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INTRODUCTION

Wrexham Council are developing Crown Buildings to create a modern facility that will house integrated social care and Health teams and a Community Health and Wellbeing facility.



The Crown Buildings Development

The aim is to work co-productively with partners, citizens and stakeholders to design a space, which will improve people's access to community and specialist services, building on, rather than duplicating what is already available in Wrexham town centre and other locality areas.

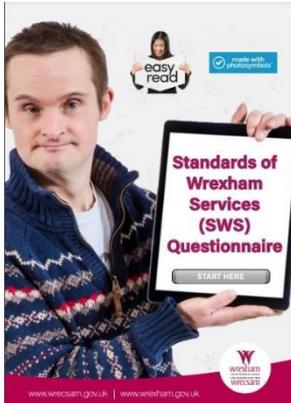
The purpose of this engagement activity was to gain the views of those citizens who might benefit most from the wellbeing facility and to gain an understanding of what they value, what is missing and what should be developed.

SWS (Standards of Wrexham Services) are a group of citizens who use social care, health and support services; they provide their time and expertise to improve services through user involvement.

SWS produced a questionnaire to engage with citizens of Wrexham to find out about their experience and views of living in Wrexham, what they think is good, and what they see is missing for disabled people and citizens with health or social care needs and their carers.

This report shares the findings of the survey and puts forward how these findings can help make sure that the Community Health and Wellbeing facility is a great addition to the town and makes a real difference to the lives, health and well-being of Wrexham citizens.

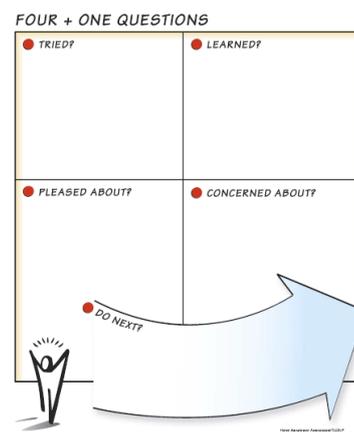
1. QUESTIONNAIRE AND METHODOLOGY



The questionnaire was published on 'Your Voice' and widely circulated through social media, newsletters and the press. It was shared through Community Agents and the existing networks including AVOW, the Co-production Network Wales, North Wales Advocacy and Advice (NWAA) and Social Care service providers.

The survey was available bilingually in standard and Easy Read versions.

The SWS group used a 4+1 question template that they are familiar with to develop the questionnaire; the group members felt this would help participants to organise their thoughts and ideas, in a productive way that could create actionable steps.



THE QUESTIONS

The survey asked participants 4 questions about their views and experiences of living in Wrexham.

+1 question about how we can take ideas forward.

1. What things are good for people with disabilities in Wrexham?
2. What would you like to see more of in Wrexham?
3. What' missing for disabled people in Wrexham?
4. How do you think we could do better?

+1. What should be done next?

RESPONSE AND ANALYSIS

42 participants responded to the survey.

The responses to the 4 questions have been analysed using 'Thematic Analysis' to identify key themes in the responses.

The reviewer used an inductive method, which involved reading the responses, becoming familiar with the information participants have provided and looking for similarities and common messages in the data to develop themes.

The themes are explained in section 2

the +1 question was then applied to the themes to suggest actionable next steps in section 3.

The SWS group participated in the analysis of the responses by reviewing the themes and identifying next steps to respond to what citizens have told us.

DEVELOPING THE THEMES

The themes were developed by analysing the responses to each question and looking for similarities and common threads to draw out the important messages and meaning within those responses. This is known as an inductive approach where themes are developed from messages and meaning that come through in the data.

This section describes how the themes were developed from the responses.

What things are good for people with disabilities in Wrexham?

What would you like to see more of in Wrexham?

Although these are two different questions, the responses suggested that people did not think about them separately; respondents often wanted to see more of the things they considered good.

Access and Accessible Facilities featured strongly across both questions. Respondents talked about physical access such as easy access ramps to the market, shop mobility and accessible toilets as examples of good access.

Some respondents referred to particular places that they thought had good accessible facilities:

“Ty Pawb - especially the toilet facilities which are fully accessible”

Saint Giles Church, the majority of shops, the Erlas Victorian Walled Garden, Eco-centre and Wrexham’s historical sites were also places cited as good.

Over a quarter of respondents highlighted toilets and changing facilities as something they wanted to see more of across Wrexham.

The Safe places scheme and availability of third sector support in the town centre also came up as things that were good in terms of access to support. Access to services, leisure, education and socialising was also good but the message was there needed to be more of it and support to participate.

Support and safety came up in responses when describing good aspects and when identifying areas for improvement.

One respondent suggested:

“town rangers to support visually impaired and less able citizens”

Some responses called for better facilities for health and social care, such as walk in GPs / minor injuries and advice services.

The access theme followed on in responses to what people wanted to see more of, which included accessible transport, toilets, play provision, welcoming environments and green open space.

This question also generated responses regarding **support and services** across a range of well-being topics including access to respite for carers, open access to mental Health support, drop in services and Advocacy.

Inclusion and diversity came through strongly in the responses and the importance of considering all citizens particularly those who may be excluded or marginalised: Young carers, people living with mental ill health, LGBTQ citizens of all ages, people with learning disabilities and neuro divergent conditions, homeless people, new mums.....

What is missing for people with disabilities in Wrexham?

This question generated responses around acceptance, voice and presence in society. Being part of the Community and **“having your voice heard”** was a strong theme; community, friends and having social spaces where individuals can feel welcome and supported was important to many respondents.

“Awareness and empathy from the general public and organisations”

Responses to what is missing suggested people do not always feel connected and equally able to engage and participate in activities available to citizens. Respondents spoke of groups for disabled people they valued such as love2meet you, gig-buddies and the café at Alyn Waters country Park, however others wanted opportunities to integrate and to be involved in mainstream forums and community events.

How do you think we could do better?

Having your voice heard was a strong theme in response to this question.

“Listen to disabled people with open mind and when you think you have got it listen some more”

Some respondents wanted more engagement and importantly support to enable people to engage. One respondent suggested finding new ways to consult and engage to ensure inclusivity. The importance of listening to disabled people and providing support to enable equal participation, working collaboratively and having a say in service delivery featured in a number of responses.

“bring the community together in a way we can all be involved in supporting each other”.

“ People really having a say in services and how they work”.

2. THEMES

ACCESS AND ACCESSIBLE FACILITIES

Ensure equal access to facilities, services, opportunities and support.

Make all facilities accessible: transport, shops, toilets, public buildings, play areas and green spaces.

Create accessible opportunities for wellbeing, work, leisure and learning.

INCLUSION AND DIVERSITY

Consider all citizens particularly those who may be excluded or marginalised.

Actively remove barriers and provide what is required to enable equal access.

Create an accepting and supportive community that values and respects all citizens.

SUPPORT AND SERVICES

Help citizens to get the support and services they need.

Publicise what is available.

Open access to advice and information.

Human help

HAVING YOUR VOICE HEARD

Listen to people

Devise innovative ways of engaging with citizens and involving them in decisions that affect them.

Improve access to advocacy and support self-advocacy

Involve citizens in developing and running services

3. NEXT STEPS

WHAT SHOULD BE DONE NEXT?

This engagement and analysis identifies important messages that should be incorporated in the development of the wellbeing centre.

This question (+1) has identified actionable steps to take this forward.

- Continue to consult and engage on the issues raised.
- Plan with citizens and involve them in creating solutions and improvements.
- Reach out to citizens who are disengaged and marginalised to ensure they are able to participate.
- Communicate openly and involve citizens in planning.
- Develop facilities that bring the community together and promote wellbeing.
- Communicate clearly about what's on offer in the short, medium & long term, what are the priorities for this provision, and how people can support delivery and access what is on offer.

CONTRIBUTORS

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Participants: Thanks to the 42 participants who responded to the survey and gave their views and experiences.