

# Social Care and anti-racism in Wales

## Removing racism from the workplace



This document was written by **Association of Directors of Social Services Wales (ADSS Cymru)**. It is an easy read version of ‘**Delivering social care in an anti-racist Wales – Executive Summary**’.

**November 2024**

# How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 18**.



Where the document says **we**, this means the **Association of Directors of Social Services Wales**. For more information contact:

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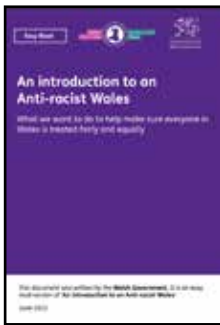
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# Contents

<b>What this booklet is about .....</b>	<b>4</b>
Racism and reporting.....	11
Policies and procedures.....	12
What Directors of Social Services will do .....	14
What local councils need to do .....	16
<b>Hard words .....</b>	<b>18</b>

# What this booklet is about



The Welsh Government made a plan called the **Anti-racist Wales Action Plan**.



It is about making sure Wales is an **anti-racist** place and does not put up with **racism**.



**Racism** is about treating people badly or unfairly because they are from a different race or ethnic group.



**Anti-racism** means doing something about **racism** and standing up against it. It means making changes so people are treated fairly and their lives are better.

The Welsh Government asked us to find out what staff working in social care experienced. There were 2 parts to this work:



1. To look at **racism** in the workplace and what happened as a result.



2. To look at the policies local councils have about staff developing into management jobs.



This is a report about number 1 only.



It looked at the experiences of staff from **ethnic minority backgrounds**. It looks at what can be done to improve things.

**Ethnic minority backgrounds** means backgrounds that are not white British.



An online survey was carried out. It had 500 responses.



There were also interviews with staff from **ethnic minority backgrounds**.

2 groups were set up to help guide this research:



**1. Project Reference Group** – this group was made up of people from different organisations. Including:



- local councils



- and people who speak up for those who have experienced **racism** in social care.



**2. Employee Insight Group** – this was a group of 10 people from **ethnic minority backgrounds**. They had experience of **racism** in social care.



Some of the words and terms we use in our report may not be liked by everyone.



We have followed guidance from the Welsh Government about what to use. But we also understand we need to keep listening to people and making changes, so we get the words right.

The study found that people experience **racism** in 4 main ways:



- Through comments of people they work with.



- How someone has been treated by staff or a manager.





- **Racist** behaviour by people who are receiving social care support or family.



- **Racist** comments to people who are receiving social care support by staff.



Some of the comments staff experienced were:

- Comments about appearance. For example, the colour of skin.
- Rudeness.
- Being insulting.
- Lack of understanding.
- Spreading **racist** messages online.
- Some people who are receiving social care support are not accepting support from some carers.



Only 12 of the 22 local councils in Wales took part in this survey. So, we do not have a full picture of what is happening.



**Racism** is often **not** looked into or acted upon.

# Racism and reporting



Local councils didn't have many examples of **racism** to report.



It is sometimes dealt with when it happens. But sometimes it is not.



It seems that many cases of **racism** are not reported at all. One reason for this is people feel it will not be dealt with.



Also, some staff sadly say they are 'used to it' happening.

# Policies and procedures



A policy is a set of rules for how things should be done. Procedure is a set of actions or a particular way of doing something.



Organisations have procedures in place for dealing with complaints. But staff think they do not work well.



They say **racism** is not understood or taken seriously. Action is not taken and people are not supported.



A big reason **racism** is not reported is because staff think the policies and procedures do not work.



People are also worried about reporting **racism** in case it affects their job. Or how they are treated by others.



People had mixed views about how much was being done to follow the Welsh Government's **Anti-racist Wales Action Plan**. There is a lot of work to be done.

# What Directors of Social Services will do



- Talk about the study to other leaders to decide what else can be done to remove **racism**.



- Have training for staff.



- Make sure all staff fully understand **racism**. And how to deal with it.



- Encourage people to report **racism**. And make sure every report is followed up.



- Make sure people who are receiving social care support and families know **racism** is not allowed. Give information to help improve understanding.



- Check organisations that supply services to social care, to make sure they are **anti-racist** too.



- Write about this work in the annual report each Director makes.

# What local councils need to do



- Make sure all staff understand **racism** and its effects.



- Show they will not support any **racism**.



- Check their policies and procedures to make sure they deal with **racism** well.



- Try out the **framework** we have made. The aim of the **framework** is to learn from cases of **racism** and make improvements. A **framework** is a document that guides how and why something should be done.





- Check if there is enough support for those affected by **racism** and those reporting it.



- Work with other organisations to develop learning about **racism**. And the best ways to work.



- Check the effects of these changes in 1 year.



We want to work with local councils, social care providers and others to put these things in place. And achieve the goal of an **anti-racist** Wales.

# Hard words

## Anti-racism

Anti-racism means doing something about racism and standing up against it. It means making changes so people are treated fairly and their lives are better.

## Ethnic minority backgrounds

This means background that is not white British.

## Racism

Racism is about treating people badly or unfairly because they are from a different race or ethnic group.