



Black Voluntary Sector Network Wales
Rhywydwaith Sector Gwirfoddol i Bobl Croenddu Cymru

Cynnwys Project 2007

**Black Voluntary Sector
Network Wales**

Introduction

"We cannot seek achievement for ourselves and forget about progress and prosperity for our community. Our ambitions must be broad enough to include the aspirations and needs of others, for their sake and for our own."

Cesar Chavez

Equality issues

The equalities agenda has been emerging as a key policy area for the past few years with people pushing for a modernization of the public sector and the over all improvement of public services.

Local government is based on the principle of local representation and accountability, and is committed to providing high quality services to local communities. It has been successful in many areas responding to legislative changes and developing policies setting out its commitment.

Over the last 50 years, a raft of legislation has been introduced to address discrimination in its various forms. Legislation has attempted to address the different areas of discrimination in different ways, and the approach has changed from a punitive perspective to a duty to promote positive inclusion. This is exemplified in the Race Equality Act, the Disability Act and the Gender Equality Duty. It is currently recognised that there are six areas, or strands, where discrimination occurs and legislation strives to achieve equality: age, disability, gender, race, religion, sexual orientation.

The main laws relating to achieving equality for all include:

Equal Pay Act 1970

Sex Discrimination Act 1975

Race Relations Acts 1965, 1968, 1976

Disability Discrimination Act and Amendments 1995, 1999, 2004

Human Rights Act 1998

Race Relations Amendment Act 2000

Parliament Act 2001 which included a universal age of consent for of 16 (**Universal Age of consent does not exist in Britain as consensual ages differ i.e., driving (16), sexual activity (16), drinking (18)**)

Special Education Needs and Disability Act 2001

Repeal of Section 28 of the Local Government Act 2003

Employment Equality (Sexual Orientation) Regulations 2003

Employment Equality (Religion or Belief) Regulations 2003

Gender Recognition Act 2004

The Civil Partnership Act 2004
Employment Equality (Age) Regulations 2006

Significant new laws to be passed:

The Equality Act 2006
The Gender Equality Duty 2007

Understanding equality law is complex and not necessarily expected from generic workers. It is important, however, for all to have a working knowledge of how equality laws govern fair practice for both employers and public services. It is this knowledge that enables all people to fight for fair and equal treatment, regardless of their race, religion, ability or sexual orientation.

The Welsh Assembly Government deems equality to be an essential element of the modernisation agenda for local government and other public sector organisations in Wales. This reflects the realisation of the benefits of a more diverse and integrated society and workforce, and the importance of more responsive and flexible service delivery, meeting the needs of these minority communities. The Government of Wales Act 1998 requires that:

The Assembly make appropriate arrangements to ensure that its functions are exercised with due regard to the principle that there should be equality of opportunity for all people.

The Assembly publish an annual report on its arrangements for promoting equality and their effectiveness.

To give life to these duties, the Assembly supported the development of four consultative networks in Wales designed to promote; participation of marginalised groups; policy making; and service delivery: All Wales Ethnic Minorities Association, Disability Wales, Wales Women's National Coalition and Stonewall Cymru. In addition, a Standing Committee on Equality of Opportunity was set up, which includes representatives from the three statutory equality commissions, - the Commission for Racial Equality, the Disability Commission and the Equal Opportunities Commission, - and also recognizes equality of language, sexual orientation, age, and faith, as well as in relation to gypsy-travellers and refugees. Stonewall Cymru has a standing invitation to attend the Committee on Equality of Opportunity meetings as an advisory body on the needs of LGB people in Wales.

Having the correct equality policies and procedures in place is important in setting clear standards and setting out expectations of employees and service users in undertaking their roles. Still we must go further and gain full cultural support for all levels of change required to ensure that equality principles and practices are thorough and constant, protecting any minority individual in the UK from prejudice, victimisation, isolation and substandard living.

Equalities policies and legislation are critical components for creating a cohesive society. Since the Second World War hundreds of Equal Opportunities laws have been passed affecting every aspect of our lives. It is through these legislations and their upholding that it is ensured that individuals from minority groups and communities feel able to fully be a part of the society they live in without fear of oppression or unfair treatment.

The Welsh Assembly Government is committed to changing its policies to benefit minority groups. It has made clear in its Race Equality Scheme and other legislation and recommendations to organisations that it expects Equality to be a central part of service delivery. This falls in line with two of the Assembly's key themes:

Social Inclusion:

The development of a safer and inclusive society where everyone, young and old has the chance to fulfil their potential and be part of change.

Equal Opportunities:

The promotion of a culture in which diversity is valued and equality of opportunity is reality. The original guidance underlines the importance of these principles. It says that successful partnerships 'should consider and agree how they will engage with and involve communities.'

'Wales is now a truly multi-cultural nation. It is important that we celebrate and cultivate our diversity and at the same time promote social justice and equality for all (minority) groups.'

First Minister Rhodri Morgan, Wales Assembly Government's Race Equality Scheme 2005-2008

The Cynnwys project

Enabling minority groups to access advice and information

'Achieving equality locally is a step to achieving equality globally.'

Communities First Race Equality Guidelines BVSNW 2006

The Cynnwys project is a three year social inclusion project that was set up in 2003 and launched in 2004. The project aims to assist disabled, black and minority ethnic (BME) and lesbian, gay, bisexual and transgendered (LGB&T) people to gain equal access to advice and information services in the two counties.

Cynnwys was set up by both Anglesey and Gwynedd Advice and Information Partnerships. These two Partnerships were in turn, established by the Legal

Services Commission, and represented advice and information service providers. Together they have over 150 member organisations.

The Partnerships within Gwynedd and Ynys Môn were aware that there are groups/communities/individuals within their respective areas that were not fully accessing the range of services provided by the Partnerships; groups/individuals less likely to both be aware of, and if aware, use the services that are available. This can be through both difficulties of physical access, and, more significantly, through the services being seen as irrelevant or inappropriate to their needs.

The Project aimed to address this issue within the two Partnerships through actively targeting both minority groups and Partnership members by:

1. Targeting those communities and individuals who are not currently accessing Community Legal Services within the Partnerships to ascertain the barriers and difficulties that they encounter when needing this type of service.
2. Establishing which networks and services are currently running, and which groups and individuals are accessing these existing services.
3. Using the information from current networks and service providers to identify gaps in the service and information provision to these minority groups.
4. Raising awareness of the needs of minority groups to service and information providers in the two counties.
5. Working with partners to make sure that the services they provide are relevant, appropriate and receptive to minority/disadvantaged groups.
6. Working in partnership with the Disability Rights Commission, the North Wales Police Diversity Unit and the North Wales Race Equality Network, to ascertain the social and economical barriers facing these minority groups.
7. Providing relevant training in partnership with the above agencies to raise awareness of the needs of these minority groups.
8. Proactively approaching non-users of present services in their own environment in order to bring the available resources to the individuals, on a one-to-one basis or through group awareness raising sessions.
9. Promoting community legal education sessions in Communities First areas to ensure that community members are aware and able to access appropriate legal service providers at an early stage.
10. Raising awareness of the benefits and values of partnership-working to

community-based organisations through community education, and by developing a computerised information system that can be accessed through libraries.

The project has been funded by the Legal Services Commission, the Community Fund and the Welsh Assembly Government to develop and promote links between the community and service providers. The expectations were that by the end of the project the organisations within the partnerships would have equalities policies and practices in place, which will ensure that these organisations will be working, will have policies and will be providing adequate services to minority groups and individuals as a matter of course. The project will support and encourage the implementation of equal opportunities across the two counties by promoting the mainstreaming of equalities with all working practices.

The partners involved in the project were:

Steering Group

- Anglesey Community Advice and Information Partnership
- Gwynedd Advice and Information Partnership
- Cymdeithas Tai Eryri
- Gofal a Thrwsio Môn
- Gofal a Thrwsio Gwynedd
- Isle of Anglesey County Council
- Gwynedd Council

Advisers

- MEWN Cymru
- Stonewall Cymru
- TARAN Disability Forum
- BVSNW

Local content Anglesey and Gwynedd

Anglesey is the largest of the Welsh islands; the island covers 720 square km and has 201 km of coastline. It has a magnificent environment with 22000 hectares of area of outstanding national beauty, 60 sites of special scientific interests, 4 National nature reserves, 3 local nature reserves and much more.

Anglesey has a population of 67864 (according to the publication Anglesey Life January 2004). With a population of 0.9 people per hectare (2001 census), Anglesey is predominantly a rural area. Although the island is characterised by small settlements scattered around the island, the island

also has urban settlements centred in Holyhead, Llangefni and Amlwch. Most of the economic activity of the island is found in, or around these urban areas.

According to the Welsh Index of Multiple Deprivation over a third of the population in Anglesey live in the 25% most deprived communities in Wales.

"Anglesey has experienced significant population changes in recent years due to economic changes that has forced many of the younger residents to leave in search for employment and career opportunities, leaving behind an older, aging population." (Anglesey Life 2006).

"Although 99.3% of the population of Anglesey is white, it is important to remember that the island is also home to many people of different ethnic communities. According to the 2001 Census, 228 people recorded themselves as Buddhist, Hindu, Jewish, Muslim or Sikh. Evidence from other areas suggests that the quality of life of members of different ethnic communities is affected by a range of factors such as restricted access to services, educational and work opportunities due to language and cultural barriers. The needs of ethnic communities need to be kept in mind." (Anglesey Life 2006)

According to the Local Government Data Unit, Anglesey has the highest proportion in Wales of adults aged between 16-18 with learning/physical disability/sensory impairment supported to live at home.

Gwynedd is the second largest County in Wales after Powys, - covering an area of 2,548 square km, and 301 Km of coastline, – the longest in Wales. High quality landscapes are a prominent feature in Gwynedd. 67.5% of its land lies within the Snowdonia National Park, and there are many sites of environmental and scientific significance. (Please refer to Focus on Gwynedd 2005)

The population of Gwynedd was recorded as 116,843 in the 2001 census. It is the third most sparsely populated county in Wales, with a population density of 46 person per square km, compared with 242 people per square km of land in Wales and Great Britain as a whole. It is a predominantly rural area, with most of the population residing in the north of the county in Bangor, Caernarfon and the surrounding towns and villages.

There is small ethnic population in Gwynedd amounting to 1.2% of Gwynedd's population. The largest single group in 2001 were Chinese. The least prevalent community to be found were Black and Black British, whilst those of mixed background accounted for a little more than a third of Gwynedd's ethnic population. More than half of Gwynedd's ethnic population live in the northern part of the County. The single ward with the highest number of BME residents was Penir ward, with 204 people.

According to the Department for Work and Pensions 2004 figures 5% of the population in Gwynedd were claiming Disability Living Allowance compared with a national average of 4.3% for England and Wales.

The Welsh Language

'Language is more than a tool for simply conveying information, Language is also a part of the social fabric of our communities, and it is central to our relationships with other people, our identity and culture. The Welsh language is essential part of the culture and identity of Wales.'

The Welsh Language Board, 2003

Gwynedd has the highest proportion of Welsh speakers in Wales with Anglesey coming close second. In 2001 69% of people in Gwynedd aged 3 and over spoke Welsh and in Anglesey 60.1% Indeed the two counties have the highest population of Welsh speakers making them the stronghold for the Welsh language.

Research

Background

The partnerships within Gwynedd and Anglesey were aware that there were three minority groups, communities and individuals within their respective areas that weren't fully accessing the range of services provided by the Partnerships. These were disabled people, black and minority ethnic people and lesbian, gay, bisexual and transgender people.

As a key part of identifying issues the Cynnwys Steering Group commissioned a survey to investigate the accessibility of advice and information services in Gwynedd and Anglesey. In particular, the team was to focus on identifying the barriers faced by the three minority groups when trying to access those services.

'Oppressive attitudes, practices and ideologies, which are expressed in individual, institutional and structural discrimination, remain prevalent in society.'

SCVO

METHODOLOGY

Between February 2005 and March 2006, Cynnwys conducted research into the accessibility of advice and information services for minority groups and

individuals in Gwynedd and Anglesey.

Information was gathered using the following methods:

Focus Groups	April 2005 – March 2006
One-to-one interviews	April – October 2005
Questionnaires: - Paper	February – May 2005
- Electronic	May 2005 – August 2005
Online comments page	August 2005 – March 2006
Case studies	Feb - March 2006

RESPONSES

Using various methods of gathering information identified above, Cynnwys targeted 1,168 people within three minority groups – disabled people, black and minority ethnic people, lesbian, gay, bisexual and transgendered people (LGB&T). 703 responses were received in total, equating to a response rate of 60%

Black and Minority Ethnic

BME Definition

The terms 'Black' and 'Black and Minority Ethnic' (BME) are commonly used with reference to people and communities of visible African, Caribbean and Asian decent. However, we also extend this terminology to embrace people from other visible minority communities who experience disadvantage and discrimination (whether overt or unconscious) due to their ethnicity and culture.

BVSNW

BME DIVERSITY IN WALES

The picture of diversity in Wales is quite complex. The presence of BME groups and individuals in Wales goes back many centuries. There is a long-standing history of migration by diverse minority people and groups who have chosen to settle in Wales particularly from the mid-1700's. From the 1800's to the present, BME people have established communities in ports and urban areas. This has created very diverse populations in certain parts of Wales, particularly in South Wales – though by no means exclusively, as demonstrated in Charlotte Williams' novel titled *Sugar and Salt*. Through her research she discovered the presence of African people in north Wales in the 1700's, highlighting the fact that this is not a new development but a historical

progression. Another example of this is shown in *The Black Boy Pub* in Caernarfon which details the life of a young Black man brought from Africa; he became a gardener in the area, married a Welsh woman and had many children. Stories like these are not rare, for further information see the bibliography.

Wales' history and culture are quite unique; issues of language and the geography of Wales add another dimension to its diversity. Wales is a country of both large urban and rural areas. The problems of racial inequality are not exclusive or restricted to urban areas where the concentration of BME communities is greater. It is a mistake to assume that tackling racism means focusing on visible communities, as there are many people from diverse backgrounds living in many rural areas of the country. These people feel just as isolated, if not more so than those living in urban centres. However, due to the dispersal of asylum seekers and refugees new ethnic groups are now present in both urban and rural areas.

It is often the reality that small, vulnerable groups within a rural setting can experience discrimination more acutely due to the particular nature of their isolation.

The following extract is taken from the Commission for Racial Equality:

The Race Relations Act is concerned with people's actions and the effects of their actions, not their opinions or beliefs. Racial discrimination is not the same as racial prejudice or 'racism'.

Prejudice literally means 'pre-judging' someone - knowing next to nothing about them but jumping to conclusions because of some characteristic, like their appearance.

Racism is the belief that some 'races' are superior to others - based on the false idea that different physical characteristics (like skin colour) or ethnic background make some people better than others.

Discrimination occurs when someone is treated less favourably on grounds of their colour, race, nationality or national or ethnic origin. It is not necessary to prove that someone intended to discriminate against you: it is sufficient only to show that the outcome of their action was that you received less favourable treatment.

The 2001 Census figures on the BME population of north Wales is considered outdated by NWREN (North Wales Race Equality Network) and BEST (Black Ethnic Support Team). Cynnwys' work also supports this, and indicates that the true and total figure is much higher.

Two BME mapping surveys conducted in north Wales in 2004 also suggest that the figure is higher than shown in the 2001 Census. (Black, Minority Ethnic Housing Strategy by NWREN and BEST's North Wales BME Communities Mapping Report).

BME Population in Gwynedd and Anglesey – Background

Because of the rural demography of Gwynedd and Anglesey BME families mostly live in rural areas. There are no specific BME communities within the two counties.

The city of Bangor has a large BME population living in the city, mainly either through the University of Wales and Coleg Menai College or Ysbyty Gwynedd hospital, making it a visible diverse and multi ethnic city.

The 2004 BEST BME mapping report of north Wales found that

- The ethnic minority population of north Wales is considerably diverse in terms of ethnic background and considerably geographically dispersed.
- The largest groups are Chinese and Mixed - Other.
- The BME population of north Wales is relatively young and economically active.
- There is no statistical evidence to suggest high numbers of older dependent individuals.
- the BME population is subject to the flux and change of inward and outward migrations but the core of the BME population reflects long settlement.
- The largest religious grouping of BME communities is Christian, followed by Muslim.
- Patterns of poverty and disadvantage common to BME communities in other parts of the Wales and the UK do not pertain in any systematic way to groups in north Wales.

In 2004 NWREN (north Wales Race Equality Network) estimated that 24 minority languages are commonly spoken in north Wales. Amongst the Chinese communities the Cantonese language is most widely spoken. Of the Asian languages, Bangla, Hindi, Urdu and Punjabi are noted by NWREN members as their first language. Amongst asylum seekers and refugees, the main languages spoken are Somali, Kurdish, Pashtu, Spanish, Daji, French, Tigrean and Farsi.

In 2006 Holyhead Community First recognised that there were and estimated 15 minority languages spoken in Holyhead, Anglesey.

The Race Relations Act 1976 (RRA)

Identifies three main types of racial discrimination:

- Direct racial discrimination (including harassment)
- Indirect racial discrimination
- Victimisation

The Race relations (Amendment) Act 2000 (RRAA)

Direct racial discrimination

This occurs when you are able to show that you have been treated less favourably on racial grounds than others in similar circumstances. To prove this, it will help if you can give an example of someone from a different racial group who, in similar circumstances, has been treated more favourably than you.

Racist abuse and harassment are forms of direct discrimination. If someone has been subjected to harassment on grounds of race or ethnic or national origin, this is regarded as unwanted conduct under the Race Relations Act.

The law considers this to have the effect of violating that person's dignity, or of creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

Indirect racial discrimination

Indirect racial discrimination may fall into one of two categories. The first is on grounds of colour or nationality; the second is based on race, ethnicity or national origin.

On grounds of colour or nationality

This occurs when people from a racial group, are less likely to be able to comply with a requirement or condition, and that requirement cannot be justified on non-racial grounds.

It would need to be shown that a considerably smaller proportion of people of that racial group would be able to meet the requirement or condition compared to people of other colours or nationalities. It would also need to be shown that less favourable treatment has been received as a result.

For example, a rule that employees or pupils must not wear headgear could exclude Sikh men and boys who wear a turban, or Jewish men or boys who wear a yarmulke, in accordance with practice within their racial group.

On grounds of race, ethnic or national origin

The Race Regulations 2003 introduced a less demanding criterion for indirect racial discrimination on grounds of race, ethnic or national origin. Discrimination of this type occurs when a provision, criterion or practice is applied to everyone, but puts people of the same race or national or ethnic origin at a particular disadvantage. You will have to demonstrate that you have suffered disadvantage as a result, and that the provision cannot be shown to be a proportionate means of achieving a legitimate aim.

Victimisation

This has a special legal meaning under the Race Relations Act. It

occurs if you are treated less favourably because you have complained about racial discrimination, or supported someone else who has.

This report hopes to identify these issues and offer productive procedures to eliminate them from north Wales, enabling all BME individuals and communities to have the same opportunities and standard of living as everyone else.

'In order to get beyond racism, we must first take account of race, there is no other way. And in order to treat persons equally, we must treat them differently.'

Harry A Blackmun

Case Study 1

English Translation

"I've always faced racism. Gwynedd people don't want to recognise that a black person can speak Welsh. Although I speak Welsh as a first language with them, they speak English back to me. Incredible! Even in school the teachers treated me like that – wanted me to compete as a Welsh learner in Eisteddfodau and things. The headmaster even treated me like that – wouldn't accept my work in Welsh – and created a big issue. Teachers wouldn't accept that I'm Welsh – I had a tough childhood".

I have found that it's easier to receive information on the phone than personally. People give a double take when personally. Their attitude is different – two faced. They refuse to accept that I'm Welsh – and carry on speaking English and patronise me".

"I've succeeded in getting advice and information, but I've had to fight the system to get it. My mother and I wanted to open a posh restaurant, and went to the council with a detailed business plan, but no – the council said straight away that it was an Indian take away. They didn't want to read the business plan; they just decided it would be an Indian takeaway. We've had to fight a lot more."

Organisations need to teach staff better. Local people aren't used to seeing a black person."

Mixed race woman from Gwynedd

Demography and Rural Racism

North Wales is a rural setting with a marginalised, diverse and geographically fragmented (BME) population The BME population not only has to deal with the experience of rurality but it is also vulnerable to social isolation and

community exclusion.

In keeping with the findings of the “Rural Racism Project” South West (Monitoring Group) there is strong belief from within the BME population of north Wales that there is:

- ⌘ *A denial of the evidence of BME groups and individuals in rural areas, which results in wide spread denial of racism and racist violence*
- ⌘ *A colour blind approach to BME groups and individuals which results in a failure to acknowledge their diverse needs, their experience of racism and racist hostility*
- ⌘ *A belief that racist violence is an urban problem and does not exist in rural areas.*

Communities First Race Equality Guidelines 2006.

Case study 2

“We feel isolated – on our own. There’s no community. Not many of us are here, together. People here don’t understand my needs, my culture. It could be better to have more of a community of my people. I lived in London before moving to north Wales. In London there are more people my colour, who speak my language, know my concerns and needs, and understand better.

Yes, I go to the Mosque in Bangor every week. I’m glad there’s a mosque. It has over 2000 members, but for Muslims from all over the world, not just my race or language.”

Maybe if leaflets from organisations were with my language – Bengali - on them, it would be very good to see, make me go into offices more. Definitely...”

Young Bangladeshi businessman – a Gwynedd town.

Research Findings

The main themes to emerge from the research are as follows:

Isolation due to living in rural areas, which leads to lack of socialising and support networks.

Lack of understanding of ethnic minority cultures by mainstream staff.

Inadequate diversity and equality training made available for mainstream staff.

Not enough Welsh and English language courses available for ethnic minority people living in Gwynedd and Anglesey. There is also a demand for local culture courses.

There is a lack of data on Migrant Workers and the Eastern European population: as a result there is a lack of support from mainstream bodies and service providers.

Lack of visible ethnic minority staff in local organisations.

Lack of minority languages featuring on leaflets.

Lack of interpreters and language translation by mainstream authorities.

Lack of immigration specialists within legal service in Gwynedd and Anglesey.

Lack of confidence in north Wales's police by ethnic minority people to report racist incidents.

Case study 3

"We came here to Anglesey to work in [****] factory through an agency, but we don't belong to that agency any more. We live on Anglesey now and continue to work at the factory, and have bought our own house here.

We and others feel the agency let us down, didn't help us when we first came here. We are very lucky that the Migrant Workers' Project is here and able to help us, not just with learning English and a little Welsh and computer studies, but also with getting a doctor's appointment and other things.

We do feel that more checks should be done on who the agency employs. We could be living in a house with a criminal or worse a murderer, but wouldn't know it."

Portuguese migrant workers, Anglesey

Conclusions

When considering the main findings from the research into the accessibility of services for black and minority ethnic people, Cynnwys concludes that:

Isolation due to living in rural areas, which leads to lack of socialising and support networks.

Minority ethnic individuals expressed concerns about living in isolated, rural areas, and of having no communication with other people of the same ethnic background. They expressed the need for a central meeting place for socialising and essential contact, welfare and support.

The individuals who expressed these concerns fitted into two categories:

- a) Members of strong and established support groups such as the Chinese Women's Society who didn't have a regular meeting place.
- b) Individuals who lacked any sort of communication with people from their same ethnic background. They included Bangladeshi or Asian women who lived in isolation with no social support network.

Lack of understanding of ethnic minority cultures by mainstream staff.

BME participants noted that staff in local organisations were either prejudiced against them, or lacked knowledge of ethnic minority cultures and languages, and were unsympathetic to their cultural needs. The research concludes that staff in various organisations should be more aware of diversity and equality, and of the BME population of Gwynedd and Anglesey.

Inadequate diversity and equality training made available for mainstream staff.

Mainstream staff from organisations that had previously attended diversity and equality training noted that the trainers had not grasped the fact that the BME rural population of Gwynedd and Anglesey is quite different to the BME population of urban areas of UK and South Wales. It was claimed the training was in parts irrelevant and inaccurate.

Not enough Welsh and English language courses available for ethnic minority people living in Gwynedd and Anglesey. There is also a demand for local culture courses.

The need for more flexible Welsh and English language courses for ethnic minority people living in Gwynedd and Anglesey. Some BME people working in the catering and hotel industry who were interviewed were very keen to have Welsh and English lessons that would fit around their working hours, mainly for better social inclusion. Others who were recent incomers expressed a wish to learn about the local culture.

There is a lack of data on Migrant Workers and the Eastern European population: as a result there is a lack of support from mainstream bodies and service providers.

There is a new and emerging population coming into Gwynedd and Anglesey, the members of which are mainly unaccounted for. In the last few years more

and more migrant workers and workers from Eastern European countries are working and living in rural and urban areas of Gwynedd and Anglesey [as well as across north Wales]. Authorities do not know the true figure of this new population and do not have policies in place to deal with these individuals.

Cynnwys found that migrant workers and Eastern European workers tend to work in the hotel and catering industry, factories, and care and nursing homes. We also know that they are working and living in rural areas such as Beddgelert, Maentwrog, Pwllheli, Porthmadog, Cricieth, Llangefni, Amlwch, Holyhead and more.

Concern has been expressed as to how much support is available to these people and their families with social inclusion and how they access local services.

Cynnwys found cases of schools in Gwynedd unable to know how to deal with new pupils from an Eastern European country, or a doctors' surgery on Anglesey having many patients on their books from different Eastern European countries and being unable to communicate with them.

Lack of visible ethnic minority staff in local organisations.

Lack of visible ethnic minority staff in local organisations. BME participants have said that this puts them off going into advice and information organisations. They proposed that if there were more visible ethnic minority staff then they would be more willing to go in for advice.

Organisations also report that they do not get BME people applying for posts. Research needs to be conducted to find out why this is so, considering that the majority of the BME population of Gwynedd and Anglesey are from a business, professional, medical or academic background.

Agencies and organisations providing information and services will need to look at their recruitment and employment policies in regards to equal access and opportunities.

Lack of minority languages featuring on leaflets.

A number of BME participants noted that they would like to see some leaflets in their own languages available, and that even a few sentences in a minority language on an organisation's leaflet would make that organisation more welcoming to them.

Lack of interpreters and language translation by mainstream authorities.

There is a lack of interpreters and translators in the health service and local authority education service. BME community volunteers said they are exhausted with running around translating for their people. There's a need for a network of interpreters to take the pressure off community volunteers.

There are also accounts of young BME children taken out of schools to translate for elderly relatives in hospitals or doctors' surgeries, and the information can quite often be unsuitable for young children.

It is against good practice to have volunteers and children acting as interpreters and translators, some of the legal and medical issues confronting individuals could involve complex language and emotional issues needing professional support.

Lack of immigration specialists within the legal service in Gwynedd and Anglesey.

One participant stated that there was a lack of solicitors in north Wales who understood and specialised in immigration issues, and that his fellow Muslims from Gwynedd and Anglesey travelled to England or South Wales for advice and support on immigration.

Lack of confidence in North Wales's police by ethnic minority people to report racist incidents.

Some, who had contacted the police regarding a racist incident or issue, said they were dissatisfied with the way it was handled.

Case Study 4

Lots of incidents happened. One incident took place last year. (...) because I wouldn't let him in he ended up calling me Black bastard, go back to your own country. We'll burn your fucking shop, we'll kill your family then after that I called the police, he was arrested and I never heard anything after that. The other incident took place in the town, they gave racial abuse to my children. We called the police; we don't know what's happened after that. Then other incidents came again, in the shop again, they started calling my children, racial abuse again, called the police, still waiting for it. It's on and on, on and on. They were never able to stop it.

A Pakistani, a local businessman from Holyhead

Case Study 5

"My [employment] agency sent me to Llangefni to work. I really like it here. It's different from anywhere else in the UK that I've been sent to work by the agency. I like the fact that there is a different language and different culture here. It reminds me of my home country. I want to learn Welsh to be able to

talk to people in the village where I'm staying, and to learn more about the Welsh culture and people.

But I might be moved on by the agency to another part of the UK soon – may be I'll only have a few days' notice. It's a shame."

Lithuanian woman and migrant worker, Anglesey

Case Study 6

"There is nothing here to help us. Old Chinese women speak no English. Been here 20 – 30 years. When young, they work hard with husband in the business and looking after the children – no time to learn English or Welsh or learn to drive. Now they are facing 60 years old – are worried – no children at home. They look back to the Chinese culture, where the children look after the elderly. But young [Chinese] people today have different culture, and have moved away from home. Chinese women don't go out. Male members have better English because they go to meet people through their work."

"There's a lot of mental problems. Older Chinese women are stressed, isolated, scared to go out. They panic about bus timetables. Some have abuse problems at home. But Chinese women keep everything inside – private."

"A lot now worry thinking they are going to die, alone and isolated, here."

"We need somewhere for Chinese women to meet and talk. For example, about the Menopause – Chinese women don't know much about it. Don't [can't] go out to talk."

"There is one Chinese woman from ***** [a *Gwynedd village*], who has lived there for decades, and who's family still live there. But she's 81 and had to go into a nursing home, so she had to go to a Chinese nursing home in Newcastle, where her daughter lives. The rest of her family only visit once a month because it's so far away, and because they work."

Chinese community volunteer

Case Study 7

"I have lived here since the Sixties. I live and work in Caernarfon and am now the Imam in the Mosque in Bangor. My children and grandchildren went to the local schools and speak Welsh. There is no problem with that. They are now settled in the town and work there.

There is a lack of solicitors in north Wales who understand and specialise in Immigration issues – Muslims from Gwynedd and Anglesey have to travel to Manchester, Bradford, London or Cardiff for advice and support on

immigration.”

Imam, Gwynedd

Case Study 8

“Yes it’s easy to get advice here. Everybody’s helpful. Dwyfor Council staff in Pwllheli were helpful when I went in for advice. The staff went out of their way to help me.”

“I’ve wanted advice on council matter, and I did get help. I’ve wanted advice on British Citizenship – I’m doing the British Citizenship course now, and my brother helped me with this – no need to ask any where else about it.”

“I have lived here for 5 years. I’ve had no problems getting advice from local services. I’m now waiting for my British Citizenship, and learning Welsh – to help with my work here in Pwllheli.”

Young Turkish Muslim man.

Recommendations

Following Cynnwys’ main conclusions to its research, the project recommends the following points:

The creation of a multi-culture community centre with smaller rural links/outreach centres due to location and rural settings to provide a meeting and socialising base for all ethnic minority support and welfare groups in Gwynedd and Anglesey - the ideal location would be Bangor. The centre would create a vital resource for BME support groups to provide regular meetings and essential networking for BME people living in rural Gwynedd and Anglesey. Also bodies such as the health service and Advice and Information Partnership members could use the centre to hold drop-in sessions for ethnic minority groups. The centre could also be available for other community groups – disabled, elderly, etc.

Holding diversity awareness and equality ‘training’ for all staff in local organisations, including all members of the 2 Partnerships, particularly local authority council workers, and staff in schools and the health service. Training should be across the board and on all levels to ensure true diversity for the whole organisation. Training should be on going – not just one off courses – so staff are kept refreshed and updated. To this purpose partner organisations can be commissioned to facilitate the training i.e. NEWREN and BVSNW,

Organisations need to take training on as a need. Changing the culture not simply running yearly training sessions.

Diversity awareness courses and trainers should focus on the unique

geographical make up and history of the BME population in Gwynedd and Anglesey.

More flexible Welsh and English language courses for ethnic minority people living in Gwynedd and Anglesey. Also courses to assist the minority ethnic population to become socially inclusive, to build their confidence in becoming apart of the community. Raising awareness of local culture, traditions and history, through Welsh language and Welsh culture courses.

The need for mapping studies and research into the population of migrant workers and Eastern European workers in Gwynedd and Anglesey, in order to gain a better understanding of the present situation. Only one such study has been conducted on this issue (in 2005 by NEWREN for Conwy Council). The research would then assist local service providers, local authorities and the local health board to develop their policies to work with and provide services for this new population. This situation is continually changing so close contact needs to be kept with relevant organisations such as NEWREN, the commission for racial equality, Communities First partnerships, TUC and local language colleges.

April 2006 – NWREN and north Wales police have employed staff to research into migrant worker situation.

The need for further study into why there are no visible ethnic minority people working in the public sector and other local advice and information organisations in Gwynedd and Anglesey, and why BME people do not apply for jobs within these organisations.

There is a need for reviewing the employment and recruitment practices by agencies providing services that BME individuals and communities need to access. Training to be given to address this issue and encourage BME people to apply for posts - bilingual posts could perhaps offer Welsh language lessons for successful non-Welsh applicants, For more information please look at the Communities First Race Equality Guidelines 2006, p.37

Service providers to include minority languages on their leaflets and other promotional literature – perhaps just a few sentences – to make themselves more welcoming and inclusive to ethnic minority clients and customers.

The development of a professional and consistent north Wales interpretation service that is inexpensive to use and easily available to local service providers -the more the demand the less expensive it should be to run.

For the local authorities in the two counties to implement the race equality schemes in terms of providing fair and equal access to people from BME backgrounds and the obligations in the scheme to provide professional interpreters and translators when delivering essential services such as health, education, legal advice and child and family support.

Legal Services Commission and Community Legal Services to look into the claim that there's a lack of immigration specialists amongst practicing solicitors in Gwynedd and Anglesey. They should work in partnership with Mosques, BME support groups across north Wales, North Wales Race Equality Network (NWREN), the Welsh Refugee Council and north Wales Police on this issue.

Better profiling of north Wales police force's self-reporting forms, and a diversity team enabling BME people to gain more confidence in the police force and report racist incidents.

Case Study 9

"I feel there are huge gaps in the provision of information in Gwynedd and north Wales because of lack of advertisement. People from ethnic minority don't feel comfortable to go into offices and get information. It'll be nice if these agencies employ BME people. They should employ people from their own community to make them feel at home e.g. Chinese for the Chinese community, Asian for Asian...."

Asian woman

Case Study 10

"Someone broke my window – but there was no action by police. My brother and I caught him and described him to police, who came and took him away to cells. He was released after 4 hours and not charged. I didn't understand why. No police came back to explain why to me. I feel very upset and very disappointed. I don't know why he did it – maybe the colour of my skin. Also my brother's car had its window broken – again nothing happened – reported it to police but they didn't do anything. I feel isolated, that no-one cares."

"I've lived here for two years. Once there was a racist incident in town. Some guy wanted to fight with me. I didn't report it. I've got a business to run – I don't want trouble."

Bangladeshi businessman

Case Study 11

"I have been doing voluntary work for the Chinese community for years and years. I have contacts by now and I'm not shy! I ask Welsh people to help me,

and people do help – some go out of their way to help. But I have felt prejudice when trying to get advice from organisations in both Gwynedd and Anglesey. People are shocked when they see a Chinese person. It's not racism – it's ignorance.”

“Chinese people who have lived here [*in Anglesey and Gwynedd*] for many decades feel now that they are Welsh. Their children and grand children have been to [*Welsh education*] schools here and speak Welsh and see themselves as Welsh not Chinese.”

“I work hard to translate and take care of the Chinese people, as do others from our community. All is voluntary. We don't want to be paid. The hospitals will phone me up any time of the day or night asking me to come in to translate in emergencies. They know that I help them a lot. But I worry what would happen to the older Chinese people if I wasn't here to help, with all the contacts I have.”

“My suggestion for how local services could be improved, is to bridge the gap and have a contact to the Chinese community, like the police do here. Also have Chinese on their leaflets.”

Chinese community volunteer

Lesbian, Gay, Bisexual and Transgender (LGB and T) people

“The ‘problem’ for LGB people has always been, and remains, the homophobic discrimination they face in society. This can range from ignorance, discriminatory laws and ostracism to outright hostility, violence and random assault. Since the 1970s LGB people have organised themselves in groups across Wales to provide self help, peer support, information and safe places to socialise. These voluntary services have been invaluable. Until recently, this entire sector had gone unnoticed by mainstream society and unaccounted for as a service in need of resources and strategic planning.”

Count Us In! – Addressing the Needs of Wales’ Forgotten Community of Interest! Stonewall Cymru 2004.

This section looks at the difficulties and restrictions to access, advice and information for two groups of people who regularly suffer from social discrimination.

While LGB people and transgendered people represent different categories, these two groups are often listed together as they are the recipients of society's ignorance, and therefore experience similar types of discrimination.

How gay was my valley?

The LGB&T history of Wales may be less vocal and high profile than other parts of the world such as London and San Francisco. However, as far back as the 1950s, a network of pubs and clubs developed that enabled lesbians and gay men to meet and socialise. The first gay kiss on British TV was not 'Brookside', contrary to popular belief, but on 'Dinas' the Welsh soap opera. Wales has produced lesbian & gay writers such as Russell T. Davies, Sarah Waters and John Sam-Jones. It has had gay Welsh pop stars such as Steve Strange, and a history of LGB&T activists who have campaigned for the abolition of Clause 28 and fought for equal rights.

There is also a proud tradition since the 1970s of volunteer/self-help groups, who have provided services and information at a time when no statutory funding was available or even imaginable. Organisations such as Friend and Lesbian line offered an invaluable service in which thousands of members of the LGB&T population were offered information, support, advice and help whilst statutory bodies and organizations offered nothing but antagonism or indifference.

It was during the 1980s with the onslaught of the HIV/AIDS crisis that limited funding did start to become available. However, this was invariably linked to health issues and primarily directed towards gay men. Cardiff Friend, for instance, were awarded £5K in the mid 1980s from the local health authority. This was to fund running costs, on the basis that much of their work was linked towards safer sex advice, and support for those who were part one of the high-risk groups.

Today Wales has a variety of services available to the LGB&T population, most are self-help/social groups run by members who are themselves LGB&T. A few have received funding from local authorities and other sources such as the lottery. Many groups have come and gone because long term funding could not be secured - an example being the GYL (LGB&T youth) project in Bridgend and those organisations mentioned above: Cardiff Friend and Lesbian Line. Provision for particular groups, such as young people, is sporadic with LGB&T youth groups in Rhyl, Swansea and Caerphilly, but surprisingly not in Cardiff.

However, there are examples of good practice in North Wales, such as in Flintshire, where the CAB hosts monthly LGB&T social/awareness raising/sharing gatherings in their Community Café. They have proved welcome and popular. Despite the intrinsic difference between LGB people and trans people, it was decided to combine all four groups as the experiences of all, because their issues of sexuality and gender, are very similar – discrimination, hate crimes/incidents and the difficulties associated with being LGB or T in a predominantly rural area with the isolation that can

result.

Much of the services available to LGB&T people are driven by individuals either opening and running commercial ventures, such as pubs and clubs, or by individuals coming together to start support and social groups. This has resulted in a lack of cohesion, and an uneven distribution of goods and services for the LGB&T population throughout Wales. This also leads to groups disbanding due to lack of sustainability, as they are independently funded, rather than through receiving Local Authority/Local Health Board core funding. It could be one reason why LGB and T groups are more underdeveloped than in the BME and disability communities.

Support, advice, services available to the LGB&T population remain very much a lottery depending on where you live, and who has taken the time and effort (usually LGB&T people themselves) to set up and run such services.

Homophobia

*Up behind the bus-stop in the toilets off the street
There are traces of a killing
on the floor beneath your feet
Mixed up with the piss and beer are bloodstains
on the floor
From the boy who got his head kicked in a night or two
before Homophobia
The worst disease
You can't love who you want to love
in times like these*

(Chumbawamba 'Homophobia' 1999)

Attitudes toward homosexuality have changed for the better over the course of the 20th century in the UK. Although this upward trend has been affected by such factors as HIV/AIDS and the impact of religious and cultural beliefs, the overall indication is that there is more acceptance of LGB&T people now than in the past. ("**Attitudes About Homosexuality & Gay Marriage**" Bowman, Fellow & O'Keefe 2004)

However, homophobia - the irrational fear of homosexuals - still exists. Some people may feel threatened by people who have sexual preferences other than their own. This may be expressed in a variety of ways ranging from subtle discrimination to overt violence.

Homophobia is not just the attitude of individuals, but can also take the form of institutionalised homophobia. This can manifest itself in a lack of awareness of the needs and issues for LGB&T people relating to specific services, e.g. health and social care services for older people, youth provision and mental health services.

Sexual orientation is still seen by many organisations as a matter of privacy, and as a result LGB&T people are not monitored at work or in the UK census,

whereas other groups within society are recognised as having particular needs and issues that need to be identified and addressed accordingly. It could be perceived that this attitude of ignoring the issue is in itself institutionalised homophobia.

"In many organisations, what does not get monitored does not matter."
Equal Opportunities Review 1999

Scenarios relating to homophobia could include:

- 'Coming out', only to be rejected by family members and friends.
- Being bullied or taunted by schoolmates.
- Discrimination or harassment in the workplace.
- Being ridiculed and belittled by colleagues who view it as teasing and good-natured.
- Being threatened or assaulted both physically and mentally.
- Using drugs and alcohol to cope with negative experiences.
- Feeling socially invisible in a predominantly 'straight' world.
- Guilt and shame about one's own sexuality in the face of negative messages delivered by the society around you.
- Harassment at home.
- Exclusion from church.

Case Study 1

"We had homophobic graffiti on our front door. So I phoned [the housing association] straight away to report it. But [the housing association] didn't want to know. The police came, but [h/a] didn't clean it, even though that's what they were supposed to do. The maintenance guy came but he seemed embarrassed and ignored the door and went straight to look at the boiler instead. We had to clean the door ourselves."

A Gay couple

Welsh LGB&T Demographics

"You leave in the morning With everything you own In a little black case Alone on a platform The wind and the rain On a sad and lonely face Mother will never understand Why you had to leave But the answers you seek Will never be found at home The love that you need Will never be found at home Run away, turn away, run away, turn away, run away. Run away, turn away, run away, turn away, run away."

Bronski Beat 'Smalltown Boy' 1984

This somewhat bleak outlook of a young gay man 20 years ago growing up in Scotland, seems to be born out by research suggesting that many young LGB&T people growing up in rural areas leave their home towns and villages

to live in large cities such as Manchester, Liverpool, London and Cardiff. Indeed, anecdotally we know that some LGB people migrate to cities - in Wales or England - to find a gay-friendly community. Cardiff and Swansea now have commercial gay venues and some social and support groups. Evidence from *On the Move* a 2003 survey of 14,551 gay men in the UK found that the majority (61%) did not live in the town in which they were born. Of the 568 respondents from Wales 42% still lived in the city/town/area of birth and 53% had moved elsewhere in the UK.

But the *On the Move* survey respondents were all men, and there are indications of less of a migration by homosexual women to the cities as identified in a report by Health Promotion Wales in 1995:

“It might be hypothesised that whilst gay men migrate to the city in search of anonymity and a less hostile and more supportive environment, women seek anonymity in rural settings.”

The Office of National Statistics recognises some important questions of policy are decided at a local level, and the need for robust data as to local demography and diversity, such as what religious and nonreligious beliefs are present within local communities. There are no UK population statistics for the number of people who identify as lesbian, gay or bisexual, because the opportunity to self-identify has never been given in any Census. However, the 2001 census obtained information indicating households in which same sex couples lived. Although, as outlined above, in itself this information may not be robust, it does indicate clear differences between rural areas in Wales and more densely populated cities such as Cardiff, Manchester & London:

Location	
% households with same sex couples	
Blaenau Gwent	
0.12%	
Bridgend	
0.19%	
Caerphilly	
0.13%	
Carmarthenshire	
0.11%	
Ceredigion	
0.16%	
Conwy	
0.25%	
Denbighshire	
0.16%	

Flintshire 0.17%	
Gwynedd 0.22%	
Cardiff 0.50%	
City of London 2.96%	
Manchester 1.03%	

The 1994 **National Survey of Sexual Attitudes and Lifestyles** (K. Wellings 1994) surveyed 19,000 members of the general population, and found that 1-2% of the population had had a homosexual contact/sexual partner in the previous 12 months whereas in London this figure was 12%.

The Census 2001 did not collect information on sexual orientation however, Stonewall UK endorses the Government's estimated LGB figure to be 5 – 7% of the population.

We need to be mindful that much of the research undertaken has been of gay men and linked to HIV/AIDS. There do appear to be differences of gender as indicated in the 2003 Stonewall Cymru survey **Counted Out**. This suggested that the spread of gay men and lesbians was not evenly split across the south, mid or northern regions, with more gay men than lesbians living in south Wales, and more lesbians than gay men living in mid-Wales. Although this research may not give an entirely accurate picture, it does highlight the need to take into account the differences between lesbians and gay men, and not to assume that the LGB population is one homogenous mass of people with identical patterns of behaviour and attitudes.

Overall the findings would suggest that the LGB&T population is not evenly spread throughout Wales, and that a significant proportion will leave their home town to live in more densely populated areas. This may be for any number of reasons that might include:

- Homophobia.

- Inability to be anonymous in a small town.

- The desire not to be 'the only gay in the village'.

- Less LGB&T people tend to be in long term relationships and are therefore more mobile.

- More LGB&T facilities and services are available in bigger cities.

It would seem that a significant number of the LGB&T population living in

Gwynedd and Anglesey will leave the area to live elsewhere when they become adults. This has implications for service providers and statutory bodies. The question that perhaps needs to be addressed is, should this simply be accepted or should Wales seek to address the reasons why LGB&T people feel the need to move away from the place of their birth in order to live a more peaceful, productive and fulfilling life elsewhere.

However, In 2004, research by the University of Sussex into the lesbian and gay population of the UK, and published in an article titled "Location, Location, Orientation" in The Guardian, which found that Gwynedd had a "significant gay population".

The law and lesbian, gay, bisexual and transgender people

The impact of the law on lives

Historically the laws relating to lesbian, gay or bisexual people have been prohibitive or restrictive of sexual activity, and have had a major impact on the perceptions and responses of society to sexual orientation. Until as late as the 1960s, gay male sexual acts were illegal even between consenting adults in private. Female same sex sexual orientation has never been illegal. The reason for this was because there was no conception of a female same-sex act, there was no 'lesbian sex.'

It was not until 1967 that sex between consenting male adults in England & Wales was decriminalised. But when it was, the age of consent for gay men was set at 21. In 1994 it was proposed that the age of consent should be equalised with that for heterosexual people and reduced to 16. This was rejected, and a compromise of 18 was adopted which highlighted the continued discrimination against gay men in law. Finally a universal age of consent was achieved in 2001 using the Parliament Act.

Sex between women was not subject to the same legal restrictions as apparently Queen Victoria was unable to comprehend that such activity could take place. The punishment for male homosexuals could be severe with hefty fines, public disgrace and often a jail term. During the 1950s thousands of men were imprisoned.

Until 1999, the Armed Forces were able to investigate, punish or dismiss any lesbian or gay employees. This reinforced the assumption that it was permissible for everyone to treat people who were lesbian, gay or bisexual in a different way from people who were heterosexual. These legal restrictions placed on the freedoms of lesbian, gay and bisexual members of society have had an impact on the way they are perceived by society. This legal framework has often reinforced prejudice and sometimes hostility towards people who are lesbian, gay or bisexual. This can be expressed through verbal abuse,

written abuse or violence.

Discrimination against homosexuals in the workplace is well documented, for instance in 1995 a TUC survey found that over half of those LGB people interviewed had experienced some form of harassment at work due to their sexuality.

There has been significant legislation and/or amendment to existing legislation over recent years that has provided legal protection against discrimination towards LGB & T people both within and without the workplace, with the recently enacted Civil Partnership Act 2005 giving same sex couples the same rights as heterosexual couples.

At present there is no governmental organisation providing specific support for LGB people who have been discriminated against. This is being addressed by the formation of the Commission for Equality and Human Rights to promote and enforce equality in the area of sexual orientation. Until the commission comes into being LGB people must rely on Trade Union support – if they are members - and/or organisations such as the Citizen's Advice Bureau. The Department of Trade and Industry has made funding available to advice agencies to pilot projects providing training and advice on sexual orientation and religious belief (S.O.R.B). Citizens Advice Bureau in Flintshire are taking a lead on this in the North Wales area.

Case Study 2

“Gay men don't know who to talk to. Your emotions get mixed up, you get confused. If you're not the type to join in the visible gay scene, like in Bangor, then you're stuck, isolated. It can be very lonely living in [rural] Gwynedd if you're a gay man.”

“I've always kept clear of the gay network – I never mix with gay men.”

“Same sex relationships do succeed in Gwynedd, though you'll find that these are mainly older gay men who've been together for a long time, and people have accepted them.”

A Gay man

Hate crime and LGB people

“I returned to London to read about the shocking murder of Jody Dobrowski, a twenty-four year old gay man savagely beaten to death on Clapham Common in late October. It is only a few months since Anthony Walker, an eighteen-year-old black man, was killed with an axe in Huyton on Merseyside. Both Jody and Anthony were murdered; it seems, for no other motive but hatred for who they were. This is the reason why hate crimes, even ones which seem far less serious, like verbal abuse, need to be recognised as a specific sort of crime.”

Victims of hate crimes describe the terror of being attacked because of who they are. A theft, even a violent one, ends with the handing over of money or valuables. Where will a hate crime end? For Jody and Anthony with their destruction. In Jody's case, it was reported that his face was so badly beaten as to be unrecognisable. At the moment when a hate crime begins, even if it is 'only' verbal abuse, the person under attack does not know how or when it will end".

David Harker Chief Executive Citizens Advice

Society and the law increasingly recognise a crime where the perpetrator's prejudice against any identifiable group of people is a factor in determining who is victimised. Hate crime against lesbian and gay people is prolific and many cases are reported, yet more go unreported every year, because victims fear further victimisation from police, and court services. There is a general lack of acknowledgement in society that hate crime against lesbian and gay people is a cause for concern.

Homophobic hate crimes are generally under-reported for several reasons. There is a lack of confidence in the police to respond sensitively to homophobic hate crimes, and there is anticipation of a negative reaction. There is also anxiety that a person will be charged with a gay offence. For example, if a man is beaten up and attacked whilst walking through a well-known public place to meet other gay men, he will not want to be accused of conducting sexual activity in public, or seeking to do so.

There may also be a fear that their sexual orientation may be disclosed if a case was taken to court; such disclosure could lead to further victimisation.

Research Findings

In most parts of Wales, a person 'coming out' still risks rejection from family and friends, discrimination, abuse and even physical violence. Thousands still choose to hide their sexual or gender orientation, and are vulnerable to isolation, lack of confidence, under-performance and self-harm as a result.

Since the 1970s, LGB people have organised themselves in groups across Wales to provide access to meetings and social events, and front-line support to address the feelings of isolation and difficulties associated with 'coming out.' They have also confronted the issues of dealing with discriminatory social attitudes by offering the friendship, and helping of someone in the same situation who is experiencing similar issues. The essential principles and functions of these groups are similar to other peer group organisations, such as Gingerbread, the support organisation for lone parent families. 50% of responding groups had been in existence for over 10 years. These voluntary services have been invaluable as a safe support and signposting service

provision.

Until recently, the LGB sector had gone unnoticed by mainstream society, and unaccounted for as a service in need of resources. It also lags behind other self-help networks in terms of funding, resources and organisational support. Stonewall Cymru's needs assessment report in 2004 *Count us in!* found that 36% of groups reported no annual income, and a further 36% operated on less than £1,000 income. 50% had received 'start up' funding but were not receiving anything towards sustainability. LGB groups are extremely poorly resourced compared to most other areas of the voluntary sector. LGB groups report a reluctance to access local government support for fear of being 'outed' locally or harassed in some way.

Along with being under funded many LGB and T groups have minimal governance and service regulatory systems in place.

And in north Wales it was identified that most of the groups run by LGB volunteers for LGB people are based along the coast, with a dearth of support in the rural areas inland with a consequent need for affordable access to safe transport. There was a need for more gay friendly safe spaces, more accessible information on services available, and a quality standard for LGB services and more helpline provision. There are no services for older, LGB parents & Welsh speaking LGB people. Transsexual and transgender people have access to even less support services or peer groups.

But not all LGB and T people are accessing the services that do exist, as this requires a degree of confidence and disclosure provision from the participant.

The main themes to emerge from the research are as follows:

The need for a holistic approach which incorporates the individual's culture, religion, beliefs and other issues such as disability, gender, race, sexual orientation.

The reduced access to health services by LGB&T people and the subsequent impact on their physical and mental well being.

The lack of information on transgender and transsexual issues.

The lack of support, advice and positive role models for young lesbian, gay, bisexual and transgender individuals.

The need for mainstream advice and support agencies to incorporate the needs of clients within their practices, procedures and policies,

which includes monitoring, and evaluation of the effectiveness of the service/practice.

The creation of a safer community – ensuring LGB&T people can live safely and free from homophobic incidents and hate crime.

The lack of support groups and networks.

The lack of qualitative and quantitative research in Wales about the needs of LGB&T people.

The lack of a co-ordinated approach in engaging LGB&T individuals, groups, and organisations in partnerships and planning at a local level, e.g. Communities First in order to have an input into community plans, and services at the policy making level.

Conclusions

The need for mainstream advice and support agencies to incorporate the needs of LGB&T clients within their practices, procedures and policies.

Participants' experience was that a majority of service providers that they had come into contact with, including staff working in advice organisations, lacked knowledge of how to approach LGB&T issues. This could be because of a lack of experience and training. LGB&T people felt that organisations do not promote themselves as being 'gay friendly'. This could prevent some LGB&T people from accessing services. Individuals felt that a co-ordinated approach across agencies was needed in order to ensure that LGB&T people are welcomed and treated appropriately.

It has also been identified that there is no co-ordinated approach to engaging LGB and T individuals, groups, and organisations in consultation, partnerships and strategic planning at a local level.

Safer community – ensuring LGB&T people can live safely and free from homophobic incidents and hate crime.

Valuable work has been undertaken to combat homophobic hate crime, and the issue has been highlighted through a number of initiatives such as community safety partnerships, where voluntary and statutory agencies sign up to combating hate crime. There is also evidence, which suggests that the LGB&T population are reporting these incidents to the equality police units more readily. However there is still more work to be done, to eradicate homophobic bullying and hate crime in the workplace, and the community in which we live. Awareness training is a popular recommendation, to be made

available to key services and communities as a remedy for homophobia. Although this can be a valuable resource there needs to be a co-ordinated approach to accessing the training and a commitment to funding it, whilst ensuring that the outcomes from the training have an impact on changing policies, procedures and most importantly making society a place where LGB&T people feel comfortable, and have their rights honoured and respected.

This was backed up by some respondents indicating that there is a lack of understanding of the needs and rights of LGB&T people by organisations such staff of housing associations and local authority housing departments across Gwynedd and Anglesey.

A report on the housing needs of Lesbian Gay and Bisexual people in Wales October 2006 produced by Stonewall Cymru in Partnership with Triangle Wales and Trothwy Cyf, states that:

“Homophobic harassment by members of the local community or being rejected by family members because of sexual orientation had a clear impact on the person's housing problem. This can lead to stress, depression, housing crisis, nervous breakdown or suicidal actions”

Reduced access to health services by LGB&T people and the subsequent impact on their physical and mental well being.

Research suggests that some LGB&T people are less likely to access health services or delay seeking medical help compared to heterosexuals. The reason for this may be due previous homophobic experiences or the perception that this is what they are likely to encounter.

A report by the Leeds Mental Health LGB Partnership in 2006 had found that of those surveyed a third had committed self-harm, and over half had considered suicide at some time in their lives.

(“Out But not Left Out” - Leeds Mental Health LGB Partnership 2006)

There is evidence to suggest that the health of LGB&T people is affected by this reluctance to access services, as well the lifestyles which some LGB&T people adopt e.g. high levels of smoking, alcohol and drug misuse.

Gay men and lesbians may experience difficulties communicating with medical professionals because of the fear that they may need to ‘come out’ during the consultation, and risk receiving less favourable treatment as a result.

Gay men and lesbians may be reluctant to have their sexuality recorded in their medical histories due to the fear of discrimination by other health practitioners accessing their records.

Reduced access to services leads to reduced levels of screening in gay and lesbian populations. This is likely to account for the higher levels of some cancers in these groups.

A person's health is partly determined by social forces including their work, where they live, their connectedness to their community and their socio-economic status. Research suggests that a person's sexuality also can have an impact on their health with a significantly greater number of LGB&T people experiencing mental health issues than heterosexuals.

“Mental Health & Social Well Being of Gay men, Lesbians & Bisexuals in England & Wales” King & McKeown 2003)

Lack of support, advice and positive role models for young lesbian, gay, bisexual and transgender individuals.

Coming to terms with sexuality can be a traumatic experience for many young people. This research did not encompass specific interviews with young LGB&T people. However, the older respondents alluded to the difficulties that a young person goes through, and the lack of support and advice services that exist in the region. This includes both specific LGB&T services and mainstream advice agencies such as CAB and Childline, who do not make it explicitly clear that they offer support and advice to LGB&T people.

Some respondents expressed the view that advice organisations in Gwynedd and Anglesey are more accessible and welcoming of LGB&T people than they were in the past. However, some did suggest that society's attitude in general was still hostile and had not changed significantly.

Case Study 4

“I must say I haven't had any problems getting advice locally, not personally. I find everything's fine. I'll assert myself quite easily. I'm confident. It's much easier now that I'm older and more confident. But I do think it's still difficult and confusing for younger lesbian women, – coming out can be confusing. They don't know where to get advice and help when they've come out.”

A Lesbian – Anglesey

Lack of support groups and networks.

There has been a lot of praise for the gay scene and lesbian gay, bisexual and transgender support groups in Bangor, and a number of participants have commented that the support has been invaluable to them. However the

research found that: There is a need for a network of LGB&T support groups throughout Gwynedd, mainly because of the rural geography of the county.

LGB&T individuals do not all wish to become part of the visible gay scene in Bangor. Some feel intimidated by the scene; others are too scared to join the LGB&T network.

People who haven't 'come out' cannot become part of the scene nor attend support groups. Individuals can feel isolated and very lonely, without any support or advice, and many LGB&T people as a result suffer from mental health problems and alcohol and drug problems.*

Other comments showed that some gay men in Gwynedd and Anglesey were too terrified of coming out or seeking advice and support for fear of their sexuality being exposed.

The need for a holistic approach which incorporates the individual's culture, religion, beliefs and other issues such as disability, gender, race.

"I am a black, disabled, bisexual with a mental health issue. I don't know how to define myself or where to find support and advice."

"I am a young black lesbian woman in care. I don't know how to define myself or where to find support and advice."

"I am a gay and I came to the UK fleeing persecution and the risk of death in my home country of Jamaica. I went to the local gay bar last week and was racially abused by some of the gay people there."

"I am a transgendered lesbian who doesn't fit in. All the other lesbians are feminists and just treat me as a man in drag."

Sexual orientation knows no boundaries and is evenly distributed amongst the population. All of the above people have individual needs and should not be treated in an identical way. The needs of a young gay Muslim may be different to the needs of an older gay man from America who has come to live in North Wales because his partner lives there. Issues of racism exist within the LGB&T community as much as the heterosexual one.

The lack of qualitative and quantitative research in Wales about the needs of LGB&T people

LGB&T people are known as a hard-to-reach group and this can make it hard for reliable social research. Although research has been undertaken in this subject area, much of it since 1980 has focussed on gay men and has been

linked to HIV/AIDS issues. A relatively small amount of research has been undertaken in Wales – Stonewall Cymru and THT are rare exceptions – and without research in this subject area it is difficult to assess the needs of LGB&T people and for voluntary and statutory organisations to formulate policy accordingly.

Lack of information on transgender and transsexual issues.

Although there is a North Wales/West Cheshire transgender network, Unique, which has an information line and website, there is little information on transgender issues in Gwynedd and Anglesey, particularly from public information providers. Participants felt constantly embarrassed by having to ask for advice or contact numbers for advice and information on trans issues. Also there are gaps in the provision of information and advice for transgender and transsexual people, and GPs lacked knowledge of where to refer patients for help and support.

Participants also noted there was a lack of support for transgender and transsexual people within the health service – with GPs, hospitals and community psychiatrists being mentioned - to whom transsexual and transgender people initially turn to for advice and support. Mainstream counselling agency The Samaritans were also identified as lacking in ability to give support to transsexual and transgender people. Also noted was the embarrassment and inconvenience caused when transgendered individuals contacted agencies that required information on people's birth certificate / passport i.e. Benefit Agency. One participant stated that her details were kept under lock and key in a safe at the local benefits' office, and had to be accessed by the manager every time she contacted the office.

Case study 3

“Many people who want to be transsexual or transgendered tend to turn to the Samaritans. But they are not able [due to policies] to refer people to transgender organisations. They can only check whether you intend to commit suicide and do not provide contact for self-help organisations. It's wrong, but that's how the Samaritans operate.”

“A friend was referred by her GP to a Community Psychiatrist - who decides whether you're mad, gay or genuine before referring you to a gender identity clinic. The Community Psychiatrist had a personal issue with it. I've been told there are a lot of CPs and GPs who have issues with transgender matters.”

A Transgendered, disabled & lesbian

Recommendations

The need for mainstream advice and support agencies to incorporate the needs of LGB&T clients within their practices, procedures and policies.

Work with mainstream advice and support agencies to increase training for staff on diversity awareness, specific issues and service needs of LGB&T people, and on sexual orientation legislation.

Work with mainstream advice and support agencies to improve public attitudes towards LGB&T people by challenging overt and residual prejudice against LGB&T people in the public domain, and promoting the positive contribution LGB&T people make to life in Wales.

In light of the lack of any development in community engagement, if Local Authority providers/WAG wish to engage they need to recognise the need to work with LGB&T communities, provide information and energise involvement at community development level.

Work with mainstream organisations and LGB groups to develop a North Wales LGB Forum and Transgender Forum.

Safer community – ensuring LGB&T people can live safely and free from homophobic incidents and hate crime.

Further LGB&T diversity and equality training for housing association and local authorities' housing department employees working in partnership with North Wales Police diversity officers. A report on the *Housing Needs of Lesbian Gay and Bisexual people in Wales* October 2006 produced by Stonewall Cymru in partnership with Triangle Wales and Trothwy Cyf, states that:

“Homophobic harassment by members of the local community or being rejected by family members because of sexual orientation had a clear impact on the person's housing problem. This can lead to stress, depression, housing crisis, nervous breakdown or suicidal actions”

Supply 'development' type workers to established groups to energise and encourage LGB&T people to engage with hate crime reporting.

Work with North Wales Police, Crown Prosecution Service, local Community Safety Partnerships and local LGB&T people to increase confidence in reporting homophobic hate crime, detection and prosecutions. Valuable work is being undertaken to combat homophobic hate crime in North Wales through the LGB&T police liaison group, and diversity training is being undertaken in the police and CPS including local LGB&T involvement. However there is still more work to be done, to eradicate homophobic bullying and hate crime in the workplace, and the community in which we live.

Reduced access to health services by LGB&T people and the subsequent impact on their physical and mental well being.

Work with Local Health Boards and Health Partnerships to raise awareness of - and response to - the particular health needs of LGB&T people to ensure they receive appropriate health advice because, not despite, of their difference. It is essential that NHS Cymru regularly reviews its policies and procedures in relation to sexual orientation e.g.: civil partnership, next of kin, sexual orientation monitoring and staff training to increase awareness and sensitivity to LGB&T people's service needs.

Lack of support, advice and positive role models for young lesbian, gay, bisexual and transgender individuals.

Young people coming to terms with their sexual orientation often need support in the process of 'coming out'. LGB&T youth groups, run by qualified LGB&T youth workers are needed in Gwynedd and Anglesey. Also information on where to get help, advice and support needs to be made more readily available, so people coming out know how to get this vital information.

Support groups and self-help groups need financial support to enable them to fund their work and promote themselves more, and to make themselves more accessible through public information outlets.

Diversity awareness training for advice and information service providers, health service staff and voluntary organisations on how to address the needs of LGB&T individuals who are seeking help on coming out in Gwynedd and Mn.

Lack of support groups and networks.

Funders should prioritise funding applications from LGB&T groups. There are a growing number of commercial gay venues in the region and a number of voluntary groups such as GOAL (gay outdoor club). There is, however, still difficulty for some in meeting others to form relationships and friends in a safe and accessible environment. Visiting a gay venue is still a 'step too far' for some.

Work with local LGB&T groups to increase their capacity through funding and the establishment of robust governance and accountability systems.

Widen the network of LGB&T support groups from Bangor throughout Gwynedd and Anglesey, due to the rural geography of the county. There has been a lot of praise for the gay scene and lesbian gay, bisexual and transgender support groups in Bangor, and a number of participants have commented that the support has been invaluable to them.

The need for a holistic approach which incorporates the individual's culture, religion, beliefs and other issues such as disability, gender, race.

A working group should be set up comprising organisations such as BVSNW (Black Voluntary Sector Network Wales), Citizens Advice Cymru, Disability Wales and People First, to explore how these complex issues concerning sexual orientation can be addressed. Research is available on the needs of the LGB&T populations, however there is evidence, which suggests that individuals who are facing these issues are rarely brought together to discuss and find solutions. The first step is to acknowledge that some people identify themselves according to their religious and cultural beliefs, and their upbringing, sexual orientation is often secondary.

The Commission for Equality and Human Rights in the Equality Act 2006 will be working for the six equality strands (age, disability, gender, race, religion and sexual orientation) on a national basis and it is important that this is replicated on a local level.

The lack of qualitative and quantitative research in Wales about the needs of LGB&T people.

Advice and information services need reliable information about and knowledge of the LGB&T population. Funding bodies such as the Welsh Assembly should consider commissioning research that addresses this need, and provides organisations with reliable information to help improve the service provided to LGB&T people within Wales. This could take the form of an LGB&T research gap review which would work to increase and improve qualitative and quantitative research into sexual orientation and transgender issues, both by inclusion in mainstream research and specific research for example into housing, safety, and health issues experiences at different ages.

Lack of information on transgender and transsexual issues.

More training for counselling agencies and mental health charities/organisations on transgender and transsexual issues.

More visual posters offering advice and support services for transgender/transsexual people in public information centres. Leaflets of self-help groups to be discreetly but noticeably displayed.

Networking of information providers and support agencies who provide advice and information and support for transgender/transsexual issues and individuals.

Transgender/transsexual diversity awareness training for health service staff and staff of other agencies such as the Benefit Agency.

A review of the current policies of agencies that deal with information on individuals' birth certificates, drivers' licence and passport details.

Cynnwys welcomes and celebrates the continuing success of the Bangor

LGB&T scene, which, during the duration of the Cynnwys Project, has been growing and expanding, with the full time gay pub The Three Crowns winning the Best Gay& Lesbian Pub in Wales title for the third year running; Mesmac winning a large lottery grant in 2005, more gay venues opening in Bangor, Anglesey, Llangollen, Llanbedr, Harlech and across north east Wales, and more LGB&T societies being established in the area (Gay Outdoor Club, GOAL – Gwynedd Out and About Lesbian, UWB Pride and Fruit Salad being revived, and Gayline being relaunched). The work of Stonewall Cymru has also launched important LGB campaigns in Wales, and they held their 2005 annual conference in north Wales.

Cynnwys research recommends:

1. Establish a network of regular drop-in sessions in rural areas e.g. Barmouth, Dolgellau, Pwllheli, Porthmadog.

“How dare you presume I am heterosexual?”

“Your sexuality is your business”

“I’ve got nothing against them as long as they don’t flaunt it in front of me and leave me alone”

“I love going shopping with a gay man he is so tasteful”

“It’s not an issue any more in fact its trendy”

“It’s so sad all the good looking ones are gay”

“I don’t know what the fuss is all about, we are all treated the same.”

“I wouldn’t want to ask the question it’s a private matter, and I would feel embarrassed”

“It’s a turn on seeing two women together”

“I wish I was a lesbian men drive me mad”

All these statements are topical and describe a view of the gay and lesbian experience, by mainly heterosexual people.

In the 1970’s many gay and lesbian activists wore a badge that stated:

“How dare you presume I am heterosexual?”

This was because most people assumed you were heterosexual therefore embracing the norm, - the people wearing the badge were making a statement which said embrace and accept us in the world as being different, (who wants to be normal?) and campaigning for the right to enjoy the same rights and freedoms as heterosexuals.

As a lesbian or gay man in North Wales in 2006 is it any better now or do we still need to wear the badge? Is it any easier now for LGB&T people to meet

others in order to make friends and form relationships? How do you know if someone else has the same sexual orientation as you? Where would you go for advice and support if you were not ready to approach a gay help line or were too afraid to enter a gay venue?

Some individuals and organisations today are making assumptions that because of a more liberal and tolerant approach to sexuality and the new legislation giving lesbians and gay men the same rights and choices, that lesbian and gay people are fundamentally happy and well accepted in all walks of life. In fact for some the belief is that sexual orientation is no longer an issue. However do we know or appreciate the needs or experiences of a 15-year-old Muslim girl who thinks she might be a lesbian, or a young gay man in care or prison? Are they same as a middle class lesbian academic who works for the LGB campaigning sector, or an out member of Parliament? Are we in danger, because of an innate liberalism, of not being able to recognize that LGB&T people are not a homogeneous community where their issues are the same?

It is crucial to acknowledge that the issues for LGB&T people are diverse and complex and that more awareness, time and resources need to be invested in determining the views and needs of this diverse group in order to truly meet their advice and information requirements.

Disability

“Both Scotland and England have taken steps to address the bigger picture. In England, the No.10 Policy Unit devised its ‘Life changes for disabled people’- a strategy to 2020. The Scottish Executive is undertaking an 18-month enquiry into the experiences of Scottish disabled people. It’s now high time that the Wales Assembly Government addresses the bigger picture.”

Will Bee, Director of DRC Thursday, February 23, 2006, Welsh Assembly

What disabled means:

Disabled people are not just those who use wheelchairs or have guide dogs. A person may still be disabled even if his or her employer does not realise that the employee is disabled, and the person does not choose to describe him or herself as disabled.

The legal definition of a disabled person is someone with 'a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities'.

Normal day-to-day activities include: mobility; manual dexterity; physical coordination; continence; ability to move everyday objects; speaking, hearing or seeing; memory or ability to concentrate, learn or understand; and perception of the risk of physical danger.

The law also covers people with severe disfigurements and hidden disabilities like dyslexia and epilepsy, depending on the severity of the impairment. It can also cover people with progressive conditions, such as HIV, cancer or multiple sclerosis.

People who have had a disability in the past - such as an episode of mental ill health - are also covered, as are people with severe back pain or arthritis if it impairs their ability to do normal activities.

www.scope.org.uk

“Society disables people who have impairments because the way it has been set up prevents us from taking part in every day life. It follows that if disabled people are to be able to join in mainstream society, the way society is organised must change.”

**Disability Wales Chief Executive, Rhian Davies,
Thursday, February 23, 2006, Welsh Assembly**

Obstacles facing disabled individuals, groups and communities.

The 2001 census showed there are 10.8 million people of all ages living in the UK who have a long-term health problem or disability, which limits their daily activities or the work they could do. They make up 18.5% of the population. 25% of all people living in Wales live with some form of disability. Most of these individuals, however, live in the urban areas. It is thought that only 2% of disabled individuals live in rural areas such as north Wales. Therefore, services and information for this minority group are constantly lacking.

The common experiences of disabled people are of rejection and enormous difficulty in taking part in even the most ordinary tasks such as shopping, going to the cinema or to the pub. Disabled people continue to face discrimination and difficulties imposed by society in every area of their lives. Discrimination is present in education and employment, often leading to dependency on welfare benefits. Many polling stations are not user-friendly so disabled people are denied the vote whilst their non-disabled counterparts

chose the next Prime Minister. In addition many disabled people suffer humiliation and struggle with inaccessibility everyday.

As a result many disabled people remove themselves from the society they feel abandoned by, and stay at home. This exclusion of disabled people from British society means that some non-disabled people have never met a disabled person. Opinions and attitudes about disabled people are then formed without any personal experience, strengthening the divide further. Lack of awareness and fear of the unknown is strengthened by the negative media images of disabled people and of disability in general.

In a survey conducted by The Leonard Cheshire Foundation, nearly one-third of people questioned thought that wheelchair-users were “less intelligent”; and 44% of opinion leaders thought that using a wheelchair would present a major obstacle to gaining employment. Such misconceptions lead to a vicious circle of rejection, discrimination and exclusion.

Statistics show that one in three disabled people have had services refused to them in a public place such as a cinema, restaurant, theatre, pub/club or even a leisure centre. The Disability Discrimination Act has acted as a catalyst for commercial and public sector providers of goods and services to improve physical access as part of their service to disabled people.

Case study 1

I was bullied at school. I changed schools a few times, but it was the same at every school. I told the headmaster at one school, and even though I told him many times, the kids didn't stop. I wouldn't be this strong if it wasn't for here [CIL]. I do karate – I'm a black belt. The funny thing is, I had bullying in karate, from a 30-year-old woman. I've waited [until now] to go to college, until they [the bullies at school] have been through the system.

A disabled student started at College in September 2005 following several years away from education

The ***Disability Discrimination Act 1995 (DDA)*** was passed in 1995 to introduce new measures aimed at ending discrimination against disabled people. Part 1 of the act provides a definition of disability and sets out who is covered by the legislation. The Act aims to protect disabled people in the following areas:

Employment

Access to goods, facilities and services

The management, buying or renting of land or property

Education

Some of these measures became law in 1996; others will be introduced over time.

Discrimination against disabled people begins from the moment they are born. Disabled children are often segregated, mainly because of medical considerations, which undermines the possibility of enjoying life alongside non-disabled peers. However, the Special Educational Needs and Disability Act 2001 makes it unlawful for all education providers to discriminate against disabled pupils.

Early school experiences, positive or negative, can have a profound impact on how disabled people feel about themselves and influence expectations about their future role in society. Controversy over special schools continues. Some people argue that whilst special schools are segregated education exists, whilst others argue that this simply means that disabled and non-disabled children will never come into contact with one another leading to more fear of the unknown. Schooling all children together allows growth and development regarding these issues, and helps the next generation understand that disability is simply part of society and not contagious or scary.

Many employers still favour non-disabled job applicants over disabled ones. This happens for many reasons ranging from fear and prejudice, to misunderstandings about people's abilities or the supposed costs of employing a disabled person.

Some major companies are practising equal opportunities, however, even in these cases instances of prejudice and unfair treatment exist. Once employed disabled people still do not always have the same prospects as non-disabled colleagues and they may have to work harder to maintain their positions.

The myth that disabled people wish to be supported by the government is simply that, - a myth as the points below show:

Disabled people account for almost 20% of the working age population (6.8 million) and yet almost half of all disabled people of working age do not have a job.

80.7% of non-disabled people are in employment compared with 48.9% of disabled people.

There are one million disabled people who want to work but do not have a job.

Of those looking for work, disabled people made an average of two and a half times as many job applications as non-disabled people, and yet got fewer job offers.

40% of employers, responding to the research, did not know if their premises would be accessible to someone with a physical impairment, and 51% didn't know if disabled people applied for jobs with their company.

Since December 1996, it has been unlawful for service providers and those responsible for selling, letting or managing premises:

To refuse service

To provide a worse standard of service

To offer a service on worse terms to disabled people.

Since October 1999, further provisions have required service providers to take reasonable steps to:

- a) Amend *policies, procedures and practices* that make it impossible, or unreasonably difficult, for disabled people to access the service (e.g. a 'no dogs' policy in cases where visually impaired people wish to enter the premises with a guide dog).
- b) Provide *auxiliary aids and services* where this would enable or facilitate disabled people's use of a service (e.g. lifting items off shelves in shops for those unable to manage alone).
- c) Overcome *physical features*, which make it impossible or unreasonably difficult for disabled people to use a service, by providing that service by a reasonable alternative method.

From 2004, service providers will have to:

Amend or remove *physical feature(s)* of the premises, which make it impossible or unreasonably difficult for disabled people to use a service or provide a reasonable means of avoiding it.

Case study 2

C: My son is in a B & B in South Stack. [He] has got no access to public transport. He's 2 ½ miles from Trearddur Bay.

J: I can't understand why Anglesey County Council put people into B & B's.

C: My neighbours give us abuse because of [his] illness. I've had yellow paint

thrown on my car, a broken window. They've told me "I want to kill [him]".

A: I haven't told my son where I live. It's really sad.

M: Stress makes carers' illnesses worse. Every single day, life is a challenge.
Extracts from discussions with a carers' group on Anglesey

Findings

The research shows that the main common issues concerning disabled people are as follows:

Housing

- Access to housing
- Appropriate housing
- Information on housing

Case Study 3

After having my stroke, I was at the hospital for 7 months. I lost my pension entitlement during that time. I also still had to pay my 'Sky' subscription, as well as other bills. So it's actually cost me to be in hospital during that period. I was put in a care home in Harlech with people who are 'not all there' – I felt very lonely. The therapist would come from Bron y Garth [hospital] to Harlech, but only for ½ an hour. I get a lot of pain in my legs. I'd rather they'd amputate my leg ... mind you, I wouldn't trust them with the op!

They've taken my 3 housing points away from me. Form filling is extremely difficult. I've been sent a 'housing council tax benefit form' but since my stroke, I can't use one of my hands, therefore I cannot fill in the form. My memory and my hearing have also suffered, so I'm unable to use the phone as much. I've also lost my winter fuel payments.

A has physical and sensory impairments

Education and employment

- Job opportunities – lack of and access to
- Bullying

Case Study 4

I went to Working Links [in Mentec] in Bangor, and they told me "I see that you're diabetic."

"Yes" I replied.

Then they asked, "Oh, you're also dyslexic?"

"Yes."

“Have you tried Tesco? They’re good.”

“Why?”

“Stacking shelves...”

“I have a university degree!”

G, a local graduate, whilst recently looking for work

Finance

Access to benefits

Low salary levels

Case study 5

G: Claiming maximum benefits is a nightmare. You have to be crawling on the ground to get it. People don’t want to ‘rock the boat’ and they don’t like to admit to people that they have disabilities, so they play down the severity of their conditions. They make a claim when they feel good about themselves, so it doesn’t reflect their lives in reality. The forms are very difficult to fill in. I used to complete them with people, but when you’re on the other side of the counter, it is a different prospect entirely.

G has a physical impairment as well as mental health problems

Health, care & support

Access to information for blind and deaf people

The centralisation of services – rural closures

Case Study 6

When my social worker came back from their holidays over Christmas, I told them “I tried to commit suicide”, and they said “yeah, and what else?”

Where would we be without Hafal? – Dead probably.

During the Christmas holidays, the staff have got their families. I haven’t got a family. The shops are shut. Buses run on Sunday service.

F has mental health problems

Legal and specialist advice

The Disability Discrimination Act – degree of impact it has had since it’s establishment

The need for representation

Case study 7

H: There is talk of opening healthcare centres – this is a good idea. They would contain mental health resources, doctors, etc, all in one place. It would be a one-stop shop with information points, with services like CAB, Carers

Outreach, etc.

H works with disabled people on Anglesey

Daily living

- Prejudice
- Isolation
- Support groups
- Socialising
- Public transport
- Access to buildings
- Street furniture
- Stigma towards people with a mental illness

Case study 8

“I tend to mix with people who don’t work.”

A has a learning disability and mental health problems

Case Study 9

It’s difficult to get support in Barmouth. Porthmadog is the nearest place. If I missed the 8.20am train I would be cut off.

During Christmas time, I would like something for singles in Barmouth. I’ve spoken with people in churches, but they want to do things with their families.

When I was very depressed, I was isolated and didn’t have anyone to turn to, except for God. But even the church can be difficult – I struggled to provide them with a 50p donation. People looked at you in disapproval.

A has mental health problems

Case Study 10

I have a carer – without them, I’d be stuck. They come for 6 ½ hours on Thursdays, so I’ve got to do everything then. They help me go to town and to get in and out of the shower. I’m not meant to go into the shower by myself, because I’ve got glaucoma.

I cannot drive, and I live on a farm 3 miles from the village. We [X and me] can’t come [here] sometimes because transport is costly, so we’re stuck at home.

C has physical and sensory impairments

‘Transport services to the hospitals need to be developed, especially for relatives who want to visit but cannot drive [to the hospitals in Llandudno or

Conclusions

When considering the main findings from the research, and contributions from disabled people who took part in the project into the accessibility of services for disabled people, Cynnwys identified the following barriers and factors:

Access to transport is one of the main barriers to inclusion for disabled people. There are insufficient bus services on rural routes in Gwynedd and Anglesey, and this is a greater problem in south Gwynedd (Dwyfor and Meirionnydd areas). There are also insufficient alternative choices of transport in rural areas. This is one of the main reasons for disabled people being isolated.

Access to buildings is a major barrier. Not only is this a problem for disabled people when trying to use services outside their homes, this also means difficulties in the home. Maintenance work on disabled people's homes tends not to be addressed quickly enough.

Restricted access to jobs limits disabled people's ability to integrate fully into society. As well as isolating disabled people from the workplace, the lack of jobs for them could be keeping some disabled people away from services, because they don't feel that staff can identify with them. There is a need for visibly disabled staff in organisations.

Access to information

Not enough information is available in various formats, such as Braille, audiocassette or British Sign Language.

Some people with learning disabilities are unable to speak English, and feel afraid and alone at wards in hospitals where there are no Welsh speakers. This also applies to disabled BME individuals whose first language is neither English or Welsh.

Information can be difficult to understand, and sometimes tends to include too much jargon.

People do not know where to get relevant/specific information when it is needed.

Case Study 11

I am blind in the left eye. I wonder what I should do about it in case I go completely blind and left on my own...

An older person with a sensory impairment

The quality of support varies, primarily due to geographical reasons.

Organisations can be “hard to reach”.

Staff can sometimes be unapproachable, prejudiced, or even unfriendly towards disabled people.

There is also a tendency for organisations to centralise their services, meaning that provision is often lacking in rural areas. Provision tends to focus on the Arfon area: Caernarfon, Bangor, and to some extent Llangefni. However, over the years, some organisations have ceased their rural surgeries/drop-ins, meaning that provision in other areas has fallen from little to very little. This could be forcing voluntary organisations to provide services in rural areas. These providers, although valuable, could be offering advice/information of inconsistent quality.

Recommendations

As a result of the conclusions reached earlier, Cynnwys recommends that the following points should be considered:

Improving access to transport and coordinating transport provision so that the service is available according to the needs.

Ensure that all buses have lowering ramps. The Disability Discrimination Act should help to ensure that this is the case.

Improve access to trains. The Disability Discrimination Act should help to ensure that this is the case.

Co-ordinate bus and train times so that people do not have a long wait for a connection.

Ensure that people throughout the area have access to community transport as an alternative to public/private transport.

Case Study 12

I'd like to see a bit more disabled buses. Lots of the buses in Porthmadog are not disabled friendly, therefore I can't go anywhere. If it's raining, I have to rely on carers to get food for me.

T has a physical impairment

Improving access to buildings and ensuring that maintenance is carried out on disabled people's houses within a reasonable amount of time.

Ensure that we all understand the Disability Discrimination Act and its implications. This could be achieved through carrying out periodic disability equality training within organisations (to coincide with any further developments in legislation), or even within the curriculum, as part of 'Personal and Social Education' at schools. The Disability Rights Commission have distributed resource packs on 'citizenship and disability' to every secondary school and local education authority in Wales. This pack includes 8 detailed lesson plans, with the aim of introducing disability awareness and equality into the curriculum. Using this resource could help integrate disabled pupils into mainstream schools, and could reduce the effects of bullying through breaking down barriers between disabled and non-disabled pupils.

Ensure that the Disability Discrimination Act is enforced and raise the public's awareness of successful cases against those who fail to comply. Unfortunately, with many of the towns in Gwynedd and Anglesey having narrow high streets, this means that making adjustments to premises proves very difficult. As a result legislation is not being fully implemented causing Disabled people aware of the DDA to feel that the Act has not had a significant effect. This could also explain why people are not encouraged and motivated to come forward and share their experiences of discrimination.

Prioritise those maintenance jobs which are most disabling to people within their homes.

Better advertising and marketing of free/affordable maintenance services, particularly in Gwynedd. Where affordable tradesmen services do exist, people are too often unaware of those services.

Increasing job opportunities for disabled people and ensuring that workers gain satisfaction from those jobs.

Ensuring that recruitment and employment policies are in line with the DDA, and that disabled people are encouraged to apply for jobs and that there is access in places of employment. To this end comprehensive equal opportunities and implementation policies should be in place.

To provide disability awareness training for all staff focusing on managers and HR departments.

Ensure that disabled people are considered for jobs based on their abilities. This could be addressed through increasing disability awareness training for interviewers.

Ensure that disabled people are given equal pay when employed.

Ensure that disabled people have equal working conditions; be it in paid work or as volunteers.

Ensure that disabled people can volunteer without fear of losing what benefits they get. Many people's circumstances are far too vulnerable to seriously consider working, whilst for others; work is not a viable proposition.

Case study 13

Working is more trouble than it's worth. Benefits get taken from you.

J has physical and sensory impairments

Case Study 14

C: [He] got the sack for being ill.

V: My daughter's not working. But you've got to be careful in case they reach the limit of 16 hours, and face losing their benefits.

A: You're given this impression, that they [employers] have a quota. Jobs are degrading. What are they offered? Stacking shelves!

C: It makes them feel inadequate.

Extracts from discussions with a carers' group on Anglesey

Case study 15

The CIL closes over the summer. It's quite nice to have a break from here. It'd be nice to have an alternative to here. I'd like part time voluntary work. Not paid – I can't afford to lose my benefits, otherwise I'll be in the

T has a physical impairment

Ensuring that information is easy to find and easy to understand.

Information should be available in various formats and in easy-to-understand language.

When information is not easy to understand, people should know where they can turn to for support. For example, Disablement

Welfare Rights offer help with completing benefit forms. Important information should be available in relative locations. For example, information on mental health support services should be given to people when they are discharged from mental health units/hospitals.

Strengthen services such as Citizens Advice Bureau and Disability Information and Advice Line. For example, through increased marketing (DIAL) or by making them available 24/7 (CAB).

Consider having a central information shop. For example, DIAL services offered by Disablement Welfare Rights/Taran, or at CABs.

Case study 16

We would like somebody to help us with filling in forms. They are so big nowadays, that it takes you half an hour to get to the right section.

I can't find the right phone number. Having a list of numbers to solve different problems would help.

Extracts from discussions with Dwyfor Older People's Forum

Ensuring that support of a high quality is given to disabled people.

The standard of support offered should be consistent across both Counties.

The standard of support offered should be consistent regardless of who requires it.

The level/degree of support should reflect need, as opposed to provision for he who shouts loudest.

Ensuring that service providers answer the needs of people in rural areas – especially in south Gwynedd.

Holding regular rural surgeries in the towns of south Gwynedd, for example at Dolgellau, Bala and Barmouth. However, similar services are also needed at Blaenau Ffestiniog, Porthmadog and Pwllheli. This could be carried out at day centres, health centres, community centres/village halls, libraries, etc.

Coordinating work between organisations to ensure that more advice and information are available without greatly increasing the workload of any specific organisation.

Case Study 17

Why is this part of the County ignored in many activities?

A mobile information centre, for example a travelling CAB that stops in Bala, would be a good idea.

Extract from discussions with Meirionnydd Older People's Forum

Case study 18

We need for the meals on wheels service to be reintroduced. We know of some elderly people who don't understand microwaves. Some people can't use microwaves because they have a pacemaker.

Extract from discussions with Meirionnydd Older People's Forum

Ensuring that disabled people are included in everyday society, and that they have opportunities to socialise with non-disabled people.

"The greatest significance will be a 'levelling up' of provision across the world, and the creation of civil and human rights for disabled people,"
DRC chairman Bert Massie.

Project Findings

The role of Cynnwys as a mediator between service providers and service users has been openly welcomed by all three minority groups. The service users/clients/members of the public we have questioned have welcomed the opportunity to voice their opinions. Many felt they had never had this opportunity before, and that no one had ever asked them for their thoughts about using services. In many instances we were told that they felt 'forgotten,' and that the services were not interested in hearing their opinions.

A surprising result for Cynnwys researchers was that individuals and groups questioned were more willing to talk about their experiences and feelings. They felt they had so much to say, and truly welcomed the chance to do so.

By holding interview type 'one-to-one' sessions and focus groups, the researchers believed that the people were more willing and able to 'open up' rather than merely filling in questionnaires – far more was said to us than was earlier predicted.

An element of trust was built up between those who were questioned /interviewed and ourselves. The main reasons for this was that people realised we were:

- Friendly.
- Trustworthy.
- Giving them a "voice" for the first time.
- Independent of local authorities and statutory bodies.
- Genuinely concerned about their experiences.
- Genuinely interested in hearing their opinions.
- There for a purpose - their opinions were going to be reported back to service providers – their voices were going to be heard.

The success of this type of interviewing was also down to the researchers. They gained the trust and respect of the 'gatekeepers' – those people who ran support and welfare groups, i.e. Hafal/Migrant Workers' Project/Mesmac. Therefore the individuals who accessed these groups trusted us and felt more able to talk with us.

By maintaining regular contact with these support groups, and promoting Cynnwys through various committees/open days/workshops etc., we have kept a visible profile and presence, which helps in gaining people's confidence in talking to us.

The fact that Cynnwys is a local organisation, and that the three workers are local people was a major factor for gaining confidence of individuals from minority groups. Individuals told us that too many people from outside were coming in trying to either take them over, tell them how to run their organisations, or ask them questions. New legislation in equality, e.g. race equality monitoring and race equality schemes, have meant that some representatives/"gatekeepers" from the black and minority ethnic community in Gwynedd and Anglesey have been over-approached and over-consulted.

Cynnwys succeeded where many of these researchers failed because:

- We were seen as local – not from England or Cardiff/South Wales.
- We were seen as independent – not part of some big consultation process.
- Being Welsh speakers gained us many peoples confidence.
- We succeeded in going past the over-consulted representatives of support groups, and were able to approach ordinary members of the public who

had never been consulted before.

“They [consulting organisations] come here and ask us things, but they don’t come back, to tell us what they are doing. You [Cynnwys] and Race Equality North Wales [NWREN] are the only ones who keep in touch.”

A member of the North Wales Chinese Women’s Society

Service Providers have welcomed Cynnwys’ work and research. They felt that we were able to ask grass roots service users what they thought of the organisations and services provided.

A number of organisations have welcomed Cynnwys as a bridge between themselves and their clients.

Service Providers themselves did not have the time or the manpower to conduct research within their client groups. Our research and outcomes were welcomed by the majority of service providers. We were seen as filling a much-needed gap between the users and providers.

Organisations/Service Providers who are members of the Gwynedd and Anglesey Advice and Information Partnerships did not quite understand what Cynnwys’ work was or how relevant Cynnwys was to them initially. But by promoting Cynnwys’ research and general outcomes, a number of organisations realised that Cynnwys was doing an invaluable service for them. e.g.:

Support Centres, such as Canolfan Tan y Maen.

Carers Groups, such as Hafal.

Age Concern.

Local authority - good examples of this are:

Gwynedd Council/Strategy for Older People welcoming, and acting upon, one finding of Cynnwys’ research on the concern within the Chinese community for health and care provision for older members. Also, findings from focus groups with Gwynedd’s Older People’s Forums are being fed into the Draft Strategy (consultation document).

Gwynedd Council turning to Cynnwys for help in finding disabled people to be included in creating the Council’s Disability Equality Scheme.

North Wales Police Diversity Department – both the Western Division diversity officer, PC Gwyn Parry, and the HQ Diversity Manager Greg George have welcomed Cynnwys’ work with individuals from minority groups as invaluable. Both feel that because we work at grass roots level we are told about incidents or issues, i.e. homophobic or racial, and report them directly to the officer concerned, who then immediately follows up on them.

Transgender Information Service – welcomed Cynnwys’ assistance in promoting their work in Gwynedd and Anglesey.

Gay Friendly organisation in Gwynedd – Father Demetrius has welcomed Cynnwys’ work in providing a listening tool for a number of gay men who have come to him for help. Father Demetrius has also welcomed Cynnwys’ assistance with signposting.

Cynnwys has built up a vast database of contacts for minority groups and support groups in Gwynedd and Anglesey, as well as across Wales and the UK. During the project we have been continually approached by local and national organisations for assistance in contacting groups or individuals.

Again because of Cynnwys’ vast database of members from the Gwynedd and Anglesey Advice and Information Partnerships, we have become a signposting service for these organisations.

As Cynnwys’ reputation and profile has grown, so has the number of organisations who have approached us for assistance, either in getting in touch with minority groups in Gwynedd and Mn or wanting general knowledge of minority groups in the area.

Cynnwys developed its work through networking with other small organisations working in the same fields, and then working in partnership to strengthen their presence in north Wales. One example is the success of the Equality Workers’ Forum.

Many service users have told Cynnwys that this is the first time that anybody has expressed an interest in their opinions.

Project Recommendations

Because more questions have been raised than answered, it has

become apparent that much work remains to be done.

- ⌘ There is a need for a more co-ordinated approach to research being undertaken in the area.
- ⌘ There is a need to develop a more systematic system for sharing the outputs of research activity (including data sets where possible), with agencies and with those who participate in the research.
- ⌘ There is a need for research relating to the specific needs of BME, LGB&T and disabled peoples' support in Wales.
- ⌘ The lack of any central or unified data source can lead to problems with cross-group comparisons. Efforts should be made, particularly by major agencies, to standardise data collection and monitoring systems, but with an awareness that data on sexual orientation is not produced by the Office of National Statistics.
- ⌘ Authorities responding must look beyond numerical data from 'official' statistical sources.
- ⌘ Organisations need to institutionalise a range of flexible consultative mechanisms.
- ⌘ There should be appropriate funding and resources in order to sustain effective consultation mechanisms.
- ⌘ There is a need for a well-resourced and sustainable network organisation in the region to act as a source of information and expertise as well as a key signpost to specialist support agencies for individuals and for agencies and professional workers seeking support. A number of bodies exist (NWREN, for example), that could potentially provide this focus but would have to be able to accommodate all six equality strands: age, disability, gender, race, religion and sexual orientation.
- ⌘ There is a need to develop a forum for workers from mainstream agencies and grassroots workers across the area to share information, support, training and good practice.
- ⌘ The need to treat individuals holistically and recognise the significance of all components of culture and diversity (age, disability, gender, race, religion and sexual orientation).
- ⌘ Support provided for small local specialist groups (e.g.: LGB&T groups) to increase access to funding, robust governance procedures and advice giving accountability.

Glossary

Bisexual:

A person who has an emotional and/or sexual orientation towards people of the same sex and people of the opposite sex.

Black:

The term 'black' is a positive all-inclusive descriptor to describe people who are not white. The word is also a political term of solidarity. It refers to people of African, African Caribbean, south Asian, South East Asian, Chinese and other minority ethnic people who share a common experience of discrimination in Britain on account of their colour or racial origin. The term originally took on political connotations with the rise of black activism in the USA in the 1960's when it was reclaimed as a source of pride and identity in opposition to the many negative connotations relating to the word "black" in the English language (black led, black list etc). Whilst there are many differences between and within each of the groups, the inclusive term black refers to those who have a shared history of European colonialism, neo-colonialism, imperialism and racism.

Coming Out:

Coming Out is to acknowledge one's lesbian, gay or bisexuality, either to oneself or to others; most often a public declaration of being lesbian, gay or bisexual. To be 'Outed' is to have one's sexual orientation revealed without one's consent, usually publicly.

Culture:

This defines certain customs or practices that are common to specific groups of people and constitutes a self-identification within the group. People of the same heritage, ethnic group or religion usually share a culture.

Disabled:

The legal definition of a disabled person is someone with 'a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities'.

Discrimination:

Treatment or consideration based on class or category rather than individual merit; partiality or prejudice: *racial discrimination; discrimination against foreigners.*

Diversity:

The difference in values, attitudes, cultural perspective, beliefs, ethnic background, sexual orientations, skills, knowledge and life experiences of each individual in any group of people. Embracing diversity celebrates the full range of skills, knowledge and life experience of individuals with different values, attitudes, practices, cultural perspectives and religious beliefs.

Ethnic:

This term refers to cultural groups of various kinds. It is often wrongly used to refer to black communities only; whereas all people have ethnicity hence white people are also part of particular ethnic groups.

Ethnic Minorities:

A term used in Britain to describe groups of people who identify in terms of a common heritage or culture, which is different to that of the majority within Britain.

Ethnic group:

A group of people who share common historical experiences, a cluster of beliefs and practices, a broad collective consciousness of belonging together.

Equal Opportunities:

The absence or removal of barriers to economic, social and political participation on the grounds of difference, for example due to person's gender, race or disability.

Gay:

"A man who has an emotional and/or sexual orientation towards men. Women may also define themselves as gay, sometimes rather than lesbian; gay is sometimes used as a generic term for lesbian and gay sexual orientation".

Harassment:

Unwanted behaviour that has the purpose or effect of violating a person's dignity or creates a degrading, humiliating, hostile, intimidating or offensive working environment.

Heterosexual:

"A person who is sexually attracted to and/or has sex with someone of the opposite sex".

Homophobia:

Literally, the fear of lesbian, gay or bisexual people and their sexual orientation, sometimes merely implied, but often taken to the point where discriminatory statements are made or actions are taken against lesbian, gay or bisexual people.

Homosexual:

"A person who is sexually attracted to and/or has sex with someone of the same sex".

Lesbian:

"A lesbian is a female who is exclusively emotionally, sexually, romantically and or aesthetically attracted to other females

Life style choice:

The term 'life style choice' is often used to describe lesbian, gay or bisexual relationships. This assumes that an individual actively chooses to have relationships with a member of the same sex and they choose not to have a relationship with a member of the opposite sex. This label is applied more to lesbians than gay men.

Sexual Orientation:

Sexual orientation is an orientation or attraction towards a person. Heterosexuality is an orientation towards a person of the opposite sex and a person with same-sex orientation identifies as lesbian or gay. Celibacy is encompassed within the concept of sexual orientation.

Sexuality:

"Sexuality is more than just an urge to have sex. It has to do with the totality of who you are, how you express yourself, your need and your ability to connect."

Social exclusion:

A term for what can happen when people or areas suffer from a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime, bad health, poverty and family breakdown. A key factor in perpetuating social exclusion is a lack of economic involvement in employment or training.

Positive action:

Measures targeted at a particular group that are intended to readdress past discrimination or to offset the disadvantages arising from existing attitudes, behaviours and structures.

Prejudice:

This involves a judgement made, without sufficient knowledge of facts, which is stereotypical or discriminatory. Prejudice is when negative judgements are made about individuals or groups of people who are perceived to be inferior.

Race:

Categorisation of people defined by the colour of their skin and physical appearance, which was developed from a falsely scientific way of thinking. It

has now become a social concept with no biological or scientific basis.

Segregation:

Segregation on any grounds is automatically regarded as treating the segregated person less favourably than others. It constitutes unlawful direct discrimination.

Transgender or Trans: An umbrella term used to include transsexual people, transvestites, and those with gender dysphoria.

Victimisation:

Less favourable treatment of a person because they have brought legal proceedings under an equalities law or are suspected of doing so.

Where to go for more information – organisations, websites and publications

ORGANISATIONS:

1990 Trust

12 Winchester House, Cranmer Road, London.SW9 6EJ

020 7582 1990

www.blink.org.uk

ABCD (Access for Black and Minority Ethnic Children with Disabilities)

Provides services for children and families

62 Charles Street, Cardiff CF10 2GG

02920 25 0055

www.abcdcymru.org.uk

Age Concern Wales

North Wales Central

12-14 Hall Square, Denby, Denbshire, LL16 3NY

01745816947

www.accymru.org.uk

All Wales Saheli Association (services for Muslim women and their families)

2 St Martin Row, Albany Road, Cardiff, CF24 3JJ

02920 496920

AWEMA (All Wales Ethnic Minority Association)

St David's House, Wood Street, Cardiff, CF10 1ES,

02920 664213

www.awema.org.uk

AWETU

Meaning 'our unity' offers support to BME people confronted with mental illness.

C/o Princes Trust Cymru, 120 – 122 Broadway, Roath, Cardiff, CF24 1NJ.

www.awetu.org.uk & www.be4researchproject.org.uk.

02920 644615

www.awetu.org.uk & www.be4researchproject.org.uk

BASSAC (The British Association of Settlements and Social Action Centres),

Winchester House, 11 Cranmer Road, London, SW9 6EJ

020 77351075

www.bassac.org.uk

BAWSO Women's Aid

Provides specialist service to women and children from BME communities

suffering domestic violence. With offices in Cardiff, Newport, Swansea and Wrexham.

The Coach House, Rhosddu Road, Wrexham, LL11 1EB

01978 355818

www.bawso.org.uk

BEN (Black Environmental Network)

High Street, Llanberis, Gwynedd, LL55 4EU

01286 870715

www.ben-network.org.uk

BEST (Black and Ethnic Minority Support Team)

www.best-cymru.org

Black Information Network

www.blink.org.uk

Black Training and Enterprise Group (BTEG)

Regents Wharf, 8 All Saints Street, London, N1 9RL

020 77136161

www.bteg.co.uk

Black Voluntary Sector Network Wales

Crichton House, 11-12 Mount Stuart Square, Cardiff, CF 10 5EE

02920 450068

www.bvsnw.org.uk

British Deaf Association

Shand House, 2 Fitzalan Place, Cardiff, CF24 0BD

02920 302216

www.bda.org.uk

Butetown History and Arts Centre

Publications and visual arts on the history of Black people in Wales.

4/5 Dock Chambers, Bute Street, Cardiff, CF10 5AG

02920 256757

www.bhac.org

CEMVO

Ground Floor, Princess House, Princess Way, Swansea, SA1 3LW

01792 484490

Chwarae Teg (promoting women's economic development in Wales)

www.chwaraeteg.co.uk

Commission for Racial Equality, the Race Relations (Amendment) Act 2000

www.cre.gov.uk/legaladv/rra.html

Commission for Racial Equality, the Stephen Lawrence Inquiry

www.cre.gov.uk/gdpract/

Commission for Racial Equality Wales

Equalities House, Bangor Road, Penmaenmawr, Gwynedd, LL34 6LF

Capital Tower, Greyfriars Road, Cardiff, CF1 3AG

02920 729200

www.cre.gov.uk/wales

CDC (Community Development Cymru)

Newtown, Mid Wales,

01686 627377

www.cdc.cymru.org

Disability Rights Commission

Canolfan Lafan, 2 Glan Rafon, Bangor, Gwynedd, LL57 1LH

01978 355818

www.disabilityaware.org

Disability Wales/Anabled Cymru

Werddu Court, Caerphilly Business Park, Van Road, Caerphilly, CF83 3ED

02920 887325

www.dwac.demon.co.uk

Equal Opportunities Commission

Windsor House, Windsor Lane Cardiff, CF10 3GE

02920 343552

www.eoc.org.uk

Federation For Community Development Learning

Furnival House, 48 Furnival Gate, Sheffield S1 4QP

0114 273 9391

www.fcdl.org.uk

Gypsy Council

8 Hall Road, Aveley, Essex RM15 4HD

01708 868 986

enquiries@thegypsycouncil.org.uk

Cardiff Gypsy Sites Group

114 Clifton Street, Cardiff, CF24 1LW

02920 214411

The Gypsy & Traveller Law Reform Commission
C/o Friends, Families and Travellers
Community Base, 113 Queens Road, Brighton, E. Sussex, BN1 3XG
www.travellerslaw.org.uk

www.travellerstime.org.uk
www.gypsy-traveller.org

Institute of Race Relations
A think tank and educational charity publishing research, analysis and reports that inform the struggle for racial justice in Britain and internationally.
2-6 Leeke Street, London WC1X 9HS
020 7837 0041
www.irr.org.uk

MEWN Cymru (Minority Ethnic Women Network)
1st Floor West Wing, Coal Exchange, Mount Stuart Square, Cardiff Bay,
02920 464445
www.mewn-cymru.org.uk

Mind Cymru
3rd floor, Quebec House, Castlebridge, Cowbridge Road East, Cardiff, CF11 9AB.
02920 221189
www.mind.org.uk

North Wales Race Equality Network (NWREN)
Equalities House, Bangor Road, Penmaenmawr, Gwynedd, LL34 6LF
01492 622233
www.nwren.org

The Scarman Trust
1st Floor Shand House, 2 Fitzalan Place, Cardiff, CF24 2ND
02920 471384
www.thescarmantrust.org

RNIB Cymru
19 Princess Drive, Colwyn Bay, Conwy, LL29 8HT
01492 533999
www.rnib.org.uk

North Wales Society for the Blind
325 High Street, Bangor, Gwynedd, LL57 1YB
01248 353604

RNID Cymru
Daniel Owen Precinct, Earl Road, Mold, CH7 1AP
01352 707 800
www.rnid.org.uk

Stonewall Cymru ([Equality and Justice for lesbians, gay men and bisexuals](http://www.stonewallcymru.org.uk))
Ty Gwydr /Greenhouse
1 Rhos, Trefelyan, Bangor, Gwynedd, LL57 1AX
01248 377890 / 0845 4569823
www.stonewallcymru.org.uk

Women Connect First (access project for BME women)
109 St Mary Street, Cardiff, CF10 1DX
02920 343154

Welsh Council for the Blind
3rd Floor, Shand House, 20 Newport Road, Cardiff, CF24 0DB
02920 473954
www.wcbnet.freemove.co.uk

Welsh Refugee Council
Trinity House, Trinity Street, Wrexham, LL11 1NL
01978 367890
www.welshrefugeecouncil.org

PUBLICATIONS:

Race Equality Scheme 2005 –2008, National Assembly for Wales.
www.wales.gov.uk

Statistical Focus on Ethnicity in Wales 2004, National Assembly for Wales,
www.wales.org.uk/statistics

Statistical Focus on Diversity in Wales 2005 edition, National Assembly for
Wales. www.wales.gov.uk/statistics

Welsh Index of Multiple Deprivation 2005, Summary Report, National
Assembly for Wales. www.wales.gov.uk/statistics

North Wales BME Communities Research, Commissioned by Black and
Ethnic Minority Support Team (BEST) 2004, North Wales Race Equality
Network in association with the Department of Social Sciences, University of
Wales Bangor. www.nwren.org

Challenging the Myth, “We Treat Everyone the Same”, 2005 A Black and Ethnic Minority Support Team (BEST) research project of BME communities in Communities First Wards in Swansea, Neath Port Talbot and Carmarthenshire. www.best-cymru.org

Living in Rural Wales: The experience of Black and Minority Ethnic People in Carmarthenshire and Montgomeryshire, Dyfed Powys Race Equality Network Rhwydwaith Cydraddoldeb Hiliol, 2005

Review of Service Provision for Gypsies and Travellers – Report – 2005, Policy Review of the Equal of Opportunity Committee, National Assembly for Wales, www.wales.gov.uk

Developing through Diversity, The British Association of Settlements and Social Action Centres, Bassac, 2004, www.bassac.org.uk

Voices from Within, MEWN Cymru publication, 2005, www.mewn-cymru.org.uk

Black Wales: A History of Black Welsh People, Alan Llwyd
Published in 2005 as a joint project between S4C and Butetown History and Arts Centre
www.bhac.org

A Tolerant Nation? Exploring Ethnic Diversity in Wales
University of Wales Press, Cardiff (2003)
www.uwp.co.uk

Between a Mountain and a Sea and Nobody’s Perfect
Published by the Swansea Bay Asylum Seekers Support Group (books penned by refugees and asylum seekers living in South Wales)
www.hafan.org

Equality in action: introducing equal opportunities in voluntary organisations
Cheung-Judge, M-Y., and Henley, A., NCVO (The National Council for Voluntary Organisations), 1994
www.ncvo-vol.org.uk

Strengthening the Race Relations Act, Commission for Racial Equality, CRE, 2000 (Summarises the main provisions of the Race Relations (Amendment) Act 2000)
www.cre.gov.uk

The general duty to promote racial equality: guidance for public authorities on

their obligations under the Race Relations (Amendment) Act 2000
Commission for Racial Equality, 2001 (gives guidance for public authorities on
the Race Relations (Amendment) Act 2000)
www.cre.gov.uk).

The future of multi-ethnic Britain, Parekh, B, Runnymede Trust, 2000
A major report about Britain becoming both a community of citizens
and a community of communities is in three parts: a vision of Britain;
issues and institutions; and strategies of change.
www.runnymedetrust.org.uk

The three faces of British racism, Fekete, L, Institute of Race Relations, 2001.
A wide-ranging report exposing racism in government policy, institutions and
popular culture.
www.irr.org.uk

Health and Care Consultation with the Chinese Women's Society
Report by Black Environment Network for Gwynedd Council in partnership with
Cynnwys (2006)

Untangling the Web

The Communities and Advice Services Project, MEWN Cymru (Minority
Ethnic Women's Network) (2005)

Reaching Through the Mist

Information resource for ethnic minority in north Wales. Adnodd llawn
gwybodaeth ar gyfer Lleiafrifoedd Ethnig yng ngogledd Cymru.
MEWN Cymru (Minority Ethnic Women's Network) (2005)

Good Practice.

Developing BME Communities

BEST (Black and Ethnic Minority Support Team) (2005)

Black and Minority Ethnic Communities Consultation Report

Cardiff Communities First (2005)

Cymru Ddu / Black Wales: A History

Alan Llwyd (2005)

Black and Minority Ethnic Housing Strategy for North Wales

North Wales Registered Social Landlord Equality Partnership (NWREP). (2004).

The Scope of Strategic Development of Ethnic Environmental Participation in North Wales.

Black Environment Network (BEN). (2004).

Black and Minority Ethnic Consumers. Defnyddwyr Du a Lleiafrif Ethnig.

Welsh Consumer Council. Cyngor Defnyddwyr Cymru (2004).

Hidden Needs

A study in the meeting, the housing, and support needs of vulnerable Black and Minority Ethnic Women in North Wales'.

Commissioned by Tai Hafan, BAWSO and MEWN Cymru. (2004).

Snakes and Ladders – Advice and Support for Employment Discrimination Cases in Wales.

Research by University of Wales, Bangor commissioned by Commission for Racial Equality, Disability Rights Commission, Equal Opportunities Commission and Legal Services Commission. (2002)

Lesbian, Gay and Bisexual

On the Move a gay men's sex survey 2003 – Reid, Weatherburn

www.sigmaresearch.org.uk

Sexual Attitudes and Lifestyles in Wales: Implications for Health Promotion
- Technical Report 15, October 1995

2011 Census Sexual Orientation background - Office of National Statistics

Same-Sex Civil Partnership consultation - Department of Trade and Industry

Stonewall documents: (www.stonewallcymru.org.uk)

Counted Out / Eich Cyfrif neu'ch Eithrio - Stonewall Cymru 2003

Count Us In! / Ninnau Hefyd! - Stonewall Cymru 2004

Sexual Orientation Research Review – Stonewall 2006

The Housing Needs of Lesbian, Gay and Bisexual People in Wales 2006
report produced in partnership by Stonewall Cymru and Triangle Wales

The All-Wales LGB Survey 2006 –Report will be published in 2007

Transgender/Transsexual:

Press for Change is a political lobbying and educational organisation, which campaigns to achieve equal civil rights and liberties for all trans people.

www.pfc.org.uk/

Gender Dysphoria for information on gender dysphoria and campaigns for

funding, local surgeries etc
www.freewebs.com/grswales/whatisgenderdysphoria.htm

Cynnwys Team

Staff:

Jen Rowlands worker	BME & LGB and T Project
Iwan Wyn Jones/ Manon Alaw Evans	Disability Project Worker
Haf Hughes	Administrator
Rhianwen Jones	Project Line manager

Steering committee:

Chair of Anglesey Community Advice and Information

Chair of Gwynedd Advice and Information Partnership
Cymdeithas Tai Eryri
Manager Gofal a Thrwsio Môn
Manager Gofal a Thrwsio Gwynedd
Cyngor Gwynedd
Cyngor Sir Ynys Môn

Co-opted members to steering committee:

Stonewall Cymru
Black Voluntary Sector Network Wales
Taran Disability Forum
Disability Rights Commission
MEWN Cymru

Organisations contacted:

Cynnwys would like to thank the following organisations and individuals for their assistance and support: