

# Human Rights City

## Action Plan Engagement

### Event Report



**Abertawe**  
Hawliau  
Dynol

**Swansea**  
Human  
Rights

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## **Introduction**

On the 16<sup>th</sup> of June 2023, at Swansea.com Stadium, the Human Rights Steering group hosted an action plan engagement event. The invitation to this event went out through all the networks, forums and community groups that had been previously consulted with. Senior Management from businesses and organisations from across Swansea, people with lived experience and young people attended.

We were overwhelmed with the amount of interested people who wanted to attend the event, and we quickly hit capacity. Due to this we launched a survey to capture the views of those who couldn't attend the event. The survey closed on the 16<sup>th</sup> of July.

The event was hosted by Councillor Elliot King, Cabinet Member for Culture and Equalities. There were 103 in attendance on the day. There were ten roundtables with ten seats. Attendees were told they could sit anywhere, ensuring there was no formal seating plan. The young people had two dedicated tables. Each table had two facilitators, supporting the attendees in the two workshops during the event and recording the ideas discussed.

## **Workshop 1; What can you do to further support Swansea being a Human Rights City?**

The first workshop followed a presentation by Katie Spendiff, Senior Policy Manager of Children's Rights from Welsh Government. Katie delivered a presentation based on "A Human Rights Based Approach – A Guide for Organisations and Public Authorities in Swansea" - this guide was developed by Swansea University in partnership with Swansea Council and the Human Rights Steering Group.

The second part of Katie's presentation covered "Principles in Practice". These were case studies examples from Swansea where a Human Rights based approach is being used.

Following the presentation, the attendees were asked "What can you do to further support Swansea in being a Human Rights City?" One example from each table was asked in a short feedback session. The following was provided;

- Sharing information about Human Rights better.
- Promote the guides that have been produced.
- Take part in consultation and engagement events.
- Creating a space (in policy work) to listen.
- Staff training.
- Review of policies making explicit links to Human Rights.

## Roundtables Discussions on the Priorities

In 2021 after consultation and engagement, Swansea's Human Rights City priorities were set. These are;

1. Tackling Poverty
2. Vulnerable Children and Families
3. Tackling Discrimination
4. Domestic Violence and Abuse
5. Human Rights Awareness

The purpose of the roundtable discussions was to ask attendees what they thought the main issues are, what the potential actions could be and what success looks like for each priority. Fifteen minutes were spent on each priority asking the three questions. The two facilitators on each table supported the attendees to answer the questions and then recorded what was discussed. Below are the results from all of the tables and the responses to the survey combined.

For the purpose of this report, responses have been categorised into reoccurring themes for each question under each priority. Further analysis has taken place on the top three themes for each question under each priority, which has been written into this report. A number of responses had more than one theme in them, therefore where applicable, the one response has been categorised into more than one theme. Direct quotes have been used from the responses from the top three themes, which are in italics and quotation marks.

A table has been created for each priority which serves to highlight the themes identified of the main issues and potential actions and what does success look like questions. The main issues and potential actions don't consistently correlate, however both need to be considered when developing the action plans under the priorities. The views about what success looks like gathered from the workshop need to help inform what our indicators will be.

Full analyse of the three questions, what are the main issues, what are the potential actions and what does success look like for each priority, follows each table.

## Tackling Poverty

Main Issues		
Cost of living	Information and knowledge	Jobs and Wages
Potential Actions		
<ul style="list-style-type: none"> <li>• Ensure we consider the impact of poverty in our decisions</li> <li>• Co-production with people with lived experience</li> <li>• Staff training to raise awareness</li> <li>• Development opportunities in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-agency collaboration</li> <li>• More welfare rights advisors in accessible places</li> <li>• Education on how to utilise food and how to grow food</li> <li>• Funding for community gardens</li> </ul>	<ul style="list-style-type: none"> <li>• (Financial and Mental Health) Education for Young People to prepare for life after school</li> <li>• Schemes to support parents with cost of school uniforms and trips</li> <li>• Creation of jobs by attracting organisations to Swansea</li> </ul>
What does success look like		
<p><b>Broad and Sweeping</b></p> <ul style="list-style-type: none"> <li>• Safe spaces to live</li> <li>• Enough food to eat</li> <li>• Wages match inflation</li> <li>• A disposable income</li> <li>• Families eating healthier</li> </ul>	<p><b>Local level measurable outcomes</b></p> <ul style="list-style-type: none"> <li>• Policies and strategies created using coproduction</li> <li>• Consultations are inclusive and publicised well</li> <li>• Increased uptake of benefits</li> <li>• Parenting support</li> <li>• Support before crisis point</li> </ul>	

### Main Issues

When asked what are the main issues with regards to tackling poverty, just over a third of the comments recorded at 34% said cost of living.

*“Cost of living crisis - policy & practice accounting for those who are in crisis eg school uniforms. Expectations of additional expenditure eg trips, school leaver hoodies, transport.”*

*“People who have not experienced poverty before, not entitled to benefits - have just about managed.”*

*“Cost of living crisis. Austerity in services.”*

The second largest response to this question was in relation to information and knowledge at 25%. The responses in this category were wide ranging from people not knowing where to go for support at the beginning of personal financial issues, knowing and understanding what benefits they are entitled to, to not being educated on how to manage money and to ‘cook from scratch’. Also mentioned in this category was the ability for support services to signpost to other organisations and lack of coordination between service providers to enable signposting.

*“Unclaimed benefits, people not asking for help as soon as they think they have a problem.”*

*“Benefits. Accessing services and entitlement. Staff knowing where to signpost. Coordination between services.”*

*“Perception of what poverty is. Dehumanisation of support services.”*

The third top theme identified in the responses are jobs and wages at 10%. Similar to the information and knowledge category, there was a wide range of responses covering the need to encourage businesses to come to Swansea to provide jobs, wages not matching inflation and the need to support people to ‘get back into work’.

*“Attracting better paying jobs to Swansea, encouraging part time workers to increase their hours, reduce reliance on poverty level state benefits.”*

*“Costs of things are going up but things like wages aren’t.”*

*“Codi (raise the) minimum wage a (and) living wage I bawb (for everyone) and to be the same depending on responsibilities not age – we wouldn’t lower the wage for people when they reach 40 so why are young people getting paid less?”*

## **Potential Actions**

The largest theme identified at 25%, concerned a change in policy areas. When analysing this theme further, 70% of the comments referred to corporate policy areas, for example, Integrated Impact assessments, coproduction and multi-agency collaboration, which local public bodies and organisations have control over. 30% concerned policy areas which are controlled by Welsh and UK Governments, for example, local housing rates and benefit rates.

## **Corporate policy area examples**

*“Impact assessments through HR (Human Rights) /poverty lens looking at impact of ANY decision.”*

*“Looking at attitude for procurement to increase local food supplies.”*

*“Training staff. Multi-agency collaboration.”*

*“...School uniform - schemes to support and reduce cost. Connecting with anti-poverty schemes e.g., food banks.”*

### **UK and Welsh Government policy area examples**

*“Local housing rates, childcare and support, benefit rates, guaranteed income.”*

*“Redistribution from wealthy areas to poorer ones... implement basic income grant to public below certain earnings level.”*

*“Free school meals for all...”*

The second largest theme identified was the promotion of and access to services to support people at 22%. These comments included having easy, accessible spaces for people to “pop by” and have free benefit checks and properly resourced support services.

*“More independent advisors to help people.”*

*“Make access easier. Drop-in centres to access information. Use of more inclusive language.”*

*“Provide bespoke support. Make links between homelessness/begging and substance abuse.”*

The third largest theme identified was education, specifically with young people in schools at 14%. Ideas included, teaching young people how to prepare for life after school financially, while also providing funding and opportunities to learn cookery skills and growing their own food.

*“Education - How to utilise food, balanced diet, growing, cooking etc. Funding for community gardens, allotments, school gardens etc”*

*“Prepares for life after school. How to financially support yourself, physically and mentally learning tools to help.”*

The remaining ideas covered themes including raising awareness of what poverty is and communicating what support services are available in different formats. Creating employment opportunities and training within employment was also cited.

## **What success looks like**

A broad range of ideas were shared for the answer to this question. For the purpose of this report answers have been categorised in to two themes. Broad and sweeping, and more specific and measurable ideas that are achievable on a local level. Further analyse of these ideas will be made when developing the action plan, which will need to developed with subject matter experts and have measurable outcomes.

There is a 51% and 49% split between the two themes, broad and sweeping and more specific and measurable ideas on a local level, respectively.

### **Broad and Sweeping**

*“Everybody with a safe place, to live, able to eat, able to pay basic bills and an income, and enough disposable income to have a life.”*

*“People working for a wage than can support them allowing more support for those who can’t work.”*

### **Specific, Measurable and Local Level**

*“Meaningful creation of new policies and strategies using coproduction.”*

*“Consultations are inclusive and publicised in a way that broadens awareness.”*

*“Parenting support, financial awareness...”*

*“Better uptake of benefits. Increased prospect of options”*



## Vulnerable Children and Families

Main Issues		
(Lack of) Support	Information and knowledge	Education in schools
Potential Actions		
<ul style="list-style-type: none"> <li>• Enhance community support</li> <li>• Enhance 3<sup>rd</sup> Sector support</li> <li>• Train and recruit social workers</li> </ul>	<ul style="list-style-type: none"> <li>• Better multi-agency collaboration</li> <li>• Prevention awareness in schools</li> <li>• Online resource on HWB for children and young people to receive support</li> </ul>	<ul style="list-style-type: none"> <li>• Positive news stories</li> <li>• Benefit entitlement awareness</li> <li>• Trauma informed practices into schools and community groups</li> </ul>
What does success look like		
<p><b>Broad and Sweeping</b></p> <ul style="list-style-type: none"> <li>• Safe homes</li> <li>• Ability to eat healthy</li> <li>• Ability to provide financially, emotionally and socially</li> <li>• Children no longer hungry or cold</li> <li>• Children have their right to a happy childhood upheld</li> </ul>	<p><b>Local Level Measurable Outcomes</b></p> <ul style="list-style-type: none"> <li>• Improved educational attainment</li> <li>• Reduction in request of Social Services</li> <li>• Safeguarding awareness training</li> <li>• Better educational outcomes for cared for children</li> </ul>	

### Main Issues

When asked what are the main issues under the priority Vulnerable Children and Families, the majority at 36% cited lack of support. This ranges from people not knowing where to go for support to not enough preventative services being available.

*“Need more independent visitors to meet with such families on regular basis.”*  
*“hunger, violence in the home, deprivation of services.”*

*“Lack of support and education.”*

The second largest theme identified was information and knowledge at 12%. This includes having a definition about vulnerability and people knowing where to go when they need support, before they hit crisis point. Also, the perception around support services and receiving them, the fact that support services are there to help families and not to 'take children away'.

*"Asking why they are vulnerable and defining vulnerability."*

*"Entitlements, taking up of rights. Rigorous understanding of Safeguarding."*

*"Perception that social services input is bad - fear that they are going to have child taken away from them."*

The third largest theme identified at 11% cited education in schools. Participants told us simply that education needs to improve in schools and children who are excluded or had a reduced timetable because of their behaviour, were not having their right to education realised.

*"Poverty they face, poor education, income inequality."*

*"Hidden in UK - behind closed doors. Truancy, home schooling, exclusion, suspension."*

## **Potential Actions**

There was a large variety of answers to this question, when analysed, the largest theme identified at 33% cited the improvement of support services. This also includes enhancing community support and using or enhancing 3<sup>rd</sup> sector support.

*"Train and recruit social workers."*

*"Peer support. Trauma informed practices into schools and community groups. Use sport."*

*"Signposting to support."*

*"Services working together more closely; data sharing; access to services and signposting; community focused schools."*

*"Raising awareness of the unique issues families and LGBTQ+ children face. Training for PSB staff. Training for parents. Promotion of the support each PSB org can provide."*

The second largest theme identified was regarding education in schools at 14%. The ideas shared here included general thoughts on children don't fall through gaps and more specific actions like having more staffing in schools for vulnerable children, and encouraging swap shops for uniform or clothing in schools to help with the cost.

*“Online platform on HWB to express their feelings, problems and find advice and support to help.”*

*“Prevention awareness in schools - healthy relationships etc.”*

*“Better support for looked after children in schools.”*

*“Ensure adequate wages & benefits. Ensure everyone is aware of their entitlement.”*

*“Training and awareness of staff and public. Understanding your rights.”*

### **What does success look like?**

A broad range of ideas were shared for the answer to this question. For the purpose of this report answers have been categorised in to two themes. Broad and sweeping, and more specific and measurable ideas that are achievable on a local level. Further analyse of these ideas will be made when developing actions plans with subject matter experts and measurable outcomes.

There is a 60% and 40% split between the two themes, broad and sweeping and more specific/measurable ideas respectively.

### **Broad and sweeping**

*“Safe homes, able to eat healthy, able to provide, financially, emotionally and socially.”*

*“Children no longer hungry or cold. Children have the right to a happy childhood upheld.”*

### **Specific, Measurable and Local Level**

*“Improved educational attainment.”*

*“Reduction in request of social services.”*

*“More training and education for others who come into contact with families - to be aware of safeguarding concerns.”*

## Tackling Discrimination

<b>Main Issues</b>		
Negative attitudes in press	Lack of awareness	Lack of support services for specific protected characteristics
<b>Potential Actions</b>		
<ul style="list-style-type: none"> <li>• Raising awareness in educational settings</li> <li>• Representation of protected characteristics in teaching profession and professional/support services</li> <li>• Inclusive education</li> </ul>	<ul style="list-style-type: none"> <li>• Information provided in different formats and languages</li> <li>• Public notices (communication campaigns)</li> <li>• Organisations working together and sharing best practices for tackling discrimination</li> <li>• Zero tolerance to discrimination</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure workforce training in tackling discrimination is up to date and mandatory</li> <li>• Use of correct language in corporate policies</li> <li>• Host cultural events</li> </ul>
<b>What does success look like</b>		
<p><b>Broad and Sweeping</b></p> <ul style="list-style-type: none"> <li>• All (are) treated respectfully</li> <li>• We can agree to disagree without malice</li> <li>• Fairer and truthful of life being lived in reality</li> <li>• Everyone allowed to be themselves</li> </ul>	<p><b>Local Measurable Outcomes</b></p> <ul style="list-style-type: none"> <li>• Reduced instances of discrimination</li> <li>• Reporting of less isolation</li> <li>• More complaints are made (therefore) more sharing of experiences</li> <li>• Representation in (media) stories</li> <li>• All teachers understand social and medical models of disability and UNCRDP (United Nations Convention on the Rights of Disabled People)</li> <li>• Enhance diversity in professional services</li> </ul>	

## Main Issues

Tackling discrimination is a vast and complex topic that encompasses various aspects of social, political and cultural life. This is evidenced in the responses we received to this question. Over 50% of comments cited media was an issue with negative news stories. Direct reference to a specific protected characteristic or a set of, was mentioned in 22% of the comments – this ranges from asylum seekers and refugees receiving negative media attention, to disabled people not having adequate housing.

*“Negative attitudes in the press - especially towards refugees/asylum seekers and transgender people.”*

*“Lack of accessible housing for disabled people.”*

22% of comments cited awareness as an issue. The comments range from a general lack of understanding and information, to more detailed comments where participants would express lack of awareness of a certain protected characteristic, for example;

*“It only seems to work a few ways - as a Christian I am discriminated against but that is accepted as OK. People blaspheme, can mock my beliefs and religion and it seems that even though faith / religion is a protected characteristic it only applies to other faiths.”*

*“20% of Wales disabled. Greater understanding of what disabilities are. Main issue between 25-50 where there is a lack of support”.*

The third largest theme identified in the answer to this question was support services at 10%. All comments categorised in this theme made reference to a specific protected characteristic and the lack of services to support them.

*“...Age discrimination is now lagging behind other discrimination uses due to lack of promotion and action. People expect older people to have to put up with lesser services and provision.”*

*“Migrant and asylum seeker abuse, not enough services to support people.”*

*“Looking after and having dedicated support for people who are different or are from different sections of the LGBTQIA+ community.”*

## Potential Actions

As demonstrated above, tackling discrimination is a vast and complex issue, because of this a large variety of answers were given when participants were asked, what could be the potential actions to tackle discrimination.

22% of comments cited education, suggesting the majority of respondents felt the key to tackling discrimination began in educational settings. Participants told us it is

important to have inclusive education and that there is a lack of diversity within the teaching profession in Swansea which needs to be addressed.

*“Swansea is multi-cultural but this is not represented in our education staff / council staff. This is especially prominent in Welsh Medium education.”*

*“Ensure inclusive education under UNCRDP. Ensure level playing field. People focused.”*

*“Assemblies in schools to help learn and teach pupils on positive language and how to use it.”*

The second largest theme identified was information and awareness. 18% of comments referred to this theme. To provide information in various accessible formats which would then lead to more awareness of what discrimination is and all the different forms it can take, and also how it affects different people.

*“Resource for literature to be available in different languages when requested.”*

*“Promote older people’s rights. Provide practical support in suitable formats and ways.”*

*“More public notices about it.”*

The third largest theme identified was around improving or enhancing corporate policy areas in organisations including schools, at 10%. This theme includes ideas around organisations collaborating together to share best practices in tackling discrimination. Ensuring policy writers in organisations use correct language and also having zero tolerance to discrimination in the workplace.

*“Protecting dignity, Model behaviours. Train staff. Work with local charities and organisations to tackle issues.”*

*“Training. Senior managers and politicians who write policy use the correct language.”*

*“Institution’s frameworks - replicate some of their best practice. Host cultural experiences.”*

### **What Success looks like**

Similar to the answers to this question under the earlier priorities, the answers have been categorised into two themes. Broad and sweeping and more measurable outcomes which could be carried out on a local level. Further analysis of these answers needs to be made when setting measurable outcomes in a future action plan and working with subject matter experts in developing the outcomes.

56% of the comments were broad and sweeping and would be a challenge to create key indicators under. For example –

*“That all are treated respectfully. That we can agree to disagree without malice.”*

*“Fairer and truthful of life being lived in reality.”*

42% of comments provided ideas for measurable outcomes which could be conducted on a local level.

*“Reduced instances of discrimination.”*

*“Reporting of less isolation. People able to use their voice. More complaints are made and (therefore) more sharing of experiences.”*

*“Having all parties around the table - many voices. Representation in stories, media, case studies etc.”*

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## Domestic Abuse and Violence

<b>Main Issues</b>	
Lack of awareness	Lack of support services and resources
	Lack of reporting
<b>Potential Actions</b>	
<ul style="list-style-type: none"> <li>• Awareness raising of different forms of abuse</li> <li>• Awareness raising of who victims can be</li> <li>• Survival story telling</li> <li>• Campaigns in schools, workplaces and public spaces including social media</li> </ul>	<ul style="list-style-type: none"> <li>• Diverse support services</li> <li>• More refuges</li> <li>• Better signposting</li> <li>• Education on why incidents should be reported</li> </ul>
<ul style="list-style-type: none"> <li>• Healthy relations awareness in schools</li> <li>• Building confidence in victims to report</li> <li>• More prosecutions</li> </ul>	
<b>What does success look like</b>	
<p><b>Broad and Sweeping</b></p> <ul style="list-style-type: none"> <li>• Improved education</li> <li>• Improved policing</li> <li>• Everyone knows who to talk to and gets appropriate support</li> <li>• Reduction in DAV incidents</li> <li>• Harsher sentences for abusers</li> </ul>	<p><b>Local Measurable Outcomes</b></p> <ul style="list-style-type: none"> <li>• (Availability of) Safe spaces</li> <li>• Informed city centre – staff and businesses know how to signpost and assist</li> <li>• Advertising and promotion of community/hub group e.g. Grand Theatre</li> <li>• Understanding of Human Rights of each protected characteristic</li> </ul>

### **Main Issues**

When asked what are the main issues under the priority Domestic Abuse and Violence, awareness or lack of was the largest theme with 29% of comments citing



this. Participants told us that there is lack of awareness of what the different forms of abuse can be, and that it can happen to any gender.

*“Lack of information on how to escape and where to go, assumption this applies primarily to women, not men.”*

*“Lack of knowledge of mental abuse - just as damaging as physical - can be hidden.”*

*“Lack of understanding of what abuse is. Lack of education. Perceptions of abuse.”*

The second largest theme identified was lack of support services and resources at 20%. A large proportion of these comments said that support services are not aimed enough at men or the LGBTQ+ community and often refuges are full, so there is no escape for victims.

*“No focus on domestic abuse of males, males are rarely believed. Domestic abuse includes dad's not being allowed to see their children.”*

*“Access to refuges for both men and women as victims.”*

*“Support for victims - especially support for men, LGBTQ+ communities and disabled people.”*

The third largest theme identified was the lack of reporting at 9%, because of the fear of not being believed and subsequently, the lack of prosecutions. Lack of policing within DAV was also identified within this theme.

*“Victims not supporting prosecutions.”*

*“Confidence to report/coming forward.”*

*“Not reporting things – fear of not being believed.”*

## **Potential Actions**

There was a large variety of ideas within in the answers to this question. The largest theme identified at 31% was raising awareness. Participants told us that raising awareness was vital to combating Domestic Abuse and Violence amongst residents of Swansea. Ideas included survival story-telling and use of case studies. Raising awareness so public understand it isn't just physical abuse, that there are many different forms. And also, victims can be any gender and any sexual orientation. This needs to be done in schools, workplaces and in public spaces including social media.

*“Greater understanding of different types of abuse - information shared via social media.”*

*“Share information of diverse support services.”*

*“Survival story telling.”*

The second largest theme for potential actions at 25% cited better support for victims. This includes more refuge spaces being available. Better dedicated support for victims who also have a protected characteristic. Ideas were also shared around providing better emotional support as well as physical for victims and potential for organisations to collaboratively work together to support the victims allowing them to re-build their lives.

*“Refuges provided, so there are spaces for people to change and rebuild.”*

*“Appropriate funding support. House people (in refuges) in appropriate groups.”*

*“Better support for victims through the whole process.”*

Improve education and resources in schools and improving policing and reporting of incidents were both identified as third highest theme at 11%. We were told that opportunities in schools were important to education young people on healthy relationships.

*“Awareness in schools - understanding relationships.”*

*“Promotion that it's not acceptable within schools.”*

*“Teaching pupils in schools how to report issues inside and outside of school.”*

We were told that it is important for people to know how to report incidents to the police, the process of reporting, which will enable victims to have confidence in the reporting system, which would then lead to more prosecutions. Ideas were shared that perpetrators should have higher sentences and also restorative interventions should be used.

*“What happens if we do/don't report it?”*

*“Prosecution of offenders, education of offenders, better support for victims.”*

### **What does success look like?**

The answers have been categorised into two themes. Broad and sweeping and more measurable outcomes which could be carried out on a local level, 67% and 33% respectively. Further analysis of these answers needs to be made when setting measurable outcomes in a future action plan, with subject matter experts.

### **Broad and Sweeping**

*“Improved education, equality of opportunity and improved policing.”*

*“Everyone knows who to talk to and gets the appropriate support they need.”*

**Local level, measurable outcomes**

*“(Availability of) Safe spaces.”*

*“Informed City Centre where all members of staff in services/business know how to signpost/assist people in need.”*

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## Human Rights Awareness

Main Issues		
Lack of awareness and knowledge	Improvement of individual rights	Misinformation and misconception
Potential Actions		
<ul style="list-style-type: none"> <li>Promotion of Human Rights</li> <li>Advertising in public spaces</li> <li>Discuss issues</li> <li>Provide people space to have a conversation and creating awareness</li> </ul>	<ul style="list-style-type: none"> <li>Information distributed in different formats and languages</li> <li>Ability to signpost to support services</li> <li>Pledges/Human Rights assessment process and development points to work on</li> </ul>	<ul style="list-style-type: none"> <li>Teach about Human Rights in schools</li> <li>Consult and engage with different networks and forums to ensure everyone's voice is heard</li> <li>Human Rights Champions</li> </ul>
What does success look like		
<p style="text-align: center;"><b>Broad and Sweeping</b></p> <ul style="list-style-type: none"> <li>Everyone is happy</li> <li>Greater knowledge and awareness which leads to better self-esteem and more confidence</li> <li>Public are reassured their voice matters</li> <li>Better reputation</li> </ul>	<p style="text-align: center;"><b>Local Measurable Outcomes</b></p> <ul style="list-style-type: none"> <li>Full awareness and transparency over what a Human Rights City is</li> <li>Transparency. Engagement. People of Swansea proud of where they live</li> <li>Co-production and involvement. A workforce aware of their human rights</li> <li>Trust in Local Authorities and other services</li> </ul>	

### **What are the main issues under the Human Rights Awareness priority?**

The largest theme identified was the lack of awareness and knowledge of Human Rights at 53%. Participants told us that people lack a basic understanding and respect of Human Rights and why they are important to everyone and not knowing what to do if your Human Rights aren't being met. Answers that have been categorised into this theme also acknowledge that children learn about children's

rights in schools but not about the larger picture of Human Rights and questioned how can we increase the knowledge within the adult population.

*“Knowing rights and how your own behaviour impacts on others. How do we participate in our communities.”*

*“Knowing what to do if your Human Rights are not being met.”*

*“Children's rights are promoted and well known in schools - how do adults learn about Human Rights? Exploitation of people that are marginalised, will they be empowered to know their rights? Will political changes change the agenda of a Human Rights City?”*

The second largest theme identified was the need to improve individual rights at 15%. The answers in this theme cited a general need for improving the rights of individuals to specific mention of certain rights, for example ‘(the need to improve) the right to family life’ and children with disabilities not having their rights realised.

*“Improving human rights means improving individual rights, freedoms and liberty.”*

*“Human Rights comes with responsibility. Additional challenges for children with disabilities. Needs to be a practice how you preach approach - not just a sign above the door.”*

The third largest theme identified for issues under this priority at 13% was misinformation and misconception. We were told that media has an influence in this when they attack certain groups of people. Also, a general feeling that it is a ‘fad’ and is not something tangible that people can relate to creates an issue.

*“Misconception of Human Rights. Fair and equitable for all.”*

*“Perceived as a 'fad' - long term sustainability. Is the language right? Should it be 'Swansea People's Rights'?”*

## **Potential Actions**

The largest theme identified at 46% cited the need for promotion of Human Rights, which would then lead to increased awareness. A number of specific ideas within this theme was suggested from providing information about Human Rights and what they mean in everyday life in different formats, being ready to translate the information into different languages when requested, and promoting information in public spaces like public transport and in shops.

*“Making it real. Change narrative.”*

*“Signpost to information. Discuss issues. Provide people space to have a conversation and creating awareness.”*

*“Provide better support. Make people feel a part of the community. Better mental health services. Support for drug and alcohol misuse. Provide alternative methods of communication/awareness.”*

The second largest theme identified was having the education in schools. 16% of comments were categorised into this theme. It was acknowledged that the promotion and education of children’s rights in schools in Swansea has been a huge success, as mentioned in the analysis of ‘what are the main issues’ question, however Human Rights in the broader sense needs to be addressed and education of Human Rights should start in schools.

*“Start young.”*

*“School lesson plans.”*

*“Focused inputs/lessons to young people. People with lived experience delivering lessons.”*

The third largest theme identified at 13% was increasing consultation and engagement opportunities. Participants told us that listening to people with lived experiences, engaging with existing networks and forums is essential so people can have a direct say and influence in issues and subsequent policies and programmes, that affect them in their everyday lives. This will empower people and have a positive effect on society as a whole.

*“Share this information widely. Speak to communities, inform, invite – consistently.”*

*“Every person who is a resident in Swansea should be heard.”*

*“Allows everyone the knowledge, inclusion and feedback about Swansea.”*

### **What does success look like?**

When analysing the results of this question, for consistency, the questions have been categorised into the same two themes. Broad and sweeping and ideas for measurable outcomes on a local level. 62% of the comments were broad and sweeping and 38% of the comments were ideas that could be used to measure on a local level. In the future, re-issuing the survey that was undertaken in 2021, to established baseline Human Rights knowledge of residents in Swansea, would provide a data set that is measurable.

### **Broad and sweeping**

*“Everyone is happy.”*

*“Greater knowledge and awareness which leads to better self-esteem and more confidence.”*

*“Public are reassured their voice matters.”*

### **Specific, Measurable and Local Level**

*“Transparency. Engagement. People of Swansea proud of where they live.”*

*“Co-production and involvement. A workforce aware of their human rights.”*

*“Trust in Local Authorities and other services.”*

DRAFT