

Equality Impact Assessment (EIA) Form

1. Insert the title being assessed.

**Changing Lives – A vision for Careers Wales 2017-2020**

2. Is this a new policy, service, function or activity or an existing one?

This is a new approach to working in line with Welsh Government policy and remit taking into account the requirement on to ensure all 14-19 learners are entitled to access impartial and professional careers information advice and guidance.

<http://law.gov.wales/publicservices/education/careers-advice-training-and-employment/careers-advice/?lang=en#/publicservices/education/careers-advice-training-and-employment/careers-advice/?tab=overview&lang=en>

The responsibility for securing the provision of careers advice in educational institutions in Wales rests with the Welsh Ministers.

Section 8 of the [Employment and Training Act 1973](#) (ETA 1973) imposes an obligation on the Welsh Ministers to provide services to assist people in education (other than higher education) in Wales to decide what employment might be suitable for them and to assist them in obtaining that employment. The kind of services that may be involved include providing information and offering advice and guidance about the kinds of employment available and the training or education that might be required to obtain that employment.

The Welsh Ministers also have the power to provide these services to people not in education under section 9 of ETA 1973.

Under section 10 of ETA 1973, the Welsh Ministers can arrange for careers advice services to be provided by local authorities or other bodies and can also direct local authorities to provide careers advice services or arrange for their provision. In making these arrangements, the Welsh Ministers can make payments to providers and can allow providers to charge for their services.

The Welsh Ministers have exercised these powers by entering into an arrangement with [Careers Wales/Gyrfa Cymru](#), a body that

provides careers education and guidance to 14-19 year olds in Wales through schools and further education institutions.

The [Education Act 1997](#) places obligations on the governing bodies and head teachers of schools in Wales to ensure that pupils between the ages of 14 and 19 are given a programme of education designed to prepare them for taking decisions about their careers and to help them implement such decisions (section 43, as modified by the [Education \(Extension of Careers Education\) \(Wales\) Regulations 2001](#) (SI 2001/1987).

Sections 44, 45 and 45B of the Education Act 1997 also require the governing bodies, head teachers and principals of schools and further education institutions to provide access to guidance and reference materials regarding careers education. They must also work with Careers Wales/Gyrfa Cymru (as the body appointed under section 10 of ETA 1973) to provide this service and, where necessary, should provide to Careers Wales/Gyrfa information about and access to pupils and students for the purposes of careers education.

Section 2 of ETA 1973 confers an additional function on the Welsh Ministers in relation to careers advice. It allows the Welsh Ministers to make appropriate arrangements for the purpose of assisting persons to select, train for, obtain and retain employment suitable for their ages and capacity or of assisting persons to obtain suitable employees. In relation to Wales, these functions are exercisable by the Welsh Ministers concurrently with the Secretary of State, save that they do not include the function of making arrangements for the principal purpose of helping all those (as distinct from a particular section of the population of Wales) without work to find employment (see paragraph 1 of Schedule 1 to the [National Assembly for Wales \(Transfer of Functions\) Order 1999/672](#)).

This revised approach supports the above and places focus on a preventative approach by supporting individuals to achieve the outcomes listed in point 8 below. Working more intensively with learners in compulsory education can contribute to supporting a reduction in the number of young people ages 16 and 17 who do leave their initial course selection, leading to additional pressure on post 16 funding and increasing the possibility of them not being in employment, education or training.

Changing Lives also contributes towards:

'Taking Wales Forward 2016-2017' <http://gov.wales/docs/strategies/160920-taking-wales-forward-en.pdf>,

'A curriculum for Wales – A curriculum for Life': <http://gov.wales/docs/dcells/publications/151021-a-curriculum-for-wales-a-curriculum-for-life-en.pdf>

Well-being of Future Generations (Wales) Act 2015. <http://gov.wales/topics/people-and-communities/people/future-generations-act/?skip=1&lang=en>

**3. Insert the name of the senior owner along with the names of members of the assessment team. Include name, position, reason for inclusion and any additional comments.**

Careers Wales' Senior management team comprising of CEO, and four Directors supported by Heads of Service Delivery (4), Head of Service Development, Head of HR, Head of ICT, Head of Finance and Facilities, Head of Performance, Head of Business Improvement – representing cross company policy leads, all regions of Wales, corporate functions and employee welfare and development. The functions performed by these post-holders, remain the same regardless of any job title changes.

**4. Which directorate or team is responsible for the implementation of this policy, service, function or activity that you are assessing?**

This is a cross-directorate responsibility reflected by the involvement of the Senior Management Team and the extended management group outlined above. A governance process ensures its successful implementation.

**5. What are the main aims and objectives or purpose of the policy, service, function or activity that you are assessing? Provide an overview of what the policy, service, function or activity is and who or what it aims to benefit.**

Changing Lives highlights the changes expected by Welsh Government of CCDG trading as Careers Wales.

The Strategic vision sets out the company's goals for the three business years and will be delivered incrementally as agreed with Welsh Government on an annual basis. The organisation's annual business plan will set out the targeted achievements and service delivery offer for each year. Performance against this will be measured by quarterly and annual reporting to Welsh Government on progress against what is set out in the Business Plan.

Changing Lives outlines Careers Wales' aspiration to move significantly towards providing blended services to its service users in Wales and offering enhanced services for partner organisations to support all young people (regardless of their circumstances) to develop their careers.

**6. Who implements, carries out or delivers the policy, service, function or activity?**

This is a cross-directorate responsibility reflected by the involvement of the Senior Management Team and the extended management group outlined above. All employees within Careers Wales will contribute towards the implementation of this strategy.

As part of its self-evaluation process, Careers Wales undertakes population analysis of a designated local authority which includes population data. This data can be analysed to demonstrate trends in service usage by population where protected characteristics, including individuals wanting service delivery in Welsh are known. Teams leading on service delivery by locality will monitor that service provision reflects population data and that individual groups are not inhibited from participating.

Where imbalances in specific occupations or sectors exist (e.g. gender or race or Welsh Language skills) Careers Wales may deliver activities or events targeting individuals by their protected characteristic in order to address or counter these imbalances.

### **7. Who is affected by the policy, service, function or activity, or by how it is delivered?**

The strategic vision places a stronger focus on young people, enhanced services to support other organisation to help young people develop their careers and even greater use of digital technology. Improving service users' career management skills will help towards achieving population outcomes.

Careers Wales 'core' funding from Welsh Government will focus on:

- Service users between 14-18 in Education,
- Service users aged between 16 -18 and unemployed.

All web and phone services are available to any users across Wales who are able to access the internet, by webchat, webinar, or email or phones.

The desired outcomes are listed below in question 8.

Adult service users

- Adults who are unemployed are supported by separate contract arrangement with Welsh Government.
- Adults who are facing redundancy or have been made redundant in Wales are supported by separate contract arrangement with Welsh Government.

This contract arrangement is reviewed annually by both parties and published in an annual remit letter from Welsh Government Minister.

### **8. What outcomes do we want to achieve, why and for whom? What should the benefits be for customers, groups or communities?**

Outcomes for the population:

- Improving efficiency of labour markets by reducing skills mismatches
- Increasing participation and attainment in education and training, reducing the number of young people who are not in education, employment or training

- Maximising the efficiency of post compulsory education by supporting well considered decisions about learning options and pathways thereby reducing churn and minimising incidence of failure to complete courses.
- Promoting greater parity of esteem between academic and vocational pathways particularly ensuring young people and their parents are aware of apprenticeship pathways and supported to access them as appropriate
- Helping other agencies to target their services more efficiently and effectively
- In line with the ambition set out in the Curriculum for Wales, support schools to deliver experiences and opportunities to young people that help prepare them for the world of work.
- Enhancing stronger more effective partnership working with key partners such as schools and employers and develop effective education – business links across Wales.

The targeting of service users who are still in education places a focus on prevention.

### **9. What existing or previous reviews or research have been undertaken on the policy, service, function or activity?**

An independent review by Pricewaterhouse Coopers – ‘Strategic Review of Careers Wales (2016) looked into 3 possible options for service delivery and involved analysis of international evidence.

- Stakeholder briefing and meetings were held in two locations across Wales. Individuals representing education, work based learning and other partner organisations were invited to participate.
- A survey of service users (young people in Education) was undertaken by an independent research organisation. Groups consulted were from across Wales, represented different geographical and socio-economic groups and Welsh language abilities. Findings were that those consulted supported the ‘blended’ service offer combining web and digital usage with face to face service offer.
- A staff survey was circulated to consult with employees which group of service users would most benefit from Careers Wales support
- A staff survey was circulated to consult with employees on the type of services which could be made available digitally for service users.
- Parents of service users were consulted on methods by which they would wish to access careers support for their children

**10. Please outline any research, feedback or consultation which has been used to determine if the policy, service, function or activity has equality impacts.**

See above

**11. Based on the research and consultation you have undertaken is there an indication that any of policy, service, function or activity creates particular problems or difficulties for any groups or customers or communities?**

Digitally exclusion:

Not all users across Wales will have access to support them accessing digital services  
2014-15 National Survey (ONS) showed that 81% of those surveyed personally used the internet at home, work or elsewhere. Careers Wales offers a Freephone helpline service, including a call back service by phone. Careers Wales will work with partner organisations to raise awareness of opportunities for service users to gain skills or access to use of web services.

Other languages not including Welsh or English:

Careers Wales contracts with an external provider to support those accessing services over the phone or face to face, who do not speak English or Welsh.

Individuals in rural communities/areas of deprivation:

Careers Wales endeavours to arrange face to face activities at locations which are either used by partners working in the community or partner organisations where individuals will be attending for other reasons (e.g. JCP).  
Careers Wales will arrange phone, video or web interactions for those who are unable to access services at designated locations.

**12. Is there any evidence of differing participation / take up by people with protected characteristics?**

See protected characteristic table.

Participation data for people with the following protected characteristics is not routinely collected and stored by Careers Wales:  
Sexual orientation, Religion, Belief or non-belief, Pregnancy and Maternity, Marriage and Civil Partnership. Within the characteristic of Race, Careers Wales does not routinely collect and store information about National origin, Asylum Seekers, Refugees, Gypsies and Travellers, Migrants. For the characteristic Disabled, Careers Wales does not routinely collect and store information about service users mental health and well-being.

Any factors, barriers or challenges which may impact on an individual's career management and planning for the future, including relevant protected characteristics will be discussed as part of their careers advice and guidance interactions with the permission of the service user.



## Protected Characteristic Table

Protected Characteristic	Relevant supporting information or facts	Is there likely to be a differential impact? Either positive or negative?	
		Yes If yes justify your reasons and identify issues.	No If no justify your reasons.
<b>Age:</b>	<p>2015-2016 equality data reflects Careers Wales service users were made up as follows:</p> <p>52.1% of those of compulsory school age make up Careers Wales client group (i.e. up to 16)</p> <p>14.1% post compulsory education (16 and 17 year olds)</p> <p>19.2% of 18-24 year old</p> <p>14.6% of 25+</p>		<p>Careers advice and guidance takes into account clients' needs, aspirations as part of their career management skills and competences and this includes any barriers to training or employment. All service users can access services by web or phone.</p> <p>The service offer will be focused more on those in compulsory school age therefore this percentage is likely to increase during the implementation of Changing Lives.</p> <p>This volume of activity with those in the 18+ category is unlikely to change significantly whilst Careers Wales still offers services to adults via the current contract with Welsh Government.</p>
<b>Disability:</b> <ul style="list-style-type: none"> <li>• Visual or Hearing impairment</li> <li>• Physical or Learning disability</li> <li>• Mental health problem</li> <li>• Other impairments</li> </ul>	<p>An all Wales percentage of 31.6% of clients accessing Careers Wales services are declaring themselves as 'disabled'</p> <p>Under Section 140 of the Learning and Skills Act 2000 Careers Wales continues to draw together the Learning and</p>		<p>Careers advice and guidance takes into account clients' needs, aspirations as part of their career management skills and competencies and this includes any barriers to training or employment.</p> <p>Welsh government statistics illustrate that 20% of working age adults are living with a disability, 14.8% with a work limiting disability.</p> <p><a href="http://gov.wales/statistics-and-">http://gov.wales/statistics-and-</a></p>



	<p>Skills Plans for young people with SEN who are seeking post 16 education as set out in policy guidance.</p>		<p><a href="#">research/prevalence-disability/</a>).</p> <p>In developing more digital services we are taking into account accessibility of our web content and the provision of our online and phone services for those with visual or hearing impairments.</p> <p>Careers Wales employees are provided with guidance on supporting service users presenting with particular physical or learning disabilities as well as mental health problems.</p> <p>Locations used by Careers Wales employees to deliver its services comply with legislation and are outlined in our Estates Strategy.</p>
<p><b>Gender:</b></p>	<p>Census data states that 49% of the population identifies as Male and 51% as female.</p> <p>Careers Wales' gender profile of service users shows an average of 54% male.</p>		<p>Careers advice and guidance takes into account clients' needs, aspirations as part of their career management skills and competencies and this includes any barriers to training or employment. All service users can access services by web or phone.</p> <p>As part of implementing Changing Lives, Careers Wales will identify occasions where males/females are underrepresented in specific occupational areas or sectors and organise events/activities to help counter any stereotypical opinions or bias.</p>

<b>Gender Identity:</b>			<p>Careers advice and guidance takes into account clients' needs, aspirations as part of their career management skills and competencies and this includes any barriers to training or employment. All service users can access services by web or phone.</p> <p>Careers Wales provides service users with the opportunity to not categorise their gender as male or female in forms and surveys produced. e.g. 10% of young people completing the year 10 survey in 2016 indicated that they did not want to state their gender identity.</p> <p>Careers Wales has committed to Youth Cymru Trans*form to highlight to its employees the challenges faced by individuals who identify as Trans.</p> <p>Careers Wales provides employees with materials to support improved understanding of the needs of individuals who identify as Trans*</p>
<b>Marriage &amp; Civil Partnership</b>			<p>Careers advice and guidance takes into account clients' needs, aspirations as part of their career management skills and competencies and this includes any barriers to training or employment. All service users can access services by web or phone.</p>

<b>Pregnancy &amp; Maternity</b>			<p>Careers advice and guidance takes into account clients' needs, aspirations as part of their career management skills and competencies and this includes any barriers to training or employment. All service users can access services by web or phone.</p>
<b>Race:</b> <ul style="list-style-type: none"> <li>• Ethnic minority</li> <li>• National origin</li> <li>• Asylum Seeker</li> <li>• Refugees</li> <li>• Gypsies and Travellers</li> <li>• Migrants</li> <li>• Others</li> </ul>	<p>Local Labour Force Survey/Annual Population Survey: reports that the percentage of people identifying themselves as from a non-white background is 4.4%</p>		<p>2015-16 Careers Wales equality data shows that whilst the majority of services users identify as Welsh British or Irish 7.38% of service users across Wales identify as other ethnic groups.</p> <p>Careers advice and guidance takes into account clients' needs, aspirations as part of their career management skills and competencies and this includes any barriers to training or employment. All service users can access services by web or phone.</p>
<b>Religion, Belief or non-belief:</b>	<p>Careers Wales does not collect nor retain information about individuals religion, belief or non- belief.</p>		<p>Careers advice and guidance takes into account clients' needs, aspirations as part of their career management skills and competencies and this includes any barriers to training or employment.</p> <p>All service users can access services by web or phone.</p> <p>Careers Wales' employees are provided with learning and development opportunities as well as access to resources to highlight issues which may face individuals whose religion, belief or non-belief may impact on their career plans.</p>

<p><b>Sexual Orientation:</b></p>	<p>Careers Wales does not collect nor retain information about sexual orientation.</p>		<p>Careers advice and guidance takes into account clients' needs, aspirations as part of their career management skills and competencies and this includes any barriers to training or employment. All service users can access services by web or phone.</p> <p>Careers Wales employees are provided with learning and development opportunities as well as access to resources to highlight issues which may face individuals who are LGBT.</p>
<p><b>Welsh Language</b></p>	<p>19% of the population of Wales in the 2011 Census stated they spoke Welsh.</p>		<p>In line with our Welsh Language Scheme and as preparation for compliance with the Welsh Language Standards, Careers Wales provides its service users with services in their language of choice.</p> <p>For service delivery standards, Careers Wales as a wholly owned subsidiary of the Welsh Government is required to meet the same standards as Welsh Ministers.</p> <p>10% of young people in year 10 (survey) 2016 indicated that they wished to receive service offer in Welsh.</p>
<p><b>Other groups that may face disadvantage.</b></p>	<p>Access to the internet and digital services.</p> <p>Careers Wales will continue to have presence in a range of localities across Wales, including its own centres, co-</p>		<p>Careers Wales' move to providing a more digital offer is aimed at increasing the number of service users who can access careers information, advice and guidance. This digital offer includes services via the phone and web services (chat, email, video and webinar)</p>

	<p>located with partners and in outreach locations.</p> <p>Careers Wales frontline teams will signpost its service users to support in gaining digital skills where this is needed.</p>		<p>National Survey of Wales 2016-17 found that 85% of the population of Wales used the internet at home, in work or elsewhere.</p> <p><a href="http://gov.wales/docs/statistics/2017/170831-national-survey-2016-17-internet-access-online-public-services-en.pdf">http://gov.wales/docs/statistics/2017/170831-national-survey-2016-17-internet-access-online-public-services-en.pdf</a></p>
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