

Rhwydwaith Cydraddoldeb Sector Cyhoeddus Gogledd Cymru

North Wales Public Sector Equality Network



Stakeholder Engagement Event 2nd October 2015 Report



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



Cwmni Admlyddia Cymunedol
Cymru
Wales
Community Rehabilitation Company



Prifysgol
Glyndŵr
Wrecsam
Wrexham
Glyndŵr
University

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

Members of the North Wales Public Sector Equality Network (NWPSSEN) are in the process of reviewing and updating their organisations' Strategic Equality Plans and Equality Objectives in accordance with the requirements of the Public Sector Equality Duty, and the specific equality duties applicable to listed bodies in Wales. The original objectives developed in 2011/12 were largely based upon evidence of inequality published in the Equality & Human Rights Commission report "How Fair Is Wales?" and our anecdotal evidence and information from published reports indicated that most, if not all, of these objectives are still relevant today.

We now need to listen to what our stakeholders from a range of backgrounds and organisations are telling us about our priorities for the next four years; so we invited a broad range of interested people to come and talk to us at an event at Conwy Business Centre on 2nd October 2015. We were delighted with the response and a list of the organisations that were represented at the event is contained in Appendix 3. This report seeks to capture and describe what people told us at this event, and how this will be used by member organisations to inform the development of equality objectives and strategic equality plans across North Wales

2. Welcome and Opening Address – Mike Townson, Chair NWPSSEN

Mike Townson welcomed delegates to the event and thanked everyone for giving their time on behalf of NWPSSEN members.

He added how pleased we were that Kate Bennett, National Director EHRC Wales, had accepted our invitation to be our guest speaker and provide a keynote address to delegates.

3. Keynote address – Kate Bennett, National Director, EHRC Wales

Kate provided a summary of the key challenges identified through the EHRC research designed to update the "How Fair Is Britain/Wales?" reports published in 2011.

4. Overview of the day – Tracey Pardoe, Conwy County Borough Council

Tracey Pardoe described how the rest of the day was to be devoted to round-table discussions which, for each of the six equality objectives subject areas, would ask three questions:-

- (a) Are the equality objectives we developed in 2011/12 still relevant today?

(b) If they are still relevant, do they need updating or changing?

(c) If they are no longer relevant, why?

Delegates were invited to speak to each of the six subject leads who would move 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. **Key Points From Feedback – Tracey Pardoe, Conwy County Borough Council**

Following the conclusion of the table discussions, NWPSen members brought together a number of the key messages that delegates had described during the day, including those posted on flipcharts. Tracey Pardoe provided a summary of the key points as follows:-

Health:

- Need for a person centred, Human Rights based approach to address the whole person's needs
- Homelessness and vulnerable adults mostly share health inequalities
- Work around mental health (recognising cultural and communication needs)
- More collaboration needed between public bodies in preventative health
- Improved communications for BSL

Education:

- Improve the quality assurance role of Estyn
- Anti-Bullying actions to include cyber bullying
- Improve support for pupils with disabilities, eg BSL
- Educate staff and pupils on LGBT awareness
- Improve inter-agency communications
- Recognise the needs of those who are victims of domestic abuse

Employment:

- Address issues arising from introduction of fees for employment tribunals
- Improve how sensitive data on staff is held, in particular status of trans people
- Offer more than one way to apply for jobs - not just Digital Application Forms
- Positive action measures needed to help support/retain protected groups
- Promote knowledge of Access to Work
- Improve equality awareness for staff and management
- Work with young people to promote benefits of getting into employment

- Spread Basic Skills training – open up evening classes for staff

Personal Safety:

- Cyber and Social Media Crime
- Need for BSL trained staff
- Restorative justice
- Domestic abuse and hate crime
- Age should be recognised and recorded as a hate crime

Power and Voice:

- Domestic arrangements of meetings (time/location/transport/access)
- Concern it doesn't become "Tokenism"
- Disabled access to politics is poor – lack of support
- Better (more informed) use of technology
- Advertising/Publicity/Communications key
- Go out to groups rather than expect them to come to you
- 360 degree mentoring would be helpful

Access to Information, Services and Buildings/Environment:

Information

- Single Point of Contact
- Digital inclusion – not for everyone - some still need paper documents
- BSL information on public sector websites
- Easy read and other accessible formats should be available
- Bilingualism – Welsh and English should be side by side

Services

- Importance of EqIA – they work when done properly, engaging communities
- Seems to be a general lack of awareness of how to engage
- Need to understand the cumulative impact of changes to public services
- Services should be designed by users, not service deliverers
- Rurality – lack of good public transport makes accessing services difficult

Buildings/Environment

- Equality training for Planners needs improvement
- Inclusive design principals should be adopted across North Wales
- Improved public toilets, seating, warm places to meet
- Repair pavements
- Ban "A" Boards on High Streets

6. Thanks and closing remarks – Mike Townson, Chair NWPSSEN

Mike Townson started his wrapping up by thanking all those involved in the organisation of the event; he expressed a vote of thanks on behalf of both delegates and member organisations to Kate Bennett for her informative address and for taking the time to stay at the event and contribute to the table discussions. Finally, Mike thanked delegates for giving their time to engage with representatives of member organisations at this event. Their feedback will be invaluable in helping inform the development of strategic equality plans and objectives for the four years ahead. A vote of thanks was also made to Welsh Language and BSL interpreters who had been working all day to provide translation services.



Digwyddiad Ymgysylltu gyda Rhanddeiliaid / Stakeholder Engagement Event

Canolfan Fusnes Conwy - 2 Hydref 2015 / Conwy Business Centre – 2 October 2016

RHAGLEN / PROGRAMME

Cofrestru a lluniaeth	10.00 a.m.	Registration and refreshments
Croeso ac anerchiad agoriadol Mike Townson, Cadeirydd Rhwydwaith Cydraddoldeb Sector Gyhoeddus Gogledd Cymru	10.30 a.m.	Welcome and opening address Mike Townson, Chair North Wales Public Sector Equality Network
Kate Bennett Cyfarwyddwr, Comisiwn Cydraddoldeb a Hawliau Dynol Cymru	10.45 a.m.	Kate Bennett Director, Equality and Human Rights Commission Wales
Trosolwg o'r rhaglen ar gyfer y diwrnod Cyflwyniad i ymarfer Amcanion Cydraddoldeb Tracey Pardoe Rhwydwaith Cydraddoldeb Sector Gyhoeddus Gogledd Cymru	11.40 a.m.	Overview of programme for the day Introduction to Equality Objectives exercise Tracey Pardoe North Wales Public Sector Equality Network
Adborth a thrafodaeth o amgylch y bwrdd (x2) <ul style="list-style-type: none">• A yw amcanion yn dal i fod yn flaenoriaeth?• Os ydynt, a oes angen eu diweddarau?• Os nad ydynt, esboniwch• A oes unrhyw amcanion ar goll?	11.45 a.m.	Feedback and discussion around the table (x2) <ul style="list-style-type: none">• Are objectives still a priority?• If yes, do they need updating?• If no, please explain• Are there any objectives missing?

Cinio	12:45 a.m.	Lunch and "Post-It" session
<p>Cyfle i rwydweithio a thrafodaethau unigol (x4)</p> <ul style="list-style-type: none"> • A yw amcanion yn dal i fod yn flaenoriaeth? • Os ydynt, a oes angen eu diweddaru? • Os nad ydynt, esboniwch • A oes unrhyw amcanion ar goll? 	1:30 p.m.	<p>Feedback and discussion around the table (x4)</p> <ul style="list-style-type: none"> • Are objectives still a priority? • If yes, do they need updating? • If no, please explain • Are there any objectives missing?
<p>Adborth o'r pwyntiau allweddol</p> <p>Tracey Pardoe</p>	3:30 p.m.	<p>Key points feedback</p> <p>Tracey Pardoe</p>
<p>Diolch a Chloi</p> <p>Mike Townson</p>	3.45 p.m.	<p>Thanks and close</p> <p>Mike Townson</p>

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
North Wales Fire and Rescue Service	Sue Jones	Sue.Jones@nwales-fireservice.org.uk	www.nwales-fireservice.org.uk
Welsh Ambulance Services NHS Trust			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 Jones	CarolWynOwen@anglesey.gov. uk RhianWJones@anglesey.gov.uk	www.anglesey.gov.uk
Conwy County Borough Council	Tracey Pardoe Sian Wall	tracey.pardoe@conwy.gov.uk sian.wall@conwy.gov.uk	www.conwy.gov.uk
Denbighshire County Council	Keith Amos	Keith.amos@denbighshire.gov. uk	www.denbighshire.gov.uk
Flintshire County Council	Fiona Mocko Stephanie Aldridge	fiona.mocko@flintshire.gov.uk Stephanie_aldrige@flintshire. gov.uk	www.flintshire.gov.uk
Gwynedd Council	Delyth Williams	Delyth.williams@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
Wales Community Rehabilitation Company	Russell Williams	russell.williams@wales.probat ion.gsi.gov.uk	www.walescsrc.co.uk

Organisations Represented / Attending

Sefydliad / Organisation
Deaf Training UK
Cymorth i Ferched Cymru / Welsh Womens Aid
Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board
Y Groes Goch Brydeinig / British Red Cross
Heddlu Gogledd Cymru / North Wales Police
Llywodraeth Cymru / Welsh Government
Grŵp Mynediad Meirionnydd Access Group
NWREN
VIVA
Diverse Cymru
Iechyd Cyhoeddus Cymru / Public Health Wales
Grŵp Mynediad Arfon Access Group
Rhwydwaith Trawsrhywiol Unique Transgender Network
Gwyl Ffilmiau Mynydd Llanberis Mountain Film Festival
RNIB Cymru / VI Voices Wrexham
Terrence Higgins Trust
Comisiwn Cydraddoldeb a Hawliau Dynol / Equality and Human Rights Commission
Cyngor Tref Caernarfon Town Council
NW Deaf Association, Keyring, NW Deaf Church

Ysgol Friars
Cyngor Sir Ddinbych / Denbighshire County Council
The Beaumont Society
Cymdeithas y Byddar Gogledd Cymru / North Wales Deaf Association
CAB Gwynedd & De Ynys Môn CAB
Comisiynydd Pobl Hŷn Cymru / Older People's Commissioner for Wales
Celtic Pride LGBT Staff Network (BCUHB)
North Wales Association from Multicultural Integration
Victim Support
Denbighshire Citizens Advice Bureau

Equality Monitoring

Nifer o ffurflenni cwblhawyd / *Number of forms completed: 9*

Grŵp Oedran / *Age Group:*

0 – 15	0%
16 – 20	0%
21 – 45	11%
46 – 65	33.5%
66 – 74	33.5%
75 +	0%
Ddim am ddweud / <i>Prefer not o say</i>	11.5%

Rhyw / *Sex:*

Benyw / <i>Female</i>	67%
Gwryw / <i>Male</i>	22%
Arall / <i>Other</i>	11%
Ddim am ddweud / <i>Prefer not o say</i>	0%

Cenedligrwydd / *National Identity:*

Cymraeg / <i>Welsh</i>	56%
Prydeinig / <i>British</i>	33%
Heb ateb / <i>not answered</i>	11%

Grŵp Ethnig / *Ethnic Group:*

Cymraeg / <i>Welsh</i>	44.5%
Saesneg / <i>English</i>	11%
Prydeinig / <i>British</i>	33.5%
Indian / <i>Indiaidd:</i>	11%

Cyfeiriadedd Rhywiol / *Sexual Orientation:*

Heterorywiol / <i>Heterosexual</i>	67%
Deurywiol / <i>Bisexual</i>	11%
Merch Hoyw/Lesbiad / <i>Gay Women/Lesbian</i>	11%
Arall / <i>Other</i>	11%

Crefydd neu Gred / Religion or Belief:

Cristion / <i>Christian</i>	56%
Hindu / <i>Hindw</i>	11%
Dim / <i>None</i>	33%

Statws Priodasol / Marital Status:

Priod neu Partneriaeth Sifil / *Married or Civil Partnership*

Ydw / <i>Yes</i>	56%
Nac Ydw / <i>No</i>	33%
Ddim am ddweud / <i>Prefer not to say</i>	11%

Anabledd / Disability:

Oes / <i>Yes</i>	11%
Nac oes / <i>No</i>	89%
Dim am ddweud / <i>Prefer not to say</i>	0%

Dewis Iaith / Preferred Language:

Cymraeg / <i>Welsh</i>	44%
Saesneg / <i>English</i>	56%

Cyfrifoldebau Gofalu / Caring Responsibilities:

Oes / <i>Yes</i>	56%
Nac oes / <i>No</i>	44%
Dim am ddweud / <i>Prefer not to say</i>	0%

Feedback on the event from delegates

Nifer o ffurflenni cwblhawyd / Number of forms completed: **8**

Yr Adeilad - Cyflusterau / Venue - Facilities

Rhagorol / <i>Excellent</i>	50%
Da / <i>Good</i>	50%
Boddhaol / <i>Satisfactory</i>	0%
Ddim yn foddhaol / <i>Not satisfactory</i>	0%
Gwael / <i>Poor</i>	0%

Lleoliad / Location

Rhagorol / <i>Excellent</i>	50%
Da / <i>Good</i>	50%
Boddhaol / <i>Satisfactory</i>	0%
Ddim yn foddhaol / <i>Not satisfactory</i>	0%
Gwael / <i>Poor</i>	0%

Cyflawni'r Pwrpas - Amcanion / Achieving Purpose - Objectives

Rhagorol / <i>Excellent</i>	14%
Da / <i>Good</i>	86%
Boddhaol / <i>Satisfactory</i>	0%
Ddim yn foddhaol / <i>Not satisfactory</i>	0%
Gwael / <i>Poor</i>	0%

Arlwyaeth / Catering

Rhagorol / <i>Excellent</i>	14%
Da / <i>Good</i>	72%
Boddhaol / <i>Satisfactory</i>	14%
Ddim yn foddhaol / <i>Not satisfactory</i>	0%
Gwael / <i>Poor</i>	0%

A ydych yn gwerthfawrogi'r ymgysylltu â'r Rhwydwaith Cydraddoldeb Sector Gyhoeddus Gogledd Cymru?

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

Ydw / <i>Yes</i>	100%
Nac ydw / <i>No</i>	0%

Pa mor aml ydych chi'n credu y dylai'r ymgysylltu yma ddigwydd?

How often do you think this engagement should take place?

Bob 3 Mis / <i>Every 3 Months</i>	38%
Bob 6 Mis / <i>Every 6 Months</i>	38%
Blynnyddol / <i>Annually</i>	12%
Arall / <i>Other</i>	12%

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?

Canolog / <i>Central</i>	63%
Ardaloedd Gwahanol / <i>Different Areas</i>	25%
Dim barn / <i>No opinion</i>	12%

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

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

Cyflwyniadau gan y Gymuned	<i>Presentations from the Community</i>
Buasai rhaglen ymlaen yn ddefnyddiol	<i>Forward programme would be useful</i>
Llesiant cenedlaethau'r dyfodol a'r effaith yn y sector gyhoeddus - sut gallwn ei ddefnyddio i wella iechyd, llesiant, a chyfleoedd i bawb	<i>Wellbeing of future generations and impact in the public sector – how it can be used to improve health, wellbeing, opportunities for all</i>
Sut gallwn ni gydweithio ar ymgyrchoedd penodol i wneud gwahaniaeth	<i>How we can work together on specific campaigns to make a difference</i>

Unrhyw sylwadau neu awgrymiadau pellach

Any further comments or suggestions

Mwy o goffi a mwy o seibiannau	<i>More coffee available and more comfort breaks</i>
Gallai'r adborth o'r gwaith grŵp wedi bod yn llawnach	<i>Feedback from group work could have been fuller</i>
Dylai trefnu digwyddiadau gyda'r nos i fod yn fwy cynhwysol	<i>Should be arranging evening events to be more inclusive</i>
Wedi mwynhau a dysgu llawer	<i>Have enjoyed it and learnt a lot</i>

Summary of Feedback from delegates on our Equality Objectives

NWPSEN Summary re: Health Objective

It was generally agreed that this objective remained relevant for the future as there needs to be continued work particularly joint/collaborative work on preventative measures.

The following specific points were made:-

- Need for a person centred, Human Rights based approach to address the whole person's needs e.g. LGBT person could have mental health issues
- Homeless and vulnerable adults mostly share health inequalities
- Work to improve mental health services (recognising cultural and communication needs). Cultural difficulties also a problem with young men from the gypsy traveller community and West African groups, as they see mental health as a sign of weakness.
- Suicide levels are high.
- More collaboration needed between public bodies in preventative health measures e.g. gypsy/travellers e.g. Health Boards working with housing. Joint working is important in other areas too e.g. helping care homes be more LGBT friendly.
- Improved provision of communications for service users who use BSL – more staff training and increase register of BSL interpreters
- Objectives are still a priority, but the last objective needs work – “understood” needs defining.
- Carers should be included in objectives.
- There is a need to provide the drugs that people need when they need them. HBs run out of money for specific conditions.
- The whole process of primary care is changing. How will this change affect those with protected characteristics? Drop in GP centres would be helpful to reduce those going to A&E and especially for homeless people as you can't get a GP without an address
- There is a need to note the cumulative effect of decisions – e.g. how raising the pension age will affect caring roles. Decisions made by one organisation can create problems for other organisations.
- Set broad objectives but set priorities every year – so that you may measure the impact that priority work has achieved.
- Give opportunities for Deaf people to have a career within the health service to provide a more equal opportunity for a successful future.

- Recognise the needs of people who are less able to communicate. One lady said, “her head was on fire” – she had a migraine. They assumed she had mental health issues.
- Emphasis on dignity & respect should go to everyone, not just specific groups.
- Provision of sign language for people with learning difficulties.
- Interpreters – No real provision in acute setting primary care.
- Domestic abuse strategy meeting needs of all
- Primary care – improve access and understanding of staff
- Increase opportunities for seldom heard groups to register with GP – use clusters to offer specialist services for some groups i.e. gypsy traveller communities
- CAMHS and Young people needs more support and higher priority
- Community engagement should be ongoing
- EMI assessment, Dignity for mental health service users and relatives
- The problems are still evident with transgender people and older people but this also extends to people with learning difficulties.
- Personal safety is an issue which still needs to be addressed and actioned.
- It was highlighted that the issues around suicide need to be addressed further and to try to increase the support for individuals in a crisis.
- Transgender people stated that they feel valued and as part of society if they are spoken to by their chosen name rather than the birth name.
- The need for alert on medical notes was highlighted and the importance of medical notes being shared among professionals.
- The issue around touch screens in place in GP practice causes problems for the visual impaired patients.
- Disagreement with the wording of “The number of people in under-represented groups choosing healthy lifestyles increases” – all people should improve, but different levels should be set.
- Hospitals should make more use of Skype for consultations where possible, rather than moving patients from one hospital to another by ambulance.
- Linguistic needs – people should be able to express themselves in the language they are most confident with so that any misunderstandings are avoided.
- “The needs of people with poor mental health and learning disabilities are better understood” - add “... and addressed” and include those affected by domestic abuse in this action area.
- Raising awareness through effective publicity / marketing campaigns need to give a higher priority to this work.

NWPSEN Summary re: Employment Objective

It was generally agreed that this objective remained relevant for the future. The following specific points were made :

Access to Employment

Identified Issues:

- There needs to be more than one way to apply for a job, not just digital application forms as this format doesn't suit all. Other formats are offered on forms /websites but are not always easily accessible, often not clear where to obtain this and often it takes too long to meet a closing date.
- Ensure programme designers / web system designers are given appropriate training as what 'accessible' means.
- Knowledge and awareness of disability needs / adjustments in the workplace – to recommend and advise employees of the types of adjustments that can be made in certain situations.
- Increase awareness on accessibility issues in the workplace.

Recruitment

Issues Identified:

- People who come to the UK from other countries are unable to change their papers. People who are transgender may then be discriminated against as their papers don't match their application form details.
- A need for employers to go out into the community to promote their organisations to attract new employees.
- Local organisations to work together to train local people to help them into work (or be retained in work) so that they can be offered jobs to boost the local economy.

Career opportunities and progression

Discussions were held around raising awareness of career opportunities and progression within different groups. The importance of working with young people and their parents to educate them on different employment routes was highlighted. Participants also highlighted the need for employers to have sound retention systems in place with Succession and Workforce Planning as key in their strategic planning. The need for employers to ensure that managed transitions are put into place for when older people are coming up to retirement age and the younger generation are starting out in their careers, especially with the rising of the pension age and the fact that more people are staying in work for longer resulting in jobs being blocked for younger people to start their careers in employment. Older people feel pressurised (internal/ organisational) that they should be making jobs available for younger people, especially in the current economic climate.

Identified Issues:-

- Work with young people to help them understand the benefits of getting into low level employment (also work with parents to challenge benefit cultures) – emphasise CPD.
- Work with Careers Advisors and Teachers – improve the careers advice provided in school.
- Older people feeling they need to make room for the young – flexible retirement options.
- Ability for staff to move jobs as they get older and are less able to undertake more physical work.
- Educate parents to guide their children into employment.
- Compare career progression success rates of people with different PC rates including those who went on maternity/take career breaks.
- Importance of transitional roles in the organisation which promote a career path.
- Apprenticeships – mainly people in the younger age band apply for these roles due to lower salary. Older people may apply for the apprenticeship positions, however the organisation may not appoint due to funding. Welsh Government will fund 16-24 year old apprenticeships.
- Need to look at progression through the organisation, Tracking employees in their organisation journey to gain an understanding of who may / may not be progressing and why.

Training / Awareness

Participants highlighted the need for employers and staff to be given training and to improve their awareness of disabilities and equality issues that can affect people so they understand their needs and what support / adjustments are available and can be made.

Identified Issues:

- Need to improve staff awareness about deaf people and how BSL works to provide a greater understanding of communication needs.
- Employers should put in place positive action measures to help support/retain protected groups.
- Need for greater equality awareness in the workplace for staff and management – use peer support / employee forums to raise awareness.
- Mainstream equalities into all training. Some criticism of use of e-learning modules on equalities – training needs to include interaction so that the message is reinforced.
- Spread Basic Skills training – look at opening up opportunities for evening classes for staff.
- Training to be delivered by people with the protected characteristic. Professionals to go out to different sites/environments to spend the day with people with the protected characteristics to understand the issues rather than in a taught session.

- Employers to enhance basic skills and literacy / numeracy skills to enable staff to progress and apply for higher jobs and colleges/schools to offer BSL as a GCSE course.
- Employment leads not acknowledging mental health issues and needs.
- Employers lack of knowledge of Access To Work.
- Onus seems to be put on disabled person to find out what adjustments could be made, having become disabled.
- Employers to be more familiar with the rules and legislation around keeping sensitive data on staff to ensure it is done properly, in particular status of trans people.

Legal Support

The importance for employers to consider how they can address issues that have arisen due to changes to law enforcement in employment since the introduction in fees for Tribunals was highlighted, in particular the fact that legal aid has gone and employees are therefore being forced to take settlements.

Identified Issues:

- Employers to consider how they can address issues that have arisen due to changes to law enforcement in employment since the introduction in fees for Tribunals, legal aid has gone, employees are forced to take settlements. It doesn't seem fair that it is down to individuals to enforce the law – shouldn't there be a 3rd party responsibility?
- People with mental health issues, Gypsy/Travellers and disabled are always the groups adversely affected in employment.

Positive Action / Pay

Identified issues:

- Positive action programme - Merseyside Police have adopted a positive action programme to increase the number of BME recruits.
- Support for people who have lost their jobs - present training opportunities for current employees to help with re-engagement.
- More focus on addressing the pay gap and commitment to the living wage.

NWPSEN Summary re: Education Objective

It was generally agreed that this objective remained relevant for the future. The following specific points were made :

During development of the second set of plans, feedback included discussions around the importance of ensuring that the educational attainment gaps between different groups are reduced in order to maximise attainment for all. By some, this was deemed as the most important priority for educational establishments.

It was felt that awareness raising campaigns/training should be targeted towards educational establishments in relation to the dangers associated with the use of social media and homophobic and identity based bullying. It was suggested that LGBT role models should be included as a natural part of the curriculum. It was also recognised that for LGBT individuals, changing facilities and toilets in educational establishments can cause issues and these should be addressed.

It was also deemed essential that there are adequate programmes to teach BSL in educational establishments to ensure that deaf or hearing pupils reach their potential. In addition, it was expressed that career avenues in all aspects of deafness (i.e. BSL interpreting, lip-speaking, mental health professionals and social workers) should be encouraged.

During discussions, the role of Estyn in relation to the equality agenda was explored, and it was felt that a more proactive approach is required and that's its quality assurance role should be strengthened.

It was also highlighted that there is a need to improve inter-agency communication in order to identify the needs of individuals and provide effective sign-posting. Individual agencies need to interpret the law correctly in order to overcome barriers in the transfer of information.

Education should also acknowledge and address life-long learning opportunities which should be freely available throughout life to avoid discrimination.

NWPSEN Summary re: Personal Safety Objective

It was generally agreed that this objective remained relevant for the future. The following specific points were made :

Hate Crime

The reporting of hate crime and harassment increases and steps are taken to reduce incidents of hate crime and harassment

Issues identified :

- Age related hate crime should be recognised and recorded, it was acknowledged that it is difficult for victims to give evidence in regard to hate crime, but they should be encouraged to do so.
- Disability – hate crime – is often not reported because the perpetrator can be a friend or close relative and there is reluctance to report the person because of a reliance on them.
- The groups raised the importance of reporting hate crime, awareness around hate crime reporting should be highlighted, and more preventative work carried out, looking at why the hate-crime is occurring. Organisations could do more work to raise awareness around hate-crime targeting specific groups as there is a tendency to concentrate on particular groups and to leave other groups behind.
- Work should be undertaken to change perceptions and public opinion of hate crime, this should also include using the term hate-crime as this in itself can create a stigma and could result in people not reporting the crime.

Domestic Abuse

The reporting of domestic abuse increases and steps are taken to reduce domestic abuse

Consideration should also be given to:

- Disabled individuals who could be at risk of domestic violence in the home and perhaps would be unlikely to report this due to the impact this could have on their care provision.
- Staff dealing with the public who may not necessarily be directly involved in domestic abuse services need to know how and where to refer people for help if they are approached.

On-line Crime

All of the groups were concerned about cyber-crime; this however was broken down into categories of online crime.

Social Media

Because of the increase in the use of social media this has led to more incidents of online bullying, specifically amongst vulnerable people, specific reference to this type of bullying should be included in the objectives.

- The public should be made aware of the consequences of placing a post on Facebook and other Social Media sites and the impact it can have on other individuals. This could also include the placing of photographs onto websites and social media, and to raise awareness to ensure the public protect their personal details so they do not fall into the wrong hands

Schools

- Some of the groups were concerned that the perpetrators of bullying on Facebook and social media had no idea of the effect it will have on their victims; this was especially true of the young. More information should be given out in schools about the effects of online bullying and awareness of the police's ability to trace bullying that occurs online. This message could be delivered by teachers or through other agencies who are delivering other messages through the educational process.
- The use of role models with a high profile in the media could be utilised to carry this message, and this could resonate more with young students.

Internet Abuse, Elderly Scams, Fraud and Identity Crime

- The groups were very concerned with elderly online scams however it was recognised this type of deception can occur with any age group.
- Householders are very often targeted but the elderly are more susceptible, this scam can be conducted via the internet, on the telephone or by door to door callers. The aim of the crime is to dupe the householder into buying or agreeing to part with either cash or to handover banking details.
- More information should be made available to householders by multi agencies delivering other information during home visits to make them aware of these scams, and how and what to do to avoid falling for them, and where to report any activity they are suspicious of.

Staff Training

- Training is considered to be important for staff that meet members of the public. Face-to-face training with members from the protected characteristics was believed to be a more effective and relevant way of training staff. Concern was raised at e-learning packages being impersonal, however it was recognised with a large number of staff spread across the North Wales e-learning could ensure that all staff receive equality training.
- Organisations should consider arranging BSL awareness training for front line staff that has contact with the public.

Restorative Justice - Victims Support

- Some of the groups asked about restorative justice and if the perpetrators of hate crime being brought face to face with their victims may bring about a greater understanding of the damage that is done by persistent persecution and bullying

Multi Agency Collaborative Engagement and Joint Working

- A joint approach to disseminating safety information could this be carried out by multi-agencies. Organisation like the Fire Service are in a unique position as they regularly visit people in their homes when carrying out Home Safety Checks and fitting smoke alarms etc. Staff could use these home visits as an opportunity to engage and identify potential problems, and assist other organisations by leaving literature and offering advice and guidance.

Communication

- The groups would like to see more communication once a hate crime has been reported. If the CPS has decided not to proceed with prosecution, victims would like to be informed, and be given an explanation how they had arrived at that decision.
- The Police need to be visible in the community and relationships need to be built, particularly when engaging with the Gypsy and Traveller community. Building relationships with all communities would help to ensure that the public feel comfortable asking for assistance and reporting issues.

NWPSEN Summary re: Representation and Voice Objective

It was generally agreed that this objective remained relevant for the future as there needs to be continued work to encourage more diversity in decision making bodies.

The following specific points were made:-

- Many people expressed the need for flexibility in terms of the timing, locations and venues used for public meetings and the business meetings of public bodies etc. 'Time and location of meeting is an important factor in whether people can take an active part in public life'.
- Lack of good transport links was also identified as a barrier which could prevent access as could physical barriers in poorly designed venues.
- Rurality has a major impact on people's ability to participate exacerbating a range of issues such as time commitment, transport, childcare arrangements, costs, time off work etc.
- Consultations should seek views from wide geographical spread.
- Many observed that there was currently low public attendance even at meetings that are open such as council and scrutiny meetings.
- People stressed the need for translation and interpreter services to be available beyond just English and Welsh to include BSL and other languages.
- Several people observed that attempts to broaden access using digital media had taken the form of broadcasts which were better than nothing but not interactive enough to be ideal. Examples of conferences where people skyped in or where twitter traffic was included in the debates were mentioned as good practice.
- Need to use modern technology to get wider participation, e.g. Twitter, Facebook, webchat. This overcomes problems with getting people together in a physical location.
- Positive action was broadly welcomed but there was not a huge amount of discussion as to what this should entail.
- Public sector should consult both national representative organisations and local groups. Also it is for the public authority to justify taking any particular approach in the case of competing or conflicting views between organisations. The Public sector should not try to compel groups to reach consensus where there is none.
- Specialist language used by professionals can be a barrier to communication and participation.
- People wishing to participate should be given training and support but existing members should also be given training to ensure cultures improve, and newcomers are welcomed and valued.
- Mentoring should be 360 degrees in approach, involving more experienced, peers and less experienced people all helping each other.

- Feedback loops are important of the 'you said... we did' kind
- Use 'take over days' to give people a taster of what it is like to make decisions in a public authority.
- Seek to engage all ages.
- Approach engagement by allowing groups to set agendas as to what matters to them rather than simply consulting on proposals from your own organisation.
- There is a need to build capacity in the general populace through citizenship skills training. This might be described as 'civic capital' in parallel with the term 'social capital'.
- A number of people felt that progress in recent years in the representation of different groups has been mixed with great strides for some groups and little change in others.
- Must work on supporting people from under-represented groups so they can play an active part in their role.'
- When designing services / buildings ask and involve service users from the outset.

NWPSEN Summary re: Access to Information, Services, Buildings and the Environment Objective

Access was highlighted as a significant issue across all protected groups. There was however some variation according to the type of access required.

Information

Access to information was particularly highlighted by all groups. It was recognised that digital inclusion is an important access option for many people e.g. people with limited mobility. However, it was recognised that digital does not work for all groups e.g. some people with visual impairments, some older people and people on low income with limited access to IT skills or equipment.

A more recent development across the public sector is the Single Point of Contact [SPOC] for accessing public services. This is considered to be very helpful for many people but does give rise to potential problems for other people. Concerns raised included:

- The ability to get to SPOCs for people with mobility issues, who live in rural areas or have low incomes. This is exacerbated where public transport has been reduced;
- The level of knowledge or experience of staff to support people e.g. with mental health issues, with visual impairments or who communicate in languages other than Welsh or English; and
- Where information and assistance requires specialist knowledge it can be difficult for people to get beyond the Single Point of Contact.

Key messages:

- Increased diversity training for staff in Single Points of Contact;
- Information on the websites of public organisations to be reviewed for accessibility alongside people from different groups including more accessible formats e.g. Easy Read, British Sign Language video clips;
- Increased information points in local areas and more training for people to access digital information.

Services

Equality Impact Assessments [EIA] were highlighted as the key way for the public sector to improve service delivery and service development. There is a desire for a more collaborative approach with all groups wanting to support the EIA process. There was however, concern that equality monitoring needs to be improved to ensure inequality is identified.

Staff training and awareness was highlighted as central to improving access to services:

- Lack of understanding how to engage with people from different groups;
- Limited awareness of the cumulative impacts of changes across the public sector;
- Lack of awareness of the impact of living in rural areas on access to services e.g. the cost, availability and accessibility of public transport;
- Limited cultural awareness of diversity and its implications for access to services; and
- Language as a barrier to accessing services.

Key messages:

- A more collaborative approach to Equality Impact Assessments that involves diverse groups;
- Improved equality monitoring;
- Improve staff culture and diversity awareness; and
- Access to service should be supported by appropriate language support [including British Sign Language] and information in a range of accessible formats.

Buildings

Access to public buildings continues to be problematic particularly for people with a physical or sensory impairment. It was highlighted that there needs to be an increased awareness of the importance of designing and maintaining accessible public spaces. This should include a review of public signage to ensure it reflects the changes in service locations across the public sector.

Key messages:

- Increased diversity training for planning officers;
- Inclusive Design principles and Good Practice standards to be adopted across North Wales; and
- Signage in the public realm to be reviewed and updated.

Environment

It was acknowledged that access to the environment is important for everyone. There was a very strong view that access to the environment will be improved where there is a collaborated approach between Planners and communities. In particular people with a physical disability or sensory impairment, older people and young people should be actively involved in designing and developing public spaces. A wide range of issues were identified, including:

- Potential discrepancies between the agreed design for public spaces and final construction;
- Lack of accessible public toilets;
- Limited public seating;

- Damaged pavements not being routinely checked and repaired; and
- 'A Boards' providing a significant hazard particularly for people with visual impairments.

Key messages:

- Increase diversity awareness of Planners and Developers;
- Increase diversity awareness of maintenance teams and procurement teams across the public sector;
- Increase accessible information about access in public spaces e.g. accessible, relevant town centre information; and
- Develop protocol for the use of A Boards in public spaces

What Next?

This information will be used to help the North Wales Public Sector organisations who have participated in this event, to formulate their next Strategic Equality Plans for the period 2016 – 2020 and will inform individual action plans for those organisations. Strategic Equality Plans will be published on individual websites by 1 April 2016 and will be followed by annual reports showing the progress being made.

