



Annual equality report



1. Introduction

This annual equality report sets out the progress Social Care Wales has made in achieving our six equality objectives during 2018 to 2019.

We are required by the specific equality duties (for Wales) to report annually on 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 <u>Strategic equality</u> <u>plan</u> 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 sector, as well as our responsibility to influence others to promote equality.

This report sets out the work we are doing to strengthen our reporting and engagement in respect to all the protected characteristics. It also sets out how we are embedding equality in the new qualifications for health and social care, and early years and childcare, and in the infrastructure for assessing them.

Our work to widen the diversity of appointments onto our Board was cited as an innovative case study in the independent review carried out by Lord Holmes about how to open up public appointments to disabled people.

Although this report aims to provide a record of our work during the year, we have also set out, where relevant, some of our future priorities. Importantly, we have placed equality and diversity as a central thread in the developing workforce strategy for health and social care. We hope this will provide the sector with a significant opportunity to embed and promote the aims that underpin this report.

At the end of this report, we also set out specific actions that will follow from it.



2. 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.



3. 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."

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

- equality monitoring of our staff
- the Register of Social Care Workers (the Register)
- the National Social Care Data Set for Wales
- the delivery 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.

In this first year of reporting, we share the outcomes of our approaches to identifying and collecting relevant equality data in Appendix 1.

4. Equality objectives

The development of our six equality objectives, outlined in section 5, 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 priority equality issues in an organisation so it can deliver improvements in policy making, service provision and employment, including resource allocation².

5. Delivering our equality objectives

To be an effective and transparent organisation, it is important we report on our performance regularly and seek feedback. This annual report reflects the steps, actions and initiatives we have taken forward 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 black and minority ethnic (BME) people. 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 have been working with organisations and community focal points to share information about the Code.
- For example, we have established a list of contacts featuring a range of organisations and individuals who represent the interests of BME people and communities across Wales, such as Diverse Cymru, Ethnic Minorities and Youth Support Team Wales (EYST), Race Equality

First and Women Connect First. Our aim is to work with these contacts to help us share information and raise awareness about the Code to as wide an audience as possible.

- We have also focused our engagement on local community hubs as they are a valuable and effective way of reaching a large number of people from a range of backgrounds and communities, such as BME groups, older people and people with learning disabilities.
 For example, the footfall in Ely Community Hub, which is one of the largest in Cardiff, is around 18,000 a month, and many people who visit are among those who are furthest removed from the workforce.
- We have had good engagement with third sector councils, who have been particularly helpful in making links across the health sector for promoting You and your social care worker, a short information booklet for the public about the Code. We have also contacted officers in health board locality clusters to help us distribute the booklet in GP surgeries.
- We have produced a <u>British Sign Language</u> (<u>BSL</u>) video about the <u>Code</u> for those who have BSL as a first language to help raise their understanding of what they can expect from their care worker. We will be working work with partners to promote this resource through established networks such as deaf clubs, deaf magazines and advocates who work for organisations who represent the interests of deaf and hard of hearing communities.

 Here's a summary of the engagement we have carried out and the protected characteristics groups we have reached:

Table 1: Engagement carried out with groups/ organisations to reach people using care and support, their families and carers

Group/organisation	Protected characteristics (audience)
Race Equality First	BME, older people
Diverse Cymru	All protected characteristics
North Wales Regional Equality Network	BME, older people
EYST	BME, age
Third sector councils	BME, older people, leaning disability
Local authority community hubs	BME, older people, learning disability, age
Women Connect First	BME, older people
BAWSO	BME, women, older people
Race Council Cymru	BME

- In 2019-2020, we will continue this approach, working with our now established contacts to improve awareness and understanding.
- We will also be broadening the scope of this work to engage other protected characteristic groups.
- One of our priorities for the coming year will be raising awareness of the Code among children and young people who are receiving care so they know what they should expect from their social care workers.

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 have been part of a partnership project with Bristol University and Diversity Trust to develop an evidence-based online resource on creating inclusive care home environments for lesbian, gay, bisexual and transgender (LGBT) people.
- This <u>online resource</u> aims to provide care home managers and staff with tools for leading discussions and educational sessions about the importance of promoting equality between residents and valuing diversity among staff and residents.
- One of the focus areas in the implementation plan for the Care and support at home in Wales: Five-year strategic plan 2017-2022 is the need to make sure people who use care and support, and carers are equal partners who can use their skills and experiences to help make decisions.
- In 2018-2019, we worked with regional partners to identify a method of gathering a national picture, which also meets regional needs, about the impact individuals' and carers' voices have on regional policy, commissioning and service improvement for care and support at home.

- This work involved extensive engagement with a range of people and groups, including people with a learning disability, people with mental health problems, people living with dementia, young carers, carers and older people.
- We developed a <u>free dementia training</u> <u>package</u> to help those who work with people with dementia. *One in a million* is a two-and-a-half hour, classroom-based training session that builds on the Dementia Friends training. It gives social care staff a better understanding of dementia and its different forms.
- We launched an <u>online dementia resource</u> in October 2018 for health and social care professionals. The resource supports good practice in dementia care by giving care professionals access to essential information, case studies, data, and research. We worked with frontline workers, managers and academics from across the sector to shape the resource at every stage of its development.



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 we have 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?

• We launched the <u>WeCare Wales campaign</u> in March 2018. This is a national attraction, recruitment and retention campaign for social care and early years. It aims to raise the profile of these sectors and, in turn, help people better understand the breadth of career opportunities available. The campaign was informed by a public perception study. One of the main messages to come out of this study related to gender, as it highlighted public support for males working in the sector. However, statistics³ show this is not reflected in the current social care workforce in Wales.

- The social care and early years workforce is made up of a diverse range of people from many <u>cultures</u> and ethnicities, and disabled people. It is critical that a recruitment campaign for these sectors reflects and highlights the diversity of people working in the sector, and that it is a major tool to help us support the sector to achieve a diverse and representative workforce.
- The campaign features a range of <u>photographs</u> and video case studies, and we are using these to reinforce the messages about diversity and equality.
- The campaign is bilingual, reinforcing the importance of the Welsh language and highlighting the significant impact language has in the provision of care.
- The WeCare campaign will continue to be an important vehicle for promoting a diverse workforce in Wales. This focus will help raise awareness of the diversity of the social care and early years workforce, the importance diversity has on the care and support the workforce provides, and will help attract a diverse workforce to join the sector.
- The development of the workforce strategy in 2019-2020 and its ongoing implementation over the next 10 years provides a significant opportunity to embed and promote the principles of equality and diversity in our workforce. This will act as the foundation for our work in this area going forward.

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. Hence it is important, if not critical, that equality is central to the training of the workforce.

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 <u>new set of qualifications for health</u> <u>and social care and childcare</u> reflect equality, dignity and respect. These important themes have been embedded in all the content.
- We supported Qualifications Wales and the awarding bodies to develop an infrastructure for assessing the new qualifications that is underpinned by the values of equality, dignity and respect.
- As new qualifications begin to be rolled out in 2019-2020, 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 central to our efforts of creating an inclusive and learning workplace. We want our staff to be aware of their responsibilities for advancing equality of opportunity and fostering good relations. We will achieve this through targeted training and development activities.

What have we done to further this objective?

- In 2018-2019, we monitored our recruitment activity at each stage to find out the equality profile of our applicants. We planned to carry out a review after each recruitment campaign to see if we needed to carry out more specific actions to promote our vacancies to any underrepresented groups.
- We advertised 29 posts in 2018-2019.
 Unfortunately, we did not receive enough monitoring forms from applicants to allow us to review our applicant profile. To try to improve the amount of forms we receive in 2019-2020, we will review and revise the wording that describes why we want to collect this information to encourage more applicants to complete them. We have also separated the equality monitoring form from the application form. We will use these improved data sets to inform our application and recruitment approach.

- 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. Of the 21 new staff who joined in 2018-2019, 16 completed the online equality and diversity awareness training. There will be an additional roll-out to all staff in November 2019 as an annual refresher.
- Training staff in equality and diversity matters is a central part of our organisational learning programme. For example, we organised deaf awareness training for staff as part of our commitment to raising awareness of how we improve accessibility across all our work for people who are deaf or have hearing loss. Ninety-six employees took part in the halfday deaf awareness sessions we organised in February and March 2019.



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. Meaningfully connecting with diverse communities 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 developed new guidelines for commissioning filming to make sure we consider accessibility needs at the beginning of our video work.
- We have taken steps to make sure our website complies with the EU directive for web accessibility. We used Siteimprove to monitor our website and our online registration portal SCWonline to make sure they comply with the directive. Going forward, we will publish an accessibility statement on our website that outlines the areas where they do not comply with the directive and that sets out an action plan for making sure those areas are compliant.
- Our digital offer to the public and to the people who are registered with us continues to evolve and respond to new technological opportunities. As we develop our digital approach in the future, the way it can improve effectiveness and accessibility for those with protected characteristics will be a clear priority.

6. 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, to act to address these.

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.

The last review was carried out in March 2019 and the full report is available on our website.

7. Procurement

As a listed public body, we have a responsibility to make sure we build equality considerations into our procurement processes to meet the general duty. We provide equality of opportunity in our procurement procedures so that suppliers are aware of their obligations to respect our commitment to eliminate unlawful discrimination, promote equality of opportunity and show transparency.

We also demonstrate sustainable development through our procurement processes and activities. We consider all three elements during the procurement strategy/planning phase:

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



8. Future work

We see the development of the workforce strategy for health and social care as an important mechanism to embed the principles of equality and diversity across the sector's workforce. This will be a priority going forward.

However, this report will also be followed by a number of specific actions:

Increasing workforce diversity

We recognise the important role that recruitment can play in helping us achieve a more diverse workforce. We are always looking to learn and make improvements to achieve a more diverse workforce that better reflects the communities we serve. This remains central to our efforts of creating an inclusive and learning workplace. As we noted earlier in this report, we did not receive a sufficient number of equality monitoring forms in 2018-2019 to allow us to review of our applicant profile and take targeted action against underrepresentation.

Action 1 – To achieve greater diversity in the workforce, we recognise the need to improve our process for collecting equality data from those applying to work for us.

Workforce data in relation to training, applications for changes in position, disciplinary and grievances

Following recent monitoring, the commission reported that none of the 73 listed public bodies were fully compliant with the duty of employment monitoring, in particular, the collection of workforce data in relation to training, applications for changes in position, disciplinary and grievances.

Action 2 – We will implement a mechanism for equality monitoring in relation to staff training, applications for changes in position, disciplinary and grievances.

Increasing the employment of disabled people

In the relevant findings of Is Wales Fairer? 2018⁴, the employment rate for non-disabled people (73.4 per cent) was more than twice the rate for disabled people (34.6 per cent) in 2016/2017. We continue to make reasonable adjustments to support our staff and we have a range of policies in place to support the health and well-being of our staff, including providing an employee assistance programme.

Action 3 – We will look to identify what more we could do to make sure we recruit and retain disabled people in our workforce – this will include attaining Disability Confident Employer accreditation⁵.

Procurement

Our procurement framework supports our staff when they engage with suppliers to make sure our procurement processes and procedures are appropriate and effectively encourage innovation, promote sustainability, and ultimately, provide value for money. In a 2018 review of how listed public bodies are achieving the general duty, the commission highlighted that applying the procurement duty and what can be achieved by public bodies is an area of common concern.

^{4.} https://www.equalityhumanrights.com/en/publication-download/wales-fairer-2018

^{5.} https://disabilityconfident.campaign.gov.uk/

Action 4 – We will assess our procurement framework against the commission's non-statutory guidance to identify what further improvements are needed to embed equality in our procurement framework.

Diversity of 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. We want a social care workforce that is more representative of the communities it serves, particularly where we have evidence of underrepresentation.

A recent study on the equality data profiles of the people who are registered with us identified areas where we can take action to work towards a diverse workforce. Some messages from this are:

- the workforce is predominately female.
 Seventy-seven per cent of social workers and 76 per cent of adult care home managers are female
- the workforce appears to have a very low level of disability, with no group on the Register recording more than 2.5 per cent, against a national figure of 14 per cent
- some registered groups (such as domiciliary care managers) have a very low representation from BME groups.

Following on from this report, we will work to improve the accuracy, comprehensiveness and comparability of this data.

Action 5 – We will use the expanding register and emergent reporting technology to improve our understanding of the make-up of our workforce. We will also adapt the messages of the national attraction and recruitment campaign to target those groups who are underrepresented in the social care workforce.

Accessible information and communication

We will continue to assess how well we are doing in providing information and communication to meet the varying needs of the communities we serve. We want to make sure all our communication channels provide information in a clear and accessible manner.

Action 6 – We will take the necessary steps to make sure our website complies with the EU directive for web accessibility. This will include publishing an accessibility statement on our website outlining areas of noncompliance and an action plan for making those areas compliant.



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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Appendix one

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.

Table1. Staff diversity profile⁶

	%	Wales average ⁷ %
Gender		
Male	28.8	48.4
Female	71.2	51.6
Age		
18-21	1.6	5.5
22-29	14.4	11.5
30-39	44	12.9
40-49	24	13.1
50-59	12.8	15.1
60+	3.2	22.4
Religion		
Atheist	7.2	
Agnostic	4	32.1
Catholic	0.8	
Christian	27.2	57.6
Muslim	1.6	1.5
None	20.8	
Not declared	38.4	
Sexual orientation		
Bisexual	0.8	
Heterosexual	58.4	93.2
Homosexual	1.6	2
Not declared	39.2	

^{6.} Total number of staff employed was 125 in March 2019.

 $^{7.\,}Source: Gender\,/\,age\,/\,race\,/\,religion\,/\,disability\,-\,StatsWales.\,Sexual\,\,orientation\,/\,\,married\,-\,\,ONS$

	%	Wales average %	
Disability			
Yes	4.8	14	
No	58.4	86	
Not declared	36.8		
Race			
Black African	1.6	0.4	
Black Caribbean	0.8	0.2	
White Asian	0.8	1.8	
White	50.4		
White – Welsh	5.6	96.2	
Not declared	40.8		
Civil partnership / Married			
Yes	34.4	51	
No	25.6	49	
Not declared	40		
Gender the same as at birth			
Yes	57.6		
No	0		
Not declared	42.4		



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, these are based on the information given by applicants registering and renewing their registration with us. You can find more here: socialcare.wales/collections/current-registration-data-reports

National Social Care Data Set for Wales

The National Social Care Data Set aims to bring social care data together in one place to provide a view of how the social care sector is performing in Wales. In 2018-2019 we established an advisory group to help us plan and develop the data set.

We worked closely with Data Cymru, which hosts the data set on our behalf. We worked closely with Care Inspectorate Wales to make available data on the number of regulated care and support services in Wales by local authority. The data provides a breakdown of the different type of services and places by local authority for 2016/2017 and 2017/2018.

In March 2019 we republished the local authority expenditure data from StatsWales in the <u>data set</u>. We have also done some further analysis and published information about expenditure per head of population for the following protected characteristic groups:

- disability people with learning disabilities
- age children who are looked after.

We have also added health diagnosis information specifically for **dementia**, **mental health** and **learning disabilities** from the QOF data.

In April 2019 we took responsibility for <u>Daffodil</u> <u>Cymru</u>, a tool that sets out potential demand for care and support services based on future population projections of people living with a range of health conditions.

Daffodil Cymru Indicators

Data set	Groups
Population 18+	 Population by age Population by gender/age Ethnic group Ethnic group by percentage Household growth Disability Living Allowance and PIP Employment and support allowance
Mental health	 Mental health problem Drugs - misuse Drugs - hospital admissions Alcohol - binge drinking Suicide Survivors of sexual abuse Dementia
Living status	TenureNo central heatingProvision of unpaid careLiving alone
Health/physical disability	 Limiting long-term illness Domestic tasks Mobility Self-care Bronchitis/emphysema Continence Cancer Diabetes Falls - hospital admission Hearing impairment Heart condition Obesity Stroke Visual impairment
Learning disability	 Learning disability - baseline estimates Learning disability - moderate or severe Down's syndrome Down's syndrome and dementia Autistic spectrum disorders Challenging behaviour

Equality data from the delivery of 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 is important in helping 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 from the Step Up to Management programme. The Step Up to Management programme provides care and support workers with the knowledge and understanding needed to make the transition to a management role in social care and health.

Table 3: Equality monitoring for students enrolled onto cohort 4 of the Step Up to Management programme (January 2019)

		2019 Number	2019%
Gender			
	Female	26	81%
	Male	6	19%
Gender identity			
Is your gender identity the same	Yes	31	97%
as the gender you were originally	No	0	0
assigned at birth?	Information refused	1	3%
Disability			
Do you consider yourself disabled?	Yes	1	3%
	No	31	97%
Ethnicity			
Asian or Asian British	Bangladeshi	0	0%
	Indian	0	0%
	Pakistani	0	0%
Chinese	Chinese	0	0%
Other Asian	Other Asian	1	3%
Black or Black British	African	1	3%
	Caribbean	0	0%
	Other	0	0%
Mixed ethnic background	White and Asian	0	0%
	White and Black African	0	0%
	White and Caribbean	0	0%
	Any other mixed ethnic background	0	0%
	Gypsy or Traveller	0	0%
White	Any white background	30	94%
Not known	Not known	0	0%
	Information refused	0	0%

		2019 Number	2019%
Sexual orientation		•	
	Bisexual	0	0%
	Heterosexual/straight	29	91%
	Gay man	1	3%
	Gay woman/lesbian	1	3%
	Prefer not to answer	0	0%
	Other	1	3%
Age	•	•	
	19 and under	0	0%
	20-29	3	9%
	30-39	12	38%
	40-49	8	25%
	50-59	9	28%
	60+	0	0%
Welsh language			
Which of the following describes your ability to speak Welsh?	Fluent	1	3%
	Some	3	9%
	Not at all	28	88%
Religion/Belief			
	No religion	15	47%
	Agnostic	0	0%
	Atheist	0	0%
	Buddhist	0	0%
	Christian	12	38%
	Hindu	0	0%
	Jewish	0	0%
	Muslim	0	0%
	Sikh	0	0%
	Spiritual	2	6%
	Prefer not to answer	1	3%
	Any other religion/belief	2	6%