



Swansea's Human Rights City

Engagement and Survey Report

2022

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Summary

Aim

10th Dec 2021 Swansea Council in partnership with Swansea's Public Service Board (PSB) declared their ambition to become a Human Rights City in December 2022. Swansea's PSB want to create a city where everyone is equal. To empower people to understand and realise their rights. Ensuring all people, especially those marginalized and socially vulnerable, are fully able to take part in the decision making, policy development and implementation processes that affect them. The ultimate vision is to incorporate human rights into policy, practice and local life, raising awareness of the good stories as well as highlighting areas that need improving.

Engagement

A key aspect of being a Human Rights City is to engage and listen to its residents' real concerns. An engagement programme was developed where online engagements sessions took place with key networks and forums across Swansea, 18 schools were visited and members of Swansea's Human Rights steering group visited in-person events. The aim of the engagement programme was to share Swansea's PSB aim, to gain support for the aim, to ask what participants thought the priorities should be and also to gather a baseline knowledge of Human Rights awareness across Swansea.

Over 1000 were reached in this engagement. 200+ community leaders and senior management of organisations operating across Swansea took part. 390 children and young people and staff participated. 490 responses were received from the Human Rights City Survey.

Results of Engagement and Survey

There is strong overall support for the Human Rights City aim. Questions of accountability and Human Rights training featured heavily in the feedback. Tackling poverty came top of the list of priorities that participants told us Swansea should focus on when becoming a Human Rights City. The environment was the top key theme that emerged from the children and young people engagement, as to what they would like the focus to be on becoming a Human Rights City.

In October 2021 a Human Rights survey was launched. The aim of which was to gather residents and visitors' baseline knowledge of Human Rights and the different UN conventions, whilst also asking participants what they think the Human Rights priorities should be in Swansea. The priorities chosen through the survey are as follows:

1	Tackling Poverty
2	Vulnerable children and families

3	Tackling Discrimination
4	Domestic Violence and abuse
5	Human Rights awareness

These priorities will form part of the basis of the action plan post declaration of Human Rights City status.

What's Next?

An action plan for January till December 2022 has been developed, where on the 10th of December Swansea will declare itself a Human Rights City. This plan includes a communications plan which will continue to share the ambition and what this means for residents of Swansea as well as organisations operating across the region. The results of this engagement programme will directly feed into an action plan that will be developed once Swansea has declared itself a Human Rights City.

Engagement Overview

Extensive engagement took place with established networks and forums across the Swansea region to share the intended ambition of Swansea becoming a Human Rights City and to gain support.

The engagement sessions with networks and forums took place online with over 150 community leaders and senior management of organisations operating in Swansea, taking part. The engagement sessions with schools, Councillor Louise Gibbard and Swansea Council's Children's Rights team took place in person, visiting a total of 18 schools and engaging with over 390 children and young people and staff.

The following groups were part of our engagement;

Interfaith Network
50+ Network
LGBTQ+ Forum
Black Asian Minority Ethnic forum
Parent Carers Forum
PSB Partnership Forum
Disability Liaison Group
Refugees and Asylum Seekers stakeholders
Poverty Forum
18 Primary and Secondary schools

During the online sessions, participants were shown a presentation detailing the aim, the background and principles of being a Human Rights City and Swansea's journey so far. They were asked a series of questions; do you support our aim, what differences would you like to see in Swansea if it was to become a Human Rights City and what areas do you think we should focus on in Swansea when becoming a Human Rights City.

In the engagement session with the Refugee and Asylum Seekers Stakeholders group, participants felt that being known as a City of Sanctuary and becoming a Human Rights City is a good next step. This group recognised the importance of Human Rights training, together with opportunities for residents to learn how local authorities and government work, ensuring residents are able to fully participate and engage with the local authority and decision making processes.

The Disability Liaison Group discussed the need for the initiative to be outcome focused and lived experience is important and needs to be considered. The Social Model of disability was discussed and how this could link to the Human Rights City aim.

The Black Asian and Minority Ethnic network along with the LGBTQ+ forum told us that participants felt it is essential to have grassroots involvement in the initiative. Feedback we received at these sessions told us that there is a lot of good work already happening across Swansea, but people don't necessarily think about it in terms of a human rights based approach.

It was expressed at the Black Asian and Minority Ethnic session that there needs to be a dedicated plan to reach the 'unconverted', it was suggested we could engage through Trade Unions. Issues of accountability were raised, including mechanisms for residents to be able to report complaints with regards to Human Rights.

Human rights awareness and training opportunities regularly featured in a number of the engagement sessions, for residents as well as organisational staff, especially front line staff. In the Parent Carers forum session, it was discussed the importance of offering on-going support and guidance to front line staff so they are fully equipped to help resolve issues relating to Human Rights.

There was overall support to become a Human Rights City from this engagement. Many offered to cascade the survey and Human Rights City information through their networks and requested to be kept up to date with the progress of the journey.

Children and Young People Engagement

The aim of the Human Rights City engagement work with Children and Young People was to gain understanding about the views of becoming a human rights city, and what children and young people feel needs to happen to achieve. All children and young people supported both the idea of Swansea being committed to children's rights and to becoming a Human Rights City.

Simultaneous to this, work took place with children and young people across Swansea to determine what success looks like in realising the Children and Young People's Rights Scheme. Key themes (outlined below) complemented feedback from children working on Human Rights City, and make worthwhile contributions to further understanding what a Human Rights City might look like. This feedback has also been included in this summary.

(Both, separate full reports have been appended 1 & 2)

"Some people don't like other's because they're different – we're all equal" (St. Joseph's Primary)

"When people are educated about rights, they might take the time to think about their behaviour and respect of the rights of all people" (Sketty Primary)

"We're all different but we're all valuable" (YGG Llwynderw)

"Spend a day in the shoes of others – more empathy is required" (Christchurch Primary)

Key Themes from the children and young people engagement

Environment:

- Green infrastructure – planting more trees and flowers
- Carbon footprint – reducing greenhouse gases (by using electric cars), reducing single use plastic, and clearing litter and rubbish from open spaces.

Well-being:

- Reduce working hours to increase wellbeing
- Focus on poverty - free activities to increase people's experiences, lower school uniform and meal costs
- Access to beaches, museums, attractions – need good transport to get there and need to be accessible for disabled people.
- Accessible play equipment in ALL parks and play spaces.
- Increased access to sport and health (see appendix 2)

Raising Awareness of Human Rights:

- Celebration of HRC at an Annual Human Rights Festival
- More opportunities to speak to councillors and decision-makers
- Advertise rights on billboards, media, flyers, use influencers to promote
- Learn from other cities doing similar things
- Work in partnership to achieve this
- Education is essential – rights need to be taught in schools from the perspective of rights for all, i.e. equality and celebration of diversity
- Clear Support Service information – how do services link to rights, and how do we know where and how to access them?
- Clear, accessible, understandable information

Supporting vulnerable People, in particular:

- Homeless people – do more work with homeless charities
- Encourage more charitable donation and make it ok to access them
- People of ethnic minority
- People in poverty
- Females
- Refugees
- Disabled People
- People with ill mental health
- LGBTQ+ people

Equality:

- Promote kindness, equal pay, fair treatment – enough money to buy food and be treated fairly

- More sharing and coming together, like in youth clubs – share meal times and free time
- More understanding of religion

Reporting:

- Need clear and accessible processes for reporting when rights are not met, e.g. hate crime, not meeting children’s rights, cyber bullying, LGBT+ phobia

Policy Change:

- Clear links to rights in policies, that allow for fair treatment of people. specifically relating to how sexual harassment and LGBT+ phobia is dealt with consistently and fairly in schools.

Curriculum change:

- Evidence of rights being taught in new curriculum

LGBT issues to form part of curriculum including as part of RSE lessons

Swansea’s Public Service Board (PSB) Partnership Forum Event

Swansea’s PSB held an online partnership forum event in November 2021. Over 60 representatives from the private, public and 3rd sector organisations operating across Swansea took part in the event, including representatives from the different directorates within Swansea Council. The aim of the event was to share the PSB’s intention of becoming a Human Rights City, and to facilitate open discussions on how all organisations can work together to realise the aim.

Councillor Andrea Lewis, Chair of Swansea’s PSB, opened the event giving an overview of what it means to be a Human Rights City. Chris Oswald, Principal Officer from the Equality and Human Rights Commission Wales delivered a key note speech about the importance of being a Human Rights City. Stephen Pittam, Chair of York’s Human Rights City, the 1st and currently only Human Rights City in the UK, contributed sharing York’s journey of becoming a Human Rights City. Councillor Louise Gibbard, Chair of Swansea’s Human Rights Steering Group shared with the attendees, the journey for Swansea so far.

Prior to the event, participants were sent the Human Rights survey to complete before they attended the event. We took the emerging priorities from question (*see in survey results below*) and held a workshop where participants were split up into seven breakout rooms.

Supported by a facilitator participants were asked two questions; 1. For each of the priority areas what are the main challenges in terms of Human Rights? 2. What actions should be undertaken, and how can your organisation support these?

The emerging priorities were;

Rank	Priority
1	Tackling Poverty

2	Vulnerable Children and Families
3	Keeping people safe from harm
4	Tackling Discrimination
5	Human Rights awareness

(Please see full PSB Partnership Forum Event feedback summary in appendix 3.)

The event produced open, honest and in-depth conversations between all organisations with strong cross-cutting themes emerging across all of the priorities. Similarly to the feedback in the engagement sessions, there was recognition of a lot of programmes, initiatives and support already happening throughout Swansea which supports the emerging priorities, however they are not thought about in terms of Human Rights.

Additionally it was discussed across all of the priorities, the need for a multi-agency approach to address the issues. It is not the responsibility for one organisation alone to address these priorities. Good communication is required across all agencies operating in the region, with suggestions of a PSB communication group being set up to be able to share good practice along with new programmes or initiatives, ensuring organisations are fully aware of what support is available and where to signpost.

Human Rights Survey and Results

In October 2021 a Human Rights survey was launched. The aim of which was to gather residents and visitors' baseline knowledge of Human Rights and the different UN conventions, whilst also asking participants what they think the Human Rights priorities should be in Swansea. Involving people in becoming a Human Rights City is key to making a real difference.

The survey closed on the 1st of March. We received 490 responses. The survey was available in hard copies which were distributed in Swansea's libraries and also online. A communications campaign took place to advertise the survey through the council's social media channels, which also included the survey advertised in Swansea Council's internal newsletters to employees. The Human Rights City steering group shared the survey with their networks and colleagues. The Human Rights City team also attended a number of events where hard copies of the survey were distributed.

Results

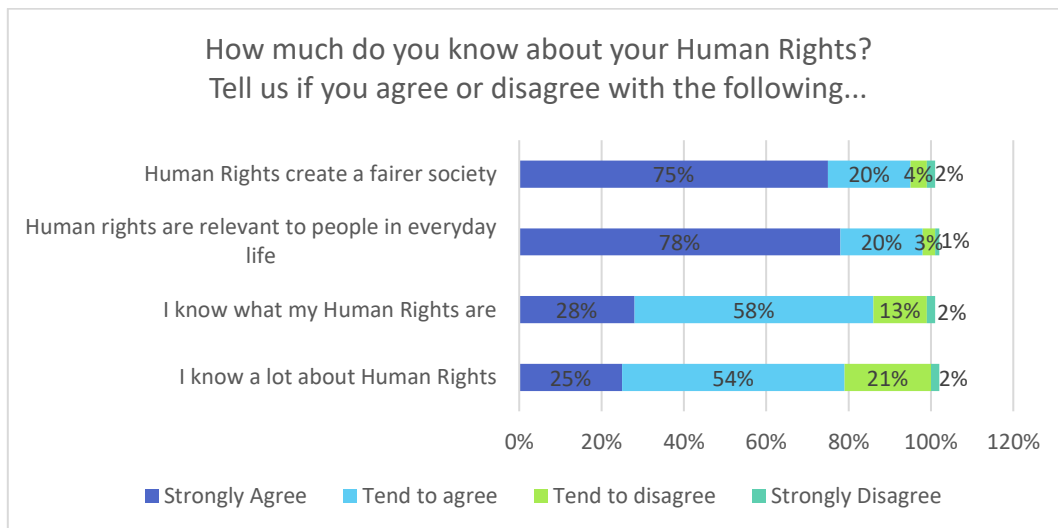
Question 1 asked participants if they were a Swansea resident. 88% answered yes. 12% answered no. **Question 2** asked "If yes, what is your postcode?" 406 people responded to this question.

Question 3 asked participants if they had heard of Human Rights before. 99.4% answered yes. 0.4% answered no.

Question 4 asked "How much do you know about Human Rights". Participants could select strongly agree, tend to agree, tend to disagree or strongly disagree against four statements.

A majority of 78% of participants said they strongly agreed with the statement “Human Rights are relevant to people in everyday life”. 75% strongly agreed that Human Rights create a fairer society.

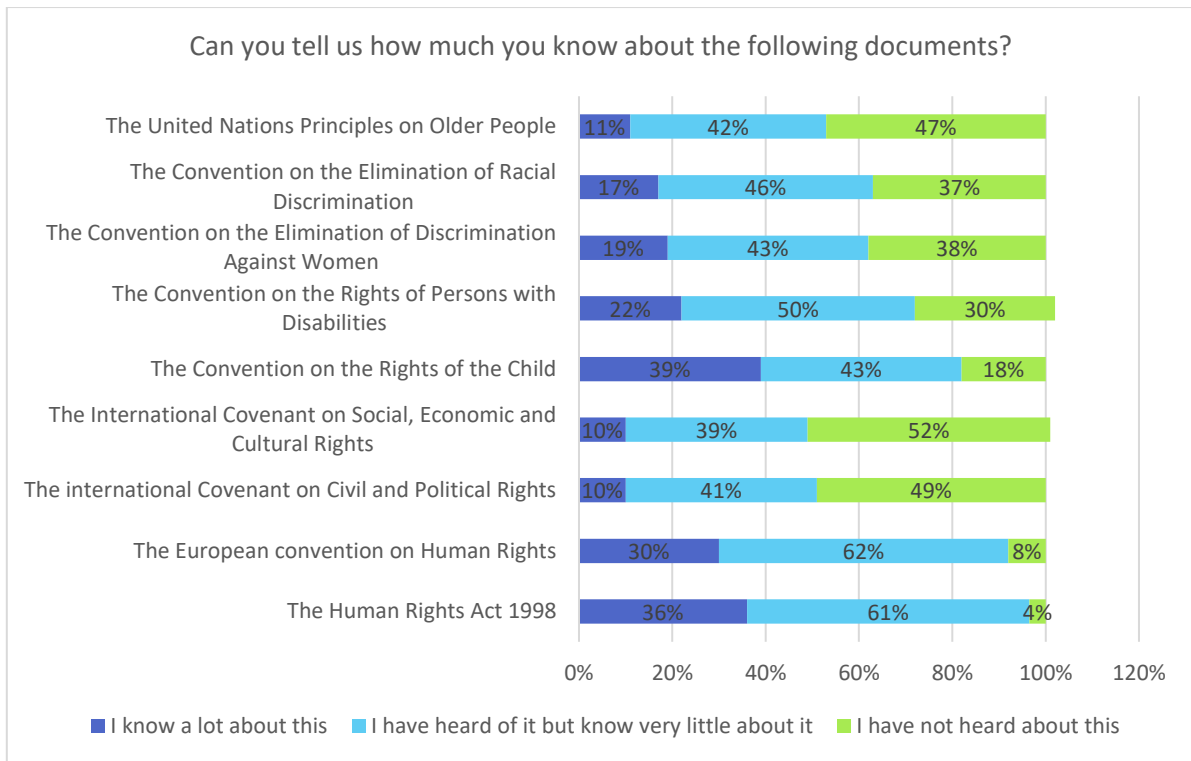
28% of people who answered this question said they strongly agreed with “I know what my Human Rights are. 25% strongly agreed with “I know a lot about Human Rights”.



Question 5 asked participants how much they know about 9 different legislative documents relating to Human Rights. They could select one of three options; I know a lot about this, I have heard of it but know very little about it or I have not heard about this.

36% of participants said they know a lot about the **Human Rights Act 1998**. 61% said they had heard of it but know very little about it. 4% told us they have not heard about it.

39% of participants told us they know a lot about the **Convention on the Rights of the Child**. 43% said they had heard of it but know very little. 18% said they have not heard about it.



Question 6 asked participants to write down what words they associate with Human Rights. Over 1100 words were submitted. The word cloud below shows the most mentioned words in the bigger, bolder format.



Question 7 asked the participants if they supported our aim of Swansea becoming a Human Rights City. Of the 478 people who responded to this question, 89% said yes they do and 11% said no they do not.

Questions 8 asked participants to tell us why they feel this way in their own words. 375 participants responded to this questions. 80% of the comments were positive. 15% of comments were negative, with 5% neutral.

The top three reoccurring themes identified with in the positive comments told us that participants feel becoming a Human Rights city would **enhance equality** for residents and visitors of Swansea and would help to create a **fairer society**. **Human Rights awareness** was

the third top reoccurring theme, showing us that participants would like to know more about Human Rights and felt that it is important to understand how Human Rights affect day to day life.

“Everyone should have the backing of being equal.”

“Will be brilliant to raise awareness with organisations and citizens. Using Human Rights as the basis for all policy will be a great foundation.”

“It will facilitate a stronger, fairer, more equal and inclusive society which builds resilience and wellbeing amongst residents, leading to less reliance on services and resources and a more sustainable model of a good life for all”

Question 9 asked participants what areas they thought we should focus on in Swansea when becoming a Human Rights City. We provided a list of 28 subject areas and participants could select as many as they felt appropriate. Below is the total selections of all 28 subject areas. The top 5 priorities will form the basis of the Human Rights City action plan, post declaration of Human Rights City status.

347 (74.3%)	Tackling Poverty
343 (73.4%)	Vulnerable children and families
322 (69.0%)	Tackling Discrimination
318 (68.1%)	Domestic Violence and abuse
316 (67.7%)	Human Rights awareness
304 (65.1%)	Keeping people safe from harm
288 (61.7%)	Emotional and physical Well being
287 (61.5%)	Education
280 (60.0%)	Health Inequalities
279 (59.7%)	Housing
273 (58.5%)	Crime and anti-social behaviour
267 (57.2%)	Health Services
267 (57.2%)	Involvement in decision making
265 (56.7%)	Community Safety
256 (54.8%)	Social Isolation
252 (54.0%)	Access to information
244 (52.2%)	Green space, parks and play areas
238 (51.0%)	Public Services
236 (50.5%)	Community Regeneration
229 (49.0%)	Climate change
227 (48.6%)	Employment
216 (46.3%)	Healthy Environments
177 (37.9%)	Transport
172 (36.8%)	Local Environment
167 (35.8%)	Leisure, Sport, Culture and Heritage
143 (30.6%)	Support local businesses
131 (28.1%)	Working arrangements
36 (7.7%)	Other (write in)

Question 10 asked participants what difference they would like to see if Swansea became a Human Rights City and to answer in their own words. 359 people responded to this question with a wide variety of answers. 29% of participants answered this question with a general answer, for example “Welcoming, safe, inclusive”. 67% of responses to this question were more specific ideas, with some focusing on particular problems that they are concerned about and some offering solutions.

The 5 top reoccurring themes identified in the comments was **Human Rights awareness**, followed by **support for the vulnerable**, a **safer** and **fairer** city and also greater **participation** in local decision making.

Human Rights Awareness

“For people to be made aware of their human rights as knowledge is power for people. The council, third sector agencies and private organisations the council procure from/with should all help to raise awareness of human rights.”

“Visuals around the city telling people what their rights are. Most people just don't know or don't engage - we need to get the information easily accessible otherwise you'll just be preaching to the converted”

Support for the vulnerable

“We need to focus on ending homelessness in the city, eradicating the issues that people face with mental health and drug and alcohol problems and removing the associated stigmas. We need to out and end to discrimination nation on any grounds and offer support to the most vulnerable enable in our society”

Safety

“The right for women and girls to feel safe in every part of the city in the day and night the rights of refugees for assistance and their right to family life being supported”

Fairer

“Reduction in inequality as people realise they have rights and we all work together to make our city fairer.”

Participation

“Openness, honesty, transparency. A real stake in making decisions together. A humbleness to be honest about areas of improvement, and a willingness to work together to achieve in those areas.”

About You

Question 11 asked participants which gender they were.

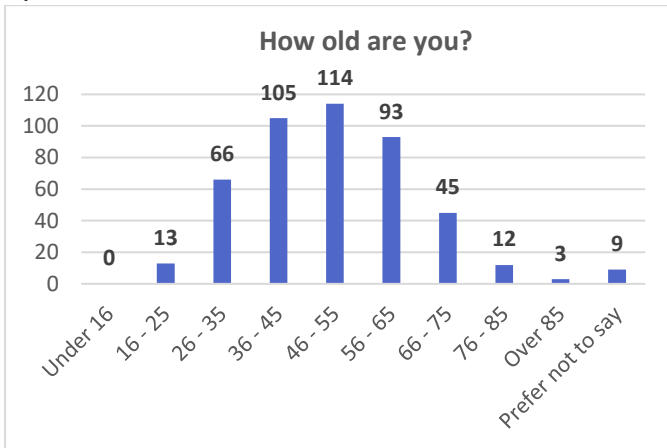
Female	71%
Male	28%

Other	1%
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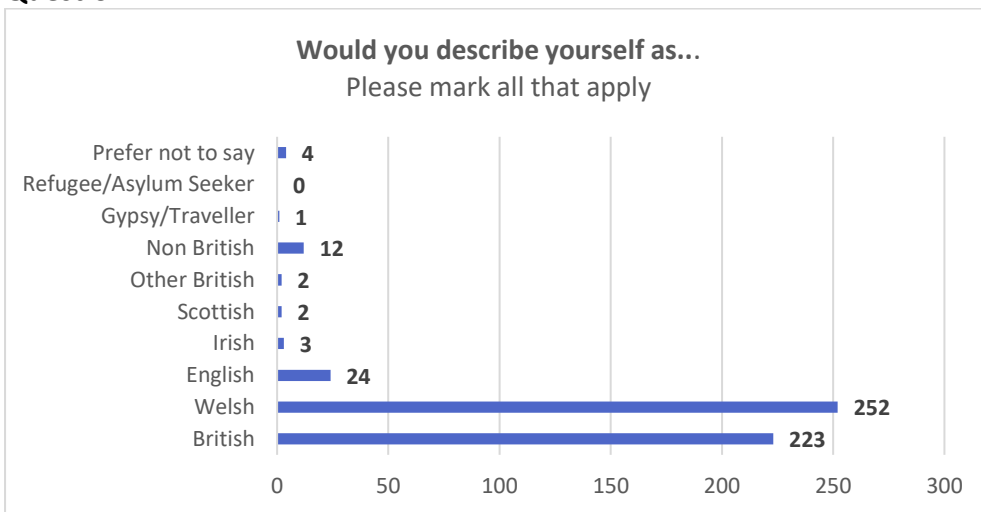
Question 12 asked is your gender the same as that which you were assigned at birth.

Yes	96%
No	2%
Prefer not to say	3%

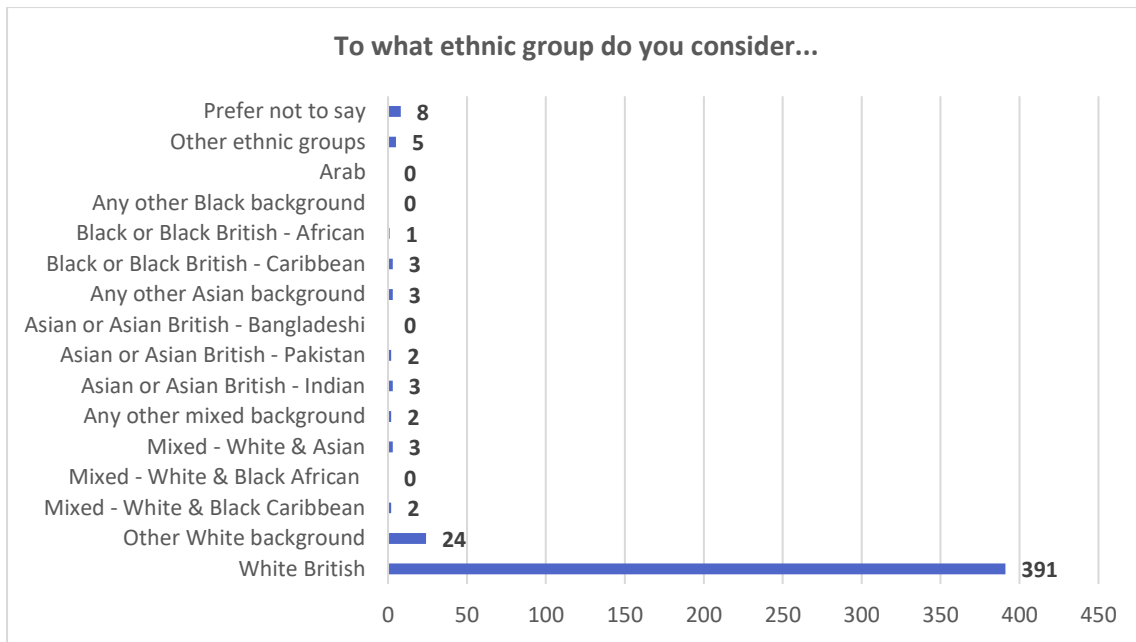
Question 13



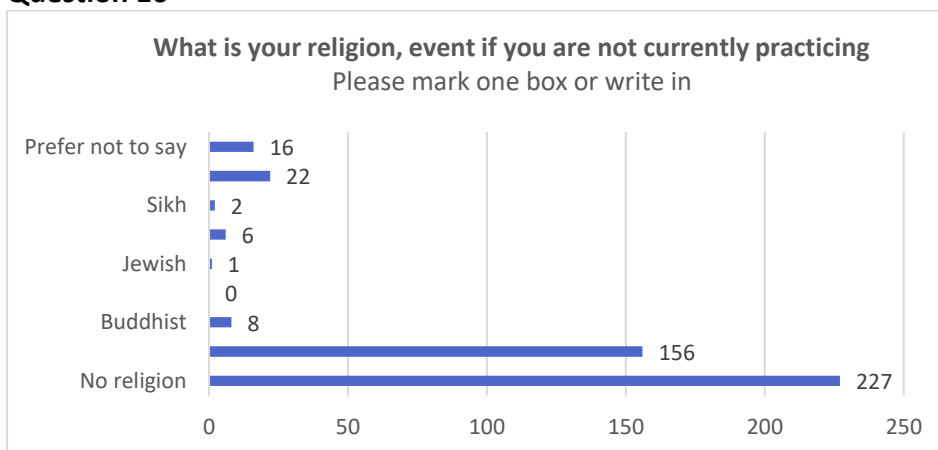
Question 14



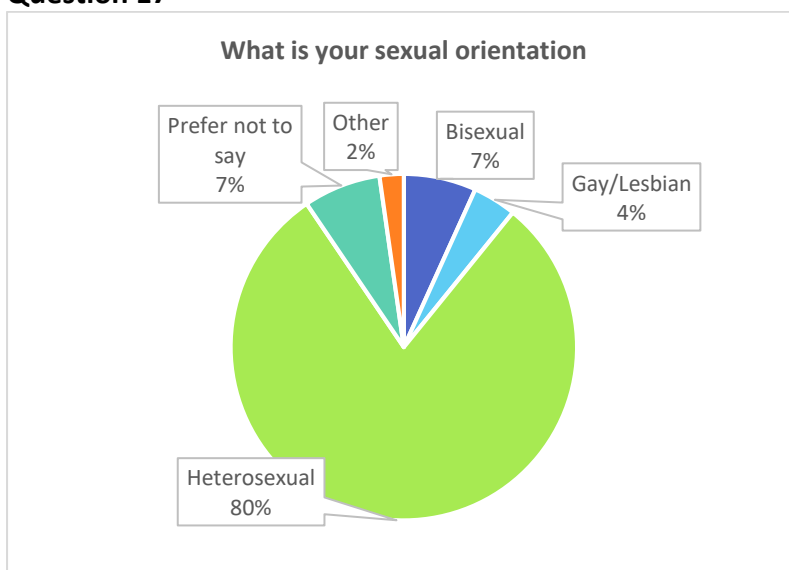
Question 15



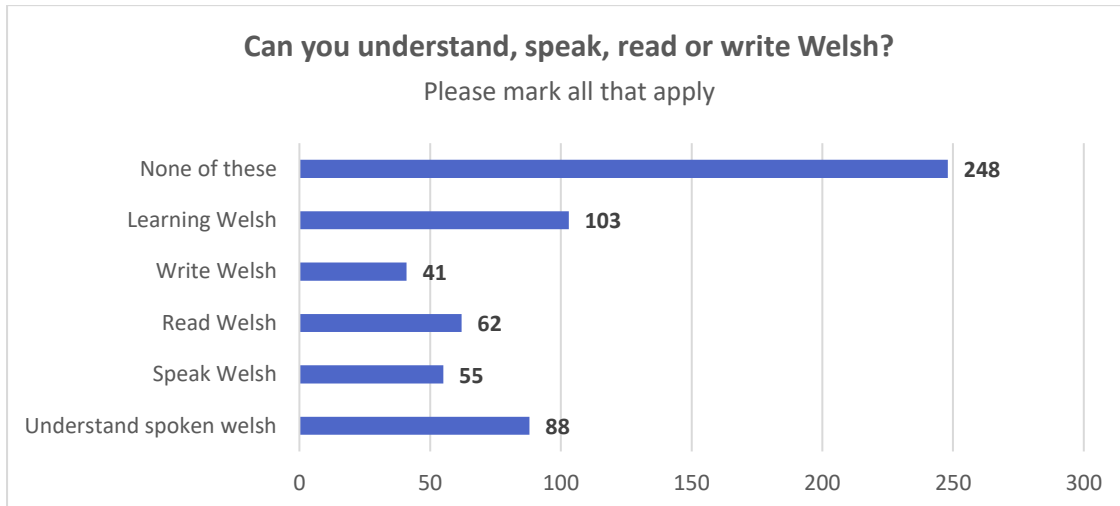
Question 16



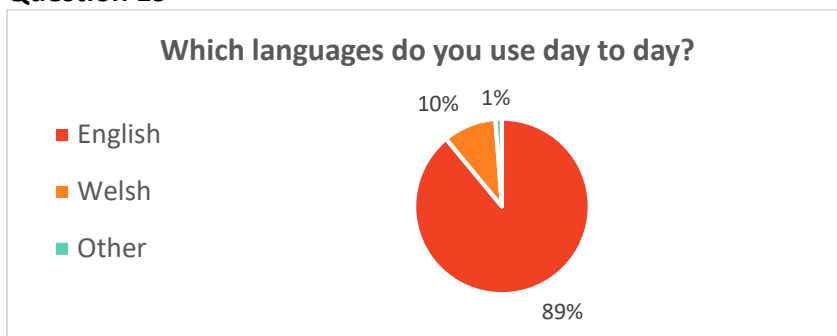
Question 17



Question 18



Question 19



Question 20 asked if participants have any long-standing illness, disability or infirmity. 70% answered this question with no, 30% answered yes. The participants were then asked if the illness or disability limited their activities in any way. 75% answered no it did not, 25% answered yes it did.

Appendix

Appendix 1: Full write up of HRC engagement in schools

Reach

Bishopston Comprehensive	7
St Joseph's Cathedral Primary x2	60
Sketty	7
Ysgol Gynradd Llwynderw	24
Glyncollen Primary	16
Christchurch Primary	24
Total	138 plus 7 teachers

What they had to say:

What are human rights?

Every human has them, examples: Right to privacy, right to vote, right to an Education, to be safe, to equality, to be heard, to have a home, name and nationality, have your own religion, right to a family, to be looked after

Why are they important?

- So we're all the same, but are we all treated the same?
- Some people get abused or treated different because of their age, how much money they have, their nationality or religion, Skin colour, Disabled people
- I get treated differently because I'm a child
- Politicians don't always act the same as us.
- Everyone in the city has rights, this could help them do what they need to do.
- So everybody knows they count
- Human rights help anyone in need –people who come to the city who are homeless, people with different colour skin, people who speak different languages, people who are manipulated.

What would make things better?

- More Equality
- If people were more polite
- Mr Beast
- Rewards for recycling
- Plant more trees-Fresher and Cleaner air
- Take plastic out of the sea
- Better access to our environment
- Encourage more bikes and less cars- Green Day-No body uses cars-Car free days
- Renewable energy
- Build new buildings but keep our old ones looking nice and not rusting away.
- Electric Bikes and Scooters
- More disabled access and paths for wheelchairs down to the beach
- Have more play equipment for disabled people in every park
- A holiday like Black Friday but everything is free
- More days off for people
- Advertise what we can do for free e.g. Swim in the sea, parks, beaches, library, art galleries, and museums
- Lower school uniform costs and school dinners
- Donate to charities (play games and the money goes to an environmental charity)
- Make sure everyone has a home and food
- People that have lots of money should help others and give some away
- A big Human Rights Festival-Posters, Signs, online, via e-mail, facebook, letters, fireworks, we need a #, in different languages
- Nice environment for animals
- More colourful bins and recycling bins

- Promote kindness and non-discrimination
- Help homeless people, and make houses more affordable for people
- Fair treatment – enough pay, food and fair treatment for everyone

Cila	29
Clwyd	7
Gellionnen	27
Trallwn	50
Bryn Tawe	12
Gwyr	12
Knelston	23
Oystermouth	27
Lon Las	16
Gendros	2
Talycopa	28
Total	233 plus 18 teachers

- Less factories
- Less littering , protect trees and animals
- Less fumes, push for more electric cars
- More houses for people who are poor
- End bullying
- Help feed homeless people, give them money
- Reduce violence
- Make Swansea a happier place – more colourful bins, more flowers, better transport.
- More meeting people and sharing food and ideas
- More understanding of religion
- Taking responsibility and not littering ourselves
- Better healthy food options around Swansea

- Girls should be able to play any sport, black people should be treated equally.
- Being able to get around and have new experiences
- Need to teach rights in all schools
- Tap into local shops – food exchanges and pay it forward
- More places for people to meet
- More bed and breakfasts for homeless people

Where do you get your information from?

Internet, Parents, google, in Schools, Newspapers, Radio, you tube, posters, other people, influencers, doctors, government, show it on newsround in schools

Appendix 2: Full write up of Children Rights Scheme Engagement

Reach:

Key messages:

- Be nice
- Information and awareness raising
- Charity and donation
- Education
- Reporting
- Clear Support Service information
- Policy Change
- Curriculum change

Vulnerable groups identified**Refugees**

- Give refugees teachers to help them learn English and learn to reach their potential
- Give refugees English and Welsh lessons
- Give them houses and food
- Help them find school and friends
- Be nice and make them feel at home

Disability

- More filters or avenues to report or block disability hate speech online
- If you see someone being bullied – who to tell? Make numbers, support lines and avenues for reporting visible.
- Ensuring disabled access to buildings
- More education around different disabilities – VR headsets/empathy work – included in PSE curriculum
- Quiet/sensory places for children who need it in school – making this part of policy/good practice
- Badges to raise awareness
- Be nice
- More accessible sport opportunities

Mental Health

- Posters – information and empowerment about where to get help
- More access to therapists and specialist organisations
- Knowing who exists to listen and support
- Anxiety (lots of reporting of this) – self-help techniques to manage this

Equality and non-discrimination awareness:

- Awareness of charities
- Awareness

Nutrition:

- Increasing sugar tax

- Campaigns about nutrition
- Selected days for selling of sugary foods

Covid-19:

- Clear rules for covid recovery
- Harsher punishments
- Preparation information for children as they have vaccines

Homeless People

- Advertising and promoting food banks as a right to food
- Putting yourself in their shoes – ‘the big sleep out’
- Encouraging people to donate
- Support for homeless people into employment – fixed address rules, etc
- Find out who homeless people are and where they are
- More support for temporary accommodation while houses can be found
- Information about where and how to safely donate
- Where does a homeless person get an eye test? – how can we help with this?

LGBTQIA+:

- Equality and Pride posters and awareness raising
- **LGBT History must be included within school curriculum, including as part of sex education curriculum**
- Dedicated school assemblies
- **Extensions of teaching about LGBTQIA+ history month to primary school**
- ‘when the haters go low, we go high’
- **Understanding and use of gender neutral language – policy to be on badges and email signatures**
- **Staff to wear pronouns on their badge**
- **Clear policies for dealing with homophobic behaviour – should dealt with in parity with racism**
- **Swansea Council as an ally to the community – made explicit**

Racism:

- Need understand discrimination from a human rights point of view – we’re all human, we’re all the same inside
- Celebrating and learning about black history, including black British history
- Black history training (and LGBT history) training should be compulsory for councillors, and could be taught by children and others.
- Reducing discrimination in sport
- Punishment for people who behave in a racist way – 3 chances - fines
- Celebrating diversity
- Using role models and influencers of colour to help children feel represented
- ‘no room for racism’, ‘Embrace you Race’

Free school meals

- Widen who can receive free school meals

Bullying:

- Education about bullying – spotting the signs and where to report
- Recognition and praise of good behaviour rather than only recognising bad behaviour
- Posters, signposting and referring
- Teach people how to report the things they see
- Specific teaching about cyber bullying
- Give chocolate to everybody because it makes them feel better

Inclusion:

- Celebrating diversity
- Clear understanding of different needs and how to include people properly

Beliefs and religion:

- Dedicated spaces for prayer – any religion welcome
- Dedicated time and space within schools to celebrate and appreciate different religions
- Make symbols and information about different religions known
- Schools should be aware of different times that different religions need to pray
- Celebrating all religious festivals in schools so children feel represented
- Inviting people/role models to speak about their religion

Project ideas:

- Competition among schools and community settings making some sort of awareness raising of marginalised groups – winner wins money toward charity of their choice – choose a charity, promote their good work, vote, charity gets monetary prize

Participation

In Education:

- Use examples where children have opportunity to choose what they want to learn as good practice
- Ensure that basics things needed to learn and thrive in education are available so that all children can participate, e.g. pens, paper, pencils but also equipment such as wellies, swimwear, outdoor clothing.
- Greater focus on life skills in curriculum, e.g. cooking, paying bills, buying a house, budgeting, starting a company
- More educational games
- More focus on outdoor activities in the curriculum – climbing, gardening classes, etc
- Teacher swap – children as teachers for the day – see Glyncollen as example
- More promotion of opportunities to participate

Sport and health:

- Discrimination in sport linked to timed bans
- Free swimming lessons
- Extending cycle and walking routes –well lit for public safety
- Emergency phones along those routes
- More lights in parks and play areas to extend the use of them
- Information about who caretakers of parks are and how to contact

Appendix 3: Full Feedback Summary of PSB Partnership Forum Event

**PSB Partnership Event:
Engagement Session Feedback**

Q1) For each of the priority areas what are the main challenges in terms of Human Rights?

Q2) What actions should be undertaken, and how can your organisation support these?

Priority 1	Tackling Poverty
Main Challenges	
<ul style="list-style-type: none"> • The UK government doesn't have enough money – input isn't conducive to tackling poverty. • Local Authority with their resources do as much as they can but is limited by resources. • Locally what can we do? • Knowledge of what help you can get. • It's a lot more than being aware – tackling discrimination and poverty go hand in hand. • Breaking the cycle of underachievement • Requires a multi-agency response • Fair access to services and support • How to we help people to reach their potential • Having measurable elements and tangible outcomes • We use an outdated way of looking at poverty geographically – this could be demographically instead • Need opportunities to give people to lift themselves out of poverty • Lack of investment, limited capacity and resources across all organisations • Services can be disconnected • National economic pressures increasing • Fair pay for health and social care workers • Affordable housing and sustainable jobs • Covid repercussions • Digital poverty • Lack of adequate income • Access to services • Ability to participate • Investment and Equality need to benefit deprived people • Demography of poverty – 1 in 5 across Wales in poverty. Ethnic, Disability and Lone parents high. 70% of children affected by poverty. Nuances need to be looked at. • Disparity of employment coming out of Covid. • Problem, getting BAME community to apply for jobs 	

- Disability – confidence required to provide disabled people with equal opportunities.
- Quality of Housing – why are they in poverty – cost of heating, cost of transport to attend work.
- Geography – poverty has an impact on people’s life expectancy on their health and quality of life

What can we do to support it (your organisation and others)

- Awareness of support
- Directing resources effectively
- Making sure that people have all the money they are entitled to – one person at a time that is very time consuming.
- Linked up services
- Huge community safety department in Fire and Rescue
- Lots of referrals – make every contact count.
- Working in partnership with knowing who does what.
- Probation officers have a caseload of 30-40 women, link in with a lot partner organisations, deliver food, looking at employment advice, clothing (interview clothing).
- Integrated system of service – partners shared one system example in Medicine Hat Canada
- A true collective partnership approach
- Offer choice of options; eg. Employment or education
- Ensure fair pay in region
- Signpost people to correct support
- Good multi-agency communications
- Education and opportunities
- Prevention of reoffending
- Joint procurement between organisations ensuring community benefits when awarding contracts
- If all organisations work together on the well-being act and socio-economic duty, potential to provide real holistic support
- Share good practice, knowledge and tools
- Look at what is needed then secure funding
- Look at quality of life rather than standard of living
- Support people to become more civically minded
- Genuine co production
- Look at empty residential properties social housing could occupy
- Make public transport more accessible and affordable
- Help people to insulate home to help with fuel poverty and climate change
- Work together as a city to challenge UK Government
- Advice – making sure have access to right amount of benefits
- Engage with community/listen to people with direct experience
- Not having to tell same story multiple times.
- How we disseminate support (stigma around food banks)
- Understanding the data to see population needs/ getting breakdown of data at local level
- Working in community – important helping the people who need it the most.
- Events to open people’s eyes regarding employment – employers and those looking for jobs.
- Need to lift people out of poverty and improve their quality of life.
- Empower children to become who they want to be
- Not a one size fits all. Have conversations with people. How do they see themselves in the future? How will they realize their ambition? Provide them with the tools to do this.
- Multi Agency Project working within 8 UK Local Authorities.

- Health Board as an employer – awareness raising and sharing information
- Early years – target quality of life at an early stage.
- Procurement – massive amount of public money going to waste. Community benefits should be prioritised i.e. apprenticeships. City Region deals should deliver social benefits and values.
- Everyone has a social and economic duty. This could be interpreted and implemented across the area.

Priority 2	Vulnerable children and families
Main Challenges	
<ul style="list-style-type: none"> • Huge increase in referrals of fire play – lots of incidences where Fire and Rescue • Could also be linked to domestic violence etc. staff have been trained on this. • Referrals of domestic abuse have been increased • All fire stations are safe havens and frontline staff are trained on how to deal with them and have facilities to support. • Internal training required. • Issue is identifying people in the first place. • Concentrating on reaching out to people during COVID in high risk • Access to school uniforms • Access to food for children • Domestic abuse is a huge issue • Police and Crime Bill will have a big impact on gypsy/ traveller communities – need to do something to seriously support these • Environmental risk is correlated with vulnerable groups e.g. air pollution affects children and vulnerable people the most. Also flood risk is likely to impact those in deprivation the most. • How do we stop children and young people being exploited • Multi agency response required • Ensuring all vulnerable groups are being heard • Transition of care to adulthood • Long-term effects of pandemic • Branded school uniform is very expensive and often required by school rules • Increase across the board of number of children living in poverty • Vulnerable Families – Shouldn't be afraid to ask for help • Need to make them aware of what help is available and what services are available to them to make them a better family. • Right to Play – children need an environment to play and are encouraged to play. Vital tool in growing up. 	
What can we do to support it (your organisation and others)	

- Keeping face to face contact.
- Ensuring access to food.
- Empowering people – staff can be trained, but we need to raise awareness and education among the population of different schemes/ services available.
- Removing that stigma is accessing that help.
- Being aware of the issues they are facing.
- Provide food banks, fuel vouchers
- Help before you get to that point
- Access to IT/ tackle digital exclusion
- When they to have someone to refer to social services, it may not reach the threshold – there’s a gap where you want to get them help but can’t.
- Prevention rather than responding.
- Offer self-help opportunities
- Great examples of communities and agencies working together to support the vulnerable during the pandemic, let’s keep that going
- Sharing of information
- All organisations should work within the children’s rights framework
- Learn lessons from inquiries
- Share good practice, knowledge and tools
- Using a Human Rights approach would fill some gaps in support – place individual at the centre and asses their needs not by geographical or demographic support
- Genuine co production
- Collaborative work with organisations on the future generation act
- All schools should have a recycling/reuse facilities for uniforms
- Poverty Truth forum having a positive impact
- Listen to the children and families
- Keep children at centre
- Get to root cause at the beginning to make outcome more sustainable
- Children make a contribution and need to be heard and listened too not ignored.
- Link with Third Sector i.e. Barnados, etc. Looking for housing can be intimidating for young people

Priority 3

Keeping people safe from harm

Main Challenges

- Sex workers – there is an issue around keeping them safe from harm.
- Women walking down the street feeling unsafe.
- Fire dangers, road accidents.
- Need to know that they can contact fire service to get help.
- Human trafficking
- Environmental risk
- Mental health – how do we carry out low level and early interventions to prevent long term impacts
- Access to health services
- Substance abuse
- Exploitation
- Drink spiking to community issues
- How can we respond to people who don’t feel safe
- How can we can trust in the judicial system
- Climate change

- Online protection especially for the vulnerable
- Knowing where to go to get help
- Inconsistent level of support
- Do they realise they are vulnerable/at risk of harm?
- Short term funding for something that needs long term support
- Safe from harm – from each other, from the environment (decarbonise and air quality)
- Access to a good health service
- Exploitation, substance misuse – recognise these are issues and people need to be protected from
- Are agencies working effectively together on issues like this?
- Is there anything collectively services can do?
- Whose responsibility is it? People/services need to be held to account.
- What do we do to protect our Children?
- What are the interventions
- What are the individual responsibilities?

What can we do to support it (your organisation and others)

- Cross-working, making sure where to refer to.
- Be preventative rather than reactionary
- Education in organisations and workplaces as well as in the education sector
- All organisations work together to embed the future gen act and socio-economic duty
- Sustainable procurement
- Share good practice, knowledge and tools
- Partnership working with all organisations in prevention
- Help people with their right to feel safe
- Consistent messaging
- Genuine co production
- Fire service offer safety checks in homes
- Allowing services to be more accessible where there is digital poverty
- Home not house. Safe and habitable, not just 4 walls.
- Awareness raising of risks
- Longer term funding
- Medical facilities – equal access to all, including dental care, vaccinations.
- Empower people to stand up and say when they see/experience harm
- Be responsible for your own actions – organisations need to take responsibility also.
- Having a pleasant environment to live your life in will improve wellbeing.
- Pay more attention to the environment
- A place which can be handed on to grandchildren, a place that's worth living in – cycle don't drive, green spaces, good air quality, smoking, going out safely.
- Buy produce locally all about procurement

Priority 4

Tackling discrimination

Main Challenges

- Hate crime has increased – Brexit increased even more
- Race is a huge issue
- Mental Health ambulances in Liverpool were noticing severe referrals for food banks was much higher for those with mental health issues.
- Need to remember all the protected characteristics.
- When pandemic came in, a lot of those with English as a second language found it really difficult to access information etc.
- Pandemic highlighted a lot of issues for older generations e.g. using digital services.
- Access to information
- People staying silent – the unheard voices
- People focus in differences instead of similarities
- Need to look at how we can do this better
- Support for people who have suffered discrimination
- Requires culture change
- Need to look at root causes
- Lack of empathy
- Ensuring people with lived experiences are involved in the beginning or any new policy or programme development
- How to you reach put to the people who don't uses services / 'the hard to reach'
- Tackling discrimination links closely with tackling poverty
- Making sure all 9 protected characteristics are considered at all times
- Stigma around poverty – don't seek support, or don't think they will get it / deserve it
- Lack of understanding of others prevents engagement / stepping out of comfort zone
- EQIa – Advancing equality of opportunity
- Do good things need to be embraced?
- What is it about the STEM industry?

What can we do to support it (your organisation and others)

- Education is huge
- Ensuring fuel
- Welsh language – making sure everything is bilingual
- In terms of IT access – if not at home, then where can they access these services? Loaning equipment.
- Awareness – do we have this before we engage with communities?
- Staff training – we need training that genuinely makes a difference (work with other organisations to create robust training).
- Ensuring that organisations are representative of the communities
- Look at diversity in your own organisations
- Carry out EIAs in an authentic way
- Procurement can influence the private sector
- "Take the E out of equality and you have quality"
- Share good practice, knowledge and tools
- Fully integrated schools
- Restorative practises between all organisations
- Genuine co production
- Meeting people's language requirements
- Be careful of language we use in publication/media re poverty.
- Build people's confidence, resilience and self-esteem.
- Tell peoples stories – let people hear what others have gone through
- Community engagement/participation

- Do people faced with discrimination have the tools/knowledge to fight it
- Are we doing enough within the Private sector to deal with discrimination

Priority 5	Human Rights awareness
Main Challenges	
<ul style="list-style-type: none"> • Digital inclusion • Consistent messaging • Division demographically of human rights awareness • Ensuring people with lived experience help to shape awareness • Making it relevant for people in their day to day lives • A lot of people don't know their human rights or know how it is relevant to them in their day to day lives • Coupling rights and responsibilities is important • What does this mean to me? • How does this affect council services that I use, bin collections etc. • Negative perception or understanding on Human rights 	
What can we do to support it (your organisation and others)	
<ul style="list-style-type: none"> • Partnership working, between organisations to raise awareness • Create a comms group between all organisations for strong consistent messaging • Share good practice, knowledge and tools • Share new materials, surveys, events with each other and cascade through our own organisations • Intergenerational events • Organisations could support their staff in volunteering outside their own organisations • Genuine co production • Myth busting • Signposting people to relevant information, resources and support • Ensure people are aware of support that already exists • Ensure messaging is in easy plain language • Right of the week/month campaigns • Everyone's responsible to make a difference • Public engagement – why is it important to spend money, why is it a good thing, why it is a good thing for wellbeing of Swansea. • Publicity campaign to raise awareness and bust myths around Human Rights, across various methods – not just online as not everyone has access. Cover all bases. Radio, newspaper, community 	