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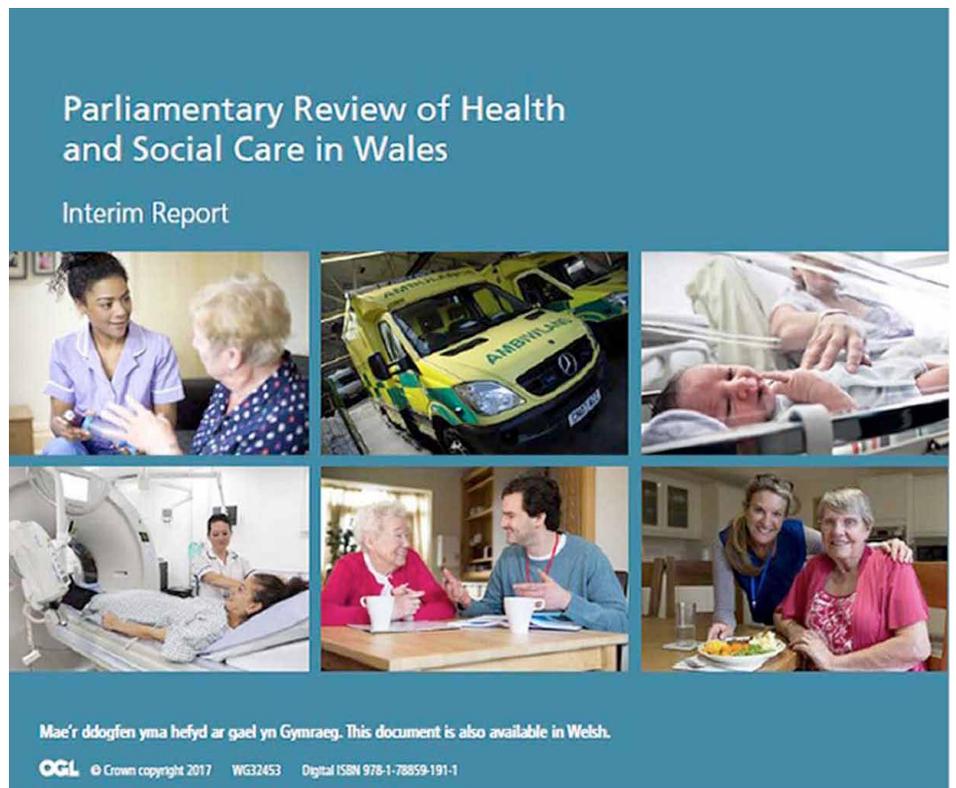
Parliamentary Review of Health and Social Care in Wales

Sarah Hatherley, Research Team Leader for Health and Social Care at the National Assembly for Wales, considers the Parliamentary Review of Health and Social Care in Wales Interim Report.

Following the 2016 National Assembly for Wales' elections, the First Minister made a commitment to establish an expert panel to undertake a Parliamentary Review of Health and Social Care in Wales. The expert panel, led by former Chief Medical Officer for Wales Dr Ruth Hussey published its interim report in July 2017.

The Review has cross-party support. It has been widely welcomed by stakeholders, though many have been sceptical about what it can deliver as the Review is wide ranging and has less than a year to report. The Review is expected to set out a vision for the future of health and social care in Wales and come up with the seemingly impossible – a solution for meeting rising demand for health and social care and public expectations.

There is little doubt that health and social care services face enormous challenges over the coming years. For example, some Health Boards are still struggling to balance their books, there are no easy solutions to the "workforce crisis" and new investment in infrastructure is needed to support the NHS at a time of continuing financial austerity. What stakeholders don't want is a Review that restates the current evidence. What they do want is a



vision for the future that helps to shape Welsh health and social care policy – a Review that advises how to deliver change whilst building on the best of the current system. The interim report puts it clearly: *"...the people we interviewed were clear that they do not want another report that does not lead to prompt and tangible action"*.

Macmillan Cymru, the Royal College of Physicians, and the Royal College of General Practitioners are just a handful of stakeholders who

have responded enthusiastically to the interim report. They say it makes the case for change, providing a positive vision for the future of the NHS and social care in Wales – one centred on putting patients at the centre of these changes.

The interim report says the case for change is 'compelling' and calls for a 'bold and unified vision for the whole health and social care system'. It is clear that to achieve better health and well-being for the people of Wales, stronger national

The interim report is clear that to achieve better health and well-being for the people of Wales, stronger national direction is needed...

direction is needed to speed up how the health and social care system adapts to the changing needs of the population and major challenges. The interim report places a strong focus on the need to increase the pace of change, the spread of good practice, and to promote engagement with the public. It wants to see continuous quality improvement and prevention at the centre of the vision for health and social care going forward. Indeed, the interim report sets out that the scale of the challenges facing the system are such that they 'cannot be resolved by incremental changes to the current models of care'.

The Review calls for a limited number of new models of care in the first instance to be trialled, evaluated and scaled up rapidly across Wales. It says that new models of care will need to be underpinned by action in a number of areas and makes further recommendations including the need for:

- the people of Wales, staff, services users and carers to have greater influence on new models of care with clearer, shared roles and responsibilities;
- new skills and career paths for the health and social care workforce with a focus on continuous improvement;
- better use of technology and infrastructure to support quality and efficiency;
- streamlined governance, finance and accountability arrangements aligned for health and social care.

The interim report states that the Social Services and Well-being (Wales) Act 2014 and the prudent healthcare agenda offer powerful sets of principles – but these ideas need to be embedded across the system if they are to transform health and social care in Wales. It also states that an effectively integrated health and care system requires the levers and incentives for change to be aligned and to be acting in synergy across the whole health and social care system. The report also indicates that there are leadership and cultural issues that need to be resolved in order to achieve 'rapid and effective progress'.

There are issues that the interim report did not cover, or not did report on in enough detail for some. For example, it says very little about new models of care in terms of mental health; other than to say that "the roadmap for improvement across the whole mental health system is not clear". Others feel that the interim report could have gone further in considering the wider set of 'social determinants' or root causes of ill health – particularly poverty – in the provision of health and social care.

In their response to the interim report, the Welsh NHS Confederation say that it raises concerns around funding of health and social care in the future. But the Review panel are clear that their remit does not include an analysis of alternative methods of financing the health and social care system. Vanessa Young, Director of the Welsh NHS Confederation, said: *"The report sets out the case for change and highlights a number of challenges and opportunities for reform over the next five years. But, the absence of any consideration of the long-term model for funding*

health and social care is the elephant in the room. We believe the final report needs to tackle this issue head on and provide sufficient direction. Without adequate funding for health and social care in the future, the changes outlined in the interim report will not be enough to ensure a sustainable health and care system".

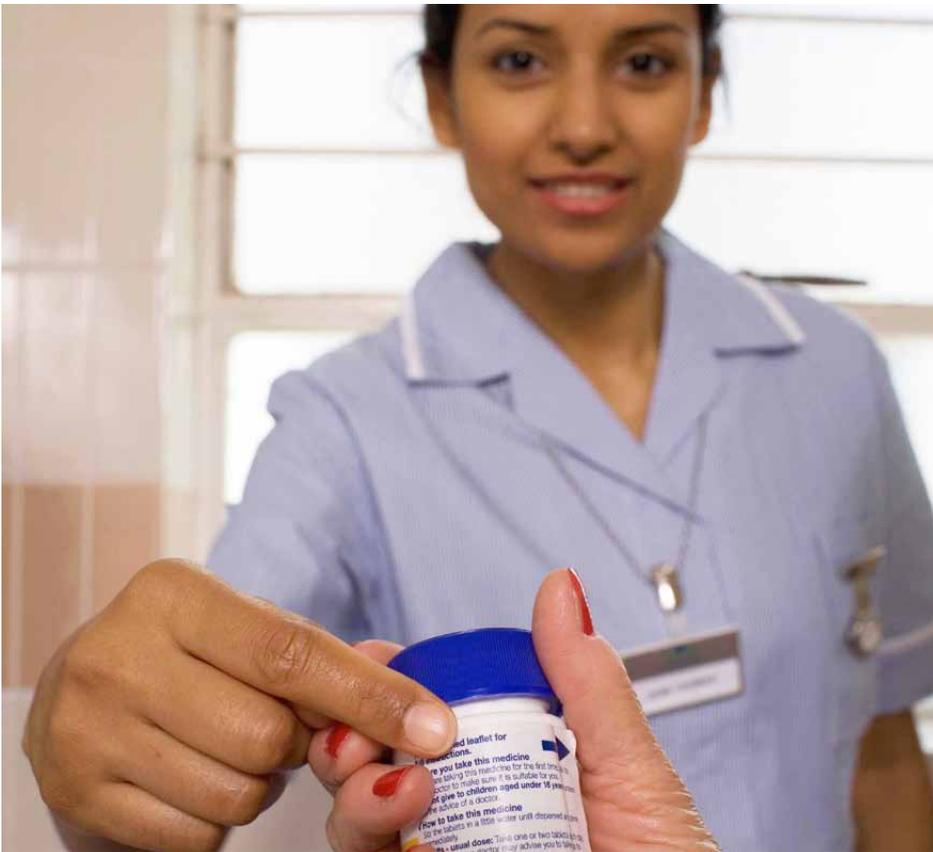
Following the publication of its interim report, the Review now moves onto turning this ambition into practical reality. The next step is to consider the options for new models of care for Wales. These will cover primary care, hospital care, and community health and social care provision, working with a stakeholder forum drawn from service users, the NHS, local government, professionals, the independent and third sector and academia.

Dr Ruth Hussey explains that the expert panel will turn their attention to develop a list of recommendations that "command widespread support, are implementable, and give Wales the best chance of delivering the changes needed to achieve quality driven, sustainable, whole health and social care system and services that the population rightfully expects". Stakeholders will be hoping that the Review's final report will have clear recommendations that can be implemented relatively swiftly to ensure that the health and social care system in Wales is fit for the future. The interim report and the response to it demonstrate that the case for change – and the swifter delivery of that change - has so far been persuasive. But meaningful reform will depend on cross-party support for change to hold. The Parliamentary Review will publish its final report in December 2017.

...effectively integrated health and care system requires the levers and incentives for change to be aligned.

Communicating for better health

Tara Lewis, from the NHS Centre for Equality & Human Rights, discusses the importance of improving access to healthcare for people with sensory loss.



More than 600,000 people in Wales have hearing or sight loss or dual sensory loss (a combination of hearing and sight loss). This means that in any hospital or GP surgery waiting room, one in four patients is likely to have some form of sensory impairment.

Sensory loss affects people of all ages. It is particularly common in older adults with 70 percent of the population aged 70 and over having hearing loss and one in three

people over the age of 85 living with sight loss. People with sensory loss are more likely than others to experience major health conditions as well as higher levels of mental ill-health. People with sensory loss therefore need to be able to access all areas of healthcare and not just ophthalmology and audiology services.

Research shows that the information and communication needs of patients with sensory loss are often not met by healthcare

services. In 2014, a survey carried out by Action on Hearing Loss Cymru, RNIB Cymru and Sense Cymru reported that only one in five people surveyed had been asked by NHS staff about their information and communication needs. Over threequarters of people had not received information in a format they could understand and half had met at least one member of staff who wasn't able to communicate well with them.

Not identifying and meeting the information and communication needs of patients creates serious safety risks. Communication and information barriers can result in:

- missed appointments when people cannot read their appointment letter or do not hear their name being called;
- medical advice not being sought when needed because of inaccessible appointment systems and provision being made for communication support;
- compromising confidentiality when another person is required to relay personal health information;
- the risk of consent being given without being properly understood;
- people not understanding their diagnosis or how they should take their medication;
- late diagnosis and less effective treatment;
- poorer health outcomes.

In any hospital or GP waiting room, one in four patients is likely to have some form of sensory loss.



It Makes Sense

SENSORY LOSS AWARENESS MONTH

In recognition of the barriers faced by patients with sensory loss, the NHS Wales Standards for Accessible Communication and Information for People with Sensory Loss (All Wales Standards) were launched by the Welsh Government in December 2013. The All Wales Standards are about keeping people with sensory loss safe and well cared for. They provide guidance to NHS staff on how to ensure patients' information and communication needs are met.

Representatives from health boards and NHS trusts, Welsh Government and the third sector have been meeting since the publication of the All Wales Standards to work together to create the changes required to improve access. In 2015, the group agreed three priorities for action – these are:

- developing staff awareness and workforce engagement;
- accessible appointment systems that enable patients to communicate in a variety of ways including using texts and emails;
- capturing, recording, flagging and sharing patients' communication and information needs across primary and secondary healthcare.

As well as training NHS staff to be sensory-loss aware, in 2015 the 'It Makes Sense - Sensory Loss Awareness Month' campaign was launched and each November activities take place across the NHS in Wales to raise awareness of the All Wales Standards for staff and patients. The campaign has also been supported by an online training module for staff, a newsletter, and a film which can be accessed online.

New technology is helping to offer patients different ways of contacting healthcare providers.

'My Health Online' enables patients to book appointments and repeat prescriptions with their GP surgery and greater use is being made of texts to remind patients about their appointments. Other initiatives offer deaf patients the option to email or use text to change a hospital appointment and a few pilot projects are exploring the provision of online British Sign Language (BSL) interpreter support.

A new project board has been established to oversee the introduction of a Sensory Loss Information Standard. The 'Standard' will require GP surgeries to capture, record, flag and share the communication needs of patients with sensory loss. At present, very little information of this kind is gathered and kept in GP surgeries and hospital departments. This means it can be difficult for information about a patient's communication needs to be safely and effectively shared within and between GP surgeries, hospital departments and other healthcare services.

NHS England has very recently introduced their own 'Accessible Information Standard' and a data coding system that describes the different communication and information needs of people with sensory loss. The data coding system developed by NHS England has been applied to Wales. All GP surgeries in Wales are required to establish the information and communication needs of their patients with sensory loss and to record their requirements using the coding system. The system also provides tools for GP surgery staff on how to meet a patient's needs once identified, such as how to generate letters in large print and how to add prompts to a patient's

medical record.

In addition, it is expected that the system will soon have the functionality to ensure that when a GP surgery makes a referral to hospital services, a patient's information and communication needs will be automatically sent with the referral, therefore increasing the likelihood of these needs being met.

The success of the Sensory Loss Information Standard will largely rely on GP practices taking responsibility to collect this information, and the willingness of patients to share their communication needs with their surgeries. To help with this, the Centre for Equality and Human Rights will be engaging with general practices, healthcare professionals and members of the sensory loss community in Wales.

Together the All Wales Standards and 'It Makes Sense' campaign, the Information Standard and the many projects taking place across NHS Wales have the potential to bring about significant improvements for patients with sensory loss. We hope to see a large increase in the number of people being asked about their communication and information needs, and a significant increase in the number of people having those needs met.

Most importantly, we hope to see better health outcomes, an improved patient experience, and an increased sense of wellbeing for people with sensory loss.

For further information or if you have an event you would like us to attend to promote the Sensory Loss Information Standard please contact Tara Lewis at Tara.lewis@wales.nhs.uk or ring 029 2010 4234.

The beginning of the end for HIV transmission?

Ceri Dunstan, Policy and Campaigns Officer at the Terrence Higgins Trust, says that new medication could end the transmission of HIV in Wales

In April this year, Wales took a huge step forward in the fight against HIV when the Minister for Health, Well-being and Sport announced a three year trial to provide Pre Exposure Prophylaxis (PrEP) on the NHS to anyone in Wales for whom it is clinically appropriate. The move was especially welcome as just days earlier the All Wales Medicines Strategy Group (AWMSG) had advised the Welsh Government not to make PrEP available on the NHS at this time on grounds of cost-effectiveness.

While acknowledging the AWMSG's points, the Health Minister's statement reflected the advice of the World Health Organisation and the arguments of campaigners, including the Terrence Higgins Trust and Stonewall, that, taken correctly and in conjunction with wider preventative sexual health services, PrEP is effective in reducing rates of HIV transmission and infection.

So what is PrEP and why is its introduction in Wales so significant? Put simply, PrEP is the most effective way for people who are more likely to be exposed to HIV, where condoms are not always or easily used, to protect themselves from the virus. These might include gay and bisexual men, trans women and men, heterosexuals assessed to be at higher risk and those in a



relationship with an HIV positive partner who is not on effective treatment.

PrEP involves taking anti-HIV drugs either daily or at specific times before and after sex as needed (often referred to as event-based

dosing). Like HIV treatment, HIV prevention has evolved over time. Condoms are effective at preventing HIV but consistent condom use is not always a reality and people more likely to be exposed to HIV need a range of options and choices to

best meet their individual needs and circumstances.

There is a clear need for action. Public Health Wales figures show that there has been a steady increase in the number of people living with HIV in Wales. This reflects both an increase in survival and new diagnoses. On average, over the last six reporting years (2010-2015), there have been 153 new cases diagnosed annually.

Alongside other prevention methods such as regular HIV testing, condom use, sex education and encouraging and supporting behaviour change, PrEP is a crucial new addition to the range of interventions available to sexual health services. It is no exaggeration to say that PrEP is a game-changer in HIV prevention. Studies have shown that when used correctly its effectiveness is 100 per cent.

The results of the UK-based PROUD study evaluated the effectiveness of PrEP in a high-risk group of men who have sex with men which reflected 'real life' use of the anti-HIV drug. In total 545 men were randomly allocated either to take the PrEP drug Truvada straight away or to defer starting PrEP for a year. Both groups had regular three-monthly clinic check-ups.

The results clearly showed that PrEP was highly effective at preventing HIV infection. Daily PrEP reduced the number of HIV infections by 86 per cent in this group; only three men became HIV positive during the trial and these individuals either didn't take PrEP as prescribed or were HIV positive at the start of the trial but had not yet been diagnosed.

In addition, the PROUD study showed virtually no difference in reports of condom use between the two groups and no difference in rates of other sexually transmitted infections (STIs), disproving concerns that access to PrEP would encourage an increase in risky sexual behaviour.

In France, the Ipergay study looked at an intermittent on-demand model of PrEP, which also had an efficacy

There has been a steady increase in the number of people living with HIV in Wales.

of 86 per cent. France used both PROUD and Ipergay as evidence to approve the provision of PrEP on its health insurance system in December 2015. PrEP has been available in the USA, following the approval of the Food and Drug Administration since 2012 and is also available in France, Norway, Kenya, Israel and Canada, and will be available soon in Belgium and Brazil.

Previously in Wales, PrEP was only available online at a cost that would be out of many people's reach. There was also no way for sexual health professionals to track who was using it, how they were using it and whether they were having the regular check-ups needed to monitor their health. While extremely effective at preventing HIV, PrEP does not protect against other sexually transmitted infections and, as with any medication, it is important to check for side effects, as well as making sure that those taking it require it.

Making PrEP available through NHS sexual health services will not only make a life-changing difference to people who might be exposed to HIV by protecting them from a lifelong and stigmatising condition, but it will also save the NHS an estimated £360,000 in lifetime treatment costs for every person who would have become HIV positive without PrEP.

The cost of a year's HIV treatment is about £11,000 whereas PrEP costs £5,000 per year. While people need to take HIV treatment for the rest of their lives, PrEP will generally be needed for a much shorter period. It also engages people with sexual health services, encouraging them to get tested, and if needed treated,



for other sexually-transmitted infections and to discuss other prevention methods.

The challenge in Wales now is to ensure that people who could benefit from PrEP are able to access treatment in areas where regular sexual health services are few and far between. There is a real risk that some people could miss out. There are still too many places outside of the major towns and cities where people have to travel long distances to access sexual health services. Effective public information is vital, as is close monitoring and analysis of take-up to identify and address gaps in provision.

It is hoped that the evidence from this trial will convince the Welsh Government to commit to making PrEP routinely available in Wales for anyone likely to be exposed to HIV, as is the case in Scotland. We now know that people on effective HIV

PrEP is a game changer in HIV prevention - when used correctly its effectiveness is 100%.

treatment can't pass the virus on – with the addition of PrEP for people at risk we could finally be seeing the beginning of the end for HIV transmission in Wales.

Leading the way on mental health in the workplace

Carmen Bezzina, UNISON lead organiser for mental health outlines what UNISON is doing to improve well-being and good mental health in the workplace.



Coming to a workplace near you: dedicated, support for members of staff with mental health problems. If this sounds like exciting, ground-breaking stuff, it's because it is. UNISON Cymru Wales has been making waves since 2014 with our pioneering campaign to train mental health champions across public services. No public body or trades union outside of Wales is engaging with mental health in this way, going into offices, school staff rooms and hospitals, talking to people, seeking to tackle the stigma and provide help to those affected.

If you are asking why a trades union is making such a fuss about mental health, it's because mental health problems are much more widespread than you realise and many of those affected are in the workplace. One in four people will experience them at some stage in their life, so it is extremely likely that a family member or close colleague of yours has been affected. UNISON is dedicated to supporting the welfare of our members and mental health-related problems are frequently caused by difficult situations in the workplace. It is

right therefore that UNISON takes a stand and has a visible presence in workplaces to support those with mental health problems.

Unfortunately, mental health is still surrounded by prejudice, ignorance and fear. The stigma can lead to isolation and exclusion, making it more difficult to recover. This is no way to deal with something that is so common. The truth is that mental well-being is not taken as seriously as physical well-being.

Despite the very real demand, mental health services are in crisis now and there are long waiting

Mental well-being is not taken as seriously as physical well-being...We are working with employers to raise the profile of mental health.



times to access counselling. These services must be more widespread and accessible. Once individuals pluck up the courage to seek help, acting quickly to support them is critical. In Wales there are extensive geographical problems involved in some communities accessing counselling services.

UNISON Cymru Wales took a decision to step into this void and fight for change. All our campaigning work is focused on winning an end to austerity and sustained investment in public services and public service workers. We have called upon Welsh Government to appoint a mental health minister to ensure mental health is afforded equal status with other health and community services and to better co-ordinate services.

Working with Mind Cymru and Time to Change Wales, we launched a mental health awareness programme. We have been busy training mental health champions and sending them into workplaces throughout the land. Our first champions graduated in April. They completed a two-day awareness course followed by two-days' training which we designed and ran with the assistance of a mental health practitioner. This course gave members the confidence and skills needed to undertake their new role, as they help colleagues with mental health problems by directing them

to the best available help and support.

The feedback has been fantastic, with participants praising the excellence of our training and our champions are very enthusiastic to put their new skills into practice. The experience of Emma Garson, a UNISON mental health champion at Cardiff County Branch, is typical.

We have called upon Welsh Government to appoint a mental health minister to ensure mental health is afforded equal status.

"Since working in the role of branch secretary, I've noticed an ever-increasing call for mental health awareness. Whether its members needing support with contact visits for stress-related absence, or members who face sanctions as severe as dismissal due to having suffered poor mental health, there is a real need for champion representation within trade unions.

"The mental health champions training I received with UNISON has been invaluable in my role and I use

the knowledge gleaned on a daily basis.

"I sit on the Time to Change Wales action group within my local authority where we have made considerable progress in helping to challenge attitudes toward mental health through organising awareness events, training and policy changes. We've managed to secure training on mental health delivered by Mind as part of the compulsory management programme as well as being one of the first councils in Wales to draft a mental health policy.

"My objective is to afford members with mental health issues the right to stay in employment without fear that their condition will cost them their livelihood."

Further UNISON training courses are planned and our first forum for mental health champions to share ideas, experiences and support took place in September. We are passionate about ensuring people know how to access the best mental health services for themselves and I am proud that UNISON Cymru/Wales is taking a lead here. We are working with employers to raise the profile of mental health. It's in everyone's interests that there is good well-being at work. We want a cultural change to encourage employers to be more open about mental health and for them to ensure those experiencing problems are provided with decent care and support, as well as taking effective action on the causes of workplace stress.

UNISON Cymru/Wales held its first mental health conference on World Mental Health Day, 10 October at the Pierhead Building, Cardiff Bay. The event was sponsored by Dawn Bowden AM and UNISON General Secretary Dave Prentis and Vaughan Gething, Cabinet Secretary for Health, Well-being and Sport attended.

Decent work for women's well-being

Natasha Davies, Policy and Research Lead at Chwarae Teg, calls for an economic strategy based on quality employment for all.



It's widely accepted that work is important for an individual's well-being. Work provides an income, fulfilment, support and social networks. At least it does in theory.

Over the past few years several trends have undermined the ability of work to contribute to well-being. We've seen an increase in in-work poverty, a real-terms pay squeeze, the rise of insecure work, zero-hours contracts and the so-called 'gig economy'. Women are particularly vulnerable to these

trends. They are more likely to be working in low-paid, part-time roles and in sectors that are characterised by poor quality employment, such as social care and retail.

The prevalence of women in these kinds of jobs contributes to the continued economic inequality they face and the gender pay gap, which stands at around 16 percent for all workers in Wales, rising to as much as 30 percent for full-time workers in sectors such as ICT and life sciences. These kinds of jobs also increases women's risk of

poverty, particularly in-work poverty. Research has shown that while men are more likely to experience in-work poverty as a result of their family situation, women are more likely to experience in-work poverty due to their employment situation. Securing better quality employment for women could therefore help to reduce poverty levels, further improving the well-being of people in Wales.

The impact of poor quality work and the inequality it helps to perpetuate goes beyond just

individuals. It's increasingly accepted that inequality stifles economic growth and limits the impact of economic development. It's been estimated that £150bn could be added onto the UK's GDP by 2025 if action is taken to bridge gender gaps.

To secure the well-being of women in Wales, and the social and economic well-being of Wales as a nation, we must therefore look to deal with the problem of poor quality work and the inequality to which it contributes.

Recently there has been increased discussion of decent or fair work. The Welsh Government has created a Fair Work Commission to explore the issue and the UK Government's review of 'Good Work' by Matthew Taylor had the ambition of ensuring that 'all work in the UK economy should be fair and decent with realistic scope for development and fulfilment'. But what do we mean by decent work?

Decent work can mean very different things to different people, but it is possible to identify some common factors. It's inescapable that pay is a central element of decent work, but we have to look beyond pay to understand decent work fully. Internationally, indicators of decent work include access to training, security, work-life balance, employment relationships and motivation. Similar factors were identified by Oxfam Scotland who set out 26 characteristics of decent work including a hourly pay rate, job security, paid leave, opportunities for progression, flexible hours and additional benefits such as help with childcare. Interestingly, women are more likely than men to rank highly factors such as a supportive line manager, support to return to work after absence, flexibility in hours and a job that is easier to get to.

Chwarae Teg has been pleased to

Women are more likely to be working in poor quality employment.

conduct research into decent work for women in Wales on behalf of Oxfam Cymru over recent months. Exploring decent work and barriers to progression in domiciliary care and the food and drink sector, we have confirmed that many of the factors highlighted by Oxfam Scotland ring true for women in these sectors. Pay and conditions have unsurprisingly been flagged as priorities but there has also been a strong steer on the importance of feeling valued, particularly from those working in the care sector.

Traditionally, work carried out by women has been under-valued by society, by women themselves and by government policies. 'Feminine' sectors generally have lower wages, poorer terms and conditions, are viewed as low-skilled, and have gained little from economic policy and investment.

The Welsh Government is in the process of developing a number of policies and strategies that could significantly improve the provision of decent work in Wales. The Fair Work Commission says that the government is concerned about the quality of work as much as the quantity. There have been steps to bring business with them on this agenda, with the Code of Conduct on Ethical Employment in Supply Chains seeking to secure some elements of decent work in the public sector supply chain, namely the Living Wage, fewer abuses of zero hours contracts and fewer instances of bogus self-employment.

The eagerly awaited economic strategy remains a significant piece of the puzzle. Traditional economic

approaches in Wales and around the world have focused purely on GDP or GVA as a measure of success; they have favoured high profile sectors like ICT, manufacturing and engineering, all of which are dominated by men; and they have paid little attention to issues such as well-being, poverty and inequality. As a result, women have often benefitted to a lesser extent from economic development and in some instances companies have been incentivised to come to Wales but have not necessarily provided quality, well-paid and secure employment.

There is now an opportunity to take a different approach in Wales: one that fulfils the duties placed on the Welsh Government by the Well-being of Future Generations Act and that recognises that pursuit of economic growth cannot be completely divorced from considerations of decent work, poverty and inequality. It's our hope that the new strategy will ensure that prosperity delivered by economic growth is felt by all, recognise that tackling gender inequality and increasing growth are mutually supportive goals and seek to deliver an economy that is built on a foundation of quality employment for all.

We know what decent work looks like. Now is the time to make sure that it's widely available and accessible to all. Securing decent work has to be a central consideration for Welsh Government, and there's some good work underway. But it needs to fit with a new economic strategy.

To mindlessly pursue growth at any cost would undermine efforts to increase the provision of decent work and would be a missed opportunity to get serious about the well-being of current and future generations.

We know what decent work looks like.
Now is the time to make it widely available.

Improving social value through investment in infrastructure

Ed Evans, Director of Civil Engineering Contractors Association Wales (CECA Wales) sets out a new way of delivering social value through investment in infrastructure.



Delivering social value as part of any infrastructure project is nothing new to the construction industry in Wales. Ensuring 'community benefits' has been a key component of the narrative around the Welsh Government's procurement policy for a number of years. The emphasis is on projects that create opportunities in the communities where they operate, from targeted recruitment, training and upskilling

to engagement with local schools and colleges. Yet, despite this emphasis, have real community benefits been delivered?

The current approach is largely based on public sector bodies seeking community benefits via individual projects either voluntarily, where a supplier provides an 'offer' of social value, or contractually, where the social value is proposed via contractual conditions. In the case of voluntary benefits, the

offer is often a 'mixed bag' which is rarely enforced and rarely produces tangible and long-term benefits. In the contractual case, targets are not well thought out and suppliers, particularly smaller ones, struggle to deliver meaningful results. Both approaches are difficult to apply, manage and measure and, as a result the impacts are highly variable. There is rarely a penalty for non-delivery of 'contractual' benefits and there is no formal obligation to

the laudable aim of community benefits is stagnating in its current form.

deliver the “voluntary” benefits.

In addition, measurement of success is poorly understood, with the Welsh Government’s Community Benefits Measurement Tool not used consistently across all projects and a clear lack of performance data available.

For many, the laudable aim of community benefits is stagnating in its current form – those involved in its implementation are experiencing (and sometimes exhibiting) increased cynicism.

Infrastructure projects in Wales have the capacity to deliver real benefits for our communities but for a social value programme to be successful a consistent, strategic approach led by the Welsh public sector is absolutely vital.

How can delivery be improved?

Well, there is some room for optimism. The Wellbeing of Future Generations Act offers a golden opportunity to rethink the processes for procuring infrastructure and construction works. The current drive towards regional collaboration across the Welsh public sector also has a greater impetus given the desire of the Cabinet Secretary for Finance, Mark Drakeford AM, for this to happen, with or without legislation. In addition, we have Local Service Boards and the creation of City Deals covering southeast and southwest Wales plus a Growth Deal in the north to drive economic development and greater prosperity.

The private sector has a crucial role to play but success will only be achieved through a more collaborative approach. A new model to increase social value from construction investment will require a strategic approach, delivering

social value at a programme or regional level rather than a local or contract-specific level. The model should focus on the strategic delivery of four key elements

Firstly, targeted training. The establishment of support structures to deliver training and upskilling opportunities is crucial, be they shared apprenticeship opportunities or the creation of skills academies. Having such clear structures in place will provide consistency of support for both suppliers and those seeking training opportunities such as the long-term unemployed, NEETs etc. This also provides clear opportunity to engage further education or higher education institutions in the support process. Secondly, and similarly, the delivery of targeted recruitment where clear support structures are put in place from which suppliers will source people to deliver contracts.

Thirdly, a strategic approach to schools and college engagement. Whilst many suppliers are already interfacing with schools and colleges as part of their community benefits programme, much of this occurs on an individual and sometimes ad hoc basis and therefore often lacks the impact and longevity that a more strategic approach could offer. The Construction Industry Training Board and CECA Wales are already supporting projects in this area, focusing on contextualising the curriculum and better schools engagement. These projects will provide a consistent set of resources to support engagement which means that schools and colleges can receive a consistent ‘product’ from the industry to support their delivery of the curriculum regardless of which supplier is involved in delivery. This strategic approach would address the problems in the current approach and better support long-term academic achievement.

Fourthly, a strategic approach is needed to identify specific community needs. Part of the current community benefits ‘offer’

from suppliers involves direct interventions in communities, on a voluntary basis, to support specific community needs and initiatives such as refurbishing community facilities. Whilst these are well-meaning and can have a positive legacy, their identification can be ad hoc and efforts are not necessarily directed at those most in need. To maximise the impact of these interventions a more strategic approach by public sector bodies such as local authorities, who are very often best placed to engage with communities and identify community needs, would ensure that supplier resources are better targeted at those with the greatest need and community benefits are maximised.

Infrastructure projects in Wales have the capacity to deliver real benefits for our communities.

Inevitably there will be some who say this can’t be done, it’s too difficult or who will pay for it in these times of austerity. Well it can be done if the will is there and it’s only difficult for those who struggle with the concept of collaboration. And when it comes to the cost and who pays, well the public sector are already paying for it, via the tender process. They’re just not getting great value from it, which is why other funding options for a more strategic delivery model need to be considered. These could include allocating a percentage of the cost of projects or programmes specifically for social benefits. Or it could include a lump sum “offer” by the contractor team or a provisional sum allocated by the public sector body.

Either way it’s doable, affordable and a better use of public money.

Treading lightly on holy ground

Revd Stuart Elliott and Canon Carol Wardman tell us about a new environmental initiative by the Church in Wales.



Photo credit: Revd Elliott

We don't often fall in love with an idea. It's hard to love graphs, facts and figures that suggest bad news; and yet this is all too often the way in which the problem of climate change, and our human role in it, is portrayed.

We are told that in order to avert ecological catastrophe, we must ensure that global temperatures climb no more than 20C above

Do the little things in life - Gwnewch y pethau bychain mewn bywyd.

pre-industrial levels. We see storms, exacerbated by sea-levels that have already risen, due to global warming. We recognise that the worst effects of climate change are borne by the world's poorest people – from

droughts and failed harvests in sub-Saharan Africa, to floods in Bangladesh, and island homes disappearing under the waves of the Pacific. We find it difficult to engage with issues that are so vast, and are

without simple, practical solutions which we can adopt without changing our whole lifestyle.

The change required is too great all at once; and so, naturally, we either deny it or turn away.

A Rocha UK is a Christian charity working for the protection and restoration of the natural world.

In 2016 it introduced a new Eco-Church accreditation scheme which offers Bronze, Silver and Gold awards when particular benchmarks of positive action are reached. At the meeting of its national governing body in September 2017, the Church in Wales resolved to work towards Eco-Diocese status across all six of its component dioceses

Eco-Church is a tool to begin a conversation about climate change, about the environment, and about how we might respond as church communities and as individuals. It is not a panacea, though it might be a place to begin. It aims to engage peoples' hearts for the environment – for this is where change happens. For the most part, Eco-Church stays away from the facts and figures of climate change and human environmental damage.

A natural complaint about schemes like this is that they amount to little more than tinkering at the edges. Or perhaps we fear that as a church, engaged in local communities, we should be loudly prophetic: a thorn in the side of the establishment, calling for divestment from fossil fuels, challenging financial corporations, taking bold actions, making positive environmental decisions. Essentially, we worry that 'doing the little things' are not enough.

It is certainly true that doing nothing but 'little things' is not enough. But unless we are reminded daily to "do the little things in life" – "Gwnewch y pethau bychain mewn bywyd", as St David tells us – however insignificant we might feel they are, how are we ever to take the large, significant decisions?

Small action – even down to the paper we put in our printers – can be the catalyst for greater actions.

There is an interdependence of all life. We cannot do without each other, nor without the rest of the earth.

We ought not be put off that only small things are possible.

There is an interdependence of all life. We cannot do without each other, nor without the rest of the earth. Green is not a luxury; it is part of what we are. Living closely in community, we need to be ready to take care of what is around us, and be ready to do more than what we think is our own share, if that is what is necessary; and to call gently into line those around us who we see abusing what we have.

The myth that there is a special place called 'Away' where we can throw things when we are done is false. Wherever we put what we cannot deal with is a place that still exists; it is just out of sight. We need to think more of ourselves as participating with the natural environment, involved in the whole process, and being reminded by our friends when we get it wrong.

Whether it's managing churchyards to encourage wildlife, managing buildings to optimise energy efficiency, investing church funds ethically, linking up with local environmental groups, or encouraging church members to apply ecological principles to their own lifestyles, Eco-Church's gentle questionnaire suggests a range of things churches can do. A guide to getting started, produced by Revd Stuart Elliott of the Church in Wales, is called *Treading Lightly on Holy Ground* – because, for the most part, we first have to acknowledge that we have not been treading particularly lightly.

Eco-Church will help the church to reclaim a narrative of care for the environment. The task is to re-awaken a sense of connection with the earth. To re-engage our hearts, and to find that this task might be joyful.

A Rocha's Eco Church and Eco Diocese project:

<https://ecochurch.arocha.org.uk/>

Creation Time resources in Welsh and English:

<http://www.cytun.org.uk/BookletCreationTime2017-web.pdf>

More about Creation Time:

<http://seasonofcreation.org/>

<https://ctbi.org.uk/creation-time-2017/>

If we had but a glimpse of
the world

as a resting place would we
be caught

in the sacred story?
Honoured as the

whole of life becomes a
day of preparation.

We might just then become
co-creators

of the dawn for a divine
re-imagining

of the lost arts and beauty
of a creation.

Life laid fallow, for a time,
is not in vain.

To let go, to allow a
natural restfulness

to rise up with gentle ease,
to participate;

earthed once again.

Revd Stuart Elliott.

Close the Well-being Gap

Victoria Winckler, Director of the Bevan Foundation, argues that decent services are essential to closing the gap in well-being between the best and least well-off.



Personal well-being and material well-being are inextricably linked.

decent quality of life in terms of personal freedom and relationships. The definition in the Social Services and Well-being Act for example includes freedom from abuse, good family and personal relationships, and having control over day-to-day life as well as housing, participation in work and education.

Personal well-being and material well-being are not separate – they are inextricably linked, with personal freedoms and fulfilment very much reflecting people's resources. To put it very simply, the more money you have the more likely you are to enjoy high levels of personal well-being.

The relationship between material and non-material wellbeing is very clear if we look at the findings in the latest National Survey for Wales. Looking at the fundamental question of whether people feel that they can do the things that matter to them, the gulf between the haves and the have-nots is stark. Nearly one in four people who live in 'material deprivation' do not feel that they can do the things that matter to them. That compares with one in eight people who aren't materially deprived.

Well-being is one of the new buzz words in Wales. It has two Welsh Acts of its very own – the Social Services and Well-being Act and the Well-being of Future Generations Act – as well as featuring in countless strategies, policies and statements.

The new emphasis on well-being is important because it covers many of the non-material aspects of

people's lives that matter as much as the material. The popular press might have us believe that the route to well-being involves a spa, some chia seeds and a step-tracker on your wrist. But the perspective in Wales is much deeper and rightly so in my view. Here, the idea of well-being brings together both decent material circumstances – such as having a warm home and a secure job – along with having a

That well-being gap is one that is rarely talked about.

The only characteristic that makes more difference to someone's sense that they can do what matters to them is people's health, with between a third and a half of those whose health is bad or very bad saying they can't do what matters to them.

There are now a great many plans and strategies designed to improve well-being. I suspect many are the same old plans as we had before dressed up in new clothes. Certainly we are yet to see much shift in emphasis on the ground – for example in economic development, both nationally and locally, the priority continues to be given to inward investment and growing jobs and GVA at any cost. An economy for future generations is a long way off.

There are, however, practical things that can be done to improve people's ability to do the things that matter to them. In particular, decent services can help those on low incomes to enjoy at least some of the freedoms that the better-off take for granted. These services are what the Joseph Rowntree Foundation has described as 'enabling services' – such as social care, public transport, access to the internet and the right financial products – which allow people to access employment, leisure and health and education services. They're the means rather than the ends, but no less important because of that.

A basic requirement for living the kind of life you want is being able to get out of bed, get washed, dressed and eat. Yet in Wales last year nearly 60,000 adults needed support in their own homes to do these tasks. Although receiving social care ought to enable people to have at least some control over their everyday lives, nearly a quarter of those receiving social care feel unable to do the things that matter to them. This isn't simply a reflection of people's needs – a substantial minority of people who receive social care feel that they aren't involved in decisions that affect

One in four people who live in 'material deprivation' cannot do the things that matter to them.

them and do not have adequate information about services. This isn't a question of costs or austerity – it is about the operation and ethos of social care. So getting social care services right – not just in terms of the number of hours of care or the qualifications of care workers – but by working with and respecting the people who receive care – is an important step towards improving people's well-being.

Being able to get out and about is also important to people's well-being – it's a rare person indeed who can do the things that matter to them within their own four walls. Owning a car is the norm in Wales, with three-quarters of households having at least one vehicle. But for people on low incomes, it is the norm not to have a car – for example more than half of tenants in social housing live in car-less households, as do high proportions of lone parents and people from certain Black and Minority Ethnic groups.

Those without their own cars have to rely on a mix of buses, trains and taxis, or else walk or cycle in order to get anywhere. With the mileage covered by Wales' bus services in freefall, few services outside peak times and taxis being eye-wateringly expensive for anything but short journeys, lack of public transport is a real barrier to having control over your everyday life. In large areas of Wales, there's no going to concerts, no participating in adult education classes, no gym membership and no visiting Mamgu in hospital of an evening if you can't drive. So if we're serious in Wales about improving 'well-being', improving public transport – and especially bus services – is a very important step too.

And third, being able to access the internet is important to having

control over your everyday life.

Without it, people can't claim many social security benefits, keep up with friends on social media, look for and apply for jobs, or compare prices on everything from white goods to energy prices. With more and more services being digital only, being able to go online is widely regarded as being as important as utilities such as electricity or water. Yet people living in Wales' most deprived areas are twice as likely not to have access to the internet as people in the least deprived with more than one in five not being online.

It's a similar story with access to affordable financial products. With so many new ways of paying, whether it's a contactless debit card or payment apps on a mobile phone, it's hard to realise that around one in twenty people don't have a functional bank account. These are people who use the services of companies like Cash Generator, who were advertising in my local high street that they would cash school uniform grant cheques.

It is hard to argue against the new emphasis on well-being and indeed why would you want to? But unless the link between well-being and material conditions is recognised, efforts to boost well-being will be doomed to benefit the better-off. There needs to be an explicit recognition that the well-being gap exists and must be addressed. The task might seem huge, but there are critical, practical steps that could be taken to enable people to have more control over their everyday lives. Politicians can't cut the ribbon on good social care, reliable bus services, affordable broadband or a basic bank account, but they nevertheless matter. Some careful investment could improve everybody's lives.

Bevan Foundation News

What we're up to

Better opportunities for young people

We've crunched the numbers and found that there are very few options for young people who don't get five 'good' GCSEs. We're now listening to the experiences of 16-24 year olds in Port Talbot, and will be working on proposals for change in the coming months.

With thanks to the Garfield Weston Foundation, Community Union and those who kindly donated to our appeal.



Housing options for low-income households in the valleys

Changes to housing benefit are set to cut even further the amount of help low income households can get towards their housing costs, making social housing unaffordable for some people.

We're working with the Joseph Rowntree Foundation, tenants and social landlords to find some practical solutions.

The future of 'doing good'

Our work with Big Lottery on 'doing good' in Wales is nearly complete. We've outlined our findings to the Assembly, Community Foundations UK conference and more – the final report is out soon.



Brexit

With just 18 months until the UK leaves the EU, we're looking at what organisations should do to prepare for life after Brexit. Our report with WLGA on 'regional economic policy after Brexit' was published on 2nd October, with more to come on housing and construction, public services, higher education and development finance.



Our future

Our strategy

Our strategy for the next three years will be unveiled at our Annual General Meeting on 8th November 2017.

It will identify:

- our priority areas of work,
- how we will achieve change on the ground and
- the resources we need.

The Bevan Foundation faces significant challenges – in the last financial year our income was just £127,000. We're working with funding and marketing experts on a way forward, and hope that you, our supporters and subscribers, will help us too.

We hope to see you at the AGM to find out more.

New taxes to transform Wales

Three of the Cabinet Secretary for Finance's four possible new Welsh taxes announced in the draft Welsh budget for 2018/19 were advocated by the Bevan Foundation last year – a tourist tax, a tax on disposal plastic containers and a tax on land values.

Not only did we get the potential of new taxes into the public domain, we're thrilled that there's a real prospect of them being introduced. *With thanks to the Joseph Rowntree Charitable Trust for their support.*

Subscribers' News

Projects

Academi Wales are challenging public service leaders to think about how they 'Lead By Choice', and become deliberately disciplined leaders, for more information go to www.gov.wales/academiwales.

The Coalfields Regeneration Trust are seeking new partners for their new Forum called 'Tredegar For Change' to promote Tredegar Town Centre regeneration. If interested contact: Alun Taylor email: alun.taylor@coalfields-regen.org.uk Tel 01443 4044455



Bron Afon Community Housing is giving extra help to under 35s to make sure they are ready for changes the government is making to the amount of housing benefit they can claim. For more information call 01633 620 111 or email enquiries@bronafon.org.uk

Oxfam Cymru has commissioned new research on the position of low paid women in the Welsh labour market. The findings will aid policy and practice in Wales and is due for publication in Autumn 2017.

Shelter Cymru is being funded by Swansea City Council, City and County of Cardiff Council and Wrexham Borough Council to carry out a study of the reasons behind the sharp increase in rough sleeping in the three authority areas. The findings of the study are expected to be published in the summer of 2018.



Publications

CIH Cymru has launched the Good Practice Compendium 2017. The publication compiles every shortlisted application, in full, from the Welsh Housing Awards. To download for free, go to www.cih.org/cymru/welshhousingawards.

Mike Hedges AM has written a pamphlet called "Developing our economy. How the economy of the Swansea City region can be developed". Available online at Mikehedges.org.uk or from mike.hedges@assembly.wales.

WCVA has published the Plan for Change 2017-22, which looks at what they hope to achieve with the third sector, over the next five years. Read it at www.wcva.org.uk.



Events

Welsh Women's Aid will run a Supporting Women who Experience Multiple Disadvantage Seminar, on 30 November, in Wrexham. For more information, email AliceMoore@welshwomensaid.org.uk.

ICAEW is hosting a series of half day conferences in Cardiff, Swansea and Wrexham this November, aimed at accountancy professionals based in industry. Each conference is free for ICAEW members; £30pp for non-members. Email emma.friedl@icaew.com for details.

Public Health Wales with Cardiff University and the Wales Institute of Social and Economic Research, Data and Methods (WISERD) is holding the Julian Tudor Hart Annual Public Lecture on 16th November at Cardiff University. For more info and to book go to www.wiserd.ac.uk.

Other news

Estyn is sharing innovative practice identified during inspections as one way of raising standards of education and training. Over 100 other case studies from schools and post-16 sectors can be discovered at estyn.gov.wales.

The Royal College of Nursing in Wales is committed to the national campaign to #scrapthecap – supporting its members by canvassing the public and MPs, attending rallies and holding and publicising awareness events.

Indycube Community are opening their doors by offering freelancers and the self-employed membership to the organisation absolutely free for 6 months. Sign up free at indycube.community/join-us.



Spotlight On

Lesley Smith Dove Workshop

In 140 characters describe the Dove Workshop:

DOVE Workshop, a Charity and Social Enterprise, is a Community Anchor Organisation that provides a plethora of services and opportunities for the communities of the Dulais Valley and surrounding area. We have a Day Nursery and Café/Catering Company on site.

What is your role at Dove Workshop?

I am a Joint Co-ordinator, sharing the responsibilities of managing the Organisation with my colleague Julie. The role entails: employing staff, ensuring good governance, developing programmes, negotiating learning opportunities with Local Education Providers and ensuring a high-quality experience for the people using our services.

What do you enjoy most about working at Dove Workshop?

I benefitted from the services available in DOVE when I returned to the Dulais Valley with my family. I very quickly realised that the organisation is about equality of opportunity and providing people with the chance to improve their lives. I am now fortunate to be in a position that allows me to continue this work, supporting people to reach their potential and providing services and support that is accessible.

If Dove Workshop were a biscuit, what would it be?

A wafer, complex with many layers.

What are the biggest challenges facing Dove Workshop?

Continual development of the Organisation to meet the different needs with the communities. Being innovative in our approach to learning with a particular focus on new technology. Retention of experienced qualified staff when funding is scarce.

If you could invite anyone, dead or alive, to a dinner party who would you invite?

I would invite Alice Walker, author of 'The Color Purple'. I'm sure the conversation around the table would be very interesting, about life in Georgia in the 1950s and her involvement in the civil rights movement.

Why does the Dove Workshop subscribe to the Bevan Foundation?

It is important that we (Wales) have an independent Think Tank that can respond to and influence policy.

I am a Joint Co-ordinator, sharing the responsibilities of managing the Organisation with my colleague Julie. The role entails: employing staff, ensuring good governance, developing programmes, negotiating learning opportunities with Local Education Providers and ensuring a high-quality experience for the people using our services.



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