

# Easy Read Wales

## Definitions dictionary

July 2019



Hawdd ei Ddeall Cymru  
**Easy Read Wales**



**Learning Disability Wales**  
**Anabledd Dysgu Cymru**

# About us

Learning Disability Wales is a national charity representing the learning disability sector in Wales. Everything that we do focuses on creating a Wales that values and includes every child, young person and adult with a learning disability.

Easy Read Wales is our accessible information service. We provide easy read information, training, guidance and resources to help people make their information accessible.

We have put together definitions dictionary to help people write their own easy read information. This list will help you to explain difficult words and terms that you cannot avoid using in your written information.

If you would like any further help, or want to find out more about what we do please visit our website or get in touch:



**Website:** [www.ldw.org.uk/easy-read-wales](http://www.ldw.org.uk/easy-read-wales)



**Twitter:** [@EasyReadWales](https://twitter.com/EasyReadWales)



**Facebook:** [@LearningDisabilityWales](https://www.facebook.com/LearningDisabilityWales)



**Telephone:** 029 2068 1160

# Contents

	Page
A .....	3
B.....	10
C.....	13
D .....	24
E.....	29
F.....	35
G .....	38
H .....	39
I .....	42
J .....	46
K.....	47
L .....	48
M .....	51
N .....	54
O .....	57
P.....	59
Q .....	67
R.....	68
S.....	74
T.....	82
U .....	85
V.....	87
W.....	90
Y.....	92
Z.....	93

# A

**Abuse**

Abuse is when someone hurts you or treats you badly.

**Access**

Access means being allowed to go somewhere. It also means you are physically able to go somewhere.

**Access Groups**

Access Groups make sure public buildings and public places can be used by disabled people.

**Accessible housing**

Accessible housing is good for disabled people to live in.

**Accessible places**

Accessible places are easy to get into or around. This includes buildings, parks and streets.

**Accessible transport**

Accessible transport is when buses, trains, stations and taxis are easy to use for disabled people.



<b>Adaptations</b>	Adaptations are changes that make a home easier to live in.
<b>Adoption</b>	Adoption is a way of finding a new family for children who cannot be brought up by their own parents.
<b>Advanced care plan</b>	An advanced care plan is when someone makes choices about what they would like to happen in the future, to plan for their end of life care needs.
<b>Adverse childhood experiences</b>	Adverse childhood experiences are bad things that happen to you when you are a child. They can have a bad effect on your life as an adult.
<b>Advice</b>	Advice is about helping you to understand information or how to do something.
<b>Advocacy</b>	Advocacy is when someone helps you and speaks up for you to: <ul style="list-style-type: none"><li>• say what you want to say</li><li>• and make things happen.</li></ul>
<b>Advocate</b>	An advocate is someone who speaks up for you to help you say what you want to say and get your needs met.

<b>Age equality</b>	Age equality is making sure everyone have the same chances, no matter what their age.
<b>Agency staff (nurses)</b>	Agency staff are nurses and other health workers who are paid through an agency. They cost more and work when needed for short amounts of time.
	<b>Alternative:</b> Agency nurses cost more and work when needed for short amounts of time.
<b>Aids and adaptations</b>	Aids and adaptations are special equipment to help you to work.
<b>Alliance</b>	An alliance means organisations working together because they have the same aims.
<b>Ambition</b>	This means you want to achieve something for yourself.
<b>Ancient monuments</b>	Ancient monuments are very old buildings, like Conwy Castle.
<b>Anonymous</b>	Anonymous means nobody will know who the information is about.
<b>Anonymous complaint</b>	An anonymous complaint means no-one will know who the complaint is from. You do not give your name.
<b>Ante-natal clinics</b>	Ante-natal clinics are where pregnant women

go to check that everything is going well in their pregnancy.

**Anti**

Anti means that you are against something.

**Antibiotics**

Antibiotics are medicines that help you get better when you have an infection. Antibiotics work by killing the germs that make you ill.

**Anti-social  
behaviour**

This is when people upset others by doing things like:

- throwing things at their house
- making a lot of noise
- staring at them in the street
- swearing loudly.

**Alternative:**

Antisocial behaviour is when people act in a way that makes others feel scared or anxious.

It includes things like:

- big groups hanging around in the street
- people shouting and being rowdy in the street
- noisy neighbours
- drinking alcohol in the street
- dumping waste.

**Anxiety**

Feeling worried or nervous.

**Apprentice**

An apprentice is a person that learns the skills of a job whilst working and getting paid.

**Apprenticeship**

An apprenticeship is when a person learns the

skills of a job whilst working. They are usually paid less because they are still learning.

**Apps**

Apps is short for applications. These are pieces of software that let you use social media on a mobile phone or tablet.

**Appropriate adult**

An appropriate adult helps children and young people when they are being questioned by police. They make sure they are ok. And they make sure children are getting their rights.

**Article**

An article is a piece of writing.

**The arts**

The arts means things like:

- Theatre
- Music
- Writing – like books, stories or poems
- Crafts – like sewing or knitting
- Art – like painting or making things out of clay
- Performance – like dancing or singing.

**Artists**

Artists are people who make art.

**Assembly Member**

Assembly Members are the people who are elected to the National Assembly. They are called AMs for short.

**Assessing (health)**

Assessing means checking a person's health to see if they need care. And what care they might need.

**Assessment (social)**

An assessment is asking you questions and finding out about you. This helps us plan your

support and understand what help you need.

**Alternative:**

Assessment is a way of finding out if someone needs help and support.

**Assessment and care planning**

Assessment and care planning is the process you go through with your local authority to see if you need care and support. What care and support you need. And how you will get it.

**Assessment of Need**

An Assessment of Need is when social services and other partners like health services look at your care and support needs and how they can be met.

**Assessor**

A person who does the assessment.

**Assisted dying**

Assisted dying is where a doctor helps a person to choose when to end their life. This is illegal in the United Kingdom.

**Assistive technologies**

These are tools that help make life easier.

**Association**

An association is a group of people or organisations joined together by the same aim.

**Asylum seeker**

Asylum seeker is someone who leaves their country to escape danger. They ask to live in another country.

**Attention deficit disorder**

Attention deficit disorder is when a child cannot keep still and finds it hard to focus on 1 thing.

**Attention Deficit Hyperactivity Disorder (ADHD)**

Attention Deficit Hyperactivity Disorder (ADHD) is when a child finds it hard to concentrate. They might also find it hard to keep still or be quiet.

**Autism**

Autism is the short name for Autism Spectrum Disorder (ASD). When people have autism we say they are autistic.

**Alternatives:**

Autism is a type of disability. People with autism may have difficulties with things like communication, being with other people, or how they think about activities and interests.

Everyone who is autistic is different. Some people need more support. Some people need less support.

People with autism may find some things difficult. Like communication, being with other people, or how they think and feel about things.

**Automatically**

Automatically means moving by itself.

**Award damages (legal)**

Award damages means the court tells a person or organisation to pay money to someone because they have been treated unfairly.

# B

**Background or culture**

Background or culture – you live in a different way, speak another language or have a different skin colour.

**BAME**

BAME means people who are black, Asian or other ethnic minorities. They may come from a different country or have different colour skin.

**Baroque**

Baroque is a style of art, music and architecture. It was popular in 1600-1750. This period is known as the Baroque period.

**Barriers**

Barriers are something that stops us doing something. Barriers can include money or where a person lives.

**Best Interests**

Anything done for a person who cannot make decisions for themselves must be in their best interests. This means thinking about what is best for the person and not about what anyone else wants.

**Best Interests Assessment**

Checking what is best for the person.



<b>Bisexual men and women</b>	People who fancy and love both men and women.
<b>Bisexual</b>	Bisexual people are attracted to both men and women.
<b>Black and minority ethnic</b>	Black and minority ethnic people from black and minority ethnic groups may come from different countries. They have different beliefs, values and cultures than most other people in their community.
<b>Blog</b>	A blog is like a diary where you can write about your opinions and thoughts online.
<b>Blood pressure</b>	Blood pressure is how fast blood moves around your body. If it moves too fast or too slow, there could be a problem.
<b>Board</b>	A group of people who make sure an organisation is run properly.
<b>Board Member:</b>	These people are chosen from the public and have the right skills. They are independent and check that the Local Health Board is doing OK.
<b>Braille</b>	Braille is information for people who are blind or have difficulty seeing things.

**British Sign Language interpreter**

A British Sign Language interpreter makes words into signs using their hands for deaf people.

**Brexit**

Brexit is the name used for Britain leaving the European Union or EU for short. The European Union is a group of countries whose governments work together.

**Budget**

A budget is the money that councils are given to pay for public services.

**Bullying**

Bullying is when 1 person or a group of people treats someone else in a bad way.

Bullying can be things like:

- Saying nasty things to you or about you
- Being ignored or left out
- Being hit, kicked or pushed
- Telling lies about you.

# C

## **Call to Plenary bell**

The Call to Plenary bell tells all the Assembly Members to go to the Siambr.

The Siambr is the name of the room where all the Assembly Members meet.

The bell goes off at 1:25pm and 1:30pm. You can plan your visit around these times if you want to.

## **Campaign**

A campaign is a way to tell people about something important. Or to try to change something, for example a policy or the way people think.

## **Candidate**

A candidate is a person who stands for election as an Assembly Member, Member of Parliament or local councillor.

## **Capacity**

Capacity is about being able to make your own decisions. If someone 'lacks capacity', it means they are not able to make their own decisions.

## **Carbon**

Carbon is a gas that is bad for our environment

<b>Carbon dioxide</b>	Carbon dioxide is a gas produced by cars and factories. It is bad and causes changes in the weather, like flooding and storms.
<b>Care and Social Services Inspectorate (CSSIW) Wales</b>	<p>The CSSIW checks the services people use. For example – they check care homes and social services. They make sure people are looked after properly.</p> <p><b>Alternative:</b></p> <p>The Care and Social Services Inspectorate Wales checks the quality of care you get.</p>
<b>Care assessment</b>	Your care assessment is done with your social worker. You work out with them what support you need.
<b>Care bundle</b>	Care bundle is a list of things used to help make patient care better.
<b>Care Co-ordinator</b>	The Care Co-ordinator will help you through the assessment. They will make sure you have the information you need. They will answer any questions you have.
<b>Care Council for Wales</b>	<p>The Care Council for Wales is an organisation that makes sure the care and support people get is good.</p> <p><b>Alternative:</b></p> <p>The Care Council for Wales trains social workers and works to improve the job they do.</p>

<b>Care manager</b>	A care manager works for social services. The care manager talks with you about what support you need.
<b>Care Pathway</b>	A care pathway says what health staff should do about a particular problem.
<b>Care Plan</b>	A Care Plan is a written document of the person's assessed needs. It sets out how and when they will be met with services and support.
<b>Care Quality Commission (CQC) England</b>	The CQC checks the services people use. For example – they check care homes, social services and hospitals. They make sure people are looked after properly.
<b>Case studies</b>	Case studies are real stories about real people. They give examples of what has worked for other people.
<b>Care Council for Wales (CCW)</b>	The Care Council for Wales works with some groups of care and support workers to make sure they have the right skills to do their jobs.
<b>Chair Person – (Arts Council)</b>	Chair is the person in charge of the Council. They check how the Arts Council of Wales spends the money from the Welsh Government and National Lottery

<b>Challenged</b>	To be challenged means being tested. Art that is challenging makes you think harder – about what it means, and how it makes you feel.
<b>Challenging behaviour</b>	<p>Challenging behaviour can be things like hitting people, breaking things or hurting yourself.</p> <p>Challenging behaviour can sometimes make it difficult to give someone care and support.</p>
<b>Champion</b>	A champion is someone who is a great supporter of a cause.
<b>Changing Places</b>	Changing Places are accessible toilets and changing rooms for people who need a lot of support.
<b>Character</b>	A character is anything that can be typed using your computer keyboard. It includes letters, numbers, spaces and symbols like full stops.
<b>Chief Executive</b>	Chief Executive is the person in charge of the staff and the work they do at an organisation.
<b>Cholesterol</b>	Your body needs cholesterol to work properly. But too much or too little can make you ill.
<b>Citizen Directed Support</b>	Citizen Directed Support means disabled people make their own choices about their support. They are in control of the support they get.

<b>Civil partnership</b>	Civil partnership is a legal contract between 2 people. It gives them legal rights as a married couple.
<b>Claimant</b>	The Claimant means the person who made the claim or complaint. In this case the Claimant is XXXXXXXXXX.
<b>Climate change</b>	<p>Climate change is big changes in the weather. For example storms getting worse than they used to be. Or having less rain in some places.</p> <p><b>Alternative:</b>  Climate means long term weather trends. Climate change is about changes to the world's weather patterns like our air and water getting warmer.</p>
<b>Code</b>	Code is another word for rule.
<b>Code of Practice</b>	A Code of Practice gives rules and advice about the law. It helps local authorities and partners do what the law tells them to do.
<b>Commissioners</b>	Commissioners decide who will get money to run public services. Voluntary and private organisations can run these services.
<b>Commissioning</b>	Commissioning is the way services are planned, organised and paid for. The person in charge of commissioning is called a commissioner.



<b>Commissioning Officers</b>	Commissioning Officers work for the council. It is their job to do commissioning properly.
<b>Commissioning Strategy</b>	The Commissioning Strategy is a plan to make sure people get the support they want and need.
<b>Commonwealth</b>	The Commonwealth is a group of countries that the UK used to rule. Such as Jamaica and India.
<b>Communication</b>	Communication is the way we give people information. It includes speaking and writing.
<b>Communities First</b>	Communities First areas get extra money and support because there a lot of people living there who are poor.
<b>Communities First and Families First</b>	Communities First and Families First are government programmes that help people and families in poorer areas of Wales.
<b>Community</b>	A community is a group of people living in the same area
<b>Community Cohesion</b>	Community Cohesion is when people living in a local area get on well together.

<b>Community Health Council</b>	<p>This is an independent organisation that helps to make local health services better. They also give free help if you have a complaint about the health service.</p> <p><b>Alternative:</b> Community Health Councils are made up of people in Wales who use NHS services. They help give the views of patients and the public about the NHS.</p>
<b>Community Service Manager</b>	<p>The community service manager is your key worker's boss.</p>
<b>Complaints</b>	<p>Complaints tell us about things that are not working.</p> <p><b>Alternative:</b> A complaint is when you tell a person or organisation that you are unhappy about something. For example about a service or the way you have been treated.</p>
<b>Complaints procedure:</b>	<p>When you are unhappy about your service, you can tell us. We will deal with your complaint in a certain way and within a certain time.</p>
<b>Complex needs</b>	<p>A person with complex needs may:</p> <ul style="list-style-type: none"> <li>• have more than 1 disability</li> <li>• have health problems</li> <li>• not use words to talk</li> <li>• behave in a way other people find difficult.</li> </ul>
<b>Conferences</b>	<p>A conference is a large meeting.</p>

<b>Confidential</b>	Confidential means what you say will not be told to everyone or to people who do not need to know.
<b>Consent</b>	Consent means you agree to do something.
<b>Constituency</b>	Your constituency is your local area represented in the National Assembly. There are 40 constituencies in Wales. For example, Caerphilly is a constituency in south Wales and Wrexham is a constituency in north Wales.
<b>Continuing NHS Healthcare</b>	Continuing NHS Healthcare means the NHS will pay for your care and support. The care and support is free. It is sometimes called CHC.
<b>Contract</b>	A contract is an agreement.
<b>Contractors</b>	Contractors are: <ul style="list-style-type: none"> <li>• People we pay to do things for us – like running some of our services.</li> <li>• People we buy things from - like equipment for our offices.</li> </ul>
<b>Convention</b>	<p>A convention is an agreement.</p> <p><b>Alternative:</b> A convention is a rule made by the United Nations. Nearly every country in the world is part of the United Nations.</p>

<b>Conwy Local Service Board</b>	Conwy Local Service Board is made up of 12 organisations that provide public services in Conwy. These include the local council, health services, police and fire service, local voluntary groups.
<b>Co-operative</b>	A co-operative is like a business that is owned and run by its members. Every member will have an equal say about how the co-operative is run.
<b>Co-ordinator</b>	A co-ordinator makes sure everyone is working together. They put students and schools in touch with employers.
<b>Co-produced / co-production</b>	This means people who use services are included in all decisions. They are seen as equal partners with professionals. It helps to make sure that everyone involved in planning or providing a service understands how important the views are of the people who use the service.
<b>Co-produced research</b>	Co-produced research means research that is done with the people the research is about. They have equal power and an equal say in how the research is done. And what should be researched.
<b>Core funding</b>	Core funding links with our policy areas to help build up an organisation so it can be strong over a longer period of time.

<b>Council for Europe</b>	The Council for Europe was set up to help countries in Europe to work together and to protect people's human rights.
<b>Councillors</b>	You vote councillors onto your local council. They decide what your community needs and how to spend the money the council has.
<b>Council of Europe Action Plan on Disability</b>	<p>The Council of Europe Action Plan on Disability is a plan on how to make things better for disabled people in Europe. The Action Plan lasts from 2006 to 2015.</p> <p>The Council of Europe is made up of 47 countries in Europe. The Council wants to make things better for everyone in Europe.</p>
<b>Counselling</b>	<p>Counselling is when someone supports you through an issue or difficult feelings and emotions you have.</p> <p><b>Alternative:</b> Counselling is when a professional gives you help and advice to deal with personal problems or worries.</p>
<b>CPR – Cardiopulmonary resuscitation</b>	When a patient's heart and breathing stops it is sometimes possible to use a special machine to restart their heart and breathing.
<b>Creative</b>	Creative means using our imagination and our own ideas to make something.

<b>Creative Industries</b>	Creative Industries are companies that work in the arts, design, computers or film.
<b>Creative partner</b>	A creative partner could be a venue or gallery where you can show your work. They will also tell people about your work
<b>Creative professionals</b>	Creative professionals work in the arts. It is their job. For example: musicians, writers for theatre, visual artists, curators, actors, dancers, sculptors and producers.
<b>Creativity</b>	Creativity is what makes the arts so exciting. It is our imagination and ideas. Artists are very good at using their creativity to make great art. We will all benefit if we have a creative Wales.
<b>Crown Prosecution Service</b>	When the police think someone has done a crime, the Crown Prosecution Service decides if that person must go to court.
<b>Culture</b>	Culture means the ideas, beliefs and behaviours shared by a group of people.

# D

## Debate

A debate is a meeting where people talk about their different opinions until they agree what to do.

### Alternative:

A debate is where different views are talked about. There may be a vote to make a decision.

## Debt

A debt is money that you need to pay someone else. For example if you have borrowed money and need to pay it back.

## Debt recovery system

Debt recovery system. We will:

- Look at how much you owe.
- Agree with you how much you have to pay.
- Agree with you when you have to pay.

## Decision Support Tool

The Decision Support Tool helps the team to make sure they have looked at all your needs. For example it will find out if you need help with:

- moving
- eating
- understanding things
- coping with your behaviour, thoughts or feelings.



<b>Decline</b>	Decline means losing jobs and businesses.
<b>Defendant (Court)</b>	The Defendant means the person or organisation that is defending the claim or complaint. In this case the Defendant is XXXXXX
<b>Definition</b>	A definition tells you what something means.
<b>Dementia</b>	Dementia is a condition that affects the brain. People with dementia have problems with memory and can be confused. It usually affects older people.
<b>Dementia Friend</b>	A Dementia Friend is someone who understands what it is like to have dementia.
<b>Dementia Friendly</b>	Dementia Friendly means making things easier for people with dementia.
<b>Democratic</b>	This means that our members vote on how the EASPD is run and they take part in jobs to help run the EASPD.
<b>Deputy</b>	Someone who has been put in charge of the person by a Court of Protection. The Deputy will help the person choose a Representative when the person is not able to make their own decisions.
<b>Depression</b>	Feeling full of self-doubt and sadness.
<b>Design</b>	Design means how things are made and how things are planned.

<b>Detained</b>	Being made to stay somewhere, usually a care home or hospital
<b>Detector</b>	A detector is a machine we use to find something - like metal.
<b>Devolved</b>	Devolved means that the UK Parliament has agreed that the National Assembly and Welsh Government can make their own decisions about important things like health and education in Wales.
<b>Develop</b>	Develop means learning and being able to do more things yourself.
<b>Diabetes</b>	Diabetes is a disease that causes a problem with the sugar levels in your blood. It can cause lots of health problems like blindness.
<b>Diagnosis</b>	A diagnosis is when a doctor looks at a person's health and behaviour and decides if they have a condition or not.
<b>Digital technology</b>	Digital technology is things like computers, cameras and sound equipment
<b>Dignity</b>	Dignity means valuing someone and treating them with respect.

<b>Diocese</b>	A diocese is a particular area looked after by a bishop or archbishop of the Church
<b>Direct Payment</b>	<p>A Direct Payment is money that social services can give people instead of a service. The person can spend the money on getting the support and services they want. This gives people more control.</p> <p><b>Alternative:</b> A direct payment is money you can be given instead of a service. You can use it to buy your own support and services.</p>
<b>Disadvantaged people</b>	<p>Disadvantaged people are people at risk of being treated unfairly.</p> <p>You could be disadvantaged for lots of reasons. For example:</p> <ul style="list-style-type: none"> <li>• your age</li> <li>• your ability</li> <li>• your race or culture</li> <li>• your religion</li> <li>• because you are a man or a woman</li> <li>• because you are disabled</li> <li>• because you are transgender</li> <li>• or because of your sexuality.</li> </ul>
<b>Disaster risk reduction</b>	Disaster means lots of people suffering and things getting damaged because of things like floods and earthquakes. Disaster risk reduction means trying to stop this happening.
<b>Discrimination</b>	Discrimination is when you are treated badly or unfairly because of your sex, race, religion, disability or sexual identity.

<b>Disciplined</b>	Disciplined is when a person gets into trouble for something they have done or said at work. It could mean they get told off or even lose their job.
<b>Diverse</b>	<p>Diverse means we are not all the same. For example people in Wales:</p> <ul style="list-style-type: none"> <li>• Come from different backgrounds and cultures</li> <li>• Have different abilities</li> <li>• Believe different things</li> <li>• Have different sexual identities</li> <li>• Make different choices about how they live their lives</li> <li>• Are different ages.</li> </ul>
<b>Diversity</b>	Diversity means people are not all the same. For example, people come from different backgrounds, make different choices or are good at different things.
<b>Domestic violence</b>	Domestic violence is any behaviour that causes harm to someone. It is carried out by a partner, ex-partner or family member. It can happen to anyone.
<b>Double or multiple discrimination</b>	<p>Double or multiple-discrimination means someone is treated badly for more than one reason.</p> <p>For example, a disabled person who comes from another race or culture may find it even harder to get a job.</p>
<b>Draft</b>	Draft means it can still be changed.

**Draft Bill**

A draft Bill is the words of a proposed law. It has not yet been introduced in government. This means I can change it if I want to.

It will then be called a Bill when it is being looked at by government. The government can change the Bill.

If the government agrees to the Bill, it will then become an Act.

**Duty  
Department for  
Work and Pensions  
(DWP)**

A duty is something you have to do by law. Department for Work and Pensions of DWP is in charge of the benefits system.

# E

<b>EASPD</b>	EASPD is the European Association of Service Providers for People with Disabilities.
<b>Ecosystem</b>	Ecosystem is an area where all the plants and animals depend on each other and the environment. Such as a river has fish with plants they eat and both need clean water.
<b>Electoral Commission</b>	The Electoral Commission is the organisation that checks that political parties follow the rules. They check that elections are run properly.
<b>Electoral Register</b>	The Electoral Register is a list of people who live in an area. If you are not on the register you cannot vote.
<b>Eligible</b>	Eligible means you have the right to support because you meet all the checks.
<b>Emotional problems</b>	Emotional problems are when someone may not want to talk or be with anyone. Or they may lose their temper and argue a lot.
<b>Employers</b>	Employers are organisations that pay people to work for them.

<b>Empowering</b>	This means they give people the power to be confident and get what they want from life.
<b>End of life care</b>	End of life care is like palliative care that happens near the end of someone's life.
<b>Engagement</b>	Engagement is another word for taking part.
<b>Environment</b>	The environment is where we live. It includes the land, the sea, the air, and everything that lives in and on it. For example: plants, animals and fish.
<b>Equal Opportunities</b>	Equal Opportunities means everyone has the same chances.
<b>Equal Pay</b>	Equal pay is when women and men get paid the same for doing the same job or a job that is similar.
<b>Equality</b>	Equality means treating people fairly and making sure they have the same chances in life.
<b>Equality Act (2010)</b>	<p>The Equality Act (2010) is a law to make sure everyone has the same chances.</p> <p><b>Alternative:</b></p> <p>The Equality Act says everyone has the right to:</p> <ul style="list-style-type: none"> <li>• be treated fairly</li> <li>• have the same chances in life as others</li> <li>• be free from discrimination.</li> </ul>



<b>Equality and Inclusion Grant</b>	The money we give to voluntary groups.
<b>Equality duties</b>	The equality duties are a list of important tasks in the Equality Act. They say what public services have to do to make sure they are treating everyone fairly.
<b>Equality Duty</b>	The Equality Duty covers public organisations. They provide services for the government and must treat people fairly.
<b>Equality and Human Rights Commission (EHRC)</b>	Equality and Human Rights Commission or EHRC makes sure that people are treated fairly and have the same chances as others.
<b>Equality Impact Assessments</b>	Equality Impact Assessments check that the things we do treat everyone fairly.
<b>Equality objectives</b>	Equality objectives are the important things to make Wales a fairer place to live.
<b>Equality Plan</b>	An Equality Plan is a plan that says what we will do to make sure we do not discriminate against people.
<b>Equality, Inclusion and Human Rights</b>	Equality, Inclusion and Human Rights are about everyone in Wales being treated fairly and having the same chances, especially groups of people protected in law.
<b>Ethnicity</b>	Ethnicity is a person's race or background. For example black, white or Asian.

**Europe 2020**

Europe 2020 is a plan to help make Europe more inclusive and sustainable.

**European Disability Strategy**

The European Disability Strategy says what should be done to make sure all disabled people in Europe can do things everyone else can.

**European Parliament**

European Parliament makes the laws in the European Union.

The European Parliament elections are where people in Europe vote for the person they want to represent them in European Parliament.

**European Semester**

The European semester is where the people in power in Europe and the member countries of the European Union get together to talk about goals for Europe.

**European Social Policy**

Social Policy is laws and guidelines that make sure people can live full lives in their community.

It includes rules about:

- benefits
- housing
- social services
- health.

**European Union**

The European Union is a group of countries whose governments work together.

<b>Exhibitions</b>	Exhibitions are where you display art for an audience, like at an art gallery.
<b>Experiment</b>	Experiment means to try out things to see if you can find out something new.
<b>Exploit</b>	To exploit someone is to treat them unfairly. For example not pay them as much as others. Or make them do more work than others.
<b>Exploitation</b>	Exploitation is when you treat someone very unfairly. Such as making them work long hours for very little money.

# F

## **Facilitator**

A facilitator is a person who helps a group of people talk through things and work together.

## **Financial assessment**

A financial assessment looks at:

- The money you have to live on every week.
- How much you have to pay for things like rent and council tax.
- How much you have in savings.

## **Fitness to practise**

Being fit to practise means that a person has the skills and knowledge to do their job safely and properly.

## **Flexible List Proportional Representation (Voting system)**

In this system voters choose from a list of political parties and candidates.

Parties choose what order their candidates are listed. Voters can choose to vote for the party's order. Or voters can vote for their favourite candidate.

If enough voters choose the same candidate, that candidate goes to the top of the list. If not enough voters choose the same candidate, then candidates stay in the order chosen by the party. This is used to choose which candidates get the seats

<b>Flexible working</b>	Flexible working means you can work your hours when it is best for you. You may want to start work early and finish early.
<b>Flu</b>	<p>Flu is an infection caused by germs. It causes things like:</p> <ul style="list-style-type: none"> <li>• a fever</li> <li>• aching body</li> <li>• headaches</li> <li>• coughs</li> <li>• sore throats.</li> </ul>
<b>Flu vaccine</b>	A flu vaccine is a medicine that helps stop you getting ill from flu. It can help stop you spreading the infection to other people.
<b>Flying Start</b>	Flying Start supports families with young children in poor communities. It offers classes for parents, free nursery places and extra healthcare.
<b>Focus group</b>	<p>A focus Group is a group of people with an interest in something. They meet to talk about certain Issues or decide on an answer to a question.</p> <p><b>Alternative:</b></p> <p>A focus group is a group of people that meet to talk about their ideas and experiences. They give feedback on something.</p>
<b>Forced marriage</b>	Forced marriage is when one or both people do not give consent to get married.

<b>Formal complaint</b>	To make a complaint formal, you must fill in our complaints form.
<b>Forums</b>	A forum is a meeting where everyone can speak and share ideas.
<b>Frontline staff</b>	Frontline-staff work directly with the public. They could be nurses and doctors in Accident and Emergency Departments, social workers, housing officers and teachers.
<b>Fuel poverty</b>	Fuel poverty is when you cannot afford to heat your home. This can make you ill.
<b>Funded Nursing Care</b>	Funded Nursing Care is extra money to pay for nursing care if you live in a nursing home.
<b>Funder</b>	The organisation that gives money to provide the service.
<b>Funding</b>	Funding is money that organisations can get to help them do their work.
<b>Future generations</b>	Future generations are the people who live in Wales in the future. It is our children and grandchildren.

# G

<b>Gay man</b>	A man fancying and loving other men.
<b>General Medical Council (GMC)</b>	The General Medical Council helps to keep patients safe. It also tries to make health care and training better.
<b>Government:</b>	The Government makes laws and policies. It is responsible for many issues, including health, education, economic development, culture, the environment and transport.
<b>Grant</b>	<p>A grant is money that we give to artists to help them make their art.</p> <p><b>Alternative:</b> A grant is money that Creative Professionals can get to help them make their art or help make art happen.</p>
<b>Guidance</b>	Guidance is advice and information that will help you to understand things.
<b>Guidelines:</b>	A set of rules giving guidance on how to work.
<b>Gypsies and Travellers</b>	Gypsies and Travellers can come from different backgrounds, other countries or cultures. Some live on special sites and some move from place to place.

# H

<b>Harassment</b>	Harassment is behaviour that upsets someone - for example being bullied.
<b>Hardship</b>	Hardship is when you do not have enough money to pay for the things you need.
<b>Hate Crime</b>	Hate Crime is being harassed or attacked because people think you are different.
<b>Hate incidents</b>	<p>Hate incidents are when someone is nasty to you because of who you are. Hate incidents include:</p> <ul style="list-style-type: none"><li>• being called names</li><li>• being attacked or hurt</li><li>• your house or things being damaged.</li><li>•</li></ul>
<b>Health Commission Wales</b>	This is part of the Welsh Government and gives advice to the National Health Service.
<b>Health Inspectorate Wales (HIW)</b>	Health Inspectorate Wales (HIW) checks NHS services in Wales. It makes sure services are safe and give people the best care.
<b>Health Intervention Plan</b>	A health intervention plan will support you to look after your health.



<b>Heritage</b>	Heritage is the things that make us Welsh.
<b>Heterosexual</b>	Heterosexual - women who are attracted to men or men who are attracted to women.
<b>HM Revenue and Customs</b>	HM Revenue and Customs is a UK government department responsible for collecting tax.
<b>Honour Based Violence</b>	Honour based violence is when someone is punished for their behaviour by their family or community because it is thought they have brought shame on the family.
<b>Honour crimes</b>	Honour crimes are when someone is punished because they have gone against what their family or community want. This can include being murdered.
<b>Hospice</b>	A hospice is a place where people who are very ill or dying sometimes stay.
<b>Household waste</b>	Household waste is the rubbish you put in your bin at home.
<b>Housing Adaptations</b>	Housing adaptations are when things are done to a house to make it easier to live in.
<b>Housing associations</b>	Housing associations rent out houses and flats.
<b>Human rights</b>	Human rights are rights that every person has. For example the right to be alive and the right to get an education.

**Human trafficking** Human trafficking is when people are brought into Wales from another country and are forced to work with little or no pay.

# I

<b>Imagination</b>	Imagination is when we use our mind to think of new ideas.
<b>Immunisations</b>	Immunisations are injections or medicines to help stop people getting certain illnesses.
<b>Immunised</b>	Immunised means having an injection to stop you getting some illnesses and diseases.
<b>Impact Assessments</b>	Impact Assessments look at how our work affects different groups of people.
<b>Inclusion</b>	Inclusion means everyone can take part, and everyone has a fair chance.
<b>Inclusive</b>	Inclusive means everyone is involved.
<b>Inclusive community</b>	To be Inclusive is important. It means everyone can take part, and everyone has a fair chance. A community is a group of people living in the same area.
<b>Inclusive Futures Champions</b>	Inclusive Futures Champions and Young Ambassadors are sportspeople who encourage others to get involved.

<b>Independent</b>	Independent means doing things for yourself and making your own decisions.
<b>Independent tribunal</b>	An independent tribunal is a group led by a judge who can look at decisions made about benefits. They are totally separate to the people who make the decisions.
<b>Individual</b>	An individual is a person who needs the support of social care professionals.
<b>Individual Education Plan (IEP)</b>	An Individual Education Plan or IEP says what extra support a student needs to learn. It says what teachers need to do to plan and support the student.
<b>Infection</b>	An infection is when you get a bug that makes you ill.
<b>Informal or local complaint</b>	An informal or local complaint means talking to a member of staff about your problem.
<b>Information</b>	Information is about being told the things that you need to know.
<b>Information Commissioner's Office</b>	The Information Commissioner's Office makes sure that information kept about people is used properly.
<b>Injunction (legal)</b>	An injunction is a court order that means a person or organisation must either do something or stop doing something.

<b>inquest</b>	An inquest looks into why a person died.
<b>Inspected</b>	Inspected means checking services to make sure they provide good quality.
<b>Inspiration</b>	Inspiration is making you want to do something creative.
<b>Interpretation</b>	Interpretation means changing a person's words into another language. This means that people who speak different languages can understand each other.
<b>Institutions</b>	<p>Institutions are places where disabled people are forced to live apart from non-disabled people.</p> <p>When disabled people live in institutions they do not have control over their own lives. They are not free to make their own choices.</p>
<b>Insurance</b>	Insurance is when a company agrees to cover the loss or breakage of items in return for a fee.
<b>Intermediate Care Services</b>	Intermediate Care Services means that different health and social care organisations work together in the Western Bay area. They work together to support people to live in their own homes.
<b>Investigate</b>	Investigate means looking into what happened.

## **INVESTT**

INVESTT stands for 'Inclusive Vocational Training and Specialised Tailor Made Training'.

- Inclusive means 'everyone together'.
- Vocational training means what you learn to get a job.
- Tailor made means special for each person.

# J

## **Job sharing**

Job sharing is where 2 or more people share the work of 1 job role.

## **Joint commissioning**

Joint commissioning is when 2 or more organisations work together to plan and organise services.

# K

## **Key Worker**

Your key worker supports you to make plans to do things you enjoy. We will check the plans are working for you.



# L

## **Laboratory**

A laboratory is a place where scientists work. They do tests on things like blood to find out about diseases.

## **Landlord**

Your landlord owns the house you live in. You pay them rent. They must fix things when they go wrong.

## **Lasting Power Of Attorney**

A person gives another person the right to make decisions when they can't make decisions themselves about how and where they are treated and cared for.

## **Law Commission**

The Law Commission looks at the law and suggests changes to make it better. They are an independent organisation.

## **Lay Advocacy**

This is a more casual type of advocacy where advocates are people someone knows in their community and may help them over a short period of time.

## **Lead Creative Schools**

Lead Creative Schools will show how well the arts can be used to help children do better.

## **Leadership**

Leadership is about guiding people to get things done.

<b>Learning Disability</b>	People with a learning disability find it hard to learn some things.
<b>Lease</b>	A lease means the building in which your flat is in is still owned by the landlord, but you own the flat and can live in it for a long time by paying a fee.
<b>Legal Aid</b>	Legal Aid is money that helps people who cannot afford the fees to be protected by the law.
<b>Legal Rights</b>	Legal Rights mean If someone breaks the law, you can use your legal rights to take them to court.
<b>Lesbian women</b>	Women who fancy and love other women.
<b>Liberty</b>	Being free to do the things you want to do and live where you want to live.
<b>Literacy And Numeracy</b>	Literacy and Numeracy means being able to read write and understand numbers.
<b>Loan</b>	A loan is when you borrow money. You must pay the money back.
<b>Loan Shark</b>	A loan shark lends money to people. They charge a lot of money when people pay back the loan. When they do this they are breaking the law.

<b>Local Authority:</b>	The local authority is your council. They provide lots of services in your area like social services, education, roads, lighting and rubbish collection.
<b>Local Councillors</b>	Local Councillors make sure that council services meet your needs.
<b>Local elections</b>	Local elections are where you vote for who you want to run your local council.
<b>Local government</b>	Local councils are your local government.
<b>Local Health Board</b>	The Local Health Board is in charge of health services in your area.
<b>Local or Informal Complaint</b>	A local or informal complaint means talking to a member of staff about your problem.
<b>Looked After Children</b>	Looked After Children cannot live with their families. They are cared for by Social Services either with Foster Families or in a Children's Home.
<b>Loop system</b>	A loop system is a special type of sound system to help people with hearing aids, hear more clearly.

# M

**Magistrate**

The magistrate is the person in charge of what happens in court.

**Management Committee:**

The management committee is made up of trustees who are given the power to make and carry out important decisions for the organisation.

**Managing Authority**

This is the hospital or care home.

**Manifesto**

A manifesto is the name for a written document that a group uses to tell everyone:

- What it stands for
- What it wants to happen

**Marie Curie Research Centre**

Marie Curie Research Centre is a place where they find ways to understand and improve care for patients.

**Mass unemployment**

Mass unemployment is when lots of people lose their jobs at once, usually because a big company has shut down or become much smaller.

**Maternity**

Having a baby.

<b>Medication</b>	Medication is tablets or other medicine your doctor has given you.
<b>MEND</b>	MEND supports children to get healthy and fit in 10 weeks.
<b>Mental Capacity Assessment</b>	Checking whether someone is able to make their own decisions or not.
<b>Mental Health</b>	How someone is feeling in their mind.
<b>Mental Health Assessment</b>	Checking what the person's state of mind is like.
<b>Mental Health Problems:</b>	<p>This is when you are not feeling well in your mind and thoughts. Mental health problems are things like:</p> <ul style="list-style-type: none"> <li>• <b>Depression</b> – feeling full of self-doubt and sadness.</li> <li>• <b>Anxiety</b> – feeling worried or nervous.</li> <li>• <b>Dementia</b> - a condition that affects the brain. People have problems with memory and can be confused. It generally affects older people.</li> </ul>
<b>Mentor</b>	A mentor is someone who will support you as you learn on the project.
<b>Midwife</b>	A midwife is a nurse who helps a woman through pregnancy and having a baby.

<b>Minority ethnic</b>	Minority ethnic is a particular race of people. There are fewer of them than other people. For example, Indian people are a minority ethnic group in Wales.
<b>Mitigate any losses (Legal)</b>	Mitigate any losses means try <b>not</b> to make things worse.
<b>Mixed Member Proportional (MMP) system</b>	<p>The Mixed Member Proportional system is a way of organising how a parliament is made up of elected members. It is easier to call it the MMP system.</p> <p>In the MMP system you have 2 votes. Your 1st vote is for the person you want to represent your constituency. The 2nd vote you get is for a political party to represent your region.</p>
<b>Mortgage</b>	<p>A Mortgage is money from a bank or building society that they lend you.</p> <p>You pay back an amount every month plus interest.</p>
<b>Music industry</b>	<p>The music industry is the business of:</p> <ul style="list-style-type: none"> <li>• Making music – artists who write their own music</li> <li>• Performing music – at a concert, or a festival</li> <li>• Recording music – at a recording studio</li> <li>• Selling music – for example, on CD, or online</li> </ul>
<b>Musicians</b>	Musicians are people who make music. They sing or play an instrument – on their own or as part of a group.

# N

## **National Assembly for Wales**

The National Assembly for Wales is the parliament for Wales. It has 60 elected Assembly Members who

- make laws.
- decide how much some taxes will be in Wales.
- check that Welsh Government are doing a good job.

## **National Eligibility Framework**

The National Eligibility Framework is a way of deciding whether someone can get services depending on whether their needs are:

- Very high
- High
- Medium
- Low.

## **National Minimum Standards**

National Minimum Standards are rules that set out how services should be provided to make sure they are of good quality.

## **National Minorities**

Groups of people, who are different from most people in a country - because they speak a different language, or have different beliefs.

## **National Public Health Service:**

Helps to improve the health and well-being of people in Wales.

<b>National Park</b>	A National Park is an area that is protected because of its beautiful countryside, wildlife and history.
<b>National Strategy</b>	A National Strategy is a set of rules the Government makes that everyone should follow.
<b>Natural Resources</b>	Natural resources are things in the environment we can use. For example: water to drink, food to eat, air to breathe, wind and water to make energy.
<b>Neglect</b>	Neglect is when someone does not look after you properly.
<b>Neighbourhood Watch Teams</b>	Neighbourhood Watch Teams work with the Police to make the community a safer place to live. They encourage people to look out for each other.
<b>Neurodevelopmental disorder</b>	A developmental disorder is when something goes wrong with how the brain develops.
<b>New technology</b>	New technology means things like the internet, smartphones and tablet computers.
<b>NHS or National Health Service</b>	The NHS or National Health Service looks after our physical and mental health – our bodies and our minds.
<b>NHS Trust:</b>	These are the organisations that run the hospitals.



**Non-Residential  
Social Services**

Non-Residential Social Services support people to live at home and in the community. These services include day care services and personal care in your home.

**Nursing and  
Midwifery Council**

The Nursing and Midwifery Council helps make sure nurses and midwives give good care.

# O

<b>Obese</b>	Obese means having too much fat in your body. It can cause other health problems like Diabetes, Stroke or Arthritis.
<b>Objectives</b>	Objectives are the things we want to do over an agreed time.
<b>Offence</b>	An offence is something that is against the law.
<b>Offender</b>	An offender is the person who commits the hate crimes.
<b>Older People's Commissioner for Wales</b>	The Older People's Commissioner for Wales is responsible for finding ways to make life better for older people.
<b>Ombudsman</b>	An Ombudsman is someone independent who will look into your complaint.
<b>Organ Donor Register</b>	The Organ Donor Register is a list of everyone who has said that when they die they would like their organs to be given to someone who needs them

<b>Organ Transplant</b>	Organ transplant is when someone has an operation to put in a new organ that works properly. The doctors get the organ from someone who has just died.
<b>Organs And Tissues</b>	<p>Organs and tissues are parts of our body that keep us alive and feeling well.</p> <p>Organs are things like:</p> <ul style="list-style-type: none"> <li>• Heart – it keeps blood moving round your body</li> <li>• Lungs – they help you to breath</li> <li>• Liver – it looks after your blood</li> <li>• Kidneys – clean your blood</li> </ul> <p>Tissues are things like:</p> <ul style="list-style-type: none"> <li>• Bones – help you move</li> <li>• Arteries and veins – tubes that blood moves through</li> <li>• Skin – keeps dirt and germs out of your body</li> </ul>
<b>Outcome</b>	An outcome is the result someone can expect from getting a good quality service.
<b>Outdoor activities</b>	<p>Outdoor activities are things you do in your spare time for fun, to make you feel good and to learn. This includes:</p> <ul style="list-style-type: none"> <li>• Walking</li> <li>• Having a picnic</li> <li>• Sight seeing</li> <li>• Bird watching</li> <li>• Fishing</li> <li>• Horse riding</li> <li>• Cycling</li> <li>• Boating and canoeing</li> <li>• Camping.</li> </ul>

# P

## **Palliative Care**

Palliative care is when someone gets care when they are suffering an illness that could end their life.

### **Alternative:**

Palliative care is care to help with symptoms and make life more comfortable as their illness or condition gets worse.

## **Parental responsibility**

Parental responsibility means a person has the legal right to make important decisions about a child's life.

## **Participation**

Participation means taking part and being involved in decisions.

### **Alternative:**

Participation means being involved and:

- having a say in how our services are run
- being listened to
- making choices about things that affect you.

<b>Partner projects</b>	Partner projects have money from other places as well.
<b>Partners</b>	Partners are other organisations who work with us – like community groups, small businesses and employers.
<b>Partnerships</b>	A partnership is when people team up to get things done.
<b>Pathway</b>	A pathway is a document. It sets out what services are available and how people can get them.
<b>Patient</b>	People who use health services.
<b>Peer Advocacy</b>	Peer Advocacy is when a disabled person speaks up for another disabled person.
<b>Peer researchers</b>	Peer researchers are people who help carry out research. And have experienced the issue being researched.
<b>Peer Support</b>	Peer support is about a group of people helping each other.
<b>People From Black And Ethnic Minority</b>	People from Black and Ethnic Minority communities may come from another country or have a different skin colour.
<b>Person Centred</b>	Person centred means putting the person at the centre of planning for their lives.

<b>Person Centred Planning</b>	Person centred planning means putting the person at the centre of planning for their lives.
<b>Person Centred Technology</b>	Any equipment that helps disabled people lead their lives more independently.
<b>Person Centred Technology</b>	Equipment to help you do things for yourself. For example, a hoist to lift you out of bed or a computer to help you speak.
<b>Personal circumstances</b>	Personal circumstances are facts about your life that make things the way they are.
<b>Personal outcomes</b>	Personal outcomes are what matters to you and what you want to do with your life.
<b>Personalised technology</b>	Personalised technology is any equipment or technology that helps you lead your life more independently. For example, a hoist to lift you out of bed or a computer to help you speak.
<b>Physical Disability</b>	Physical disability. People who find it hard to move around. They may use a wheelchair.
<b>Pilot projects</b>	Pilot projects are small projects which test ideas or ways of working.
<b>Planning application</b>	A planning application is a way of asking for permission to build something new or add something to a building.

<b>Pleaded (Legal)</b>	Pleaded means sent a written statement to the court to make a legal claim.
<b>Policies</b>	<p>Policies are written documents that say the rules about how we do things.</p> <p><b>Alternative</b> Government produce policies which look at the ways they require people to work and often include plans for action.</p>
<b>Policy</b>	A policy is a set of rules about how we do things.
<b>Policy seminars</b>	Policy is a set of rules about how we do things. A seminar is a meeting for learning and sharing information.
<b>Political party</b>	<p>A political party is a group who agree how to make life better for people. They come together and have a candidate for an election. In Wales political parties include:</p> <ul style="list-style-type: none"> <li>• Plaid Cymru</li> <li>• UK Independence Party (UKIP)</li> <li>• Welsh Conservatives</li> <li>• Welsh Labour</li> <li>• Welsh Liberal Democrats</li> </ul>
<b>Pollution</b>	Pollution happens when we use chemicals to make things. Chemicals can make us ill and harm the environment.

<b>Polling station</b>	A Polling station is the building where you go to vote. It is usually somewhere like a school or community centre.
<b>Pop-up café</b>	A pop-up café is when someone runs a café for a short time somewhere.
<b>Positive Behavioural Support (PBS)</b>	Positive Behavioural Support (PBS) is about understanding why a person behaves in a challenging way. There is usually a reason or problem that causes someone to behave in a certain way. PBS tries to sort out problems.
<b>Post 2015 plan</b>	The post 2015 plan is a plan written by the United Nations to make the world a better place for everyone living in it. And to look after it for the future.
<b>Potential</b>	Potential means being the best you can.
<b>Poverty</b>	Poverty is not having enough money to pay your bills to feed yourself and your family, to heat your home, to buy the things you need and to get around.
<b>Prejudice</b>	Prejudice is not liking someone before you even meet them because of who they are.
<b>Pressure ulcers</b>	Pressure ulcers are sores on your skin. You get them if you have to spend a long time in bed lying on one part of your body.



<b>Primary Care:</b>	These are health services in the community such as doctor, dentist and optician.
<b>Principles</b>	Principles are a set of rules that help us to know how to behave and work.
<b>Priorities</b>	Priorities are the things that are most important.
<b>Priority</b>	A priority is something that needs to be done first.
<b>Private Sector</b>	<p>The Private Sector includes business and companies that provide a service and aim to make a profit.</p> <p>The Public Sector provides services to the public. For example education, social services, health and housing.</p>
<b>Production</b>	<p>Production is the art of putting on a big event. For example, this can be:</p> <ul style="list-style-type: none"> <li>• a drama</li> <li>• a dance</li> <li>• a concert</li> <li>• an exhibition – when you display art for an audience, like at an art gallery</li> </ul>
<b>Programme For Government</b>	Brings together our plans to make Wales a better place to live.

**Project funding** Project funding pays for certain pieces of work that the group does.

**Projects** Projects help us:

- find out new things
- share information
- and find new ways of working

**Promoters** Promoters are people who put on concerts. Or who work at telling lots of people about an artist or a concert

**Public Bodies** Public Bodies advise the Welsh Government on public services. The Care Council for Wales and Local Health Boards are Public Bodies. They give advice on Health Care and Social Services.

**Alternative:**

Public bodies are organisations that get money from Welsh Government to run services for people in Wales.

Public bodies are organisations that give services to the public. They have money from Welsh Government to run. But they are not part of Welsh Government.

**Public Organisations** Public Organisations run services for the government, like schools, hospitals and Social Services.

<b>Public Sector</b>	<p>The Public Sector provides services to the public. For example education, social services, health and housing.</p> <p><b>Alternative:</b></p> <p>The public sector is all of the services paid for by the government. Services like:</p> <ul style="list-style-type: none"> <li>▪ the police</li> <li>▪ councils</li> <li>▪ schools</li> <li>▪ health</li> </ul>
<b>Public sector landlord</b>	A public sector landlord means your home is owned by the Council, the NHS or a housing association.
<b>Public services</b>	Public services are services paid for by Government. For example: local councils, the NHS, police and fire and rescue.
<b>Public Services Boards</b>	Public Services Boards were set up in each area of Wales. They make sure work is being done on the well-being goals.
<b>Public Services Ombudsman</b>	The Public Services Ombudsman for Wales looks into complaints about the NHS and other public services.
<b>Public Transport Public:</b>	Public transport is things like buses and trains. Everybody who lives in the community.

# Q

## **Qualification**

Qualification means passing a test. If you have a qualification you have a better chance of getting a good job. Employers know that you are good at what you do.

## **Questionnaire**

A Questionnaire is a form which asks you questions about the services you use or would like to use.

Lots of people are asked to fill in the form. Someone will then read all the forms so they can see what everyone thinks.

# R

**Race**

People who come from other countries or cultures, who may live in a different way or have a different skin colour.

**Race/Racism**

Racism is unfair or nasty treatment of people because they belong to a particular race.

**Reasonable**

Reasonable means making things:

- not too difficult and
- not too expensive.

**Reasonable  
Accommodation**

Reasonable accommodation means making things easier so disabled people can be included.

Reasonable means making things:

- Not too difficult and
- Not too expensive.

Accommodation means changing:

- How we do things
- How we build things
- How we plan things
- How we behave

**Reasonable adjustments**

Reasonable adjustments are changes that places and services can make to make sure everyone is able to use them. For example putting ramps in buildings for wheelchair users. Or giving information in easy read.

**Recession**

Recession is a period of time when there is less money to go around. This means:

- there are a lot of people out of a job
- people buy fewer things so businesses lose money
- the value of things and of services goes down.

**Recycling**

Recycling is when we turn our rubbish in to something we can use again.

**Refuge**

A refuge is a special house where people can go and stay if they are in danger from violence or abuse.

**Refugee**

Someone who has been forced to leave their country. This may be because of a war or they have had their life threatened.

**Refund**

A refund is where we pay back money you have paid us.

**Regenerate**

Regenerate means improving and developing areas that are in decline so they are as good or better than what they used to be.

<b>Regenerate</b>	Regenerate means improving and developing areas that are in decline so they are as good or better than what they used to be.
<b>Regional Partnership Boards</b>	There are 7 Regional Partnership Boards in Wales. They are groups of people from local health boards and local councils. They work together to make sure health and social care services in their areas are planned well.
<b>Regional Quality Framework</b>	Regional Quality Framework means the rules that care homes must follow to give the best care and support.
<b>Regions</b>	There are 5 regions in Wales: <ul style="list-style-type: none"> <li>• North Wales</li> <li>• Mid and West Wales</li> <li>• South Wales West</li> <li>• South Wales Central</li> <li>• South Wales East.</li> </ul>
<b>Registered</b>	Registered means that services have to be of good quality and be on a list held by Care and Social Services Inspectorate Wales.
<b>Registered Manager</b>	The Registered Manager is in charge of our services.
<b>Register to vote</b>	This is when you have your name on a list of people allowed to vote.
<b>Regulations</b>	Rules the Welsh Assembly Government have produced to make sure things happen in the best way possible.

<b>Rehab</b>	Rehab is the care and support you get after an illness or accident to help you get back to full health.
<b>Religion or belief</b>	A person's beliefs may mean they have to do certain things or dress in a certain way.
<b>Remedy (Legal)</b>	The Remedy is the legal answer to a person's claim. It is what a court decides to make sure the person gets their rights in law.
<b>Renewable energy</b>	Renewable energy is making electricity using the sun, water and wind.
<b>Renovation</b>	Renovation means to repair and improve something.
<b>Represent</b>	Represent means speaking up for others.
<b>Representative</b>	Someone who speaks up for the person and supports them when their liberty has been taken away.
<b>Research</b>	Research is finding things out.



<b>Research and development</b>	Research and development helps artists to try new ways of working.
<b>Researcher</b>	A researcher is someone who looks for new information about something to help people know more about it.
<b>Research project</b>	A research project is where people spend time collecting information to find out new things – so they can make things better for disabled people.
<b>Resources</b>	Resources are useful things we have or things we own. For example buildings, vehicles, information, money and staff.
<b>Respect</b>	Respect means accepting people for who they are and what they believe.
<b>Responsible Individual</b>	The Responsible Individual is in charge of providing the service at an organisation. It is an important job. Every organisation must tell the Care and Social Services Inspectorate for Wales who their Responsible Individual is.
<b>Restorative justice</b>	Restorative justice is when children and young people are helped to understand what they did. And work to make it right for those harmed.

**Restraint**

Restraint is holding people carefully to stop them. Staff have to be trained before they can use restraint.

**Rights**

Rights are things you are allowed to do: For example - you have the right to get married and the right to vote.

Rights tell us how we should be treated. For example - you have the right to be treated with respect. Other people have rights as well. For example - you must treat other people with respect.

**Rural**

Rural means in the countryside.

# S

<b>Safeguarding</b>	Safeguarding means keeping people safe from harm and abuse.
<b>Safeguarding Adults</b>	Safeguarding adults means keeping people safe from abuse.
<b>Scholarship</b>	A scholarship is a type of grant that help you further your education
<b>School Governors</b>	School Governors help to run schools. They check that schools treat people fairly and spend their money properly.
<b>Screening</b>	Screening means checking people for some types of cancer and other health problems. When cancer and health problems are found early they are easier to treat.
<b>Screening programmes</b>	NHS screening programmes offer different tests to check people for some types of cancer and health problems.
<b>Segregated</b>	Segregated is when people are kept apart.

<b>Self-Advocacy</b>	This is when a child or young person is able to speak up for themselves
<b>Self-Directed Support</b>	Self-directed Support means that people can choose how they get support and where they get it from.
<b>Sensory disabilities</b>	This means people who may have problems with seeing, hearing or speaking.
<b>Sepsis</b>	Sepsis is also known as blood poisoning. It is caused by an infection or an injury. It is very serious and can lead to death.
<b>Service providers</b>	Service providers are the people who are paid to run services.
<b>Services</b>	<p>Services are things like:</p> <ul style="list-style-type: none"> <li>• Your doctor's surgery</li> <li>• Your local sports centre</li> <li>• Community transport</li> <li>• Supported housing</li> </ul>
<b>Services User Groups And Networks</b>	<p>Services User Groups and Networks are groups of people who use services.</p> <p>The groups get together to talk about the services they use and then tell the council or service provider what they think.</p> <p>Some people do not like the words "service user" so your group will probably have its own name</p>

**Sexual identity**

Sexual identity - this is being a:

- lesbian - a woman who fancies and loves other women
- gay man - a man who fancies and loves other men
- bisexual - a person who fancies and loves both men and women.
- heterosexual - a woman who fancies and loves men and a man who fancies and loves women.

**Sexual violence**

Sexual violence can happen to anyone. It is a sex act done to someone when they do not agree to it. It is against the law.

**Siambur**

The Siambur is the name of the room where Assembly Members meet.

**Single Transferable Vote (STV)**

In this system voters rank the candidates in the order they like them best. For example, number 1 would be their favourite candidate. Number 2 would be their 2nd favourite.

Each constituency would choose more than 1 person to represent them.

**Slavery**

Slavery is when someone owns a person. They may make the person work for very little money. The person is not free to go where they want.

**Social Enterprise**

A social enterprise is a company that uses some of its money to help people and communities.

<b>Social Care</b>	Social care is when people have support to live in their home. Social care is also day centres and social workers.
<b>Social Care Professionals</b>	<p>Social care professionals are people like:</p> <ul style="list-style-type: none"> <li>• Social workers</li> <li>• Student social workers</li> <li>• Workers in a children's home</li> <li>• Bosses of care homes for adults</li> <li>• Bosses of people who support people in their homes</li> </ul>
<b>Social care workers</b>	<p>Social care workers include:</p> <ul style="list-style-type: none"> <li>• social care workers</li> <li>• student social care workers</li> <li>• workers in a children's home</li> <li>• bosses of care homes for adults</li> <li>• bosses of people who support people in their homes</li> </ul>
<b>Social Enterprises</b>	Social enterprises are businesses that are set up to help people or an area. Any money made is put back into the business.
<b>Social enterprises and co-operatives</b>	Social enterprises and co-operatives are 'not for profit' organisations. They put the money they make back into the business.
<b>Social Housing</b>	Social housing is homes that are affordable to people with not much money

<b>Social Landlords</b>	Social landlords provide social housing. People pay them rent and they look after their homes.
<b>Social media</b>	Social media is websites like Facebook, Twitter and Instagram.
<b>Social Model of Disability</b>	The Social Model of Disability says that the way society works can stop disabled people from doing things non-disabled people do.
<b>Social network</b>	<p>A social network is a website where you can:</p> <ul style="list-style-type: none"> <li>• Share photos and videos</li> <li>• Find out interesting things that are happening</li> <li>• Speak to people.</li> </ul>
<b>Social Policy</b>	<p>Social Policy is all the laws and guidelines that make sure people can live full lives in their community. It includes rules about:</p> <ul style="list-style-type: none"> <li>• benefits</li> <li>• housing</li> <li>• social services</li> <li>• health.</li> </ul>
<b>Social services</b>	Social services are any services that are provided to people when they need help and support.

**Social Services and Well-being (Wales) Act**

The Social Services and Well-being (Wales) Act is a law that aims to improve the health and well-being of:

- people who need care and support
- carers who need support.

**Social Services Managers**

Social Services Managers work for the council. It is their job to make sure that Services are run well and given to the people who need them.

**Social Work**

Social Work means when someone is given help and support to lead an independent life.

**Solicitor**

A solicitor can tell you your legal rights – how the law protects you.

**Special interest groups**

This EASPD group looks at issues that are important to disabled people, so they can help make things better.

**Spiritual care**

Spiritual care is about helping someone with their beliefs.

**Standard**

A standard is the level of quality that is expected of a service.

**Standard Authorisation**

A care home or hospital needs to get an agreement from the Supervisory Body to take away the person's liberty. This is 'Standard' because it is done within ordinary time scales.



<b>Standards</b>	A standard is a level of quality that services should reach.
<b>Standing committees</b>	This EASPD group looks at issues that are important to disabled people, so they can help make things better.
<b>Statement</b>	A statement tells you how much of the loan you have paid and how much is left to pay.
<b>Stonewall</b>	Stonewall promotes the rights of people who are lesbian, gay or bisexual.
<b>Strategic Equality Plan</b>	<p>The Equality Act 2010 says we must have a Strategic Equality Plan to make sure people in Wales:</p> <ul style="list-style-type: none"> <li>• Are treated fairly</li> <li>• Have the same opportunities as others</li> <li>• Live in communities where they feel valued.</li> </ul>
<b>Strategy</b>	A strategy is a plan to achieve certain aims.
<b>Stroke</b>	A stroke is a serious illness that stops your brain working properly. A stroke can affect how people look, talk, walk or use other parts of their body.
<b>Substance misuse</b>	Substance misuse means taking drugs or drinking too much alcohol.

<b>Suicide</b>	Suicide is when a person is very very sad and they want to kill themselves.
<b>Supervisory Body</b>	This is either a local health board that would be in charge of the hospital or a local authority that would be in charge of a care home.
<b>Supported Employment Support plan</b>	Supported Employment is where disabled people get support to find and keep a paid job. The support plan will look at supporting you to be more independent.
<b>Supported Tenancy</b>	With a supported tenancy you rent your home from a landlord and are supported to live there.
<b>Supporting People</b>	Supporting People is money that we give to provide housing support.
<b>Sustain</b>	Sustain means helping something last a long time.
<b>Sustainable</b>	Sustainable means that the services will keep supporting people and not stop suddenly.

# T

## **Tax**

Tax is money that must be paid to the government or your council.

### **Alternative:**

Tax is money you pay to the government to pay for services like schools, hospitals and transport.

## **Technology**

Technology is things like computers.

## **Telecare**

Telecare services use machines like alarms, to make it safer for disabled people to live independently.

### **Alternative:**

Telecare is equipment like alarms to help keep people safe.

## **Tenancy Agreement**

A tenancy agreement gives you rights as a tenant and tells you how to look after your home.

### **Alternative:**

A tenancy is an agreement in writing between the person who owns the house and the person who lives in it.

## **Tenant**

A tenant is someone who rents their home. They pay their landlord every week or month

<b>Third sector</b>	<p>The third sector is another name for voluntary, charity or campaign organisations.</p> <p><b>Alternative:</b> The third sector is made up of organisations that are:</p> <ul style="list-style-type: none"> <li>• set up to help people and places</li> <li>• <b>not</b> part of the government</li> <li>• <b>not</b> businesses.</li> </ul> <p>It includes organisations like charities, community groups or social enterprises.</p>
<b>Tipping point</b>	Tipping point means you are ready to break through to the next stage of their career.
<b>Tooth decay</b>	Tooth decay is when your tooth goes bad, usually from sugar and acid in food and drink.
<b>Tourism</b>	Tourism is making money from people coming to visit Wales.
<b>Transgender people</b>	People who are born as one sex and want to live as the other sex. For example a person who looks like a man may feel inside like a woman.
<b>Transition</b>	Transition is a time of big change like starting or leaving school.
<b>Trustee</b>	Trustees are the people elected to be on our management committee. They decide how we provide services and how our money is spent. Trustees do not get paid.

## **Tweets**

Tweets are short messages on Twitter.

# U

## **Unified Assessment**

In a Unified Assessment health and social services work together to find out what support you need.

## **United Nations**

United Nations is an international organisation made up of most of the countries of the world.

## **United Nations Convention on the Rights Of Persons with Disabilities (UNCRPD)**

United Nations Convention on the Rights of Persons with Disabilities says that disabled people have the same rights as everyone else. It says what governments should do to make sure disabled people have the same rights as other people.

### **Alternative:**

This is a plan that says disabled people have the same rights as everyone else. It says what governments should do to make sure disabled people have the same rights as other people.

## **Universal**

Universal means for everyone, everywhere.

**Universal  
Declaration of  
Human Rights**

Universal Declaration of Human Rights sets out how countries should treat the people living there.

**Universal Design**

Universal Design means making things accessible to everyone.

**Urgent  
Authorisation**

Urgent Authorisation is an agreement made quickly to take away someone's liberty.

# V

## **Vaccine**

A vaccine is a medicine that helps people fight off infections to stop them getting sick.

## **Valuation Tribunal for Wales**

Valuation Tribunal for Wales is a group that deals with appeals about council tax in Wales.

## **Values**

Values are the things we think are very important. And they help us to know how to behave and work.

## **VAWDASV**

VAWDASV stands for violence against women, domestic abuse and sexual violence. We write VAWDASV when we are talking about all these things.

## **Venue**

A venue is a place where events happen.

## **Victim**

A victim is someone who has had a crime done to them.

### **Alternative:**

A victim is someone who is affected by crime or antisocial behaviour.



<b>Victim Support</b>	<p>Victim Support gives support to people who are upset by crimes:</p> <ul style="list-style-type: none"> <li>• against them</li> <li>• or against a person they know.</li> </ul> <p>Victim Support is not part of the police or the courts.</p>
<b>Victimisation</b>	<p>Victimisation is being treated badly or picked-on by others.</p>
<b>Violence Against Women</b>	<p>Violence against women is any kind of behaviour that harms women and girls. It includes:</p> <ul style="list-style-type: none"> <li>• domestic abuse</li> <li>• sexual harassment</li> <li>• rape</li> <li>• forced marriage</li> <li>• honour crimes.</li> </ul>
<b>Volunteers for Spiritual Care</b>	<p>Volunteers for Spiritual Care support people with their faith and belief. They listen to them, talk to them or spend time with them</p>
<b>Voting register</b>	<p>This is a list of people who can vote.</p>
<b>Vision</b>	<p>A vision says what we want our work to achieve.</p>
<b>Vulnerable</b>	<p>Vulnerable means people who might need help and support to stay safe and well.</p>

<b>Vulnerable Adult</b>	A vulnerable adult is someone who needs support to look after them, or to keep them safe from abuse.
<b>Vulnerable children</b>	Vulnerable children are children who might be more at risk from abuse or not being looked after well.

# W

## **Wales Electoral Coordination Board**

The Wales Electoral Coordination Board help to run and manage events and activities to do with elections.

## **Wards**

Wards are areas split into smaller parts for voting. One or more councillors are voted in for each ward. There are about 5 thousand people in each ward.

## **Welfare Benefits**

Welfare Benefits is money to help people in need. For example money is given to people who:

- cannot work
- cannot get a job
- need help with living costs
- need help getting around.

## **Welsh Government**

The Welsh Government is the government for Wales. It:

- has Ministers who are in charge
- makes sure laws and policies are carried out.

<b>Welsh Revenue Authority</b>	The Welsh Revenue Authority is a Welsh Government department that is responsible for collecting some taxes in Wales.
<b>Well-being</b>	Well-being means a person is happy, healthy and is comfortable with their life and what they do.
<b>Well-being Goals</b>	The well-being goals come from the Well-being of Future Generations Act. The well-being goals are a list of things that will help make Wales a better place to live in the future.
<b>Well-being objectives</b>	Our well-being objectives are things we need to do to improve well-being in XXXXX.
<b>Witness</b>	A witness is a person who saw something happen.
<b>Witness statement</b>	A witness statement is written evidence. It can be used to prove what XXXX says in defence of the claim.
<b>World Health Assembly</b>	This Assembly makes decisions about the work of World Health Organisation.
<b>World Health Organisation</b>	World Health Organisation looks after health issues in the United Nations.

# Y

## **Young carer**

Young carer means a child or young person who helps to look after someone else. For example, a parent who is ill, or a disabled brother or sister.

## **Young Leader Awards**

Young Leader Awards are given to people who have learnt about leadership.

## **Youth Forum**

A youth forum is a group of young people who speak up for young people.

They meet with their Local Council to talk about issues that affect young people.

# Z

## **Zero tolerance**

Zero tolerance means we will not put up with behaviour that upsets people – like bullying.