

# CROWN BUILDINGS WELL-BEING FACILITY

## Citizen Engagement Report

A survey by Standard  
of Wrexham's Services



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# Difficult words



Some words may be difficult to understand.

These have been explained below.

When the words are used later in the booklet they are shown in blue writing.

When you see words in blue writing you can return to this page to see what they mean.



## **Analysed:**

To look at.

To think about.

To look at closely.



### Themes:

Similar points.

Stories.

Categories.



### Reviewer:

To check.

Look over.

### Third Sector:

Support that is offered to you but not by local Social Services or the Health board.

For example:

- AVOW.
- Yellow and Blue.
- The Museum.







## Inclusion and Diversity:

To include everyone.

This is for all people which means removing barriers that may stop them from being included.

Barriers like communication, disabilities, culture and discrimination.



## Marginalised:

Pushed to one side.

Put together in one group.



## SWS:

Standard of Wrexham's Services.

Standard of Wrexham's Services (**SWS**) are a group of citizens who use social care.

The **SWS** give their time and knowledge to improve services.

# Introduction



Wrexham Council are developing Crown Buildings to make a new space.

This will be called the Wellbeing Hub.

This new space will have some social services and health teams.

It will also have a place for Community Health and Wellbeing.

The new Crown Buildings.





**SWS** made a questionnaire to ask the public of Wrexham some questions.

We needed to know what is missing and what should be in this new space.



To find out what the public think is good in Wrexham.

What they think is missing for disabled people their carers.

This is called a survey.

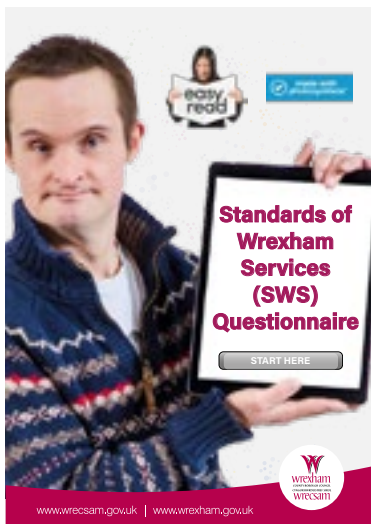


This report tells us what answers the public of Wrexham gave to the **SWS** survey.

Knowing the answers can make sure that the Community Health and Wellbeing hub is good for the town.

We need it to make a real difference to the lives and well-being of Wrexham citizens.

# Questions and how we asked



The survey was on 'Your Voice' which is on the Wrexham Council internet page.

The survey was also on 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 Advice Association (NWAAA).
- Social Care service providers.





The survey was in Welsh and English.

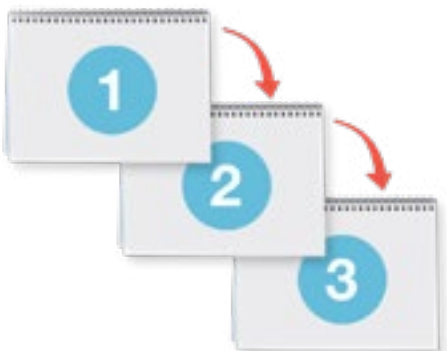
It was also in Standard and Easy Read versions.



The **SWS** group used a 4+1 question that they knew well.

This helped to develop the questionnaire.

The **SWS** members felt this would help people to organise their thoughts and ideas.



The 4+1 method is a good way to plan your next steps.

# The questions



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



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

# Replies



42 people gave answers to the survey.



The **reviewer** is the person who looked at all the answers.

The **reviewer** then sorts all the answers.

The **reviewer** sorts the answers into **themes**.



The answers to the questions have been **analysed**.

The **reviewer** found out what **themes** came out of the questions

The **themes** are explained on page 23.



The **SWS** group helped to **analyse** the responses.



The **SWS** helped to look at what the people of Wrexham want from the Hub.

# What we found out



We found the important messages from the answers to the survey.

This section looks at how the **themes** come from the answers to the survey.



“What things are good for people with disabilities in Wrexham?”

“What would you like to see more of in Wrexham?”

These are two different questions.

The answers showed that people did not think about them separately.





The answers showed that people wanted to see more good things.

Access and Accessible Facilities was in a lot of the answers.

People talked about access.

Access can mean how we get to places.

Access can mean it is available to you.



People spoke about access on how you get to places.

Such as easy access ramps to the market, shop mobility.

Accessible toilets is a good example of access.



Marchnadoedd — Cymuned — Celfyddydau  
Markets — Community — Arts

This is what some people said about good access:

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



This is where people said had good access

- Saint Giles Church
- The majority of shops
- Erlas Victorian Walled Garden
- Eco-centre
- Wrexham's historical sites



Over a quarter of people replying spoke about toilets and changing facilities.

They wanted to see more of across Wrexham.



People spoke about access to support.

They said the Safe Places scheme and availability of **third sector** support in the town centre are good.



Access to services, leisure, education and socialising was also good.

People said there needed to be more of it and support to join in.



People spoke about Support and safety.

One respondent suggested:

"Town rangers to support visually impaired and less able citizens"



Some asked for better health and social care facilities.

Things like a walk in GPs/Minor injuries and advice services.



When asked what people wanted to see more of they included:



- Accessible transport



- Toilets



- Play provision



- Welcoming environments



- Green open space





People also asked to see more support and services such as:

- Respite for carers.
- Open access to mental health support.
- Drop in services.
- Advocacy.



**Inclusion and diversity** came through strong in the answers.

The importance of considering all citizens.

Particularly those who may be excluded or **marginalised**.



- Young carers.
- people living with mental ill health.
- LGBTQ+ people of all ages.
- people with learning disabilities and neuro divergent conditions.
- homeless people.
- new parents.

# 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.



Important to many respondents:

- Community
- Friends
- Having social spaces where individuals can feel welcome and supported.



“Awareness and empathy from the general public and organisations”

Answers to what is missing showed people do not always feel able to participate in activities.



People who replied spoke of groups for disabled people they thought were good like:

- love2meet you
- gig-buddies
- The café at Alan Waters country Park.



Others wanted opportunities to integrate and to be involved in mainstream forums and community events.

This means being able to go to events and places meant for everyone not just for people with disabilities.

# 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"

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



"Bring the community together in a way we can all be involved in supporting each other"

# Themes



## Getting to and using places in Wrexham

- Make sure everyone can access facilities, services, opportunities and support.
- Create accessible opportunities for wellbeing, work, leisure and learning.



- Make all facilities are accessible:
  - Transport.
  - Shops.
  - Toilets.
  - Public buildings.
  - Play areas and green spaces.





## Who is using them?

- Consider all people particularly those who may be excluded or difficult to reach.
- Remove barriers and make places and activities easy to go to and easy to use.
- Make an accepting and supportive community that values and respects all people.



## Support and service

- Help people to get the support and services they need.
- Publicise what is available so that everyone can find out.
- Open access to advice and information.
- Human help.



## Having your voice heard

- Make exciting new ways of engaging with people. Involve them in decisions that affect them.
- Improve access to advocacy and support self-advocacy.
- Involve people in developing and running services.

# Next steps

## What should be done next?

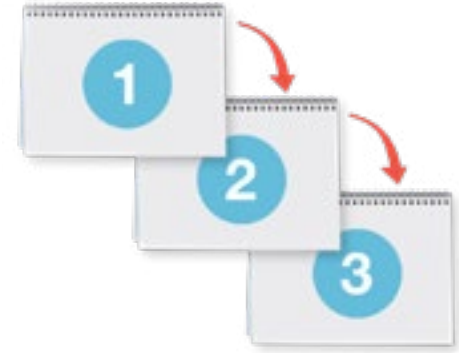
This engagement and **analysis** found important messages.

These messages should be in the development of the wellbeing centre.

This questionnaire has identified steps to take the development of the wellbeing centre forward.

These are the steps:

- Keep asking the people of Wrexham about the wellbeing centre and the issues raised.
- Plan with the people of Wrexham and involve them in creating solutions and improvements.
- Reach out to the people of Wrexham who are difficult to reach to make sure they are able to join in.





- Communicate openly and involve people of Wrexham in planning.
- Develop facilities that bring the community together and promote wellbeing.
- Communicate clearly about what's on offer



- What is important in the short, medium and long term
- How people can support what is available at the wellbeing centre.
- How to access what is on offer.

# Contributors



## The **SWS** group

- Nick Bettis, Peter Davies, Lynn Williams
- Sarah Roberts, Alicia Gough
- Anthony Davies, Jane Enamu Leonard



## **SWS** Facilitator

- Nicole Mitchell-Meredith
- Debbie Jackson



## Easy Read text / Easier read text

- Nicole Mitchell-Meredith



## Reviewer

- Kay Board



## Participants

- 42 participants

Thanks to everyone who responded to the survey and gave their views and experiences