



Gofal Cymdeithasol **Cymru**
Social Care **Wales**



Noddir gan
Lywodraeth Cymru
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Annual equality report

2019-2020



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Introduction

This annual equality report sets out the progress Social Care Wales has made in achieving our six equality objectives during 2019 to 2020.

We are required by the specific equality duties (for Wales) to report annually about how we have met the general public sector equality duty (the general duty) as set out in the Equality Act 2010.

In 2018, we published our first [Strategic equality plan](#) setting out how we, through our role and functions, will promote and advance the equality of opportunity for the communities we serve. They are:

- people who use care and support, their families and carers
- the workforce who provide care and support
- our staff.

The development of our *Strategic equality plan* gave us an opportunity to clarify our commitment to equality and recognise our leadership role in the social care and early years sectors, as well as our responsibility to influence others to promote equality.

Although this report aims to provide a record of our work during the year, we have also set out an action to develop a new *Strategic equality plan*. This new plan will take into account the socio-economic impact of the Covid-19 pandemic and other long-standing inequalities, such as systemic and structural disadvantages highlighted by the Black Lives Matter movement.

In August 2020, Sue Evans, our Chief Executive set out Social Care Wales's commitment to anti-racism in her bimonthly *Western Mail* column:

"We, at Social Care Wales, declare ourselves to be anti-racist and we are proud of that. However, recent events have pricked our conscience and required us all to reflect on our own and our organisation's behaviours and attitudes."¹

1. [Does Wales care enough about equality and human rights](#) by Sue Evans, our Chief Executive, in the *Western Mail*, August 2020

Who we are

We were established in April 2017, bringing together social care workforce regulation, workforce development and service improvement in one organisation. We are also involved in shaping the research priorities for social care and building stronger links to care and support.

Our vision is for every person who needs care and support to live the life that matters to them. We have a crucial role to play in improving the well-being outcomes for children and adults who use care and support, their families and carers.

Relevant equality information

The Equality and Human Rights Commission's (the commission) non-statutory guidance on equality reporting states that:

"The annual equality report must specifically set out:

- **the steps the authority has taken to identify and collect relevant information**
- **a statement on the effectiveness of the authority's arrangements for identifying and collecting relevant information."**²

We have in place effective arrangements for identifying and collecting relevant equality information about our staff and partners. We identify and collect this data from:

- the equality monitoring of our staff
- the Register of Social Care Workers (the Register)
- the National Social Care Data Set for Wales
- the provision of national training programmes.

Our aim is not to collect and access equality data, it is to embed equality evidence in our work. Collecting and using relevant information is a crucial part of meeting the general and specific equality duties. We want to make sure we have the best evidence possible to allow us to set meaningful objectives and carry out fully informed impact assessments.

Equality objectives

The development of our six equality objectives was informed by people who use care and support, their families and carers. The purpose of setting equality objectives is to help public bodies better perform the general duty.

As a listed public body, which is subject to the general duty, we **must**, in the exercise of our functions, have **due regard** to the need to:

- eliminate unlawful discrimination, harassment and victimisation, and other conduct prohibited by the Act
- advance equality of opportunity between people who share a protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not.

Equality objectives help focus attention on the priority equality issues in an organisation, so it can make improvements in policy making, service provision and employment, including the allocation of resources.³



3. *Objectives and the Equality Duty: A Guide for Public Authorities*, Equality and Human Rights Commission, 2014

Achieving our equality objectives

To be an effective and transparent organisation, we regularly report on our performance and seek feedback. This annual report reflects the steps, actions and initiatives we have taken to achieve our six equality objectives.

Objective 1 – Raise awareness of the *Code of Professional Practice for Social Care (the Code)* among people using care and support, their families and carers

Why is this one of our objectives?

- We want to make sure that people who use care and support, their families and carers know about the Code. The standards are there to help make sure people have the support they need to live their life in the way that reflects their needs.
- We have collected evidence that suggests there is little or no knowledge of the Code among people from a black, asian and minority ethnic (BAME) background. With this starting evidence, we are committed to using a range of tools and resources to raise awareness of the Code among the diverse people who use care and support in Wales.

What have we done to further this objective?

- We continue to work with organisations and community focal points to share information about the Code.
- Following feedback from people from a BAME background and organisations representing their interests, we have translated the *You and your social care worker* leaflet into 14 commonly spoken languages in Wales. These new resources will form a central part of our awareness raising efforts going forward.
- We have also developed an animated video about the Code to try to make the information more accessible to a wider audience of people who use care and support.

Objective 2 – Research and share good practice that supports improved outcomes for people who use care and support

Why is this one of our objectives?

We want improved outcomes for children and adults who use care and support, their families and carers. We want to understand and share good practice that responds to the care and support needs of the diverse communities of Wales.

What have we done to further this objective?

- We held two dementia communication and engagement workshops in January 2020 to help inform how we improve our communication with people living with dementia and their carers.
- People living with dementia, dementia care workers, dementia care support groups and partner organisations, such as the Welsh Government, Improvement Cymru and the Alzheimer’s Society, attended the workshops.
- We had hoped to use the learning from the workshops to set out core values, based on what good communication is like for people living with dementia. Unfortunately, we weren’t able to do this because of the Covid-19 pandemic and the impact it had on the Alzheimer’s Society. We are currently looking at how we can move this forward in a different way with the Alzheimer’s Society in this financial year⁴.
- During lockdown, we met with the [3 Nations Dementia Working Group \(3NDWG\)](#), which is run by people living with dementia, to help us develop a practice-based dementia resource. We continue to work with the group to make sure we reflect the most important qualities in a care worker for people living with dementia.
- We work closely with the chair of the 3NDWG in our wider dementia work and the chair also sits on our dementia learning and development group to reflect the views of its members. The chair has also written a section about [understanding the experiences of people living with dementia during lockdown](#).
- Our website’s Covid-19 pages have a dedicated section with [useful links and resources to support people living with dementia during the pandemic](#).
- In 2019, we were commissioned by the Welsh Government to develop guidance featuring practical examples of how local authorities (and anyone providing services under the Social Services and Well-being (Wales) Act 2014) can have due regard to the United Nations Principles for Older People as required by the Act.
- The guidance was developed with support from the Making Rights Real working group. The group’s members included Lorraine Morgan, an independent consultant on ageing, as well as representatives from:
 - Care and Repair Cymru
 - Cymru Older People’s Alliance
 - the Older People’s Commissioner for Wales
 - the Welsh Government
 - Welsh Senate of Older People
 - University of Swansea
 - University of Aberystwyth
 - Age Alliance Wales
 - Public Health Wales.

Objective 3 – Support the sector to achieve a diverse and representative workforce

Why is this one of our objectives?

We want a social care workforce that is more representative of the communities it serves, particularly where there is evidence of underrepresentation. We want to work with partners to identify and address the barriers that may prevent people who share one or more of the protected characteristics from joining the social care workforce.

People who use care and support have told us that a diverse workforce brings a range of ideas, experiences and skills that has a positive effect on the way care is provided. They also told us it is vital to promote social care as a valued profession and to make a range of entry routes available for people to join the sector. We are committed to supporting the sustainability of the workforce by developing and implementing a workforce strategy and producing resources to support employers and the workforce.

What have we done to further this objective?

- Men, disabled people and people from a BAME background are underrepresented in the social care, and early years and childcare workforce in Wales. The WeCare Wales campaign has been showcasing stories featuring men who work in care and it highlighted several examples of men working in early years settings during WeCare Wales Week in September 2019.
- The campaign has also been promoting stories that showcase the importance of the Welsh language.
- Currently, two people from BAME communities have agreed to be filmed for the next phase of the social care campaign. We are also looking at capturing case studies within the Deaf community and building British Sign Language (BSL) options into our video content to allow better access for those who communicate through BSL.
- In addition, we are looking at how other sectors have connected with communities, such as BAME groups, and are considering how we can apply that learning to the WeCare Wales campaign, for example, in our approaches and in the language we use.
- The WeCare Wales campaign will continue to be an important vehicle for promoting a diverse social care, and early years and childcare workforce in Wales. This focus will help raise awareness of the diversity of the workforce, as well as the importance diversity has on the care and support it provides, and will help attract a diverse workforce to the sector.

Objective 4 – To make sure equality, human rights, dignity and respect continue to underpin social care training

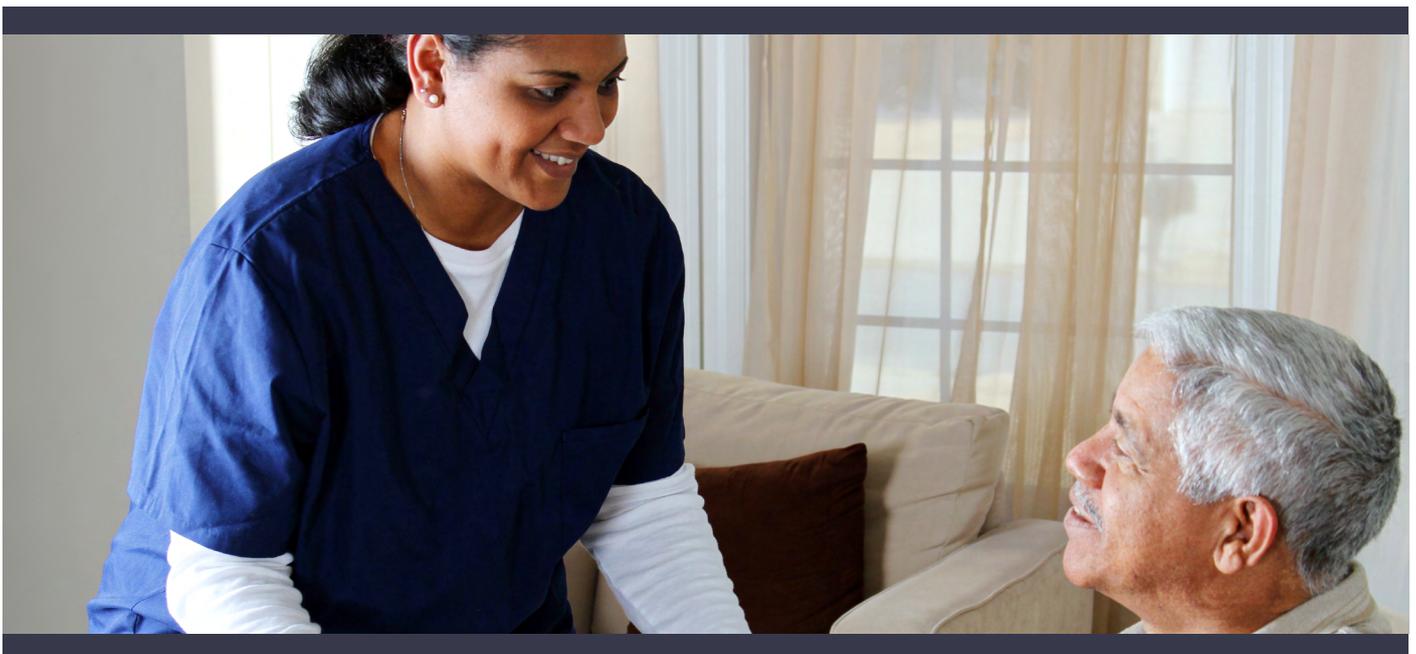
Why is this one of our objectives?

Social care in Wales is changing. More people with protected characteristics need care and support and are rightly demanding care and support that meets their needs. So, it is essential that equality is at the heart of the workforce's training.

We want to make sure the workforce is supported and provides social care in-line with the law, and that its practice reflects the principles of the Social Services and Well-being (Wales) Act 2014.

What have we done to further this objective?

- We worked with Qualifications Wales to make sure the [new set of qualifications for health and social care, and childcare](#) reflect equality, dignity and respect. These values have been embedded in all the content.
- We helped Qualifications Wales and the awarding bodies develop a basis for assessing the new qualifications that is underpinned by the values of equality, dignity and respect.
- The new Level 4 and 5 qualifications went live in September 2020 and we will continue to work with our partners to assess how the qualifications and their assessments are helping embed the best principles and practice of equality and diversity.



Objective 5 – Recruit and retain a representative workforce with the skills and knowledge to support and promote equality of opportunity

Why is this one of our objectives?

Our workforce (in Social Care Wales) is our most valuable resource. We are committed to advancing equality and diversity, and eliminating all forms of discrimination, victimisation and harassment in the workplace.

A more diverse workforce that better reflects the communities we serve remains at the heart of our efforts to create an inclusive and learning workplace. We want our staff to be aware of their responsibilities for advancing equality of opportunity and developing good relationships. We will achieve this through training and development.

What have we done to further this objective?

- In 2019-2020, we advertised 39 posts and received 21 equality monitoring forms from that recruitment. This an improvement from 2018-2019, when we didn't receive enough forms to reasonably report on our applicants.
- From the 21 equality monitoring forms we received:
 - more than 80 per cent said they were white
 - all identified as heterosexual
 - 9.5 per cent said they had a disability
 - there was an even spread across all age ranges up to 60 years old.
- All new staff must complete an online equality and diversity awareness training module during their induction period, which is linked to our employee induction framework and probation period. All 39 new staff members who joined in 2019-2020, have completed the online equality and diversity awareness training.
- We have looked into attaining Disability Confident Employer Accreditation. The accreditation works across three levels and we are currently looking at setting up the infrastructure needed to become a 'Level 1: Disability Confident Committed' organisation in 2020-2021.
- We put a process in place in our HR system to equality monitor staff training, but we will need to take another look at it as it wasn't been used correctly. We can now monitor the diversity profile of internal applications for changes in employment. But due to the small numbers of staff involved, we cannot publish the data as it would identify the staff members in question.

Objective 6 – To expand and improve the ways we communicate and engage with the public and the workforce

Why is this one of our objectives?

It is important for us, as a public leadership organisation, to increase and improve our engagement with people who share one or more of the protected characteristics, if we are to realise our vision.

We play a crucial part in bringing people together to improve the quality of care and support across Wales, and it is important we do so in a manner that reflects our value of encouraging and enabling everyone to work together. Connecting with diverse communities in a meaningful way enriches our shared knowledge and enables us to achieve our aims by working with people.

What we have done to further this objective?

- We have carried out accessibility audits of our main website, our online registration portal SCWonline and the Principles and Values website. It is important that we try to achieve high standards in web accessibility and that we are transparent about our progress and limitations.
- We used Siteimprove to monitor our website and SCWonline to make sure they comply with the EU directive for web accessibility. We have published an [accessibility statement](#) on our website, which outlines the areas where the sites do not comply with the directive and sets out a plan for making sure those areas are compliant.
- An accessibility statement has also been added to the Principles and Values website. The accessibility statement for the Social Care Wales legislation hub can be accessed from the main website.
- In addition, SCWonline has been assessed by the Digital Accessibility Centre and [a full report](#) is published on the site. The report details the areas for improvement, and we are currently developing a proposal about how to approach that work.

Equal pay

We carry out an equal pay review each year to find out if there are any actual or potential inequalities relating to pay within the organisation – and if there are any actions, to act on to address them.

In particular, we check we are not directly or indirectly discriminating against any employee or group of employees through our pay systems.

The audit covers the nine protected characteristics as identified by the Equalities Act 2010:

- sex
- age
- disability
- race
- gender reassignment
- pregnancy or maternity
- religion or belief
- sexual orientation
- marriage and civil partnership.

We are committed to making sure our pay and grading arrangements are equal and open. Our gender pay was 23.52 per cent (median) on 31 March 2020. Our gender pay gap has increased (from 16.46 per cent in January 2018) and is currently higher than the UK average. This can likely be explained by an overrepresentation of women in the lower paid grades within our organisation, but we should not become complacent and must continue to scrutinise our pay decisions to ensure they are fair and equitable across genders.

Procurement

As a listed public body, we have a responsibility to make sure equality is central in our procurement processes and we make sure all suppliers are aware that they must respect our commitment to eliminate unlawful discrimination, promote equality of opportunity and be transparent.

We also demonstrate our commitment to sustainable development in our procurement processes and activities. During the procurement strategy and planning phase, we:

- develop a value-for-money criteria that takes into account short- and long-term economic, environmental and social impact
- specify the information we want from prospective suppliers so we can apply those criteria fairly
- work with suppliers to identify more sustainable ways of meeting needs
- welcome innovative solutions from suppliers, including small and medium enterprises.

We have assessed our procurement framework against the commission's non-statutory guidance on procurement. Following the assessment, we will:

- develop a Sustainable Risk Assessment Tool by 31 March 2021 for assessing equality relevance at the development stage of a tender. This tool will cover equality considerations by considering the social, economic and environmental impacts of the services or goods we procure
- depending on the results of the Sustainable Risk Assessment, we will consider a potential supplier's approach to equality in its employment practices and service delivery in our tender evaluation and contracting processes. We will test these questions by pre-qualification or by embedding them into the award criteria.

Future work

The Covid-19 pandemic has exposed the [exceptional challenges and deep inequalities faced by BAME people in Wales and beyond](#). There is a recognition that across the social care sector more can be done to protect those working on the frontline by making use of the tools available ([such as the COVID-19 workforce risk assessment tool](#)) and making sure they have access to PPE and testing.

The pandemic has shown how crucial the social care workforce is to the well-being of people of all ages in communities across Wales. In light of this, we are developing a new *Strategic equality plan*, which will put equality and human rights at the centre of our decision making.



The Black Lives Matters movement

We have listened to concerns raised by our staff about the issues highlighted by the Black Lives Matter movement and have reflected on our role and leadership responsibility in light of this. We want to lead by example. We are proud of the diversity of our board, in terms of gender, age, disability, background and lived experiences. Yet every decision-making meeting is a sea of white faces and we are not reflecting the racial diversity of Wales.

Our staff profile is also largely white, with a good mix of males and females of all ages and at all levels. We have a fair number of staff from ethnic minority backgrounds when compared to the Welsh population, but as our head office is based in Cardiff, we could be better reflecting the city's diversity.

We have identified a series of actions to take forward and nine important steps will be taken. We will:

1. Be clear on our website and in other forums about our support for the principles and aims of the Black Lives Matter movement, and the actions we will be taking as an organisation to improve our anti-racism work.
2. Change our application process so that all recruitment before interview stage is carried out 'blind', without reference to names or other potential indicators of ethnicity.
3. Explore a guaranteed interview scheme for people with protected characteristics (who meet the shortlist criteria). We will also advertise all vacant posts externally, unless there is a strong rationale or business need to advertise only internally – this will have to be agreed by our executive management team.
4. Carry out mandatory training with all our staff, Board members and hearing panel members, including training about recognising unconscious bias, before the end of March 2021.
5. Require all our contractors to sign up to clear statements about anti-racism in their work for us.
6. Support the Welsh Ministers to improve the diversity of our Board and review our hearing panel member list to identify any weaknesses in diversity.
7. Review our WeCare Wales campaign to identify how it can be used to encourage BAME people to join the social care sector.
8. During a review of our fitness to practise work, we will look at the historical statistical outcomes for BAME staff at referral, investigation and hearing stages and, if necessary, take forward actions to address any concerns.
9. Make sure that when we mark important events (such as religious days) with our staff that we reflect the diversity of our staff and the people of Wales.

Welsh language commitment

We recognise our responsibilities under the Welsh Language (Wales) Measure 2011 and our leadership role in supporting the Welsh Government's *More than just words strategic framework for Welsh language services in health, social services and social care*.

Our Welsh Language Scheme (Welsh Language Act 1993) and the Welsh language standards set out how we will need to treat the English and Welsh languages on an equality basis. While the Welsh language is not a protected characteristic under the Equality Act 2010, our approach and values ensure our work and policy decisions champion the importance of the Welsh language for people who use care and support, and their families and carers.

Contact details

We welcome comments about this annual report. If you have any comments or want to inform our work on achieving our *Strategic equality plan* and equality objectives, please contact:

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Equality information from our staff

We carry out an equality and diversity survey about our staff. We do this by encouraging staff to update their diversity profile before the annual equality pay audit.

Table 1: Staff diversity profile⁵

Gender	Percentage	Average percentage in Wales ⁶
Male	25.6	48.4
Female	74.4	51.6
Age		
18-21	0.8	5.5
22-29	18.5	11.5
30-39	39.5	12.9
40-49	24.1	13.1
50-59	15.3	15.1
60+	1.6	22.4
Religion		
Atheist	7.25	32.1
Agnostic	3.2	
Catholic	0.8	57.6
Christian	25	
Muslim	1.6	1.5
None	19.35	
Not declared	42.7	
Sexual orientation		
Bisexual	0	n/a
Heterosexual	56.45	93.2
Homosexual	1.6	2
Not declared	41.9	
Disability		
Yes	4.03	14
No	42.7	86
Not declared	53.2	

5. Total number of staff employed was 125 in March 2019

6. Source: Gender / age / race / religion / disability – StatsWales. Sexual orientation / married – ONS

Gender	Percentage	Average percentage in Wales⁶
Race		
Black African	1.6	0.4
Black Caribbean	0	0.2
White Asian	0	1.8
White	45.96	96.2
White – Welsh	4.8	
White and Black African	1.6	
Not declared	45.96	
Civil partnership / Married		
Yes	33	51
No	22.58	49
Not declared	44.35	
Gender the same as at birth		
Yes	54.83	n/a
No	0	
Not declared	45.16	

Diversity profile of the people on our Register

We monitor the protected characteristics of all those on our Register. We also gather information about the Welsh language skills of the people who are registered with us. We publish data profiles each year, which are based on the information provided by applicants registering and renewing their registration with us. You can find more information about this on [our website](#).

National Social Care Data Set for Wales

The National Social Care Data Set gathers social care data in one place to provide a view of how the social care sector is performing in Wales. We recently added a National Social Care Data Catalogue to our [Data Portal](#).

The [National Social Care Data Catalogue](#) helps those working in the social care sector find the data they need and it currently holds information about 44 datasets. To learn more about the available datasets and to access the data, you can [search](#) the catalogue or [view](#) the datasets by topic. You can also [explore](#) the catalogue using an interactive, visualisation [tool](#).

We would welcome any feedback you have about the catalogue. Get in touch and let us know what you think by emailing data@socialcare.wales.

Equality data from the national training programmes

We have a role in improving the quality and management of social work and social care, and early years learning, development, qualifications and training.

This role helps us make sure the social care workforce has the right knowledge, skills, understanding and approach to provide good quality care and support in the social care and early years sectors.

When considering what to include in this report, we decided to provide equality information about the social work students on the approved social work qualifying programmes in Wales.

Table 2: Equality monitoring of social work students

Category	2017-18 cohort	2018-19 cohort	2019-20 cohort
Average age	32 years	31 years	32 years
Intake	252	262	273
Gender			
Female	88.4%	86.0%	84.8%
Male	11.60%	14%	15.2%
Ethnicity			
BAME	6.4%	6.4%	5.5%
White	93.6%	93.6%	94.5%
Disability	3.8%	3.4%	4.5%
Sexual orientation			
Heterosexual	94.0%	93.4%	95.6%
Homosexual/Bisexual	6.0%	6.6%	4.4%
Welsh language ability			
Some/fluent	52.1%	52.1%	55.1%
None	47.9%	47.9%	44.9%