

Bwrdd Gwasanaethau Cyhoeddus Conwy a Sir Ddinbych
Siambwr y Cyngor, Neuadd y Sir, Rhuthun a thrwy gynhadledd fideo

Dydd Llun, 25 Medi 2023

2.00 pm

AELODAU STATUDOL	
<p>Cyngor Bwrdeistref Sirol Conwy Y Cynghorydd Charlie McCoubrey (Arweinydd y Cyngor) Rhun apIareth (Prif Weithredwr)</p> <p>Cyngor Sir Ddinbych Y Cynghorydd Jason McLellan (Arweinydd y Cyngor) Graham Boase (Prif Weithredwr)</p>	<p>Bwrdd Iechyd Prifysgol Betsi Cadwaladr Libby Ryan-Davies (Cyfarwyddwr Cymunedol Iechyd Integredig) Alyson Constantine (Cyfarwyddwr Cymunedol Iechyd Integredig)</p> <p>Cyfoeth Naturiol Cymru Martin Cox (Pennaeth Gweithrediadau ar gyfer y Gogledd) Mark Hughes (Arweinydd Tîm Gogledd Ddwyrain Cymru)</p> <p>Gwasanaeth Tân ac Achub Gogledd Cymru Helen Macarthur (Prif Swyddog Cynorthwyol)</p>
CYFRANOGWYR A WAHODDWDY	
<p>Cefnogaeth Gymunedol a Gwirfoddol Conwy Wendy Jones (Prif Swyddog)</p> <p>Cyngor Gwasanaethau Gwirfoddol Sir Ddinbych Tom Barham (Prif Weithredwr)</p> <p>Tim Iechyd Cyhoeddus Louise Woodfine (Ymgynghorydd Iechyd y Cyhoedd)</p> <p>Cynghorau Tref & Chymuned Y Cynghorydd Carol Marubbi (cynrychioli Conwy) Y Cynghorydd Gordon Hughes (cynrychioli Sir Ddinbych)</p>	<p>Heddlu Gogledd Cymru Owain Llewelyn (Cadlywydd y Rhanbarth)</p> <p>Gwasanaeth Prawf Cenedlaethol Andy Jones (Pennaeth yr Uned Cyflenwi Prawf)</p> <p>Cynrychiolydd Llywodraeth Cymru I'w gadarnhau</p> <p>Swyddfa Comisiynydd Heddlu a Throsedd Gogledd Cymru Stephen Hughes (Prif Weithredwr)</p> <p>Cymdeithas Tai Gogledd Cymru Helena Kirk (Prif Weithredwr)</p>

Hannah Edwards, Swyddog Datblygu BGC

Cyngor Bwrdeistref Sirol Conwy, Bodlondeb, Conwy, LL32 8DU

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AGENDA

1 CROESO AC YMDDIHEURIADAU AM ABSENOLDEB

2 COFNODION Y CYFARFOD DIWETHAF(Tudalennau 3 - 8)

Cymeradwyo cofnodion y cyfarfod a gynhaliwyd 17 Gorffennaf 2023 (copi'n amgaeedig).

3 TRACIO CAMAU GWEITHREDU'R CYFARFOD(Tudalennau 9 - 10)

Bydd y Cadeirydd yn arwain ar yr eitem hon (copi'n amgaeedig).

4 CYFRAITH GOFAL GWRTHGYFARTAL

Derbyn cyflwyniad gan Helena Belmans, Bwrdd Iechyd Prifysgol Betsi Cadwaladr ar raglen Cyfraith Gofal Gwrthgyfartal Gogledd Cymru.

5 DATBLYGU CYNLLUN YMGYSYLLTU Â'R GYMUNED

Derbyn cyflwyniad gan Mike Corcoran, Cyd-gynhyrchu ar ddatblygiad y cynllun ymgysylltu cymunedol.

**6 GRYMUSO CYMUNEDAU AMRYWIOL I ENNILL CYFLOGAETH:
CANFYDDIADAU YMGYSYLLTU A'R CAMAU NESAF**(Tudalennau 11 - 25)

I dderbyn adroddiad gan Fran Lewis, Cyngor Bwrdeistref Sirol Conwy sy'n darparu crynodeb o ymgysylltu a gynhaliwyd rhwng Mehefin ac Awst 2023, ar y pwnc o rymuso cymunedau amrywiol i gyflogaeth (copi ynghlwm).

7 RHAGLEN GWAITH I'R DYFODOL(Tudalennau 26 - 29)

Bydd y Cadeirydd yn arwain ar yr eitem hon (copi ynghlwm).

Agenda Item 2

BWRDD GWASANAETHAU CYHOEDDUS CONWY A SIR DDINBYCH

Cofnodion cyfarfod Bwrdd Gwasanaethau Cyhoeddus Conwy a Sir Ddinbych a gynhaliwyd drwy aml-leoliad ddydd Llun, 17 Gorffennaf 2023 am 3.30pm.

YN BRESENNOL

Aelodau:

Y Cyngorydd Jason McLellan	Cyngor Sir Ddinbych
Y Cyngorydd Charlie McCoubrey	Cyngor Bwrdeistref Sirol Conwy
Nicola Stubbins	Cyngor Sir Ddinbych (cynrychioli Graham Boase)
Rhun ap Gareth	Cyngor Bwrdeistref Sirol Conwy
Martin Cox	Cyfoeth Naturiol Cymru
Kevin Jones	Gwasanaeth Tân ac Achub Gogledd Cymru (cynrychioli Helen MacArthur)
Helena Kirk	Cymdeithas Tai Gogledd Cymru
Louise Woodfine	Bwrdd Iechyd Prifysgol Betsi Cadwaladr (Iechyd y Cyhoedd)
Libby Ryan-Davies	Bwrdd Iechyd Prifysgol Betsi Cadwaladr
Wendy Jones	Cefnogaeth Gymunedol a Gwirfoddol Conwy
Tom Barham	Cyngor Gwasanaethau Gwirfoddol Sir Ddinbych (CGGSDd)
Carol Marubbi	Cyngor Tref a Chymuned – cynrychiolydd Conwy

Swyddogion:

Emma Lea	Bwrdd Iechyd Prifysgol Betsi Cadwaladr
Amanda Jones	Cyngor Bwrdeistref Sirol Conwy
Hannah Edwards	Cyngor Bwrdeistref Sirol Conwy
Fran Lewis	Cyngor Bwrdeistref Sirol Conwy
Mike Corcoran	Rhwydwaith Cydgynhyrchu Cymru
Iolo McGregor	Cyngor Sir Ddinbych
Ceri Blythin-McDonough	Cyngor Sir Ddinbych
Helen Miliband	Cyfoeth Naturiol Cymru
Iona Hughes	Cyfoeth Naturiol Cymru

HEFYD YN BRESENNOL

Arsyllydd - Lydia Orford, Bwrdd Iechyd Prifysgol Betsi Cadwaladr (Iechyd y Cyhoedd)

1 CROESO AC YMDDIHEURIADAU AM ABSENOLDEB

Cafwyd ymddiheuriadau gan –

- Graham Boase, Cyngor Sir Ddinbych
- Helen MacArthur, Gwasanaeth Tân ac Achub Gogledd Cymru
- Elin Gwynedd, Llywodraeth Cymru
- Owain Llywelyn, Heddlu Gogledd Cymru

- Mark Hughes, Cyfoeth Naturiol Cymru

2 COFNODION Y CYFARFOD DIWETHAF

Cyflwynwyd cofnodion cyfarfod Bwrdd Gwasanaethau Cyhoeddus Conwy a Sir Ddinbych a gynhaliwyd ar 23 Mawrth 2023.

PENDERFYNWYD *derbyn cofnodion y cyfarfod a gynhaliwyd ar 23 Mawrth 2023 a'u cymeradwyo fel rhai cywir.*

3 OLRHAIN CAMAU GWEITHREDU'R CYFARFOD

Cyflwynodd y Cadeirydd, Jason McLellan, y Camau Gweithredu i'w holrhain yn y cyfarfod.

Roedd aelodaeth yn parhau i fod yn gam gweithredu parhaus wrth i'r Cynllun Lles ddatblygu. Bydd hyn hefyd yn cael ei drafod fel rhan o'r eitem Cylch Gorchwyl yn nes ymlaen yn y cyfarfod:

Cadarnhawyd bod y cynllun lles wedi'i gyhoeddi a'i ddsbarthu i rhanddeiliaid yn dilyn cymeradwyaeth yng nghyfarfod mis Mawrth. Bellach, derbyniwyd llythyr ar y cyd gan Lywodraeth Cymru a'r Comisiynydd Cenedlaethau'r Dyfodol yn llongyfarch y BGC ar gyhoeddi'r cynllun lles. Yn ogystal ag amlinellu ble maent yn credu y gall BGCau gael yr effaith mwyaf yng nghylch nesaf y cynlluniau lles, a'u cynnig o gefnogaeth i helpu BGCau i gyflawni hyn. Bydd y llythyr hwn yn cael ei ddsbarthu i aelodau yn dilyn y cyfarfod.

Cadarnhaodd y Cynghorydd Jason McLellan nad oedd ef a Tom Barnham wedi llwyddo i gyfarfod eto i drafod cyfraniad partner trydydd sector yn y BGC.

Mae swyddogion cefnogi'r BGC yn gweithio ar fapio gweithgareddau arfaethedig y BGC yn erbyn 'Lefelau meddwl trwy systemau cyfan' a chyflwynir hyn mewn cyfarfod anffurfiol yn y dyfodol ar gyfer trafodaeth gan aelodau.

Bydd y datganiad bwriad ymgysylltu yn cael ei gyflwyno yn y cyfarfod hwn ar gyfer ystyriaeth.

4 GWELD Y GOEDWIG A'R COED - Y DEFNYDD O FEDDWL TRWY SYSTEMAU AR GYFER HERIAU IECHYD A LLES CYMHLETH

Roedd Christian Heathcote-Elliott, Prif Ymarferydd Iechyd y Cyhoedd yn Iechyd Cyhoeddus Cymru wedi cyflwyno trosolwg o ddull meddwl trwy systemau cyfan a'i berthnasedd i BGCau. Roedd y cyflwyniad hefyd yn rhoi gwybodaeth am y gwaith a wneir ar hyn o bryd i ddatblygu cynigion ar gyfer cefnogi BGC o dan y rhaglen Llunio Lleuedd Sylfeini Iechyd.

Trosolwg o ddulliau systemau cyfan wedi'i gyflwyno fel -

- dylai gael ei ystyried fel ffordd o ddeall a rheoli cymhlethdodau - nid yw'n ffordd newydd na chyflym i fynd i'r afael â heriau.
- Yn cael ei lywio gan nifer o ddisgyblaethau - dim rysait pendant, bydd y cynhwysion yn dibynnu ar ddiben a chwestiynau sy'n derbyn sylw.
- Mae'r dull hwn yn berthnasol ar gyfer ystod eang o faterion sy'n effeithio ar iechyd a lles y boblogaeth.

- Prif agwedd dull yw ei fod yn ein helpu i ystyried rhan a'r mater cyfan.
- Mae'n helpu uwch arweinwyr i fynd i'r afael â heriau cymhleth.
- Mae meddwl trwy systemau yn canolbwyntio ar y dyfodol ac mae'n clymu i mewn gyda'r gwaith mae swyddfa Comisiynydd Cenedlaethau'r Dyfodol yn ei wneud wrth feddwl am y dyfodol. Mae'n ein helpu i edrych ar ansicrwydd dros amser ac ystyried canlyniadau a fwriadwyd / na fwriadwyd o gamau gweithredu.
- Mae'n helpu i ganfod patrymau, a elwir yn aml yn archdeipiau - mae adnabod y patrymau hyn yn gallu dylanwadu ar sut y byddwn yn ymyrryd mewn system.
- Pwysig i gael aml safbwyntiau gan ystod o rhanddeiliaid i lywio'r broses.

Roedd Christian Heathcote-Elliott wedi hysbysu'r bwrdd bod Iechyd Cyhoeddus Cymru wedi bod yn llwyddiannus gyda'u cais ar gyfer rhaglen Llunio Lle ar gyfer Lles y Sefydliad Iechyd.

Bydd hon yn raglen 3 blynedd, a fydd yn dechrau fis Ionawr 2024. Bydd yn sefydlu 3 carfan dysgu cenedlaethol ar draws Cymru, a fydd yn cael ei hwyluso gan arbenigwr meddwl trwy systemau ac ymarfer ac yn agored i holl aelodau BGC a chefnogi swyddogion i gymryd rhan. Mae'n anelu i gefnogi BGC yng Nghymru i ddefnyddio damcaniaeth a thystiolaeth a hysbyswyd gan systemau, adnoddau a dulliau i ddylanwadu penderfynyddion ehangach iechyd, dysgu o hyn a rhannu'r dysgu.

Bydd y rhaglen yn gweithio gyda'r BGC i gytuno ar 3 thema ar gyfer pob carfan i ganolbwyntio a defnyddio'r dull. Drwy fywyd y rhaglen, bydd adnoddau yn cael eu datblygu a'u rhannu gyda BGCau. Bydd hefyd yn datblygu cynlluniau etifeddiaeth i sicrhau y cynhelir dysgu.

Roedd amserlen y rhaglen wedi'i rhannu:

- Chwe mis cyntaf, cyfnod sefydlu - recriwtio ar gyfer swyddi, sefydlu bwrdd ymgynghorol a grŵp darparu, comisiynu gwerthuswyr allanol a nodi themâu gyda BGCau.
- 24 mis nesaf, cam cyflawni - carfanau yn gweithio drwy'r fframwaith, rhannu dysgu drwy amrywiol ddigwyddiadau ar draws Cymru a'r DU, adnoddau BGC yn cael eu datblygu.
- Chwe mis diwethaf, cyfnod gadael a chynaliadwyedd - cynlluniau etifeddiaeth, adroddiadau dysgu a gwerthuso wedi eu llunio, digwyddiadau rhannu dysgu terfynol gyda charfanau a Sefydliad Iechyd.

Trafodaeth yn cynnwys -

- Cadarnhau y bydd y sleidiau yn cael eu rhannu ynghyd â mwy o ddarllen ar y pwnc.
- Penderfynir ar themâu'r carfanau dysgu a chytunir gan y BGCau sy'n dymuno cymryd rhan yn y rhaglen. Rhagweld y bydd y rhain yn cael eu llunio o unrhyw themâu cyffredin ar draws Cynlluniau Lles.
- Mae trafodaethau cychwynnol wedi eu cynnal gyda BGCau eraill ar draws Cymru i lywio'r rhaglen i ddod, fodd bynnag, cynllunio i ymgysylltu ymhellach unwaith y bydd y rhaglen yn fyw ym mis Ionawr.
- Sut y gellir defnyddio'r dull systemau ar gyfer ein cynllun lles - y cam defnyddiol cyntaf fyddai cynnal ymarfer mapio systemau i sefydlu sut mae'r themâu yn ein cynllun yn ymwneud â'i gilydd.

- Cadarnhawyd y bydd yna broses ffurfiol i wahodd BGC i gymryd rhan yn y rhaglen.

PENDERFYNWYD y bydd y BGC yn cynnwys eitem drafodaeth mewn cyfarfod yn y dyfodol (cyn diwedd y flwyddyn), ar farn aelodau ar ymgysylltu gyda'r garfan ddysgu.

5 YMGYSYLLTU Â'R GYMUNED

Roedd Mike Corcoran, Cyd gynhyrchydd Rhwydwaith i Gymru wedi cyflwyno'r datganiad bwriad ymgysylltu drafft ar gyfer trafodaeth. Yn y cyfarfod anffurfiol a gynhaliwyd ym mis Mai, roedd aelodau wedi trafod eu dull ar gyfer ymgysylltu. I gefnogi'r meddylfryd hwn a darparu eglurder, roedd yna argymhelliad i ddatblygu datganiad bwriad ymgysylltu. Gofynnodd Mike Corcoran i'r Bwrdd ystyried y cwestiynau canlynol -

1. A yw'r datganiad bwriad yn adlewyrchiad teg a chywir o beth mae BGC Conwy a Sir Ddinbych yn dymuno ei gyflawni drwy ymgysylltu?
2. Beth yw goblygiadau mabwysiadu'r datganiad bwriad hwn, a oes yna heriau / cyfleoedd i'w hystyried?
3. Beth yw'r camau nesaf ar gyfer symud ymlaen gyda'n dull ar gyfer ymgysylltu?

Trafodaeth yn cynnwys -

- Cytunwyd, byddai o fudd cael egwyddorion arweiniol - ond sut fyddwn ni'n cyflawni hyn, byddai o fudd cael mwy o fanylion.
- Diffyg gwybodaeth yn y gweithlu am y BGC a'i ddiben. Pryder bod BGC yn cael ei ystyried fel haen arall o wneud penderfyniadau. Tra mai ei rôl yw dadwneud, datblygu cysylltiadau a lleihau dyblygu - sut allwn ni brynu i mewn gan ein gweithlu?
- Defnyddiol datblygu dealltwriaeth gyffredin o ymgysylltu.
- Ystyried adolygu trefn amcanion / deilliannau.
- Llwyddiant yn amlwg os ydym yn gwrandao ac yn gwneud newidiadau yn unol â hynny.
- A oes yna sgwrs ehangach i'w chael am godi ymwybyddiaeth BGCau yn genedlaethol. Mae deddf Lles Cenedlaethau'r Dyfodol yn ddarn o ddeddfwriaeth arloesol y dylid ei hybu, yn arbennig ei defnyddio o fewn ein gweithlu ac ar gyfer recriwtio.
- Cydnabod y gall gymryd amser i gyflawni'r hyn a nodir yn y datganiad bwriad, ond mae'n bwysig bod cynnydd cyson yn cael ei wneud - angen adolygu ym mhob cyfarfod.
- Fel rhan o ddatblygu'r camau nesaf, mae'n ddefnyddiol ystyried a ydym yn dymuno sefydlu is-grŵp i arwain ar y maes hwn, ei gadw'n ganolog neu bod ymgysylltu yn haen o bob thema.
- Ystyried dysgu o'n gweithgaredd ymgysylltu blaenorol, beth oedd yn gweithio a beth oedd ddim - yn helpu i lywio'r camau nesaf.
- Angen cyfathrebu'n well gyda bobl a sefydliadau sydd wedi dangos diddordeb ac yn dymuno cyfrannu at waith y BGCau.
- Angen gweithio'n fwy clyfar ac adeiladu ar ddull ymgysylltu rhanbarthol.
- Angen ystyried gweithio'n well gydag aelodau etholedig a Chynghorau Dinas, Tref a Chymuned a chofio eu bod yn adnodd gwerthfawr ar gyfer ymgysylltu â chymunedau.

- Angen sicrhau ein bod yn ymgysylltu'n effeithiol ac yn ystyrlon - cynnal y ffocws.
- Defnyddiol i swyddogion cefnogi ddatblygu enghreifftiau ac astudiaethau achos o sut mae ymgysylltu yn gallu gweithio ar gyfer y BGC.

PENDERFYNWYD –

- Bod y BGC yn mabwysiadu'r datganiad bwriad ymgysylltu.*
- Mae'r BGC yn trafod y camau nesaf ar gyfer datblygu ein dull ymgysylltu / cynllunio yn y cyfarfod nesaf.*

6 TEITHIO LLESOL

Hysbysodd Louise Woodfine (tîm Iechyd y Cyhoedd, BIPBC) y Bwrdd fod gwaith yn datblygu ar y siarter, yn genedlaethol ac yn rhanbarthol. Roedd y BGC yn cymeradwyo mabwysiadu'r siarter y llynedd. Er mwyn datblygu'r gwaith hwn ymhellach, eisiau sicrhau bod sefydliadau sy'n aelod o'r BGC yn gyfarwydd â'r siarter ac edrych ar beth sy'n digwydd o fewn ein sefydliadau o ran teithio llesol.

Er mwyn symud y gwaith hwn ymlaen, byddai'n ddefnyddiol i bartneriaid nodi swyddog arweiniol o'u sefydliad y gall y siarter gysylltu â nhw. Anelu i gynnal asesiad gwaelodlin, gyda'r wybodaeth yn cael ei chasglu gan gydlynwyr BGC (bydd y tîm Iechyd y Cyhoedd yn darparu cefnogaeth ar gyfer hyn). Hefyd, eisiau i'r Bwrdd ystyried amllder adrodd ar y siarter teithio llesol.

PENDERFYNWYD fod Louise Woodfine yn dosbarthu gwybodaeth i swyddogion cefnogi'r BGC ar gyfer datblygu'r gwaith hwn.

7 CYMERADWYO CYLCH GORCHWYL

Cyflwynodd Iolo McGregor, Cyngor Sir Ddinbych y Cylch gorchwyl wedi'i ddiweddarau i'w gymeradwyo yn dilyn newidiadau yn y cyfarfod diwethaf. Mae'r newidiadau'n cynnwys -

- Newid paragraff 2.1 (amcanion) i adlewyrchu y bydd y bwrdd yn cymryd rôl arweiniol.
- Diweddarau paragraff 13 i adlewyrchu dyletswyddau statudol yn gywir.
- Newid Iechyd Cyhoeddus Cymru i Iechyd y Cyhoedd yn unig i adlewyrchu newid sefydliadol.

Wedi trafod pwysigrwydd adolygu aelodaeth wrth i waith ddatblygu, gan fod trafodaethau angen bod yn barhaus.

PENDERFYNWYD bod y BGC yn cymeradwyo'r Cylch Gorchwyl.

8 CYNLLUN GWAITH I'R DYFODOL

Cyflwynwyd copi o raglen gwaith i'r dyfodol y Bwrdd Gwasanaethau Cyhoeddus.

- Y Bwrdd i ystyried eu barn ar y garfan ddysgu yng nghyfarfod mis Rhagfyr.
- Y Bwrdd i ystyried dull ymgysylltu ac enghreifftiau o sut y gallai weithio yn ymarferol yn y cyfarfod nesaf.
- Gohirio'r eitem risg a mater i'r cyfarfod ym mis Rhagfyr.

PENDERFYNWYD cymeradwyo'r rhaglen gwaith i'r dyfodol.

Daeth y cyfarfod i ben am 4:50pm.

Bwrdd Gwasanaethau Cyhoeddus Conwy a Sir Ddinbych

Cofnod Camau Gweithredu



Cyfarfod	Cam Gweithredu		Y sawl sy'n gyfrifol am y cam gweithredu	Y Wybodaeth Ddiweddaraf	Terfyn Amser	Statws I'w wneud / Wedi gorffen / Heb ei ddechrau
Ionawr 2023 - gweithdy	1	Ymchwilio i gyfuno'n well â phartneriaethau rhanbarthol eraill a gwahodd partneriaid eraill i gymryd rhan yng ngwaith y BGC (megis Cyngor ar Bopeth, yr Ymddiriedaeth Genedlaethol a Pharc Cenedlaethol Eryri)	Justin Hanson, y Cynghorydd Carol Marubi, Nicola Kneale a'r Cynghorydd Charlie McCoubrey	Mae trafodaethau'n mynd rhagddynt	Mawrth 2023	I'w wneud
Mawrth 2023	1	Trafod cyfranogiad partneriaid trydydd sector yng ngwaith y BGC i'r dyfodol.	Y Cynghorydd Jason McLellan a Tom Barnham	Ar y gweill		I'w wneud
Page 5 Mai 2023 (cyfarfod anffurfiol)	1	Mapio gweithgareddau arfaethedig y BGC yn erbyn 'Lefelau Meddwl Systemau Cyfan' (o Ddigidyddiaid System i Gredoau System)	Swyddogion cefnogi'r BGC	Ar y gweill - bydd swyddogion cefnogi'n cyflwyno'r canfyddiadau i'w trafod yn y cyfarfod anffurfiol ym mis Tachwedd.	Tachwedd 2023	I'w wneud
	2	Llunio 'datganiad o genhadaeth ac amcanion ymgysylltu' ar ffurf drafft i'r BGC ei ystyried a'i ddatblygu, ac a fedrai fod yn sail ar gyfer creu dull strategol o ymgysylltu â phobl a'u cynnwys	Mike Corcoran	Wedi'i gwblhau - datganiad o genhadaeth wedi'i drafod a'i gytuno yng nghyfarfod mis Gorffennaf.	Gorffennaf 2023	Wedi gorffen
Gorffennaf 2023 (cyfarfod anffurfiol)	1	Casglu risgiau a materion sefydliadau partner er mwyn nodi unrhyw elfennau cyffredin a chamau lliniaru mewn perthynas â'r cynllun lles. Ystyried gwneud hyn yn rhanbarthol gyda BGC eraill.	Amanda Jones	Ar y gweill, gobeithir y bydd adroddiad yn cael ei gyflwyno ar hyn yng nghyfarfod y BGC ym mis Rhagfyr.	Rhagfyr 2023	I'w wneud
	2	Cynnwys eitem ar gyfer diweddariad am y Rhaglen Datblygu Clwstwr Carlam ar raglen un o gyfarfodydd y Bwrdd yn y dyfodol.	Hannah Edwards	Wedi'i gynnwys ar raglen cyfarfod mis Mawrth 2024.	Medi 2023	Wedi gorffen
Gorffennaf 2023	1	Cynnwys eitem ar gyfer trafod ymgysylltiad â'r cohort dysgu Arweinyddiaeth Systemau	Hannah Edwards	Wedi'i ychwanegu at y Rhaglen Gwaith i'r Dyfodol ar gyfer mis Rhagfyr 2023.	Medi 2023	Wedi gorffen

Agenda Item 3

Bwrdd Gwasanaethau Cyhoeddus Conwy a Sir Ddinbych

Cofnod Camau Gweithredu



Cyfarfod	Cam Gweithredu		Y sawl sy'n gyfrifol am y cam gweithredu	Y Wybodaeth Ddiweddaraf	Terfyn Amser	Statws I'w wneud / Wedi gorffen / Heb ei ddechrau
(cyfarfod anffurfiol)		Cyfan ar raglen cyfarfod y BGC ym mis Rhagfyr (dan lechyd Cyhoeddus Cymru)				
	2	Datblygu cynllun ymgysylltu (i'w gyflwyno yng nghyfarfod mis Medi)	Mike Corcoran	Ar y gweill - ar raglen cyfarfod mis Medi 2023.	Medi 2023	Wedi gorffen
	3	Rhannu'r templed monitro Teithio Llesol gyda swyddogion cefnogi - bydd hyn yn llywio'r asesiad sylfaenol	Louise Woodfine	Wedi'i gwblhau	Medi 2023	Wedi gorffen
	4	Cefnogi'r broses o gasglu gwybodaeth ar gyfer yr asesiad sylfaenol Teithio Llesol	Swyddogion cefnogi'r BGC	Ar y gweill		I'w wneud

ADRODDIAD I:	Fwrdd Gwasanaethau Cyhoeddus Conwy a Sir Ddinbych
DYDDIAD:	25 Medi 2023
SWYDDOG ARWEINIOL A SEFYDLIAD:	Fran Lewis, Cyngor Bwrdeistref Sirol Conwy (CBSC)
SWYDDOG CYSWLLT A SEFYDLIAD:	Josh Cripps, CBSC
TESTUN:	Grymuso Cymunedau Amrywiol i Ennill Cyflogaeth

1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad yn darparu crynodeb o ymgysylltiad a gynhaliwyd rhwng mis Gorffennaf a mis Awst 2023, ar y pwnc grymuso cymunedau amrywiol i ennill cyflogaeth - yn arbennig mewn perthynas â chyflogaeth yn y sector cyhoeddus yng Ngogledd Cymru. Caiff ystod o gamau ac enghreifftiau o arferion da a rannwyd / amlygwyd yn ystod y gwaith eu hawgrymu yn yr adroddiad.

2. Beth yw'r Argymhellion?

Cyflwynwyd sawl argymhelliad o ran mynd i'r afael â'r rhwystrau i gyflogaeth, a gaiff eu hamlinellu'n llawn yn yr adroddiad dan yr adrannau: Beth allwn ni ei wneud i gefnogi lleoliadau gwaith amrywiol a chynhwysol yn y sector cyhoeddus yng Ngogledd Cymru: Camau a gafodd eu hawgrymu yn ystod ymgysylltiad, ac Enghreifftiau o Arferion Da Presennol.

Roedd rhai o'r awgrymiadau'n cynnwys:

- Cynnal sgwrs barhaus am rwystrau i gyflogaeth - er mwyn annog pobl i rannu unrhyw broblemau a sicrhau fod gweithwyr yn ymwybodol o'r rhwystrau a allai fod yn gatalydd ar gyfer newid.
- Cydweithrediad rhwng sefydliadau angor (e.e. Awdurdodau Lleol, Iechyd ac Ambiwylans, yr Heddlu, y Gwasanaeth Tân ac Achub, Prifysgolion a Cholegau) i greu cyfleoedd i alluogi pobl i gymryd eu cam cyntaf ar yr ysgol tuag at gyflogaeth, gan gynnwys gwirfoddoli, prentisiaethau, lleoliadau gwaith a chysgodi.
- Digwyddiad amrywiaeth ar draws Gogledd Cymru gan wahodd pobl a chyflogwyr. Gall fod yn gyfle ffurfiol/anffurfiol i bobl gymdeithasu a chael gwybodaeth
- Gwaith rhagweithiol i ddenu staff o gefndiroedd amrywiol drwy'r ffordd yr ydym yn hyrwyddo swyddi gwag ac i ba grwpiau yn hytrach na rhannu hysbyseb ar-lein yn unig / Ystyried hysbysebu mewn gwahanol lefydd (e.e. manau addoli, lleoliadau corfforol) yn hytrach nag ar-lein yn unig neu ar wefan y sefydliad.
- Rhwydweithiau staff, systemau cyfeillio ar gyfer aelodau newydd o staff
- Rhannu pecyn 'Croeso i Ogledd Cymru' ar gyfer pobl nad ydynt yn gyfarwydd â'r DU a'r rhanbarth

Mae rhestr lawn ar gael yn yr adroddiad, sydd ynghlwm fel Atodiad A.

3. Manylion yr adroddiad

Drwy sgwrs ynghylch grymuso cymunedau amrywiol i ennill cyflogaeth yn y sector cyhoeddus yng Ngogledd Cymru, nodwyd pedair thema gyffredinol gan gyfranogwyr o ran rhwystrau i gyflogaeth:

- Rhwystrau leithyddol
- Cymwysterau a Phrofiad
- Gwahaniaethau Diwylliannol
- Mynediad a Phrosesau

Casglwyd gwybodaeth o'r gweithdai, ymatebion holiadur a sylwadau ar y cyfryngau cymdeithasol i lywio adran canfyddiadau allweddol. Yn yr adran 'Canfyddiadau Allweddol', cynigwyd ystod o gamau i fynd i'r afael â'r rhwystrau a nodwyd a rhannwyd enghreifftiau o arferion da presennol.

Drwy rannu'r adroddiad, gobeithir y bydd sefydliadau sector cyhoeddus yn gallu defnyddio'r adborth a'r mewnbwn gwerthfawr a gafwyd gan breswylwyr, defnyddwyr gwasanaeth ac unigolion â diddordeb ar draws Gogledd Cymru i gymryd camau er mwyn parhau i weithio tuag at sicrhau fod sefydliadau sector cyhoeddus, fel cyflogwyr, yn croesawu ac yn cynnwys y cymunedau y maent yn eu gwasanaethu.

4. Ymgynghori

Roedd y gwaith yn canolbwyntio ar ymgysylltu â phreswylwyr, defnyddwyr gwasanaeth ac unigolion â diddordeb ar draws Gogledd Cymru (unigolion sy'n wynebu rhwystrau i gyflogaeth a gweithwyr proffesiynol sy'n gweithio gydag unigolion sy'n wynebu rhwystrau i gyflogaeth) fel rhan o sgwrs i sicrhau fod sefydliadau sector cyhoeddus yn croesawu ac yn cynnwys pawb yn eu prosesau recriwtio a chadw staff. Cwblhawyd y gwaith mewn cydweithrediad rhwng y ddau dîm Cydlyniant Cymunedol yng Ngogledd Cymru ac aelodau Rhwydwaith Cydraddoldeb Sector Cyhoeddus Gogledd Cymru.

Cynhaliwyd 2 x weithdy dros Zoom ar 12 Gorffennaf 2023, ac arolwg (ar wefan Partneriaeth Sgiliau Rhanbarthol Gogledd Cymru) a oedd yn weithredol rhwng mis Mehefin a mis Awst 2023.

5. Goblygiadau o ran Adnoddau

Defnyddiwyd cyllid gan y Bartneriaeth Sgiliau Ranbarthol a grant cymorth y BGC i gynnal y gweithdy. Ceisir cyllid grant pellach i sicrhau gwaith pellach gyda'r cymunedau amrywiol hyn.

Nid oes unrhyw oblygiadau arbennig o ran adnoddau'n gysylltiedig â'r adroddiad hwn. Bydd unrhyw ddefnydd o adnoddau, megis amser staff, yn amrywio yn ddibynnol ar y camau (e.e. newidiadau i brosesau recriwtio) a gaiff eu cymryd gan sefydliadau mewn ymateb i'r canfyddiadau a'r argymhellion a amlygwyd yn y gweithdy, arolygon ac ymgysylltiad a gynhaliwyd.

6. Pa risgiau sydd ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?

Mae'r risgiau sy'n gysylltiedig â'r adroddiad yn ymwneud â pheidio â gweithredu ar yr argymhellion a'r camau a awgrymir. Mae perygl o gyfrannu at 'flinder ymgysylltu' os nad oes unrhyw arwyddion bod yr adborth gwerthfawr a rannwyd wedi cael ei ddefnyddio er mwyn parhau i weithio tuag at sicrhau fod sefydliadau sector cyhoeddus yn gyflogwyr cynhwysol. Gellir lleihau'r risg drwy sicrhau fod yr adroddiad yn cael ei rannu'n eang a bod camau priodol yn cael eu cymryd, a bod y camau a gymerir o ganlyniad i'r gwaith yn cael eu hadrodd yn ôl i'r cyfranogwyr yn brydlon.

7. Pŵer i wneud y penderfyniad

Mae'r adroddiad yn gysylltiedig ag ystod o bolisiâu a strategaethau cenedlaethol a lleol. Mae hyn yn cynnwys Cynllun Gweithredu Gwrth-hiliaeth Llywodraeth Cymru a Chynllun Gweithredu LHDTG+, Cynlluniau Cydraddoldeb Strategol a Pholisiâu Recriwtio Lleol.

Empowering Diverse Communities into Employment: Findings and Next Steps Report

Executive Summary

Through a conversation about empowering diverse communities into employment in the North Wales public sector, four overarching themes were identified by participants in terms of barriers to employment:

- [Language Barriers](#)
- [Qualifications and Experience](#)
- [Cultural Differences](#)
- [Access and Processes](#)

In response to these barriers, a range of [steps to tackle these barriers](#) have been proposed and examples of [existing good practice](#) have also been shared. It is intended that public sector organisations use the valuable feedback and insights shared through this conversation with residents, service users and interested parties across North Wales to take actions to continue working towards making public sector organisations, as employers, more welcoming and inclusive of all the communities that they serve.

Introduction

Work to engage on the theme of *Empowering Diverse Communities into Employment* took place between June and August 2023. The work focused on engaging residents, service users and interested parties across North Wales (both individuals facing barriers to employment and professionals working with individuals facing barriers to employment) as part of a conversation to make sure that public sector organisations are welcoming and inclusive of everyone in their recruitment and retention processes.

As part of this work the public sector was defined as any job funded by a local or national government. The organisations that make up the public sector are some of the largest employers across North Wales – offering a wide range of jobs including jobs in education, emergency services, the environment, healthcare, housing, social care and more. The purpose of these jobs is to provide a public service to the community and, as our communities across North Wales are more diverse than ever, that means making sure every public sector organisations as employers welcome people from diverse backgrounds.

The work is timely as, at the time of writing, many public sector organisations in North Wales are working on their Strategic Equality Plans for the period from the 1st April 2024 to the 31st March 2028. The valuable feedback and insights that were shared through this conversation, alongside a range of other engagement and research activities, will help to inform the objective and action plan development that is currently taking place as part of this work. The information gathered will also support the implementation of recently released Welsh Government plans, such as the [Anti-racist Wales Action Plan](#) and the [LGBTQ+ Action Plan](#).

This work was carried out collaboratively by the North Wales Community Cohesion teams and members of the North Wales Public Sector Equality Network, and was supported by the North Wales Regional Skills Partnership and the North Wales Public Services Board Grant. We would like to thank the individuals and organisations who shared their experiences and insights with us, as we look to build on the valuable feedback that you shared in our work to ensure that public sector organisations reflect the diverse communities that we serve.

Methodology (Workshops and Questionnaire)

Workshops: Two Zoom workshops (one afternoon session and one evening session) were held on Wednesday 12th July 2023. The workshops were moderated by members of the North Wales Community Cohesion teams. The sessions were dedicated to hearing the views of the attendees and people at the workshops were invited to discuss a range of questions, including:

1. What barriers to employment exist in North Wales for people of diverse cultures and ethnicities?
2. What barriers are there for the LGBT+ community, or disabled or neurodivergent individuals?
3. How can we work together to overcome these barriers?

There were 31 attendees across the two workshops, including individuals who shared their personal experiences in terms of barriers to employment, representatives of community and third sector organisations, and public sector staff working with individuals facing barriers to employment. During the promotion of the workshops there were comments shared on social media posts which have also been incorporated into the key findings below as appropriate.

As well as individuals from across North Wales, participants at the workshops included representatives from organisations, including:

- North East Wales Multi-Cultural Hub (NEWHub)
- North Wales Ethnic Multicultural Association (NWEMA)
- Race Equality First
- Betsi Cadwaladr University Health Board (BCUHB)
- VOICES Network (Refugee Support)
- CLPW CIC (Wrexham Portuguese Community)
- North East Wales Chinese Women's Association
- Chester & North East Wales Anglo-Polish Society
- UNIQUE Transgender Network

Questionnaire: An online questionnaire was created to support the discussions that took place at the workshop. The questionnaire was translated into ten languages prior to being hosted on the North Wales Regional Skills Partnership website and the questionnaire was promoted using a range of methods and networks, including promotion at the workshops. The questionnaire was open from late June 2023 to the end of August 2023.

In total, 8 responses were received and the qualitative responses have been built into the key findings section below. The topics covered in the questionnaire were similar to the

discussions that took place at the workshops, but the low response rate may highlight that a survey was not the preferred method through which to engage on this topic. A summary of the questionnaire responses has been attached alongside this report.

Key Findings

Information has been drawn from the workshops, questionnaire responses and social media comments to inform the key findings section below. We have tried to ensure that the comments and feedback shared with us at the workshops are reflected as accurately as possible. After drafting an initial version of the report we shared a copy with workshop attendees for feedback, and received the following comments:

- *“Excellent feedback, you did capture every single important detail! Hope this can make a difference in the future and it can be shared with every employer and Welsh Government”*
- *“Thank you for sending the feedback summary. This is quite detailed and includes all the essential issues...It makes you realise how difficult it is for different communities to surmount these barriers and how it affects integration as well as wellbeing of the newcomers”*

The key findings section has been structured as follows:

1. Identifying barriers to employment for diverse communities in North Wales
2. Identifying how we can support diverse and inclusive public sector workplaces:
Actions suggested during the engagement
3. Sharing Good Practice Examples

Barriers to Employment

The first step we took was to ask participants what they saw to be the main barriers to employment for diverse communities in North Wales. The responses to the questions regarding barriers to public sector recruitment have been grouped into four overarching themes:

- Language Barriers
- Qualifications and Experience
- Cultural Differences
- Access and Processes

Language barriers

On the theme of language barriers a range of issues were identified, including: Welsh language requirements in the public sector, confidence in language skills / perceptions of not having the language skills to meet the job requirements, and the need for training (and practice) opportunities to develop language skills further.

Specific feedback and responses received in relation to qualifications and experience being a barrier to employment were as follows:

- For a lot of minority groups, they don't feel their language skills are good enough for the requirements of the job
- Language is also a big barrier for workers trying to settle their families when they move to the area (school and community)
- Employers say that applicants need to speak Welsh to work in Wales but that is not always possible as many people can't speak Welsh – they are competing against companies who do not have that requirement and are not going to promote Welsh in the workplace so public sector has to remember - learning Welsh too is a barrier
- If we don't speak English and/or Welsh very well, which language do we learn to avoid having to learn 2 languages?
- When learning Welsh, you need to be around people speaking that language – the next generation will find it easier as our children are in schools learning English for school and Welsh and then their own native language at home but it's difficult for some who are hesitant as they never learned a foreign language and need to have a will of doing so – living in a different county we need to try even though we shouldn't forget who we are or where we came from but adjust to the new culture and environment
- There are chances for people to learn English and Welsh from scratch – free courses – but will be difficult for some – they may have never studied and learned in their own countries. This country is very welcoming and there are opportunities for everyone and you just have to open yourself to those opportunities
- Being a refugee, you don't choose the country you flee to – of course there are ESOL classes but we are taught grammar but what you need is language where you can apply for a job and socialise in that language – some jobs ask you to speak Welsh and you are just learning English so language barriers is an issue
- I've lived here 30 years now. Whilst recognising that English was so important – I couldn't find a proper job so I had to study and I tried but the language is still a barrier – similar situation as others
- People are taught abroad that the UK = English, so communities coming to Wales are often starting from nothing in terms of knowing about Welsh. With Welsh classes, places tried to run them before the pandemic and there was some success but it is difficult. Could there be a line (in adverts) about 'Do you have a second language?' as people coming to the UK often have 2 or 3 languages that they speak which can help to work with communities (e.g. Portuguese language doctor working with the Portuguese community) – so there's a real benefit to any second or third language that people can speak
- We want to see more adverts saying 'we welcome people with an ethnic minority background', that is really good – and explain what Welsh Desirable is - we know Welsh is desirable but our English isn't even good yet
- Most jobs in the council say Welsh essential or desirable – many ethnic minority people think they cannot be that person – even if they have the skills or can only say Bore Da, they won't apply
- Language is the main one as they only want Welsh speakers which is discriminatory – remove Welsh language barriers which stops English only speakers applying
- Not being able to speak Welsh is a barrier, even though an applicant may be perfect for the position advertised

- Welsh language requirement at the point of entry to the job. It feels unfair that young people coming out of school even now who are not fluent in Welsh (even when doing all that is required of them to learn) are automatically disqualified from any public sector job within the Council. If the goal is truly to increase the number of people speaking Welsh, why not offer on the job Welsh training?
- We didn't know what a GP was or council tax – there's no translation for that. So we had to learn by ourselves – luckily Facebook started and I put information on there and we helped each other and made connections. I started helping people what to do, how to get a National Insurance number, what to do with tax returns – I was learning – there were no Portuguese translations for it.

Qualifications & Experience

On the theme of qualifications and experience a range of issues were identified, including: qualifications obtained outside of the UK not being easily transferrable, opportunities for work experience (e.g. for refugees who are unable to work for up to 12 months after arrival) and barriers around the right to work in the UK.

Specific feedback and responses received in relation to qualifications and experience being a barrier to employment were as follows:

- Some people have qualifications from their own country but can't rely on the same qualifications in this country
- The employer should support candidates with obtaining permanent visas as part of the application process
- Create opportunities for work experience – expose students/trainees to business language and what to do and not to do or say in the workplace
- Sometimes job adverts don't include the level of experience so makes it difficult to apply for that job.
- Share experience and how to do things like apprenticeships
- Refugees don't have the right to work until you have been in claim for 1 year or more – and then jobs need to be on the occupational list – what if that job doesn't suit you? You have no opportunities to develop your interpersonal skills or to acquire experience while they are learning.
- Work experience – it is very difficult to find interpreters – many UK refugees have to wait and this can take years and you can't work while this is going on. Also you can't bring your certificates to say what you are so sometimes it is easier to retrain rather than prove you have a skill. It makes it so awkward
- We often talk about equality which is not applicable in most situations as the starting point is not the same for everyone – the word that should be used is equity so that we are all given the opportunities to achieve the same – our previous experience should be taken into account.
- I used to be a primary school teacher in China but can't use that qualification in the UK so I had to find a simple easy job to do so that doesn't help school children. Lots of Chinese friends face the same things.

Cultural Differences

On the theme of cultural differences a range of issues were identified, including: the barriers created by different workplace cultures and expectations (e.g. cultural behaviours, use of jargon), the ongoing need to address unconscious biases, and a lack of guidance and/or support when people arrive in the UK.

Specific feedback and responses received in relation to cultural differences being a barrier to employment were as follows:

- The culture you come from has an echo of the work culture you came from so work cultures are different – an applicant also needs to know the cultural requirements of the organisation, for example, someone with an Asian background may demonstrate workplace behaviours that they regard as a sign of respect in Asian culture but in the UK come across as lack of confidence – it is important to be aware of the difference.
- Religious practices can be a barrier, for example, a Muslim respecting Ramadan and other feasts impacting on eating and drinking which are alien to western culture – it is important to ensure understanding and that it is unfair to judge them on such practices
- Expand on cultural sensitivity – culture goes both ways – often an employer may have a misconception about the particular population they are trying to employ and vice versa so we need to learn on both sides
- The onus is often put on the employee to understand the cultural norm of the organisation but it is also the responsibility of the organisation to create an inclusive environment, for example, staff networks. It can be incremental small things that an organisation can do to create an inclusive atmosphere
- Use of jargon can be barrier – adverts can use very technical language – sometimes have no idea what they are looking for
- It is important to be able to be yourself in the work place – you bring yourself and your identity – shouldn't have to park half of you to the side when you enter the workplace. Need to feel welcome - cultural differences embraced – it's about bringing your own identity to work and opening the barriers to have an open dialogue about the issues – it's about visibility and inclusion
- Society has changed so much into the positive and into accepting others and I am so glad to see this positive difference in many ways in our lives. So we have that freedom of choice – who am I to say you mustn't live like that – I see that society has changed into acceptance and this is so important. It takes time and its happening now and I am so glad I am seeing it.
- No mandatory induction programme for new arrivals – refugees have to acquire information about living and working in the UK for themselves.
- The cultural issues have given rise to other related problems – under unconscious bias – in the fight against racism, bullying, harassment and promotions – we end up on jobs we don't like because they're the only ones left. We are a group of fighters but we do need to talk about it and go ahead with our lives.
- From a community cohesion perspective a lot of people come to live here and try to find other people from their own nationalities and one of the things we can work together is to avoid those groups being too isolated and look at how to expand those opportunities to interact more widely
- I've been trying to get our community (LGBTQ+) included in employment and other aspects of life for over 20 years, working on a basis of creeping inclusion, which

means getting involved in all kinds of activities and working with all kinds of organisations. Eventually people get to know you and a lot of the barriers disappear – our experience has been that people from LGBTQ+ communities automatically think they will be discriminated against but as we progress and communities become more accepting some of those barriers are no longer real so it can be seen from both sides, so it's important that people have sensitivity training. It's more about equity and it's about having a sense of belonging to the community and part of everyday life. If you feel that you have that sense it is be easier to do interviews. Big organisations do special engagement to support people applying for jobs and they will help you fill in a form

Access and Processes

On the theme of access and processes a range of issues were identified, including: the complexity of the application process, a lack of guidance and support for people who are new to the UK, and visibility of employment opportunities / jobs not being advertised in places that attract diverse applicants (e.g. only advertised via the organisation's website).

Specific feedback and responses received in relation to access and processes being a barrier to employment were as follows:

- It's ok to find easy jobs in factories but anything other – a huge barrier. If you look around you don't see any black people in banks or in the public sector – why is this? Because over the years we got qualified – so why? Don't know anyone who overcame that barrier until black lives matter happened and it was realised that racism is still happening and is a huge barrier. We can only overcome it with government support, with the Anti-racist Wales Action Plan - we have to do something to change - it doesn't even matter the colour of our skin as most of us are from Poland, Portugal – even housing – we are a barrier because of who we are
- Important to be aware of where to apply
- Application process can be very detailed and that can be its own barrier - ask applicants if our process is easy to navigate – are all the qualifications relevant and essential? Can a CV suffice? Make it streamlined and ensure the people you are seeking to encourage are not put off as it is difficult enough as it is.
- Employers need to go where we are – for example, places of worship, to advertise those vacancies – don't just rely on own websites or social media. Within the organisation, if you have a diverse workforce, set up chats and they will pass things on – build on social media aspects of what you have – don't reinvent the wheel
- It is not clear where to look for the jobs – there is a lack of guidance, particularly for people new to the country
- Often don't know how to fill in application forms – it's easier to allow a CV to be added. Employers need to make it easier for us to apply
- Don't know how to perform well at interview as different styles used in different countries, for example, STAR process (Situation, Task, Action, Result)
- Organisations need to learn how to interact with different communities and interact in the spaces that minorities occupy (eg, LGBTQ+) as they are much more confident when talking to respective employees

- Go to the schools for careers talks – big employers should open up more on promoting how to take on training programmes
- Increase visibility of employment opportunities for people currently on ESOL courses, work together with other Anchor Organisations to promote each other
- On general reflection, we have 2 areas to look at – one side is attracting and the other side is retention. A lot of examples are already happening within organisations to retain but the area to look at is to get the skillsets into organisations in the first place as an employing manager and that is where we are struggling, that's the key part of that conversation and then the retention comes later
- Fixed shifts and working hours outside of office hours (9-5) affecting the ability to find appropriate childcare, particularly for single parents and people new to the country who might not have a support network
- Jobs adverts are not reaching the communities - people go straight to the job agencies – not even the job centres – they do an induction on the next day so people are employed the next day and the agencies even have Portuguese people working there
- Supporting people who are neurodivergent and sharing interview questions in advance, and consider whether assessment centres are appropriate
- The interview process with unknown questions is incredibly difficult for many neurodivergent people who otherwise could be great at many jobs
- Twice I have applied to work in public sector, each time unsuccessful at interview. The role was given to someone already working for the council. Happens a lot, and feel that it's a tick box exercise
- The application process was long and very arduous - wanted salaries for all the jobs I've had which was difficult to remember. I very nearly gave up applying as the process was that bad

Other Barriers Identified

Some of the feedback received did not fit into an overarching theme but did highlight other barriers to employment that people face. Specific feedback included:

- The need to support people's mental health
- Look at areas where there is a lot of employment and where productivity is needed – e.g. farming and driving, should be encouraging people from abroad and thinking about how the public sector can help with this
- Not receiving feedback on applications made - must have been because I had a foreign name and my accent/written word gave away my broken English
- First thing is names - if anyone applies for a job they will not be chosen because of the name on the application form, that is well proven in many studies, for example, the same applicant with an English name and a foreign name didn't have the same experience.
- Lack of childcare / Wrap around care for disabled children/adults, including school holidays. It's impossible. Fully flexible jobs with flexi hours and home/hybrid working plus an employer that understands what it means to be a full time carer, that would be a refreshing change

- Until my children ended primary school I couldn't find a job which was hard as a single mum. Mostly, if we did factory work, then the mum stays at home and the dad works but many employers don't cater for single parents - men don't have the same barriers

What can we do to support diverse and inclusive public sector workplaces in North Wales: Actions suggested during engagement

In the workshop, the final question asked was about steps the steps that participants would like to see to support diverse and inclusive public sector workplaces in North Wales and the list below reflects the responses received in relation to that:

- Provide emotional support for people because refugees have faced many traumatic experiences
- Focus on wellbeing, ensuring that workload pressures are manageable and sustainable and also that any risks around re-traumatisation are carefully managed and supported
- There should be some flexibility with the induction plan to allow responsibilities in the role to be taken on gradually if needed, and give additional space and time to meet with other people internally and externally
- Consider wellbeing and psychological support
- Maintain an on-going dialogue about any barriers to employment - to encourage any issues to be shared, so that employers are more aware of those barriers which should be a catalyst for change
- Anchor organisations (e.g. Local Authorities, Health and Ambulance, Police, Fire and Rescue, Universities and Colleges) should work together to create opportunities to enable people to get on to the employment ladder, including volunteering, apprenticeship, placements, shadowing etc.
- Key organisations to work with local universities to expand current opportunities offered to people from diverse background
- Some examples from wider UK initiatives include purpose built learning hubs in partnership with local health boards, Local Authorities and third sector businesses for pre-employment advice, training, guidance and direct links to the jobs available
- Public Sector HR leads share good practice e.g. the BCUHB welcome guide, ID lanyards etc., and share the development of different expertise with each other - also, to be more aware of the types of barriers highlighted here, and how best to tackle them
- Build links with colleges and ESOL classes to encourage employment attraction in relation to language barriers
- Provide extra language training (and promoting that language training can be offered)
- Staff equality networks are a great resource - for staff and employers - potentially link staff networks via North Wales Public Sector Equality Network events to share experiences/best practice etc. e.g. all the public sector disabled staff networks meet once a year for discussions and a social catch up etc. Potentially a separate network for all the network chairs to discuss issues, good practice etc.
- A diversity event across North Wales, inviting people and employers. It can be formal/informal but give opportunity for people to socialise and gain information

- Active/pro-active work to attract staff from diverse backgrounds through how we promote vacancies and to which groups as opposed to simply posting an advert online
- Consider advertising in different places (e.g. places of worship, physical locations) rather than just online or on an organisations own website
- Put the conversation out on the radio and other alternative communication methods
- Share jobs with community groups and leaders
- Understand that refugees wait years to get their status so their qualifications might be defunct – provide work experience opportunities during that time
- Change application forms, make use of alternatives (e.g. CVs, videos, cover letters) and offer application / interview support (including different formats for interviewing candidates)
- Provide constructive feedback for people who aren't shortlisted
- Promote volunteering opportunities in different fields / areas of expertise
- Make sure to mention in job adverts that we welcome people from ethnic and diverse backgrounds, and to include other languages as Desirable or Essential, similar to Welsh requirements
- Streamline the recruitment process to make the first hurdle easier to navigate
- Promote the benefits of working for a public sector organisation (e.g. providing an opportunity to put back into the community)
- Highlight the flexible working options that are available in public sector organisations
- Practical support around applying for jobs
- Be clear about the level of Welsh AND English needed for the job
- Maintain links with third sector organisations and charities who give specific support for specific health conditions to draw on their expertise

Examples of Existing Good Practice

During the course of this work, conversations often turned towards examples of existing good practice that organisations have in place to help create inclusive recruitment processes and work environments. The list below highlights some of these suggestions:

- Staff Networks
- Buddy Systems for new recruits
- Diverse Cymru supported the creation of a Welcome to North Wales welcome pack for people unfamiliar with the UK and region
- Diverse Cymru cultural competency scheme (to help understanding of different cultures, providing opportunities to ask / tell)
- Celebration of awareness days
- LGBTQ+ rainbow lanyards and “You are safe with me” badges to raise visibility
- BCUHB talk to communities about staff treatment policies – as a two-way partnership which is all about working together to bring confidence to minority communities
- [Familiarisation Videos](#) (made for people who might find it difficult to access buildings, e.g. physical access, social anxiety, seen applied in social spaces but could be useful in workplaces)
- Consistently make information available to managers about neurodiversity, reasonable adjustments, Access to Work and the Social Model of Disability in an

ongoing information sharing process (with staff turnover there is always a demand and need for promotion)

- 20 Top Tips to make Health and Social Care Providers LGBTIQ+ Friendly (developed for Health and Social Care settings but could be transferable to a wider context)



20 Top Tips
for-making-health-a

- Race Equality First provide help and support in creating a CV / with job searching (Laura Kent - l.kent@raceequalityfirst.org.uk)
- Offering the opportunity to learn Welsh AND English
- Offer volunteering opportunities and step into programmes where people can come and do supported volunteering – e.g. “what’s it like to work in Betsi”
- North Wales Regional Skills Partnership: [Your Guide to Higher and Degree Apprenticeships](#)
- Support with filling in application forms – taking the opportunity to tell them about the organisation and support available to help people into the workplace
- [Career Wales – Support Finder](#) (Search for programmes that can help you improve your skills and work opportunities)
- [Business Wales Employers Brochure](#) – information about Welsh Government funded courses, including Community Employability Programmes and Apprenticeships
- Use the Community Cohesion teams who have good links with their communities (e.g. interfaith activities)
- Carry on the conversation in different formats and to consider progress / changes made – thinking about the ‘what’s next’ question - Anchor institutions (e.g. BCUHB, 6 Local Authorities, local universities) should work together to continue the conversation
- Setting up ESOL classes at alternative venues and offering shorter classes as an introduction to English so people aren’t intimidated by the college setting, initially working on building confidence to move to a longer course
- The value of shadowing to gain experience is really important
- A separate induction for international employees
- The importance of having people to trust (e.g. the Multi-Cultural Hub in Wrexham) really helps when there are questions or there’s a need to learn something new
- Highlighting how useful it is to have another language – we talk about making people feel welcome and connected and facilitating English and Welsh but also learning other languages (e.g. Portuguese, Mandarin) helps create that feeling of belonging
- The importance of line managers / role models – “I have been working in [the public sector] for more than 12 years and I have been so lucky with people I work with, especially my line manager who is now retired. She supported me greatly and I witnessed and learnt the best practice and attitude in work from her”
- Providing training to familiarise people with meanings of key things (e.g. acronyms) – and opportunities to ask stupid question, like what is a PIP
- Employers should work closely with employability providers of all sectors, including the public sector, third sector and voluntary sector organisations. Employability providers work directly with people who have received training and support to overcome barriers to work and are ready for the world of work – they also work directly

with underrepresented communities and can support people into work (e.g. [Conwy Employment Hub – Case Studies](#))

- [Working Wales](#) and the DWP have direct access to people and could support with matching people to jobs, they also work with employers

Next Steps and Conclusion

Having talked with residents, service users and interested parties across North Wales about barriers to employment and the steps that could make public sector organisations work for everyone, we need to make sure that the valuable feedback and insights shared with us are shared with others. By sharing this report with participants and through public sector networks across North Wales we want this work to be viewed widely, and appropriate actions to be taken to address identified barriers.

We also want this work to form part of an ongoing conversation, and need to consider how best to do this. While work to improve recruitment processes is a constant process, we propose that we revisit the topic within the next 12 months to provide an update on the actions that have been taken in response to the information that has been shared with us. Some of the feedback received was about making this an ongoing conversation and we will be working to consider how best to continue this conversation going forwards, without burdening participants too much and risking ‘engagement fatigue’.

Overall, we now need to use the information that has been shared with us to shape how public organisations continue working towards being welcoming and inclusive employers for everyone. By adopting new actions, or promoting good practice that is already in place, we can ensure that the workforces of public sector employers reflect the diverse communities that we serve, and we can therefore better meet people’s needs.

BWRDD GWASANAETHAU CYHOEDDUS CONWY A SIR DDINBYCH

RHAGLEN GWAITH I'R DYFODOL

2023 / 2024

Cadeirydd:

Y Cynghorydd Jason McLellan, Cyngor Sir Ddinbych

Is-gadeirydd:

Y Cynghorydd Charlie McCoubrey, Cyngor Bwrdeistref Sirol Conwy

Cydlynwyr:

Emma Lea (Bwrdd Iechyd Prifysgol Betsi Cadwaladr)
Amanda Jones a Hannah Edwards (Cyngor Bwrdeistref Sirol Conwy)
Iolo McGregor a Ceri Blythin-McDonough (Cyngor Sir Ddinbych)
Justin Hanson, Helen Millband a Iona Hughes (Cyfoeth Naturiol Cymru)
I'w gadarnhau (Gwasanaeth Tân ac Achub Gogledd Cymru)

Pwyllgor sy'n Gyfrifol:

Cyngor Sir Ddinbych

Ymholiadau:

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Cyfarfodydd

Dyddiad y Cyfarfod	Pwnc	Pwrpas	Swyddog Cyfrifol
25 Medi 2023 (Cyfarfod ffurfiol - Neuadd y Sir, Rhuthun a chyfarfod Zoom)	Cyfraith Gofal Gwrthgyfartal	Hysbysu aelodau ynglŷn â'r gwaith sy'n digwydd ar draws y rhanbarth sy'n canolbwyntio ar anghydraddoldebau a phartneriaethau.	Helena Belmans, Bwrdd Iechyd Prifysgol Betsi Cadwaladr
	Datblygu Cynllun Ymgysylltu â'r Gymuned	Ystyried y math o opsiynau gweithredu a datblygu'r camau nesaf ar gyfer y dull ymgysylltu.	Mike Corcoran, Rhwydwaith Cydgynhyrchu Cymru
	Grymuso Cymunedau Amrywiol i Ennill Cyflogaeth - canfyddiadau a'r camau nesaf	Rhannu'r wybodaeth ddiweddaraf ag aelodau am ganfyddiadau a chamau nesaf yr ymgysylltiad diweddar â chymunedau amrywiol mewn perthynas â rhwystrau cyflogaeth yn y sector cyhoeddus.	Fran Lewis, Cyngor Bwrdeistref Sirol Conwy
13 Tachwedd 2023 (Cyfarfod anffurfiol - Ystafell Hyfforddiant 5, Coed Pella a chyfarfod Teams)	Dull Meddwl Systemau Cyfan - Mapio gweithgareddau arfaethedig y BGC yn erbyn 'Lefelau Meddwl Systemau Cyfan'	Defnyddio'r lefelau meddwl systemau cyfan mewn perthynas â'r camau a amlinellir yn y Cynllun Lles i nodi bylchau	I'w gadarnhau
	Theori Newid	Dysgu am y broses hon a thrafod mabwysiadu fel dull gwerthuso.	Mike Corcoran, Rhwydwaith Cydgynhyrchu Cymru
	Fframwaith Perfformiad y Cynllun Llesiant	Cyflwyno fframwaith perfformiad lefel uchel i gefnogi'r cynllun llesiant a thrafodaethau ynghylch cydraddoldeb ac amddifadedd.	Iolo McGregor, Cyngor Sir Ddinbych
12 Rhagfyr 2023 (Cyfarfod ffurfiol)	Risgiau corfforaethol a phroblemau a nodwyd	Cyflwyno canfyddiadau'r drafodaeth anffurfiol am risgiau allweddol.	Amanda Jones, Cyngor Bwrdeistref Sirol Conwy
	Adeilad Cyfoeth Cymunedol a Chaffael Cynyddol – canfyddiadau ac argymhellion y peilot	Ystyried y canfyddiadau a'r argymhellion yn dilyn y prosiect.	Amanda Jones, Cyngor Bwrdeistref Sirol Conwy

	Fframwaith Perfformiad Cynllun Lles	Cyflwyno fframwaith perfformiad lefel uchel i gefnogi'r cynllun lles a thrafodaethau ynghylch cydraddoldeb ac amddifadedd.	Iolo McGregor, Cyngor Sir Ddinbych
	Arweinyddiaeth Systemau - barn ar ymgysylltu â'r cohort dysgu	Ceisio barn aelodau ar ymgysylltu gyda chohortau dysgu cenedlaethol a meysydd ffocws posibl ar gyfer y grŵp.	Cadeirydd
	Hanesion Cymunedol - Y Wybodaeth Ddiweddaraf am y Prosiect	Derbyn y wybodaeth ddiweddaraf am y prosiect ymgysylltu, a gynhelir yn y Rhyl a Phensarn.	Rachel Hughes
	Teithio Llesol - canlyniadau'r asesiad sylfaenol a thrafodaeth adrodd	Trafod canlyniadau'r asesiad sylfaenol a'r camau nesaf	Louise Woodfine, Bwrdd Iechyd Prifysgol Betsi Cadwaladr
	Cynlluniau Lles BGC Gogledd Cymru	Cael gwell dealltwriaeth o waith BGC cyfagos a'r heriau a wynebant.	I'w gadarnhau (ond gwahodd cadeiryddion BGC GC eraill)

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Ionawr 2023 (Cyfarfod anffurfiol - Ystafell i'w chadarnhau a chyfarfod Teams)	Cynlluniau Llesiant BGC Gogledd Cymru	Cael gwell dealltwriaeth o waith BGCau cyfagos a'r heriau y maent yn eu hwynebu.	I'w gadarnhau (ond gwahodd cadeiryddion Byrddau Gwasanaethau Cyhoeddus eraill y Gogledd Orllewin)
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13 Mawrth 2024 (Cyfarfod ffurfiol - Neuadd y Sir, Rhuthun a chyfarfod Zoom)	Y wybodaeth ddiweddaraf am y Rhaglen Datblygu Clwstwr Carlam	Rhannu'r wybodaeth ddiweddaraf am y rhaglen.	Sian Fearne-Thomas, Bwrdd Iechyd Prifysgol Betsi Cadwaladr
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Eitemau Rheolaidd ar y Rhaglen
Ymddiheuriadau am absenoldeb
Cofnodion y Cyfarfod Diwethaf
Materion yn Codi
Tracio Camau Gweithredu'r Cyfarfod
Diweddariad gan aelodau partner / rhannu cyfleoedd
Rhaglen Gwaith i'r Dyfodol

