement Event

Canolfan Fusnes Conwy / Conwy Business Centre

7 Tachwedd / November 2013

A1 RHAGLEN / PROGRAMME

Cofrestru a lluniaeth	10.00 a.m.	Registration and refreshments
Croeso ac anerchiad agoriadol <i>Steve Bennett</i> <i>Comisiwn Cydraddoldeb a Hawliau Dynol</i>	10.30 a.m.	Welcome and opening address <i>Steve Bennett</i> <i>Equality and Human Rights Commission</i>
Trosolwg o'r rhaglen ar gyfer y diwrnod Cyflwyniad i ymarfer Amcanion Cydraddoldeb <i>Canolfan y GIG ar gyfer Cydraddoldeb a Hawliau Dynol</i>	10.40 a.m.	Overview of programme for the day Introduction to Equality Objectives exercise <i>Paula Walters</i> <i>NHS Centre for Equality and Human Rights</i>
Cyflwyno adborth ar gynnydd a chyraeddiadau (ar y cyd a sefydliadol) gan gynnwys storïau arfer da <i>Aelodau'r Rhwydwaith Cydraddoldeb Sector Gyhoeddus</i>	10.50 a.m.	Present feedback on progress and achievements (joint and organisational) including good practice stories <i>Public Sector Equality Network Members</i>
Adborth a thrafodaeth o amgylch y bwrdd - yr hyn yr ydym wedi ei wneud yn dda, beth y gallem ei wneud yn well, y materion sydd angen mynd i'r afael arnynt?	11.30 a.m.	Feedback and discussion around the table – what we have done well, what could we do better, what issues need addressing?
Cinio	12:45 a.m.	Lunch
Cyfle i rwydweithio a thrafodaethau unigol	1:30 p.m.	Opportunity for networking and individual discussions
Adborth o'r pwyntiau allweddol <i>Paula Walters</i>	2:30 p.m.	Key points feedback <i>Paula Walters</i>

A2. North Wales Public Sector Equality Network Membership and Contacts

Organisation	Names	Contact	Website
Betsi Cadwaladr University Health Board	Sally Thomas Mike Townson	Sally.thomas4@wales.nhs.uk mike.townson@wales.nhs.uk	www.bcu.wales.nhs.uk
North Wales Police	Greg George	greg.george@nthwales.pnn.police.uk	www.north-wales.police.uk
Office of the Police and Crime Commissioner North Wales	Elizabeth Ward	elizabeth.ward@nthwales.pnn.police.uk	www.northwales-pcc.gov.uk
Welsh Ambulance Services NHS Trust	Kay Myatt	Kay.Myatt@wales.nhs.uk	www.was-tr.wales.nhs.uk
Snowdonia National Park Authority	Bethan Wyn Hughes	Bethan.Hughes@eryri-npa.gov.uk	www.eryri-npa.gov.uk
Isle of Anglesey County Council	Carol Wyn Owen Rhian W Hughes	CarolWynOwen@anglesey.gov.uk RhianWHughes@anglesey.gov.uk	www.anglesey.gov.uk
Conwy County Borough Council	Tracey Pardoe Gail Radcliffe	tracey.pardoe@conwy.gov.uk gail.radcliffe@conwy.gov.uk	www.conwy.gov.uk
Denbighshire County Council	Karen Beattie	karen.beattie@denbighshire.gov.uk	www.denbighshire.gov.uk
Flintshire County Council	Fiona Mocko	fiona.mocko@flintshire.gov.uk Stephanie_aldridge@flintshire.gov.uk	www.flintshire.gov.uk
Gwynedd Council	Ruth Richards	RuthRichards@gwynedd.gov.uk Garethroberts3@gwynedd.gov.uk	www.gwynedd.gov.uk
Wrexham County Borough Council	Gillian Grainger	gillian.grainger@wrexham.gov.uk	www.wrexham.gov.uk
Coleg Cambria	Elane Roberts	EMR@yale-wrexham.ac.uk	www.cambria.ac.uk

A3. Consultation Event: Delegate List

1. North Wales Police
2. NEWSA Ltd
3. North Wales Police Independent Advisory Group
4. Conwy Voluntary Services Council
5. North Wales Advice and Advocacy Association
6. North Wales Regional Equality Network
7. Viva LGBT Youth Services
8. Citizens Advice Bureau Conwy
9. Sylfaen Cymunedol Cyf
10. Conwy Access Group
11. Terrance Higgins Trust
12. Coleg Menai
13. Victim Support
14. Disability Wales
15. Arfon Access Group
16. Gingerbread
17. NHS Centre for Equality and Human Rights
18. Equality and Human Rights Commission

A4. Equality Monitoring

Number of forms completed: 11

Age Group:

21 – 45	36%
46 – 65	55%
66 – 74	9%

Sex:

Female	40%
Male	60%

Gender Identity:

Do you consider yourself to be transgendered?

No	100%
----	------

National Identity:

Welsh	50%
English	17%
British	25%
Polish	8%

Preferred Language:

	Spoken	Written
Welsh	20%	11%
English	70%	89%
Other	10%	

Disability:

Yes	30%
No	70%

Ethnic Group:

Welsh	46%
English	9%
British	36%
Other:	9%

Religion or Belief:

Christian	45%
Other	10%
None	45%

Sexual Orientation:

Heterosexual	70%
Gay Man	10%
Gay Women/Lesbian	10%
Prefer not to say	10%

Caring Responsibilities:

Yes	50%
No	50%

Marital Status:

Married	40%
Single	20%
Divorced	10%
Co-habiting	30%

Note: For simplicity, the above represents the proportions of people where positive responses were given on the questionnaire and excludes groups where there was a zero response.

A5. Feedback from Evaluation Forms

Number of forms completed: **11**

Venue - Facilities

Excellent	73%
Good	27%
Satisfactory	0%
Not satisfactory	0%
Poor	0%

Location

Excellent	55%
Good	36%
Satisfactory	9%
Not satisfactory	0%
Poor	0%

Achieving Purpose - Objectives

Excellent	36%
Good	55%
Satisfactory	9%
Not satisfactory	0%
Poor	0%

Catering

Excellent	46%
Good	36%
Satisfactory	18%
Not satisfactory	0%
Poor	0%

Do you value engagement with the North Wales Public Sector Equality Network?

Yes	100%
No	0%

How often do you think this engagement should take place?

Every 6 Months	64%
Annually	27%
Other	9%

Is a central venue best or should the events be held in different areas across North Wales?

Central	55%
Different Areas	18%
No opinion	27%

What would you like the agenda for future Network meetings or events to include?

Good practices, lessons learnt, impact of work
More updates on progress, feedback etc.
Progress, awareness of different cultures
Review of strategic equality objectives
Presentations from service users
Reference to a wider section of the community including age groups
Speaker from Welsh Government
Voluntary Services across North Wales

Any further comments or suggestions

The strength of this event is the diversity of attendees and the knowledge and experience of such a varied audience
Would have been better to have more time to talk to each person / facilitator and less time for lunch
I am surprised CPS were not here as a public service body
More attention to issues of auditory impairment (background noise)
Encourage speakers to stand when addressing the gathering

A6. Feedback from delegates on progress presentations

The following bullet points represent the feedback provided by delegates in response to the presentations both via round-table discussions and information posted on flip charts throughout the day.

Objective 1: Reduce Health Inequalities

- Listening to patients and involving carers in their care
- Better communication with carers and family to understand individual needs
- Engagement in care plans for older people – how are family included?
- Better sign-posting on how to register with GP's for migrant workers
- Migrant workers worry about paying for health/medicines as there is no information for them. UK systems are very different to where migrants come from
- Information for migrant workers needs to be more readily available and in plain English as well as a range of alternative languages
- Congratulations to the Welsh Ambulance NHS Trust for their communication guide and easy read documents – test with people with learning difficulties and wider service users?
- Single parents – concern if child admitted to hospital, other children have to go too – costs associated with getting home from hospital during night when other (public) transport not available and other child care issues
- NHS needs to see carers as an integral part of vulnerable patients' health team, especially when discharging from hospital. Suggest discharge should be seen as a change of nursing shift/handover – would ensure home carers are made aware of the status of the patient with regard to medicines, hydration etc
- How are Public Health involved/helping Betsi Cadwaladr University Health Board to meet the socio-economic duty?
- How is Public Health activity meeting and targeting specific needs in relation to the protected characteristics?
- What support is there for staff who have English as a second language? Can Betsi Cadwaladr University Health Board (and others?) sign-post staff to courses at Coleg Menai?
- Strategic Equality Plan documents should make reference to the United Nations Convention on the Rights of Disabled People – fundamental guarantee of basic rights
- Medical appointments systems in North Wales - unable to book next appointment when leaving clinic
- Need to address delays in GP referrals – takes too long for GP letter to reach consultant
- Meeting the needs of Lesbian, Gay and Bisexual patients by using gender-neutral language and challenging stereotypical views (“presumed heterosexuality”)
- Lack of confidence in system for raising a concern – “not worth raising as nothing happens anyway”
- Social model language must be used throughout the Strategic Equality Plan document
- What help is available/given to people who become disabled or develop a chronic condition to help them cope? Need to develop better sign-posting to support/help groups and organisations

- Use of hospital passports for people with learning difficulties?
- Are “Clos-o-mat” toilets installed on wards for older people?
- Why are children with high IQ denied access to specialist children’s services?
- Wheelchair service response times are inadequate
- Co-production (e.g. of guidance etc) involving disabled services users is improving
- It was acknowledged that there is a lack of good quality, disaggregated information about Health Inequalities, however despite this, there is a growing number of examples of targeted interventions
- There remain problems with ensuring all people with Learning Disabilities are provided with an annual health check (as per “Closing the Gap” report)
- Patients experience difficulties in understanding health professionals whose first language is not English
- Why are people not allowed to use their own wheelchairs when attending hospital?
- Older people who have capacity are not involved in their own care plans

Objective 2: Reduce Unequal Outcomes in Education

- Importance of the United Nations Convention on the Rights of Persons with Disabilities across all areas of equality work – as important in Education as the UN Convention on the Rights of the Child, Equality Act 2010 etc
- Importance of providing education in/raising awareness of the Social Model of Disability and Independent Living
- Value of drama in communicating the realities of disability – e.g. “Real Human Being” (ref. Disability Wales website: www.disabilitywales.org)
- Make use of DVDs to raise awareness of disabled people as to what constitutes bullying
- Everyone needs to take responsibility in dealing with bullying – do not pass problems on but work together in a positive way
- Importance of ensuring that children and young people are able to access counselling services outside schools
- Peer counselling – some successful examples of this in Scotland
- Positive improvements in adaptations to school buildings for disabled access
- Much more still to be done to make schools accessible across North Wales – need to adapt schools within the locality, not designated schools
- Importance of ensuring that suitable transport is available to enable disabled people to take full part in work placements etc
- Importance of Easy Read – training application forms etc
- Need to ensure that suitable specialist equipment is available so that disabled people may complete courses (e.g. IT)
- Need to increase the provision of e-learning opportunities
- Do not forget the needs of children educated by councils but not in school buildings (all the good examples of improvement do not apply to this group)
- Gifted children with special needs do not receive adequate support – need to maximise their potential
- LGBT Youth Services have been working with schools in Denbighshire – can this be extended to other counties?
- How do we meet adult education needs in a time of financial constraints?
- English as an Additional Language – not much known about the schools provision in Anglesey

- Anglesey's 'Cashless' school meals system should be rolled out across North Wales
- Sex education should be brought in at an earlier stage – need a more generalised personal understanding that people are different
- More needs to be done to raise awareness of HIV
- Need better links between the Education Service and the University

General

- Need to get positive news out to the public and raise the profile of the Network
- Strategic Equality Plan documents should refer to the United Nations Convention on the Rights of Persons with Disabilities – fundamental guarantee of basic rights

Objective 3: Reduce Inequalities in Employment & Pay

- Carers are not covered by the Equality Act but may need sudden time off or unplanned flexi hours
- It would be useful to see statistics around job retention
- Strategic Equality Plan documents should refer to the UN Convention on the Rights of Disabled People – fundamental guarantee of basic rights
- Accurate job descriptions are important particularly around level of travel and 'good' communication skills is off putting
- Importance of providing Disability Equality Training – including awareness of the Social Model of Disability and Independent Living for staff

Feedback Comments

- Suggestion of easy read application forms and easy read guidance for staff to complete job evaluation forms
- Increase confidence in the system and more people may declare more equality information
- Changing the culture of the organisation is important to increasing confidence
- Staff training is important in regard to disability and including the Social Model of Disability and Independent Living
- Visual impairment training is different to disability equality training
- How many disabled people are retained in employment?
- This is useful data can you break it down further?
- Need to have routes for people to move from lower grades into professional roles
- Stonewall leaflet 'What's it got to do with you?' could help to raise awareness with staff
- Need to encourage more people to declare equality information
- There is low data in some of the protected characteristics
- The data needs to be more representative of the community
- There is a difference between the private and public sector towards employing disabled people
- The new Registered Social Landlord Equality Partnership is publishing regional data that covers North Wales

- In regard to the recruitment data it would be good to have a breakdown of the types of roles and who is applying for what?
- Further analysis would be useful to look at trends between different groups
- The expectation of salary versus job satisfaction has changed and the workforce profile may start to change
- Perceptions of individuals of different roles is important - understanding what the role entails and what this means to the individual, to be able to change perceptions
- There is an opportunity to develop trade union representatives and there is an expectation that Local Authorities support equality representatives
- People are suspicious of giving information about themselves
- Is equality training being undertaken and is there equality training for elected members?
- There is an issue in regard to migrant workers exploitation and there is a need to work to prevent this

General

- Care Plans should be based on individual need
- Need to understand people's mental and philosophical needs. It is not always transmitted to practical understanding
- There is a difference between client 'needs' and 'wants' and meeting client wants can help to enhance their well-being

Objective 4: Reduce Inequalities in Personal Safety

- Ask for feedback from those who have reported, would they do so again? If not, why not?
- Strategic Equality Plan documents should refer to UN Convention on the Rights of Disabled People – fundamental guarantee of basic rights
- Availability of wheelchair accessible safe houses/refugees
- Safe Places – Develop network of stakeholders/public providers (e.g. pubs/shops, etc.) for people experiencing Hate Crime in public places.
- Youth Education
- Social Media, facebook etc.
- Male domestic abuse
- Abolition of use of word "the" as a prefix to reference to elderly people

Objective 5: Reduce Inequalities in Representation & Voice

- Inclusion of people with learning disabilities in Decision Making bodies
- Myth buster for people with learning disabilities as they may not have the capacity to express themselves easily
- People in Protected groups are only invited to consult on Policies, Strategies and service which relate to them, should be more inclusive in all services.
- Getting in at an early stage in consultation and co-production to ensure things are fit for purpose
- Consultation with older people is not prominent within groups. Elderly people should be consulted with in regard to services that they may require

- Assumption made to often on elderly people that they are unable to understand care packages for them
- Make sure it is relevant to all people from the protective characteristics
- More involvement in the Community Voice events
- The getting involve in decision making bodies is useful but there should also be a document on getting support to help people get to level where they feel they can get involved
- Ensuring the Decision Making document is promoted in a number of different environments
- Add picture to the document to make it attractive to younger people and easy for people with learning disabilities to understand
- Getting Councillors to answer letters in an acceptable time frame
- Ensuring that invitations for consultation events is done in good time more than just a few weeks so a representative does not have to fill in
- Help with expenses to attend events and the demands on volunteers, Councillors and School Governors.
- More Clarity on what is required of a volunteer (as a school governor etc) to ensure that they can make an informed decision and that they have the skills to take into account what they can contribute
- Getting involved in decision making bodies' document very useful for English as Second Language students at the colleges
- Briefing sheet should go in layman's terms to let people know that the document is available
- Breaking down barriers to get people involved in groups. Look at picture we use in documents. Look at different ways in promoting the services / group. Most groups are directed at age and disability
- We should be promoting the good practice that we have achieved
- Lack of grant money available to Local/ Public bodies
- Appropriate contact details to speak to people to help develop services
- Feedback to the public on what the consultation was about and what was the feedback from the attendees at the consultation
- Look at having an "expert" voice available at scrutiny committees – member of the public
- Unless people belong to a particular political party they are unsure where to go to find information on how to get elected
- The level of paperwork that is involved when being involved with any decision making body
- Disability equality training – the provision of it and ensuring that the social model is used and not the medical model
- Focus to be made to engage with younger disabled people
- Strategic Equality Plan documents should refer to UN Convention on the Rights of Disabled People. Peoples fundamental guarantee of basic rights

Objective 6: Reduce Inequalities in Access to Information, Services, Buildings and the Environment

1. Communication

- Press Release needed to inform public of improvements you make
- Ensure that front line staff are trained in how we use services such as language line and thebigword
- Tailor information to a certain audience
- Can we do the same as Merseyside Police who provide a leaflet for people with learning difficulties on what to do if you are arrested (good practice)
- None of your Strategic Equality Plan documents refer to the UN convention on the rights of disabled people which is (should be) a fundamental guarantee of the most basic rights.
- Page number on Strategic Equality Plans
- Reduce use of jargon
- Correspondence standards see RNIB guidance. Communication strategies to reflect the needs of all
- Rural areas need to improve internet access
- Booking form – offer alternative options to hearing loops. Been able to sit at the front helps better than using a hearing loop
- Not everyone is IT literate
- Not everyone can access the internet
- Learning difficulties need information in visual format
- All public documents must use the 'see it right', guidance
- Default format for public documents should now be Word
- Promote and train staff on how to use the bigword and language line
- Some of the Strategic Equality Plans suggest that non-devolved public bodies are not subject to the public section duties
- Don't use PDF
- Equality Impact assessment, concerns at what expertise the people have to understand the decisions made
- Need for a quality assurance group and liaising with the voluntary sector on Equality Impact Assessments
- Equality Impact Assessments to show how care is delivered in rural areas
- Provide audio facilities on our websites
- Include British Sign Language on audio facilities
- Information needed in plain English
- Use language signposts in documents
- Provide access information on-line e.g. leisure centres, entertainment places
- Poor consultation re Colwyn Bay development, Rhyl Regeneration
- No one checking information in Design and Access Statements accepting this will be 'DDA Compliant' with no information to back it.
- What training do staff get on legislation?

2. Physical Access

- Rural areas people need additional support e.g. transport and care
- Working in partnership beneficial cost, coverage
- Adopt Model of good practice, access officers, access groups, disability equality forum, local experts needed.
- Enforcement of blue badge parking bays (correct use needs to be enforced)
- Need for free blue badge parking across the North. Disabled people are poorer. Where are the Equality Impact Assessments? (Denbighshire)
- For staff to genuinely construct Equality Impact Assessments they must, as a minimum have had Disability Equality Training and involve people with protected characteristic. Data collection
- Parking bays – harassment of people using them with hidden impairments
- Not enough disabled parking.
- Economic impact of discrimination against disabled people e.g. no accessible buildings = won't come again
- Rural areas difficult to access service users without a car. Social services to use pool cars to gain access rather than refuse to provide support because too rural
- Park (Flint) need to remove barriers to access for disabled people, inappropriate gates put in place (locks that disabled people cannot open)
- Provision of changing places facilities in public toilets
- Flexible times for accessing services
- BCU car a good idea
- Hearing loop not appropriate to use for all
- Dropped kerbs, Conwy well done
- Colwyn bay development , poor standards, poor consultation, shifting the blame
- Awareness needed of other cultures and religion in access recommendations e.g. prayer rooms, washing facilities
- Accessible public WC's needed. 20p unacceptable, opens after short time, where are the Equality Impact Assessments. New WC's not meeting the needs of disabled people
- WC design need to meets need and need to be open more
- Rural areas, single parents, older people, how do they get to services with limited bus provision
- Too many plans approved that don't meet disabled person need. More enforcement needed
- Bus driver training
- What real difference do equality champions make, what training do they have?
- What is the criteria needed to become a champion?
- Countryside gates, RADAR keys not good practice
- Poor consultation with disabled people on train station improvements (telling us what they are doing)
- Stop using double decker buses along the coast, not inclusive