



# IMPACT

Improving Adult Care Together



Economic and Social Research Council



## IMPACT Network inclusion and anti-racist practices in social care



**This leaflet is in  
Easy Read**



### **What is the issue?**

We talk about the complexities when talking about race and racism both overall and in social care



### **What does it mean to be anti-racist?**

Look at different ways people are working to make sure they are being as inclusive as possible



**What do you think?** Questions for your network to think about before our meeting.

# Introduction



This leaflet has been made for the **Impact local network meetings**.



It is to discuss the ways that people are working towards being more **inclusive and Anti-Racist**.



An explanation of **what being anti-racist means** is in our next section. We will be looking into how this applies to social care.



We look at **different research and lived experiences** to show how good practice can change people's experiences.



This leaflet is in **Easy Read**. Easy Read makes information accessible for people with Learning disabilities. We do this by using **Plain English and pictures**.

# What does Anti-racist mean?



People come from different backgrounds, cultures, and places around the world. One **part of someone's identity is their race.**



There are lots of different races in the world. For example, people may call themselves **Arabic, Asian, Black, White, or have a mixed background.**



The word race has a **long history attached to it.** It is often used to discriminate against people. We use the word in this document but invite people to talk about **what it means to them.**



**Racism** happens when someone is stopped from doing things, abused, or not given the same opportunities **because of their race.**

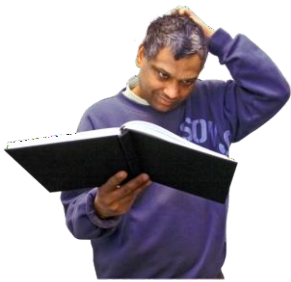


Talking about Race can be an **upsetting and sensitive conversation.** Check-in with your group and make sure everyone's views are respected.

# References for complicated words;



Talking about **race often uses a lot of complicated language**. Sometimes the language used in easy read is simpler than what people prefer.



This is to help people who are usually left out of these **conversations understand the basics**, not to disrespect preferred languages and terms.

Some of the complicated words are:



**Discrimination**- Discrimination means to treat someone not as well as others because of who they are. This could be something like their age, background, sexuality, or race.



**Anti**- This is used as a word before something to mean the opposite. When we talk about anti-racist, we mean work being done that's the opposite of racism.



**Protected characteristics**- Different things that someone could be discriminated against for, which have laws around them to help this not happen.

# What's in this leaflet?



In Britain, there are laws around anti-discrimination. This is called **the 2010 Equality act.**



This act says that all people should be treated equally. All forms of **discrimination are banned.**



**The equality act** talks about making sure people from different groups have **things in law to protect and help them.**



These are called protected characteristics. One of the **protected characteristics is race.**



Despite this being the law, **racism is still a big issue** in lots of different ways.

# What's in this leaflet?



This leaflet wants to **talk about how complicated** it can be to talk about race and discrimination.



Racism has a long history, and lots of different factors that **make it hard to make big changes.**



Research has found there is not just one way to make sure things **are anti-racist and inclusive.** This work needs to be adaptable and **constantly working to improve people's lives.**



Some of these ideas are very complicated. We have tried to make them **simple to understand for the easy-read version.**

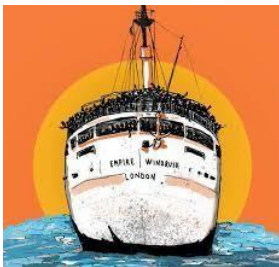


The full version of this document goes into more depth about the **history of words** and the complicated concepts around them. **Please ask your coordinator** if you would like to see this.

# What's the issue?



There has been more talk and work around **anti-racist practices in the UK in the 2020s.**



Things that have brought this to the public's attention have been [the death of George Floyd](#) in the US and the [Windrush scandal](#) in the UK.



**COVID-19** brought up a lot of different ways health and social care is not equal and often discriminates towards different groups of people, **specifically non-white people.**



Despite the **Equality Act** being in place, evidence shows there are **high levels of discrimination in social care in the UK.**



This is also true for the **social care workforce** in the UK. A lot of people who work in social care **have moved to the UK** from another country.

# What's the issue?



Changes to the UK **migration system** are **affecting this workforce now** and will continue to do so over time.



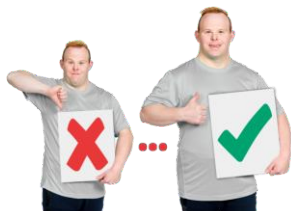
Evidence shows there are **a lot of barriers** that make it difficult to **make big changes** in **social care around race**.



Examples of this are people not thinking it's an issue they need to work on if it **doesn't personally affect them**.



There are also a lot of difficult conversations to be had. People avoid talking about racism because they can't **solve everything when things are complicated**.



This leaflet will talk about some of the good practices **around improving inclusiveness in the UK too**.

**All people have the right to be treated  
equally.**

**Governments have the responsibility to create and approve laws to protect people from discrimination.**



# Equality act



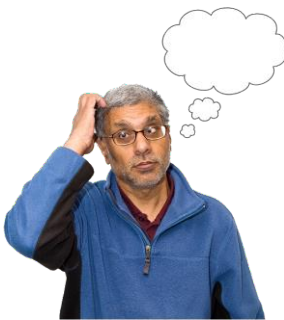
In Britain, the **Equality Act 2010** are the laws to help to protect groups of people with protected characteristics from discrimination.



The Equality Act recognizes **9 protected characteristics**. In this document, we will focus only on **race**.

The law defines race as including ethnicity,  
**colour,**

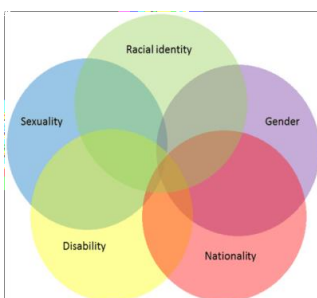
**ethnic or national origin, and nationality.**



When thinking about protected characteristics, it is important to think about **people who belong to more than one group**.



For example, a **Roma woman** might experience discrimination based on **both her gender and race**.



This is called **intersectionality**, which means that some people will **face multiple barriers to accessing services or finding a job**.

# Equality act



**The Equality Act 2010** applies all public services. This could be anything from hospitals, charities and workplaces.



This means different organisations have to think if any of **their policies could put a group of people at a disadvantage.**



An example of this could be having a shift pattern that means someone with childcare needs **wouldn't be able to make the shifts** without any flexibility.



The law also talks about the idea of **positive action.**



Positive action means doing things differently to **support people with protected characteristics.**

An example of positive action in social care is on the **next page.**

# Positive action in social care



A care home has an **ethnically mixed** group of older people as residents.



The staff **talk to members of this group** about what they might like to do as a group and individuals.



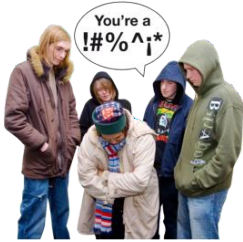
The staff notice that their **Bengali residents** in the home do not attend most of the community events.

The staff and residents decided to set up a community event every two weeks **for watching Bengali films together.**

In **social care**, services **need to be available and provided on an equal basis to everyone**, whatever their protected characteristics.

It also means thinking about whether a **policy or practice might discriminate** against a certain group of people.

# Types of racism.



When thinking about racism, most people think about people being **directly abused or being excluded because of their race.**



Racism can take a lot of different forms. **Sometimes these are not on purpose**, but because of already existing problems in society. Examples of this are:

## Institutionalised racism



Institutions are parts of society like **education, the justice system, and workplaces.**



**Institutionalised racism** is when the systems in place put people of different races at an unfair disadvantage.



In social care, this means different access to services, resources, and **opportunities such as good housing** and appropriate social care support.

# Types of racism.



It also affects who makes decisions or gets **into management positions**. Research shows that certain groups of people are **not represented in positions of power**.



## Interpersonal racism

Interpersonal means it happens between **people when they are interacting with each other**.



It is either direct, where someone acts badly towards someone else because of their race. Or indirect where people think **badly of a group of people**.



Research has shown that often people using services have **refused their social care worker** because of their race.



People in the research said **they requested the change** because they think they are less professional and skilled than white colleagues.

# Types of racism.

## Internalised racism



Internalised means something that affects how **people think about themselves** because of being used to the way things are.



Someone **may have had bad experiences**, due to racism, so they think that it's normal or what they should expect.



This type of racism leads to **people getting less involved in decision-making**, feeling like they don't deserve to use services, and avoiding seeking help and support when needed.

**When addressing racism, any actions taken must think about all these different ways so that lasting change can happen.**



A way to do that is to always think of how your own **background and beliefs can influence things**, and how to make sure different voices are heard.

# Racism in the social care workforce



[Race Equality Matters](#) developed a framework called '**Tea Break**'. This is to support organisations to create safe spaces for people to talk about their opinions and feelings.



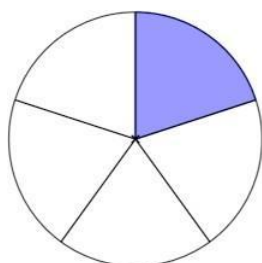
Another thing to think about is something called **Othering**.



**Othering** is something where individuals and groups are treated as different and not as good as the majority group.



People assume that the default in places like **the UK is white**. This is not the case, but more work needs to be done to **challenge this thinking**.



Almost 20% of people in England identify as non-white. **That is 1/5 of people in England.**



In social care, this is important for **people use services but also for people who work in services.**

# Racism in the social care workforce



Studies have found there is a **high level of discrimination and racist abuse** towards the social care workforce when doing their job.



The **Brexit campaign** reinforced the incorrect belief that foreign people are the reason for the **pressure on public services like the NHS**.



Whilst **Brexit was about European migrants**, there were lots of discriminatory behaviors seen towards people with **Black and Asian backgrounds**.

# 16%

A report showed that **16% of migrants** in Britain said they were members of a group that faced discrimination in 2018-20.



However, the report also highlighted that ethnic minorities born in the UK were roughly **twice as likely to experience discrimination**.

**This shows the importance of considering multiple factors when talking about discrimination.**



# Discrimination and positive actions



As mentioned before, **discrimination means to treat someone not as well as others because of who they are.** This could be something like their age, background, sexuality or race.

Discrimination takes lots of different forms, such as;



**Direct discrimination** - treating someone worse than others because of who they are.



**Indirect discrimination**  
This is where rules are in place that apply to everyone that put a particular group of people at an unfair disadvantage



**Harassment** - unwanted or offensive behaviour from someone else or a group based on who someone is.



**Victimisation** - treating someone unfairly because they've complained about discrimination or harassment.

# Discrimination and positive actions



**Discrimination** is only one element of a larger system. It divides people in groups who get **unequal access to services and power.**



**Racism is a specific form of discrimination.** Racism makes stereotypes of people and thinks about groups of people negatively because of their culture, background, or colour of their skin.



**Xenophobia** is a word that means the fear and hatred of **strangers or foreigners.**

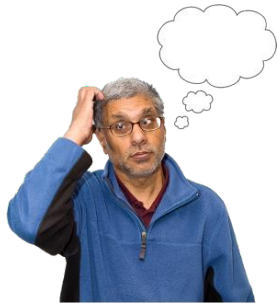


Although they are similar, they are different enough that someone can **be both xenophobic and racist.**



As mentioned earlier, research about **Migrants and Discrimination in the UK**, found that people born in the UK from ethnic minorities groups experienced more discrimination than migrants.

# Discrimination and positive actions



This just shows that **discrimination is complicated**, and needs to be thought of in how it affects people long term.



A study in the UK found that **people who have experienced discrimination and racism** experience more chronic health problems and have poorer mental health compared to those who do not.



Positive discrimination involves giving **better treatment to people who are disadvantaged**.



Positive discrimination favours someone by treating them in a positive way at the **cost of other groups of people**.



An example might be a social care provider hiring someone from an **underrepresented group** into a role without considering if they are the **right person for the job**.

# Discrimination and positive actions



Positive discrimination is against the law.



It can also be seen as counterproductive and come across as **unintentional racism** by being tokenistic.



When **planning positive actions to support people** who experience more discrimination it should be about **support to get the same treatment as others.**



People, organisations, and employers should see the **value of diversity.**



**Differences between people** should be seen as a strength to be valued and not a problem to be solved.

# Anti-racist practices



Both Anti-racist and inclusive practices are seen as positive ways to **tackle discrimination and improve inclusiveness** and equality. But they are not the same thing.



**Anti-racist practices** are done by actively changing systematic racism. There is a strong focus on looking at the **bigger picture of society**.



Inclusive practices look at making an **inclusive environment where all people**, regardless of their ethnicity or other characteristics, have the same opportunities.



Both practices value **equality, inclusion and diversity**. With Anti-racist practice the attention is focused on racism and power dynamics.



To be anti-racist an individual or organisation looks at what they are doing for **anything that is discriminatory**.

**Anti-racism is a way of committing to taking action and fighting oppression**

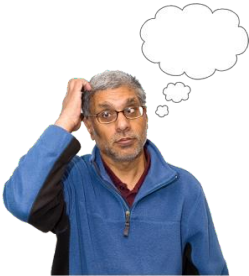
# Avoiding the problem



As you have seen in the leaflet so far, working toward being anti-racist and **fully inclusive is a complicated process.**



Because of this, people **often avoid the problem.**



This isn't always done on purpose and comes in a lot of different ways. For change to happen, there are a few ways to consider how the problems are **being avoided or pushed away.**



1. **Ignoring the problem** - People may accept that racism is happening in other places, where the effects are easy to see.



But they can't see that the effects of racism are affecting their everyday life. This is called **Decontextualization.**

People may also ignore racism by focusing on another form of oppression instead. For example, sexism.

# Avoiding the problem



2. **Denial.** People sometimes say that racism doesn't exist, especially different types like institutional racism that we covered before.



People ignore evidence of cultural and institutional racism, putting things down to **personal views that extremists have.**



3. **Omission.** Omission means to leave something out. People will ignore racism in their interactions with other people, and say they see race as irrelevant in most situations.



4. **The 'colour-blind' approach.** Some people use this approach to say why they are not racist.



The statements 'I treat everyone the same' or 'I don't see colour' can be **very dismissive** when talking about racism.



5. **The 'dumping' approach.** This is when white people hold black people responsible for creating and eradicating racism.

# Avoiding the problem



6. **The patronising approach** - This is where people see the way white people do things as 'better', but other ways are tolerated.



When trying to be multicultural, unequal power dynamics need to be addressed or it can be seen as **shallow or tokenistic**.



7. **Avoidance** People are aware of racism but avoid chances to change things.



This might mean being upset at racist behaviour but **keeping quiet about it**.



6. **Exaggeration of action**

This acknowledges racism in everyday life, accepts something must be done, but only makes minimal steps to deal with it.



For example, thinking that racism can be removed simply **by introducing an equal opportunities policy**.



# Anti-Racist Work: Problems



The fact that there are so many ways that **people avoid or ignore racism shows** again how complicated the topic is.



Being Anti-racist **requires a lot of work** but is needed for real change to happen.



Starting anti-racism work can be done in **two main ways:**

1) Thinking about racism as a bigger issue that impacts white people and people of colour differently.



2) Doing work and activism that looks at all the angles to minimise or **get rid of the effects of racism.**



However, this way of working **doesn't always provide change** in ways people need it.

# Starting Anti-racist work



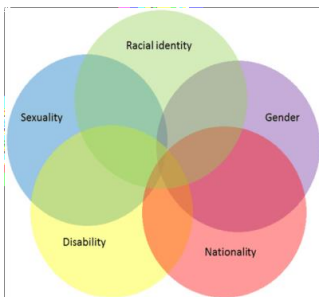
A study with people training to be social **workers** found that educating people about racism was found to help get **more understanding among staff**.



But it didn't prepare social workers enough for **challenges they faced in the workplace**.



Social workers said they didn't know how to **address racism at work** in a way that could change things. There wasn't enough being done to look at how their **course could be more anti-racist**.



Another criticism of anti-racist practices is that it is limited when **not thinking about intersectionality**.



As explained before, Intersectionality is where someone is involved in several different groups of people. For example; **being a woman and Roma**.

# Starting Anti-racist work



Being Anti-racist sometimes misses the fact that racism can be **too focused on differences** in how people look, like their skin colour, rather than racism around culture.



For example, this way of thinking may dismiss the racism experienced by people who are **'white-passing'** but come from different cultures or places in the world.

## Why is it important to think about racism in social care?

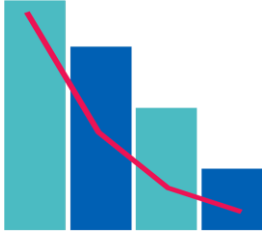


Statistics show that social care staff from minority ethnic groups **have lower wages** compared to white people in the UK.



Some ways of thinking explain this as due to the **lack of working skills**, knowledge, or experience of people from ethnic minority groups.

# Why is it important to think about racism in social care?



This is called the deficit model. Deficit means **not enough of something**, or a smaller amount.



The deficit model may seem to be anti-racist when saying there is a **lack of support and skills for social workers from different backgrounds**, but this isn't the case.



By **thinking that a group of people is 'lacking'**, it comes across as **patronising**, as we spoke about before.



It also ignores **why people may need different skills or support**, and that there is indirect or structural racism to think about.



For example, if we use the deficit model to make **policies and guidelines to reduce the wage gap**, we are at risk not addressing the real barriers.

# Inclusive practices



With inclusive practices in social care, **there are a few points to consider on how to be more inclusive.** They are:



Be aware of stereotypes- don't make assumptions

Use inclusive language and clear communication

Make sure physical spaces are inclusive



Make sure that research hears different voices

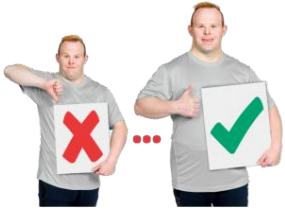


Advocate for more inclusive practices



Learn about diversity in all its forms

# Examples of inclusive practice



To make sure social care is inclusive, here are some **examples of good practice**.



Make sure that **different voices are heard** in planning social care.



People's diversity is acknowledged and celebrated.



Support is **person-centered**.



The following two examples of inclusive practices use **co-production and engagement**. They do this to make sure that services are made based on the needs of all the people who need them.

# Examples of inclusive practice

## Seldom heard groups:



This is a way of working where teams do extra work to reach out to **excluded people**. This way of working looks at **what voices are missing** in the room and thinks about why that might be.



Staff need to respect the diversity of the people they work with. They need to **build strong relationships** with people who use services to develop trust and mutual understanding.



For the success of seldom-heard groups, services need to know what groups **they are looking after in their area**.



They can also **work with existing groups and communities** rather than coming in to take over.

# Examples of inclusive practice



Service providers have to make sure that **all members of their communities** have access to services how they need it.



**Health Watch** has created a guide on how to work with seldom-heard groups that you can see [Here](#).

**Involving people from ethnic minorities in the creation of training:**



Skills for Care said in a report that to provide a good quality **and inclusive social care service**, social workers need to be confident in dealing with diversity.



Social workers should have **training designed or delivered by people with lived experience**.



# Examples of inclusive practice



An example of **co-produced training** is this online training [for practitioners working with migrant communities](#).



This was **developed in partnership with social workers**. They felt less confident in working with migrant communities and **wanted to do things right**.



The content was co-produced with professionals and **migrant families during a research project**.

**When thinking about inclusive practice, it is important to work with and hear as many diverse voices as possible**

# Questions



Having read the material above, in the first Local Network Meeting, we'd like you to **talk about these points in your groups.** You may like to take notes before the next meeting.



## Your experiences...

- Would anyone like to share their experiences of inclusive practices in social care?



- Have these projects tackled discrimination? What more could be done?



- What can be done to avoid discrimination and support people to have more equal access to social care?



## Thinking about this discussion document...

Does anyone in the group have experience of positive change and anti-racist practices?

# Questions



- Were there any ideas in this document that you think would **work well to change things**?



- Is there anything in the document you didn't agree with, or didn't match your experience?



## Next steps...

- Are there any next steps you'd like to agree as a group? Anything you'd like to discuss?



- Do you think there is anyone else who should be involved in your meeting?

- Is there anything you need from the IMPACT team?

# Extra information



There are some details from the strategy not in this **Easy Read** booklet to keep it accessible.



A full version of this leaflet, **including a source list**, is available on request.



Thank you to **Sheffield Voices** for this into Easy Read.



made with  
photosymbols®