A person cutting a cake

Description automatically generated

**Our draft priorities for 2021 to 2026:**

Supporting social care and early years in Wales

**Have your say on our draft plan**

Consultation closes on   
13 November 2020

**Contact details**

**Social Care Wales**

South Gate House

Wood Street

Cardiff

CF10 1EW

Tel: 0300 3033 444

Minicom: 029 2078 0680

Email: info@socialcare.wales

**socialcare.wales**

Twitter: @SocialCareWales

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**Other formats:** This document is available in large text, Braille and other languages, if required. You can request these by using the contact details above. This document is also available in Welsh.

**Overview**

We want your views and ideas on our draft priorities which will support us in developing our 5 year Strategic Plan for 2021 to 2026.

**How to respond**

If you’d like to have your say on our proposed priorities, you can do so by:

* completing the online survey at: <https://www.surveymonkey.co.uk/r/StrategicPlan2126>
* completing this document and emailing it to: rhian.jones@socialcare.wales
* completing this document and posting it to: Rhian Jones, Social Care Wales, South Gate House, Wood Street, Cardiff CF10 1EW
* requesting a discussion at one of your regular meetings.

The closing date for the consultation is **5pm, 13 November 2020**.

Once the consultation has closed, we will consider all the feedback and publish a report about the responses we have received on our website at [socialcare.wales/consultations](https://socialcare.wales/consultations). We will publish the final version of *Our strategic plan 2021 to 2026* in the winter and will begin putting the plan into action from April 2021.

Thank you for taking the time to tell us what you think.

**How we will use the views and information you give us**

Any response you send us will be seen in full by the staff members who are dealing with this consultation and our five-year strategic plan. It may also be seen by other members of staff to help plan future consultations. We will publish a summary of the responses to this document.

We may also publish responses in full. Normally, the name and address of the person or organisation who sent the response are published with the response. This helps show the consultation was carried out properly. If you don’t want your name or address published, please tell us in writing when you send your response. We will then blank them out.

Names or addresses we blank out might still get published later, but we do not think this would happen very often. The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 allow the public to ask to see information held by many public bodies, including Social Care Wales. This includes information that has not been published.

However, the law also allows us to withhold information in some circumstances. If anyone asks to see information we have withheld, we will have to decide whether to release it. If someone has asked for their name and address not to be published, that is an important fact we would take into account. However, there may sometimes be important reasons why we would have to reveal someone’s name and address, even though they have asked for them not to be published. We would get in touch with the person and ask their views before we decide to reveal the information.

**Our draft priorities for 2021 to 2026: consultation**

**Foreword by our Chair and Chief Executive**

Care matters to us all. It touches us all at some point in our lives. It is important that children and adults in communities in every part of Wales can rely on high quality social care and childcare to help them live the lives that matter to them.

A strong social care and early years system in Wales ensures that we are able to reduce the impact of disadvantage through poverty, neglect, illness or disability. These disadvantages often lead to health inequalities and poorer prospects for children reaching their potential or for adults achieving a fulfilled life. Such inequalities have been starkly exposed by the COVID-19 pandemic.

Social care workers play a vital role in caring for adults, children, their families and carers in our communities. Social care workers help people live the lives they want, supporting people to develop, remain active and independent, stay safe and well connected to their community and wider networks. They do this alongside family, friends, volunteers and other public services. Early years workers help give our children a great start in life and provide valuable support for parents, which we saw in particular during the pandemic.

The adult social care sectors provide a critical contribution to economic prosperity in Wales. According to 2018 statistics, adult social care contributes £1.2 billion directly to the economy in Wales every year and £2.2 billion overall, when suppliers and their employees are factored in.

Social care for adults and children employs 90,500[[1]](#footnote-1) people in Wales making it the seventh largest contributor to the Welsh economy. It is made up of a wide range of small, medium and large organisations directly providing work for many, and enabling others to pursue education or work opportunities while their loved ones are supported.

The childcare sector also plays a critical role in Wales’ economic and social development, employing 17,000 people and generating an estimated £1.2bn in income per year[[2]](#footnote-2).

The current pandemic has shown, if any further evidence was needed, how crucial the social care and early years workforces to the well-being of people of all ages in communities across Wales. As these workers have risen to meet the enormous challenges of the COVID-19 pandemic, through their commitment and professionalism, there is greater recognition by the public that social care and early years workers are key workers – and not just in a time of crisis. The social care workforce is critical in providing fantastic care, 24 hours a day, 365 days of the year to people of all ages in every community across Wales. It is important to recognise the significant sacrifices these workers have made.

The skill and dedication of social care workers is something recognised by the Welsh public. A Wales Omnibus Survey carried out in June 2020 showed 46 per cent of the public had a higher opinion of social care workers than they did a few months earlier. More than 70 per cent of those surveyed felt those working in social care should benefit from similar pay and conditions to NHS workers.

Over the next five years we will register most of the social care workforce, which will help raise further the status of these workers in Wales. If we can develop a better rewarded profession, it will also help attract more people with the right skills and values into care roles. We need the social care workforce to reflect the communities they serve in terms of ethnicity, gender and Welsh language skills. We also need to ensure that inequalities, discrimination and bullying that may exist in the sector continue to be robustly tackled[[3]](#footnote-3).

Adults and children, their families and carers will continue to rely on the care, kindness and skill of the social care and early years workforce over the challenging period ahead. At Social Care Wales, we will work alongside the strategic leaders and continue to do all we can for the workforce and their employers, during this difficult time, and help them focus on caring for and supporting some of the most vulnerable people in our communities.

The visions for social care and early years are clearly set out in two important documents: the Welsh Government’s *A Healthier Wales* and *10-year Childcare, Play and Early Years Workforce Plan* provide a vision for a whole system approach where the focus is on the well-being of the people of Wales and the best start for our children.

These build on the Social Services and Well-being (Wales) Act 2014, which guides public services for the years ahead, alongside the Regulation and Inspection of Social Care (Wales) Act 2016, which modernises the regulation and improvement arrangements, focusing on regulation for improvement. It is important that, as a public leadership organisation, we demonstrate our values in the way we work with the principles set out in the Well-being of Future Generations (Wales) Act 2015 and the values of One Welsh Public Service.

We will continue to work with the Welsh Government and other partners to better understand the impact of Brexit and the consequences of leaving the EU on the social care and early years sector.

The provision of social care and early years services will continue to change, due to the impact of COVID-19, as we all develop new approaches for the future. We recognise the challenges and opportunities ahead and want to do what we can to support the sector to recover, stabilise and reform.

We recognise social care in five years needs to be very different to respond to changing needs. We think that means Social Care Wales needs to be very different too. This plan is our first attempt to grapple with the scale of change we, and the sector, will face over the coming period. It needs to be radical, and it needs to be challenging.

From discussions with the sector and the evidence we have gathered over the last 3 years, especially during the current pandemic, we have set out some draft priorities on what we believe is necessary for the next five years. This includes a stronger role for research and evidence, a focus on the well-being and development of the workforce, strategic and practical support for those delivering services.

Our 5 year plan will not provide the detail of our activities. This is so we can adapt to the changing needs of the sector and the environment we’re working and living in. It will provide a clear way forward and the detail of our activities will be set out in our annual business plans, which you will find on our website.

We can only achieve the aims in our 5-year plan by working in partnership with you. We will be answerable to you for our work through the Welsh Parliament.

Now we are asking you to help us make sure it is setting us off in the right direction. Are we focusing on the right things? Are we being bold enough? What will be the results of our work?

Therefore, we need your feedback to shape our long-term priorities, so we are confident our five-year strategic plan will support social care and early years workforce, employers and leaders in Wales.

Mick Giannasi, Chair, and Sue Evans, Chief Executive

**Who are we?**

We are the national organisation supporting social care and early years in Wales.

We are the social care workforce statutory regulator with responsibility for developing the social care workforce, prioritising social care research and supporting social care improvement in Wales.

Our role in early years, although at a smaller scale, extends back to the Care Council for Wales and has been strengthened following the publication of *10-year Childcare, Play and Early Years Workforce Plan*. Working as a strategic partner for government, we support the ongoing development and professionalisation of this workforce.

In this document we have often brought our draft priorities for the two sectors into one descriptor. However, although there will be shared ambitions and opportunities across them, each sector has its specific needs. In practice our work reflects that, and we will be keen in our strategic plan to set out this distinction clearly.

**What do we do?**

We:

* **develop the workforce** so they have the knowledge and skills to protect, empower and support those who need help and care
* **work with others to improve services** for areas agreed as a national priority
* **provide information** for the public, the workforce and other organisations
* **share practice** with the workforce so they can provide the best response to meet support needs
* **set priorities for research** to get evidence of what works well
* **set standards** for the care and support workforce, making them accountable for their work.

We support and promote innovation, share knowledge, practice and experiences across social care in Wales. We work with partners to make sure we can work together to improve outcomes for people and families who use care and support, as well as those who provide it. We will act as a leader, champion and voice for social care and early years, offering constructive challenge and support to professionals and providers.

Our work is underpinned by the principle that adults and children who use care and support, as well as their families and carers work together to create a decision or service which works for them all. The approach is value driven and built on the principle that those who use a service are best placed to help design it. We will do this directly in our work where appropriate, but also will ensure this approach is in all of our advice to the sector.

**Our plan**

Our 5-year plan will set out how we intend to achieve our vision and bring about the positive outcomes and impact we all want to see. It will not set out the detail of what we will be doing – this will be included in our annual business plans. You can see how well we are doing against our business plans through our quarterly updates published on our website.

Every year, we will reflect on what we have done to make sure we are continuing to do the right things in the right way, making changes where needed. We welcome your feedback and continues partnership as we carry out our work. Our 5-year plan will be used by our Board Members to scrutinise our work and our progress, holding our staff to account. We will share our progress with you on our website and in our communication and meetings with you.

**Our vision**

**We want to improve outcomes for children and adults who rely on good care and support, as well as their families and carers, so they can live the life that matters to them.**

**Our purpose**

**Supporting the quality of social care and early years services that are provided by a trusted, skilled and valued workforce**

We will look to bring about improvements by working with three main audiences to:

* empower and support the development of the social care and early years workforce to provide the best possible care and support for the adults, children and families they work with
* enhance the provision of services for individuals and families by supporting social care and early years managers, leaders and owners
* provide evidence and knowledge to strategic leaders and partners, to help them with the skills to design and provide the best possible care and support services for their communities

As part of the wider Welsh public service, we aim to support the priorities for the well-being of future generations, the social care and early years sectors, the public and Welsh Government.

This consultation sets out our draft priorities that will produce outcomes that make a difference to people’s lives. We will regularly review how we make the best use of our finances, staff and partnerships. We are developing a range of approaches to help us measure the impact of our work. We will work with key stakeholders to determine a range of measures and will include these in the final version of our strategic plan, when it is published in the winter.

Over the following pages we have set out our priorities and proposals for what we want to achieve, where we suggest we focus our energies and how we want to work with you over the next five years to realise our vision.

**Social care and early years workforce**

**What do we want to achieve?**

We want to empower[[4]](#footnote-4) and support the social care and early years workforce to provide the best possible care and support for the people, children and families. This means the social care and early years workforce will be skilled, trusted and valued.

**Who are our main audiences?**

We have three main audiences for this work. Firstly, people in the social care workforce that are already registered by us, as the statutory workforce regulator in Wales. Secondly, over the next 5 years we will be regulating new groups of the workforce, who will become registered with us. Thirdly, we know there are other people who work in care and support, who will not be regulated or registered with us, as an example Personal Assistants employed through Direct Payments workers and Directors of Social Services. We also want to provide advice and support to these individuals through partnership working with other national bodies.

**By the end of 2026, we will empower and develop the workforce by:**

* providing professional recognition for the social care workforce
* improving their qualification, knowledge and skill levels
* supporting practice that is underpinned by continuous professional development
* improving the wellbeing of the workforce to support quality service provision and minimise those leaving the sector
* taking action where practice does not meet the Code of Professional Practice.

**What does this mean?**

Social care workers play a vital role in caring for and supporting adults and children, including our most vulnerable people. This has been demonstrated by the incredible response of the workforce to the COVID-19 pandemic.

We will continue our approach to professional regulation, which is based around the standards set out in the Code of Professional Practice for Social Care. We will also continue registering new groups of social care workers, and we will work with the early years and childcare sector and Government to consider how we could register that workforce in the future. But we want to go further, as we build a professional recognised workforce in Wales of more than 50,000 people, we want to make sure what we do is useful, supportive and accessible to all who work in social care and early years.

Significant work has been undertaken in the last couple of years around working in collaboration to develop a fit-for-purpose suite of qualifications. We will continue to help the sector with implementing the qualifications at all levels including induction and assessment. We want to build a professional culture of ongoing learning and development across the workforce.

As we adjust to the impact of COVID-19, we want to further build on the status and recognition of social care and early years workers. The well-being of the workforce is of vital importance and we will prioritise this in our work.

We will continue to develop digital networks and training for social care workers and early years workers, to enable continuous learning and networking. By working innovatively and using evidence, we will share with the workforce examples of care that makes a positive difference to people, so they can use these examples to help adults, children and their families access care and support, and to achieve what matters to them.

We will continue to deliver our fitness to practice duties fairly and efficiently, offering the public reassurance about the registered workforce in a transparent and timely way. We will embed new principles designed to underpin our work and look to prioritise the most serious cases. We will review all our systems to identify ways to strengthen public protection and to optimise our processes.

**With social care and early years managers and leaders**

**What do we want to achieve?**

We want people to access care services that are compassionate, efficient and effective that focuses on what matters to them, their families and carers. To do this, we will build on our relationship with managers, leaders, owners and Responsible Individuals of social care and early years services to improve practice, increase the resilience of the workforce and make sure that care is valued as it should be. We will support employers to attract, recruit and retain social care and early years workforces that reflect the communities they serve.

**Who are our main audiences?**

Social care and early years managers, organisational service leaders, owners of social care and early years services, and responsible individuals.

**By the end of 2026, we will strengthen the provision of social care and early years services by:**

* being recognised as a high quality one-stop-shop, where employers and managers can get information and guidance (including information and guidance from other organisations)
* supporting a change in culture that puts people at the centre of their care and support planning (outcomes-focused practice)
* improving the way we invest, and influencing the investment of others in the workforce’s training and learning (for example through SCWWDP and our bursaries[[5]](#footnote-5)) to meet the needs of social care and early years and helps them provide better care and support
* contributing to an improvement in practice by identifying and sharing what made a difference[[6]](#footnote-6)
* working to reduce staff shortages.
* supporting changes in the profile of the workforce so that it better reflects the communities it serves.

**What does this mean?**

We have supported managers, owners, leaders and responsible individuals[[7]](#footnote-7) through a variety of initiatives, but we now want to do more to support them, as we recognise we have a role in supporting them that goes beyond workforce regulation.

The wealth of intelligence we gathered as we were developing the draft health and social care workforce strategy highlighted the challenges facing the sector – and the COVID-19 pandemic has emphasised and intensified these challenges. Strong and robust leadership and management is crucial if we are to overcome these challenges, and we are committed to acting on the actions in the draft strategy to support leaders and managers.

We will work with employers to tackle attraction, recruitment and retention issues, and provide them with training, information and resources, to improve the provision of high-quality care and support for people, children and families. We will make sure the workforce continues to grow and develop to meet the increasing care and support needs of the population and future service and community models of care. For the social care workforce we will use data and evidence, working with providers to make sure it better reflects the communities it serves in terms of ethnicity, disability, gender and Welsh language skills.

We will develop the specialist skills needed to improve and transform social care services, helping leaders and practitioners find new ways of doing things and use evidence. Working with managers, leaders and owners, we will develop a new service to support employers. This new ‘employer liaison service’ will consider what the sector expects from us and what we can do to best support employers. We will think about areas such as how we respond to simple administrative queries about registration to tailored support for improving services for those receiving care and support.

We will share our intelligence, evidence and data with managers, leaders and owners to support the sharing of ‘what makes a difference’ across the sector and how they can make use of this knowledge in their own services. We will act as a supportive and critical friend, challenging providers, employers and owners to use data and evidence to drive improvement across social care. We want to make sure that any actions to address inequality, discrimination and bullying in the social care and early years workforce is based on the strongest evidence.

**With leaders and partner organisations**

**What do we want to achieve?**

We want to make sure that strategic leaders in adults’ and children’s services can access data, evidence knowledge, and skill to help them transform social care in communities. We are uniquely placed to bring together the knowledge and evidence needed to support the transformation of social care services, and to guide the development of leadership skills in social care in Wales.

**Who are our main audiences?**

Our audiences include:

* national organisations that are responsible for improving care and support for children and adults
* professional leaders across the public, private and voluntary sectors in Wales
* regional partnership boards
* professional academic bodies
* elected members

We will continue to work with other public services to support joined-up services. We will also work with organisations that support unpaid carers and volunteers as they play a crucial role in helping people lead the life that matters to them.

**By the end of 2026, we will support leaders by:**

* encouraging them to work together and across organisational boundaries to best support children, adults and families in their communities
* providing resources to improve leadership skills
* providing them with access to data and evidence they can use in practice[[8]](#footnote-8)
* developing research capacity and capability.

**What does this mean?**

Effective system leadership across the public, private and voluntary sectors in Wales, where organisations work together towards a common goal, is the key to lasting change and improvement. We want to work across Wales to support the transformation of care, often acting as a critical, but supportive, friend to those who make strategic decisions.

We will work to provide good evidence to support those changes. This evidence will include formal research, data and intelligence, as well as the wisdom and experiences of the social care workforce and people, children and families who use social care services.

We are committed to working with others. We will continue to work with leaders across the community, public, private and voluntary sectors so they can access the evidence, data and training they need to make decisions, inform workforce planning, and identify training and learning opportunities.

This work will link with frontline services and be underpinned by putting people who use care and support at the heart of planning and care arrangements. We will use the data, evidence and intelligence from our work to inform national conversations and policy developments to improve the outcomes for children and adults now and in the future. As a national organisation, we will continue to work across boundaries to support improved integrated services for children and adults.

We will work with our partners to influence the complex system surrounding social care services in Wales so that people, their families and carers can live the life that matters to them.

We also have a role in using our evidence and expertise to influence others, including

* elected members at local, national and UK levels
* professional and academic bodies
* other public services

**What impact will our five-year plan have?**

The impact we have over the next five years will be influenced by many factors, not least the actions of our partners and the nature of the role which we are asked to fulfil in supporting the aspirations and ambitions of the Welsh Government’s *A Healthier Wales* and *10-year Childcare, Play and Early Years Workforce Plan*.

But we need to be clear about the impact we will have where we have a direct role in making a positive difference to the care and support provided in Wales. As a result, we will develop and monitor key metrics to assess the extent to which improvements are being achieved e.g. improvements in outcomes, and changes in levels of trust, skill and value of the social care and early years workforce.

We have developed these draft impact statements to show where we plan to make a difference. We will revise these statements once we’ve received your feedback about our draft priorities for the next 5 years.

1. Employers and the social care workforce know about the codes of practice and put them into practice.
2. The registered workforce is fit to practise.
3. Employers and the social care and early years workforce value our role in supporting qualifications and the continuous professional development of the workforce.
4. We support the learning and development of a workforce that focuses on what matters for people (children and adults) who use care and support.
5. We support the change in practice and culture that puts people at the centre of their care and support planning (outcomes-focused practice).
6. Social care and early years are seen as valued and positive career choices by those working in these areas, as well as other professions and the public.
7. We support workforce planning to make sure there are enough social care workers to provide services to those who need them.
8. We have a social care and early years workforce that reflects the communities it serves in terms of ethnicity, disability gender and Welsh language skills.
9. We contribute funding to the social care sector to support learning and development needs.
10. The social care sector has an increased awareness of research and evidence and is more open to using it to inform the care it provides.
11. Employers and strategic leaders view us as an organisation that shares ‘what makes a difference' across the social care and early years sector to improve the quality of care and services.
12. We make a positive contribution to building the public’s trust in the social care workforce.
13. Strategic leaders use our evidence and insight to inform the decisions they make about social care and early years policy and service development.
14. We are viewed by the workforce, employers and strategic leaders as an authoritative voice for the social care and early years sector
15. Our resources help employers and the workforce provide high quality care.

**How we achieve impact from our work**

The needs and challenges in social care and early years will change during the next five year. In response we will focus more on the following roles to support the social care and early years sectors in achieving the impact we seek:

**Regulate for improvement:** We will build on our unique relationship with the social care workforce to improve practice, increase workforce resilience and ensure that care is valued as it should be.

**Develop the workforce:** We will continue to support the development of the workforce to meet the needs of children and adults who use care and support now and in the future.

**Resource mapper:** We will help leaders and the workforce try new ways of working and use evidence in practice.

**Grow skills for transformation and change:** We will grow leadership skills and capacity across social care and early years. With a specific focus on supporting transformation and improving the quality of social care services.

**Provide insight and evidence:** We will provide insight, analysis and evidence to shape improvement activities and support decision making to help social care and early years respond across the board to the challenges they face.

**Horizon scanner and pathfinder:** We will provide analysis and foresight to help strategic leaders navigate an uncertain landscape.

**System influencer:** We will be a critical friend to social care and early years, actively influencing, and working with improvement and innovation organisations to bring alignment and clarity to improvement work.

**What next?**

Now we are asking you to help us make sure our 5 year plan will set us off in the right direction. Are we focusing on the right things? Are we being bold enough? What will be the results of our work?

We need your feedback so that we are confident in your support in making our five-year plan contribute to the improvements we all want.

Please complete the questionnaire below to help us move from a set of draft priorities into a Strategic Plan of action for the next five years.

**About you/your organisation**

Are you responding to this consultation:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **as an individual** |  | **or** | 1. **on behalf of an organisation** |  |
|  | | | | |
| **If as an individual, are you a/an:** |  |  | **Please provide the name of the organisation below:** |  |
| Person who uses care and support |  |  |
| Early years worker |  |
| Social care manager |  |
| Social care worker |  |
| Social worker |  |
| Social work student |  |
| Owner of a setting providing care |  |
| Responsible individual |  |
| Employer of social care workers |  |
| Educational professional |  |
| Member of the public |  |  | |
| Other – please describe below: | |  | |

**Consultation questions**

We’d welcome your views about our five-year plan and would be grateful if you could take the time to answer the following questions:

|  |
| --- |
| **1. Is our vision and purpose ambitious enough? (page 7)** |
| Yes  No |
| Comments |

|  |
| --- |
| **2. Is what we want to achieve clear?** |
| Yes  No |
| Comments |

|  |
| --- |
| **3. Will what we want to achieve have any positive or negative impacts on groups with protected characteristics[[9]](#footnote-9)?** |
| Yes  No |
| If yes, which protected characteristics and why? |

|  |
| --- |
| **4. Over the next few months we will be developing our Strategic Equalities Plan.**  **Please indicate if you would like to be involved in focus groups to discuss our equalities plan development.**  **If you agree we will keep your contact details so that we can contact you with further details about this work.** |
| Please let us know, using this comments box, if you would like to be part of further discussions and involvement in the development of our Strategic Equalities Plan. |

|  |
| --- |
| **5. We would like to know your views about what effects our draft strategic plan and impact statements will have on the Welsh language, specifically on:**  **i) opportunities for people to use Welsh**  **ii) treating the Welsh language, no less favourably than the English language.**  **What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated?**  Please provide your comments in the space below: |
|  |

|  |
| --- |
| **6. Do you have any suggestions about the impact you expect to see from our work over the next five years?** |
| Yes  No |
| Comments |

|  |
| --- |
| **7. Do you agree with the focus of our roles in achieving our impact?  (page 19)** |
| Yes  No |
| Comments |

|  |
| --- |
| **8. Are there any other areas you would like us to focus on in future?** |
| Yes  No |
| Comments |

**Your views are important to us, so please:**

* **complete the questions online at:** [**https://www.surveymonkey.co.uk/r/StrategicPlan2126**](https://www.surveymonkey.co.uk/r/StrategicPlan2126)
* **complete the questions above and e-mail your response to: rhian.jones@socialcare.wales**
* **complete the questions and posting it to: Rhian Jones, Social Care Wales, South Gate House, Wood Street, Cardiff CF10 1EW.**

1. <https://socialcare.wales/resources/the-economic-value-of-the-adult-social-care-sector-wales> [↑](#footnote-ref-1)
2. <https://gov.wales/sites/default/files/statistics-and-research/2019-07/180110-review-childcare-sector-en.pdf> [↑](#footnote-ref-2)
3. <https://gov.wales/sites/default/files/publications/2020-06/first-ministers-bame-covid-19-advisory-group-report-of-the-socioeconomic-subgroup.pdf> [↑](#footnote-ref-3)
4. To encourage, support and give confidence. [↑](#footnote-ref-4)
5. Social Care Wales Workforce Development programme and social work bursaries. [↑](#footnote-ref-5)
6. This could relate to specific areas of social care, such as children who are looked after or who are on the edge of care or supporting older adults. [↑](#footnote-ref-6)
7. Under the Regulation and Inspection of Social Care (Wales) Act 2016 care and support providers must name a ‘Responsible Individual’ when they register their service with the Care Inspectorate Wales. This could be an owner, partner, board member or local authority senior officer. The responsible individual has an important role in managing the service, its resources and the quality of care and support provided. [↑](#footnote-ref-7)
8. This could relate to specific areas of social care, such as children who are looked after, children who are on the edge of care or supporting older adults. [↑](#footnote-ref-8)
9. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, and sexual orientation. [↑](#footnote-ref-9)