



# Cardiff People First Pink Ladies

## Year 1

October 2014 till September 2015





## **Outcome 1**

More women with a learning disability will feel more confident about speaking up about their issues after taking part in the project.

### **Indicators:**

- Women will say that their level of confidence has increased.
- Families, support workers, service provider staff, say that women's level of confidence has increased.

36 women with a learning disability came to our meetings, events and training. We have talked to all of them about having the confidence to speak up and what it means to them. The barriers they face in being confident to give their opinions and make choices are:

- Not enough information
- Carers who don't let them make decisions
- People assuming they don't have an opinion

Some people are confident in some things and not confident in others. Someone might be really good at catching a bus to the shops, but scared to catch a train because they've never been on one before.

We have some barriers to finding out what people really think:



✘ If you don't have a learning disability people think you are in charge of them. When you ask someone if they understand something they might say 'yes' because they think you will be angry, or think they are stupid, if they say 'no'.

✓ This is why we have employed a Project Officer who has a learning disability. It helps if they are talking to someone who has a learning disability because they know you understand.



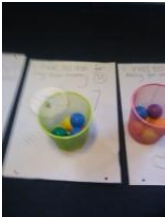
✘ It takes time for people to trust you enough to tell the truth.

✓ This is why our Project Officer is taking time to get to know individuals, and letting them know her. She is helping them to make their own files so they can think about their confidence and what they can do.



✗ Most people can't read or write well, so written questionnaires don't work.

✓ We use really accessible ways of finding out what people think, so you don't need to be able to read or write. If people say something at a meeting that shows how confident they are, we write it down, or film it.



✗ Some questions are embarrassing to answer in front of everyone.

✓ We try to make sure that some of the ways are anonymous, like putting balls in buckets or putting a sticker on a paper. The Project Officer helps people with their files, so they can talk privately to her.

## Year 1

We want to make sure that all the women we work with are comfortable about saying what they think. Half of them have said something definite to say they are more confident. We have things written on our flipcharts, and said on film, to show that. We think they are more confident, but we know that sometimes people are scared to tell the truth. Sometimes people feel more confident straight away, but other people make them less confident afterwards. Sometimes they are a bit more confident, but not enough to speak up.

We want to be completely sure that each individual has done something to show that they are more confident so we can prove it. We have worked '1 to 1' with 5 women to make their own files. They have told us what they have learned or done. We are sure they are more confident and they have proved it. This is taking us more time, but we will be sure that we will have helped them change their lives for good.

## Year 2

The Project Officer will work '1 to 1' with at least 30 more women and help them to make their files. We will be able to use their files to prove how confident they were, and what they have done to show how much more confident they are now. We will be sure that we have made a big difference.

The Project Officer will get to know more women better so they have a good relationship and trust her.

The Project Officer will ask the women about their families and support workers. She will talk to the ones agreed, to ask about the women's confidence.



## Outcome 2

More women with a learning disability will have an increased understanding of how to express their views.

### Indicators:

- Women attending courses know who to raise particular issues with.
- Women attending courses report having raised issues.

25 women with a learning disability did 1 or more training sessions with us. Some of the sessions were for women only. Some were for women and men together. We have accessible ways of finding out if people enjoy our training, and if they think it was useful. Everyone who attends training thinks it is good. Most of them think it is very good. All our courses are about different topics, but they are all about speaking up and making decisions about your own life.

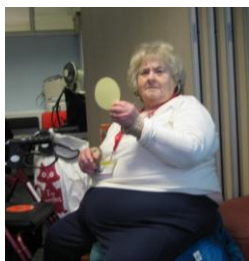
We have barriers finding out if the women know who to speak up to:



✘ If you don't have a learning disability people think you are in charge of them. When you ask someone if they know who to talk to, they might tell you the right answer so you aren't angry with them. If they say the right answer it doesn't mean they plan to do it.

✓ Having a Project Officer and Trainers who have a learning disability helps, because women are more likely to tell them the truth.

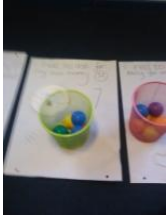
✓ When trainers come from other organisations the Project Officer can give moral support to help the women to ask questions and say what they think.



✘ It takes time for people to trust each other enough to say how they really feel in public. Some questions are embarrassing to answer in front of everyone.

✓ We have fun, accessible ice-breakers at all our training. This is so people feel comfortable with each other.

✓ We try to make sure that some of the ways of answering are anonymous, like putting balls in buckets or putting a sticker on a paper.



✗ Most people can't read or write well, so written feedback doesn't work.

✓ We use really accessible ways of finding out what people think, so you don't need to be able to read or write.



✗ The chance for people to speak up about something doesn't always happen straight away. We can't find out for some time if they did speak up.

✓ The Project Officer is keeping in touch with the women. She talks to them for their files. She helps them keep records of the training they have done and how they have spoken up.

## Year 1

We want to make sure that the women who do our training know how to get their opinions heard, who to talk to if they want to make choices in their life, and have the confidence to speak up.

At the training we test what women know about the subject at the beginning and at the end. It can cause stress if women feel like they are being picked on to answer in front of everyone, so we have been testing the knowledge of the whole group. This means people are happier to answer, and to come on more training courses, but it's harder to tell if individual women have learned something. We want to be completely sure that each individual has learned something before we say that. Our Project Officer has worked '1 to 1' with 5 women on their files. They can chat about how they feel and what they have learned in a practical way.

On our training women talk about what they would like to do or say, and learn how to do that. They might feel more confident to speak up at the time. Sometimes the chance doesn't come soon though, and they feel less confident in real life. For example, if they do training on elections they learn that they have the right to vote. They might say that they want to vote. It might be months till there is an election though, and if they say on the day they want to vote and their carer says no, they might not feel confident enough to disagree. We won't know until we ask them after an election if the training has made them confident enough to vote. We want to be sure that our training makes a long term difference. That means we have to wait a while after our training to be sure. Working on their files regularly helps us to keep checking.

By doing our training, and talking to women, we have been finding out how they would like to train, and what things would be useful.

## **Year 2**

The Project Officer will work '1 to 1' with at least 30 more women and help them to make their files. We will be able to use their files to prove how well our training is working and if the changes people make in their lives last.

The Project Officer will make the final decision about what will be in the women only courses. She will recruit at least 30 women to train. They will work in groups so they get to know each other and feel comfortable talking about things together. The courses will run on a regular day each week to suit each group. Some of the training will be done by our trainers, and some will be done by our partners.

Our Project Officer will be working closely and sensitively with the women to make sure that our training is really making a difference. At the end of each course, we will have a review to look at any changes needed.



### Outcome 3

More women with a learning disability receive services that are appropriate for them and accessible after intervention from the project.

#### Indicators:

- Learning disability services provide more events / services for women.
- Women with a learning disability feel more accepted into mainstream women's services.

We worked with 5 learning disability services and they referred 7 women to us.

- Innovate Trust
- Learning Disability Wales
- Cardiff Learning Difficulties Community Support Team
- Vale People First
- Newport People First

Every organisation has been very positive about the idea of services for women. Barriers to us helping them to create more events and services just for women:



✘ Organisations find it confusing that we have a Project Officer who has a learning disability. It can take a while for them to understand that the Project Officer is in charge.

✓ The Project Officer is taking time to make personal relationships with her equivalent in the other organisations. This is taking some time, but it is beginning to make a difference in creating real partnerships.



✘ Learning disability services have a lack of funding and resources. This means they have to think and plan for a long time before they put on events specially for women.

✓ The Project Officer has told the services about our meetings and the events we do. They have referred women to us so the women users of their services can benefit from the meetings and events we put on.

We worked with 9 mainstream services and referred 5 women to them directly.

- Women Making A Difference
- The Women's Institute
- Women's Equality Network
- Welsh Women's Aid
- Public Health Wales
- Macmillan Cancer Trust
- Cardiff Community Education
- DWP
- Chwarae Teg

The services have all been really helpful and open to including women with a learning disability.

Barriers are:



✗ Some organisations find it confusing that we have a Project Officer who has a learning disability. It can take a while for them to understand that the Project Officer is in charge.

✓ The Project Officer is taking time to make personal relationships with her equivalent in the other organisations. This is taking some time, but it is beginning to make a difference in creating real partnerships.



✗ The organisations don't have much experience or training in working with women who have a learning disability.

✓ The Project Officer has been inviting their representatives to our meetings so they can learn from our women what is important to them, and how to be accessible.

## Year 1

Working with Public Health Wales to make an accessible film on smear tests was very successful. We gained a valuable resource for women with a learning disability. We got a lot of interest and respect from other organisations, including invitations to present our work at conferences. The launch was held in July 2015 and 42 people attended: women with a learning disability; professional health workers; professionals who work with people who have a learning disability. Six women have been booked to train as Community Screening Champions. Some comments about the film:

'Brilliant presentation and film, will upload onto the website tomorrow' Joe Powell, Director All Wales People First



'Fantastic film! A major resource to be added to our website' Sam Williams  
Learning Disability Wales EasyRead Healthcare Wales

'Brilliant presentation from the Pink Ladies!' Prof. Ruth Northway

'We have downloaded the film and will share with our services users asap' Gwalia  
Supported Living Providers

'Great film, we will share with our clients!' Merthyr Tydfil Community Learning  
Disability Team

Learning Disability Wales printed an article in their newsletter, Llais, about the Pink Ladies and what they are doing. They have invited the Project Officer to speak at their next conference.

Macmillan Cancer Trust has run workshops for us on breast checks. This has led to them inviting the Project Officer to speak at their health conference.

Women Making a Difference run a variety of courses to empower women. They are committed to accessibility and have taken the issues of women with a learning disability on board. Two women have started on a "Women in Power" course with them.

## **Year 2**

The Project Officer is going to concentrate on building personal relationships with named individuals in other organisations. By getting to know them and talking about our project and our aims, we believe that we can do more joint work and benefit more women with a learning disability. We think that if they understand what we need to find out, we can work together to make sure we can prove what difference we are making. She will ask clear questions about numbers of people involved and issues arising and keep clear records.

The Project Officer will help our women present their work to:

- 145 healthcare professionals, 3<sup>rd</sup> sector workers, parents, carers, supported living providers, Welsh Government representatives and people with a learning disability at the Macmillan Learning Disability Health Project Conference in October 2015
- 100 people with a learning disability and support workers at Learning Disability Wales Conference in November 2015



## **Outcome 4**

There is an increased understanding in the community of the issues of women with a learning disability after contact with the project.

### **Indicators:**

- People will raise their awareness by hearing from women with a learning disability.

We want to make at 15 films of the lives of women with a learning disability. We want to show what we are capable of, so we can inspire other women with a learning disability to achieve, and so we can inspire other people in the community to understand us and help us to overcome our barriers.

## **Year 1**

We have identified 5 women we think are inspiring. They have told us about their lives. We have decided what they will say in their film, and where they will be filmed.

## **Year 2**

We will start making the films with the 5 women we have so far. We will finish the first 5 films by the end of March. The films will be uploaded to our youtube channel. We will help the women decide who we will show their films to, for example services they use, support workers or families. We will decide who the other 10 women will be and start on their films. By the end of the year we will have finished the 15 films.

## **Work plan for Year 2**

The Project Officer will get to know more women better so they have a good relationship and trust her. She will work '1 to 1' with at least 30 more women and help them to make their files. She will use the files to prove we are making a difference in all the things we are doing.

The Project Officer will ask some of the families and support workers about the women's confidence.

The Project Officer will set up the women only training courses. She will recruit at least 30 women to train.

The Project Officer will help our women present their work in public.

The Project Officer is going to build personal relationships with named individuals in other organisations. She will ask clear questions about the things that we need to know and keep clear records.

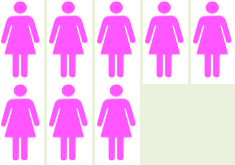

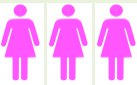
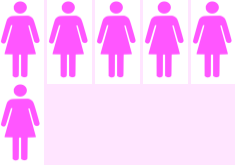
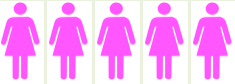


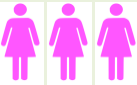
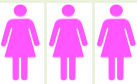
The Project Officer will make sure that by the end of the year we have finished the 15 inspirational films.

Every 3 months the Project Officer will do a short report on all our targets and our achievements. This will help us to keep on track and make sure that all our targets are met. At the end of March 2016 the Project Officer will do the 6 month report. At the end of October 2016 the Project Officer will do our next annual report.

## Some things women with a learning disability have said about Pink Ladies

Janice	Coming to the Pink Ladies has helped me to be more assertive by speaking out when I think something is wrong and not just accepting the answer.
Sandra O	It feels good to have a sense of belonging to a supportive group of ladies.
Margaret	I get support from my friends and peers. The ladies in the group listen to me. This makes me feel strong.
Sophie	I know more about women's health issues and I know that you can take a support worker with you to have a smear test.
Kathleen	I can tell other women where to come.
Emma	Since joining the pink ladies I have a social life. I go out with my friends instead of going straight home.
Becky	I like being in the film (about smear tests) because I can help other women with a learning disability to know not to be frightened.
Sandra W	I felt really confident coming to this meeting today as I don't have to have my support worker in the meetings with me as everyone is so helpful.
Lisa P	I am quite confident anyway but since coming to Cardiff People First and the group it has made me feel better as I can help people that need it.
Mel	I feel more confident as my admin and office skills are much better now. I am helping the Pink Ladies with their training package. This makes me feel like I am in control and more confident when looking for paid employment.
Gwen	I know now that if you get cancer it doesn't mean you are going to die. This has made me feel more confident.
Ann	I know how to feel for lumps in my breast properly which has made me feel a lot more confident about my health.
Shan	The ladies of the group inspire me to be more confident as they are so vocal.
Sharon	It helps me to speak up more.
Katie	I can see my friends which makes me happy.
Lisa K	Coming to Cardiff People First has helped me to meet new people which has made me feel safe and more confident in speaking up.
Nancy	I am more confident about it (smear test) because I know you don't have to have it done if you don't want to.
Dawn M	Coming to the Pink Ladies has helped me be more confident as I know who to turn to when I am not happy about my staff. It has helped me know how to complain about things.

## Our Training for women with a learning disability Year 1

	<b>My Voice My Choice</b> Cardiff People First Issues, tips and peer support around making decisions	25 Nov 2014 'Who wants to be a self-advocacy millionaire' game
	<b>First Aid</b> British Red Cross Confidence to use basic first aid	22 Jan 2015 Assessment at time. Check whether used after 1 year
	<b>Get to Know Your Local</b> Cardiff People First Confidence to use local services independently	11 Mar 2015 Check how often used after 1 year
	<b>Your Breasts, Your Health</b> Macmillan Cancer Support Knowing about breast checking, and what happens with screening	18 Mar 2015 (Women Only) Ask after 1 year whether still checking, any screening
	<b>Hate Crime, Mate Crime</b> Cardiff People First How to know if you are in danger and what to do	25 Mar 2015 Ask after 1 year if any incidents, ask if any reported
	<b>Elections and Voting</b> Swansea People First How to register, how to vote, your rights	17 Apr 2015 Check if voted after elections
	<b>Get to Know Your Local</b> Cardiff People First Confidence to use local services independently	15 Jun 2015 (am) Check how often used after 1 year
	<b>Get to Know Your Local</b> Cardiff People First Confidence to use local services independently	15 Jun 2015 (pm) Check how often used after 1 year
	<b>How to Live More Independently</b> Cardiff People First Tips and discussion on how to speak up to families and carers	14 Jul 2015 Ask after 1 year for update



### **Make Up for Confidence**

John Lewis

How to put on appropriate make up for different occasions

25 Jul 2015

(Women Only)

Check after 1 year whether social confidence improved



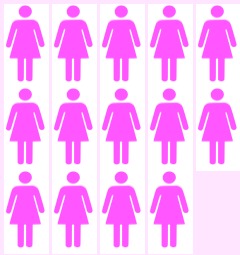
### **Walking in the Countryside**

Confidence to use local services independently

16 Sep 2015

Cardiff People First

Check how often used after 1 year



### **Having your Smear Test**

Cardiff People First & Public Health Wales

Film and discussion about what to expect

23 Sep 2015

(Women Only)

'Tokens in jar' game asking who will go for smear  
Ask after 1 year who has been for smear

## Our numbers year 1

Who has benefited?	What is our target?	How many did we get?
Women with a learning disability who came to a meeting, event or training with us	30	36
People from other organisations, that give a service to women or to people with a learning disability, who have had training or presentations from us	20	24
Other people who watch our inspirational films that help them to understand women who have a learning disability	15	0 Films to be made year 2

What have we done?	What is our target?	How many did we get?
Hold consultation meetings for women with a learning disability	10	10
Train women with a learning disability	30	22
Contact learning disability services	4 contacts 4 referrals	5 contacts 7 referrals
Contact mainstream women's services	4 contacts 4 referrals	9 contacts 5 referrals
Make inspirational films	6 films	0 Films to be made year 2

Checking our outcomes	What is our target?	How many did we get?
Women who say their level of confidence has increased	21	5 individually
Family members, carers who say women's confidence has increased	7	0 None asked yet
Women who correctly say who they should raise issues with, at training	15	0 asked individually 22 as a group
The number of women who have raised issues after training	Increase	0 To be asked appropriate time after training
Number of events and services for women by learning disability services	5	0 7 new referrals

Number of events and services for women with a learning disability by mainstream services	Twice as many	Need baseline figures 5 new referrals
Women accessing mainstream services who feel more part of their community	70% of referrals (3.5)	0 To be asked appropriate time after access
People watching our inspirational films on social media	100 views, 20 shares	0 Inspirational films to be made year 2
People seeing our inspirational films at showings and presentations	100	0 Inspirational films to be made year 2
Women who have made films and feel more accepted in society	10	0 Inspirational films to be made year 2



## Draft Training Plan for women only courses Year 2

<b>Introduction to women's health</b> Workshop discussion	Cardiff People First Ask individuals what is important to them
<b>Being in charge of my health care</b> Workshop with take-away resources	Cardiff People First, resources from Norah Fry Research Centre Progress catch up in 3 months
<b>Having a smear test</b> Film, questions and answers	Public Health Wales, film made in partnership with Cardiff People First Progress catch up in 1 year
<b>Feeling down – looking after my mental health</b> Workshop with take-away resources	Cardiff People First, resources from Foundation for people with learning disabilities Progress catch up in 6 months
<b>Your breasts your health</b> Training using accessible pack	Breast Cancer Care, pack made in partnership with Cardiff People First Progress catch up in 1 year
<b>What happens at breast screening?</b> Visit to screening centre	Breast Test Wales Progress catch up in 1 year
<b>Introduction to Women's Identity</b> Workshop discussion	Cardiff People First Ask individuals what they do as women, and how they feel
<b>My Voice, My Choice</b> Workshop discussion about having confidence to speak up	Cardiff People First Progress catch up after 3 weeks
<b>Women Making a Difference taster</b> Presentation, questions and answers about WMAD courses	Women Making a Difference, with contribution from women who have done the course Refer individuals. Progress catch up at the end of 1 year
<b>Hate crime, mate crime, domestic violence – what can we do?</b> Presentation, how to report, discussions, questions	Women's Aid, local PCSO Information on referral given to individuals. Progress catch up at end of 1 year
<b>Elections and voting</b> Presentation and workshop on how to vote	Cardiff People First Progress catch up at end of 1 year

<p><b>Hate crime, mate crime, domestic violence – what can we do?</b></p> <p>Presentation, how to report, discussions, questions and answers</p>	<p>Women's Aid, local PCSO</p> <p>Information on referral given to individuals.</p> <p>Progress catch up at end of 1 year</p>
<p><b>What are Women's Rights?</b></p> <p>Presentation, discussion, questions and answers</p>	<p>Women's Equality Network Wales</p> <p>Progress catch up at end of 1 year</p>
<p><b>How to live more independently</b></p> <p>Workshop discussion on taking control of your everyday life</p>	<p>Cardiff People First</p> <p>Progress catch up at end of 6 months</p>
<p><b>Introduction to Jobs and learning</b></p> <p>Workshop discussion</p>	<p>Cardiff People First</p> <p>Ask individuals what they want for the future</p>
<p><b>Make up for work and interviews</b></p> <p>Practical group work</p>	<p>John Lewis</p> <p>Women come to sessions with appropriate makeup. Confidence boosting icebreakers at sessions</p>
<p><b>Clothes for work and interviews</b></p> <p>Practical group work</p>	<p>John Lewis</p> <p>Women come to sessions with appropriate clothes. Confidence boosting icebreakers at sessions</p>
<p><b>Accessible classes</b></p> <p>Guided visit to Severn Rd Centre</p>	<p>Adult Learning</p> <p>Refer individuals. Progress catch up after 6 months</p>
<p><b>How can supported work help you?</b></p> <p>Presentation, questions and answers</p>	<p>Quest</p> <p>Refer individuals. Progress catch up after 6 months</p>
<p><b>Doing your CV</b></p> <p>Practical group work</p>	<p>Quest</p> <p>Keep CV's in women's files</p>
<p><b>Joining a union at work</b></p> <p>Visit to union offices and discussion</p>	<p>UNITE the Union</p> <p>Progress catch up if women get a job</p>
<p><b>Benefits and work</b></p> <p>Presentation, questions</p>	<p>DWP</p> <p>Refer individuals. Progress catch up after 6 months</p>