



Career Choices Dewis Gyrfa Ltd.

Public Sector Equality Duty Report

Reporting Period:

March 2016 - April 2017



Llywodraeth Cymru
Welsh Government



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Introduction and background

Who we are

Career Choices Dewis Gyrfa Ltd (CCDG) is a wholly owned subsidiary of the Welsh Government which was formed on 1 April 2013. Trading as *Gyrfa Cymru Careers Wales*, we provide the all age, independent and impartial careers information, advice and guidance service for the people of Wales.

CCDG delivers a remit set by the relevant Welsh Government Minister to support the Welsh Government's strategic objectives as identified in their Programme for Government and related Welsh Government policies. For the context of this report, CCDG is named in its trading name throughout.

The overall focus for our service is to help people make effective decisions and become independent in managing their careers. This includes making realistic career decisions and plans, and ensuring successful progression and positive outcomes for individuals, who we support to gain appropriate training, further learning or employment.

Our work helps to develop the nation's skills base and to support the effectiveness of expenditure on education and training, thereby contributing to the economic and social well-being of Wales.

Why we exist

Career decisions are among the most important decisions people make throughout their lives and careers information, advice and guidance can help to:

- improve knowledge and awareness of learning opportunities and the labour market thereby improving the efficiency and effectiveness of the labour market
- improve self-awareness, raise individual aspirations and support people to make effective decisions about their careers;
- increase access to, and completion of, learning and training;
- motivate people to manage their careers and be resilient in adapting their plans when circumstances change;
- address inequality by focussing on the needs of individuals who are under-represented in employment, learning or training and by challenging stereotyping; and
- improve the efficiency and effectiveness of the labour market

Our strategic vision and mission is outlined in Changing Lives document which sets out the future of Careers Wales 2017-20

<http://www.careerswales.com/en/contact-us/about-us/strategic-vision/>

Management of equality and diversity within Gyrfa Cymru - Careers Wales

This reporting period has been the fourth year of operation of Career Choices Dewis Gyrfa (CCDG) which trades as Gyrfa Cymru Careers Wales, as a wholly owned subsidiary of the Welsh Government, of working to a formal remit letter issued by Welsh Ministers, underpinned by the Governance Framework Document agreed between the Welsh Government and CCDG, the Company's Articles of Association and the 2016-17 Annual Business Plan.

Gyrfa Cymru – Careers Wales is committed to embedding the requirements of the Equality Act 2010 including the specific public sector duties set for Wales and mainstreaming Equality and Diversity throughout all aspects of our business and commits to eliminating unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act.

Gyrfa Cymru - Careers Wales further commits to advance equality of opportunity between people who share protected characteristics and those who do not.

Gyrfa Cymru - Careers Wales has adopted the principle that in the conduct of public business it will treat the Welsh and English language on the basis of equality. Gyrfa Cymru - Careers Wales' Welsh Language Scheme sets out how we this will be implemented. Although Welsh Language is not included in the protected characteristics under the Equality Act, for the purpose of monitoring and reviewing our service offer and our ability to offer services to the population of Wales, it is included within the same processes and is included in our Equality and Diversity action plan and monitoring.

The Gyrfa Cymru - Careers Wales Equality and Diversity steering group continued to meet overseeing the organisation's Equality and Diversity action plan during 2016-17 with its membership drawing on managers representing departments from across the organisation. Terms of reference for the group were reviewed and confirmed by the Senior Management Team. The Action Plan will continue to be updated annually and amendments made as and when necessary as proposed by the steering group and agreed by senior management team.

Responsibilities for Equality and Diversity

Senior Management team comprising the company Chief Executive and four Directors with a nominated Director as lead for Equality and Diversity. The aim of the Senior Management Team is for Equality and Diversity to underpin all Gyrfa Cymru - Careers Wales service delivery and the company is committed to strategies designed to ensure that everyone has a chance to fulfil their potential.

CCDG Board members receive quarterly performance reports, annual reports and specific HR report.

Equality and Diversity steering group comprises of managers from each of the four directorates who take responsibility for relevant actions noted in the Equality and Diversity action plan, report to the steering group on behalf of their own lead responsibilities. The group will always comprise of representatives who will lead on management information, human resources, compliance, marketing, performance monitoring and management, service delivery and policy.

Learning and Development

Careers Wales continues to place a high priority on staff learning and development, ensuring that continuous professional development is valued throughout the company and all employees are encouraged to reflect on their learning needs and identify both formal and informal ways of improving their skills and knowledge.

Nearly all employees have completed an equality and diversity e- learning module, which consisted of 5 hours of learning with activities to test understanding. The module is now embedded into the on boarding programme for new staff.

Building on the success of this, we have worked in partnership with ASD Info Wales to become an Autism Aware organisation, and with Disability Matters to deliver online learning on disability awareness when working with young people in the business year ahead.

Learning and Development opportunities for all staff are outlined in the annual learning and development plan. All employees are given the opportunity to discuss their learning and development requirements with their line manager, and these requests are fed back to the business improvement team for consideration and possible inclusion within the learning and development plan. Given limited budgets, all requests for training are considered on a business-needs basis. The company is now developing a new approach to talent management which will include a more transparent catalogue of learning opportunities and an easy to access form for training requests that fall outside the catalogue.

Performance Management

As part of reviewing the Equality and Diversity action plan and carrying out quality assurance activities across the organisation it has been identified that the company could use data more effectively to target service delivery. Plans have been agreed for the development of an E&D data cube to support with this area for development.

Equality Objectives

Outcome focused equality objectives are published in the Equality Action Plan 2013-17. During 2016-17 the relevant steering group representatives reviewed the objectives in light of changes in company structure and size.

Advancing equality and diversity and eliminating discrimination in policy and strategy

Equality Impact Assessments

During the reporting year Careers Wales has now implemented the reviewed and updated equality impact assessment tool. The form has accompanying guidance notes intended for completion for any changes in service offer and new or revised policies across all areas of work. The form will be reviewed and usage monitored annually.

Consultation

Following another significant restructure the actions agreed have remained on the Equality and Diversity action plan for the following business year. There has been consultation on CCDG Equality and Diversity Policy and meetings with Welsh Government to inform the actions listed in the Equality and Diversity action plan. Stakeholder consultation will be a priority for the 2017-18 period.

Accessibility

Careers Wales will promote equality and diversity and challenge stereotypes, within the context of our business, at every opportunity through our website (www.careerswales.com), social media and company marketing materials. Guidelines have been developed following a site accessibility audit in 2015-16 to ensure all content produced is compliant with W3C Web content accessibility guidelines to AA level. The Careers Wales website has a significant number of pages, (not all produced by company employees) but any new content produced or pages reviewed, the checklist is used to align with the guidelines. Careers Wales will

ensure the use of imagery and content that challenges stereotypes and is compliant with discrimination legislation including accessibility.

Careers Wales have started the development of a new website (www.beta.careerswales.gov.wales) using a different content management system and are in the process of developing a new digital style guide. We expect the same standards to be met and are in the process of commissioning an accessibility audit on our BETA site to ensure we are compliant with the AA standard. Clients are able to access Careers Wales services by telephone, online chat, email or at centres.

Clients who do not speak Welsh or English are supported through an external contract to provide language line services.

In terms of physical accessibility of Careers Wales premises for staff and clients, work is ongoing with the Careers Wales Health and Safety Manager auditing each of the CW occupied buildings. CW ensures that all new premises comply with the requirements as detailed in the Equality Act 2010 and reasonable and practicable adjustments are made to current premises to ensure compliance with this legislation.

Advancing equality and diversity and eliminating discrimination in service usage

Careers Wales is committed to enabling access for all in terms of service delivery. During the reporting year client data was collected for age, gender, ethnicity and disability. Careers Wales does not collect client data relating to gender re-assignment, (however it will provide individuals who do not wish to state their gender identity with the opportunity to note other or do not wish to say) pregnancy or maternity, marriage and civil partnership, sexual orientation and religion or belief.

As detailed in the Equality and Diversity Action Plan, Careers Wales aims to engage with organisations working with/representing such groups to determine how best request and record such data from clients and how best to encourage individuals who identify themselves under one or more of these protected characteristics to readily provide this equality data.

The tables below provide the baseline evidence and illustrate the percentage of clients accessing Careers Wales services categorised by age, gender, ethnicity and disability.

Careers Wales service delivery is defined as

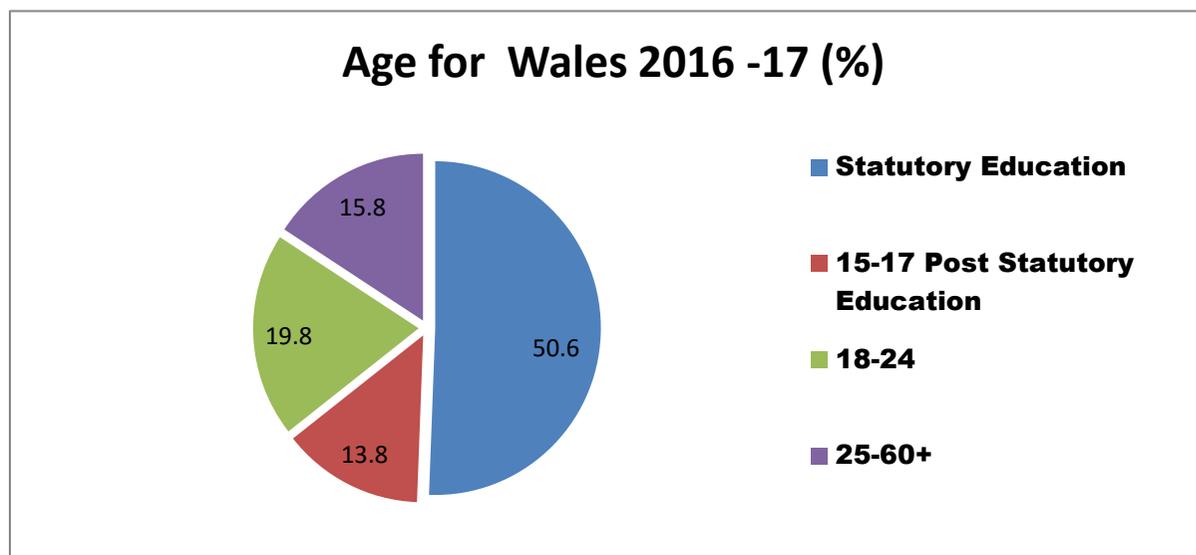
- Face to face interviews
- Telephone interview/Careers Wales Connect contact

- Web chat
- Email
- Group work
- Text

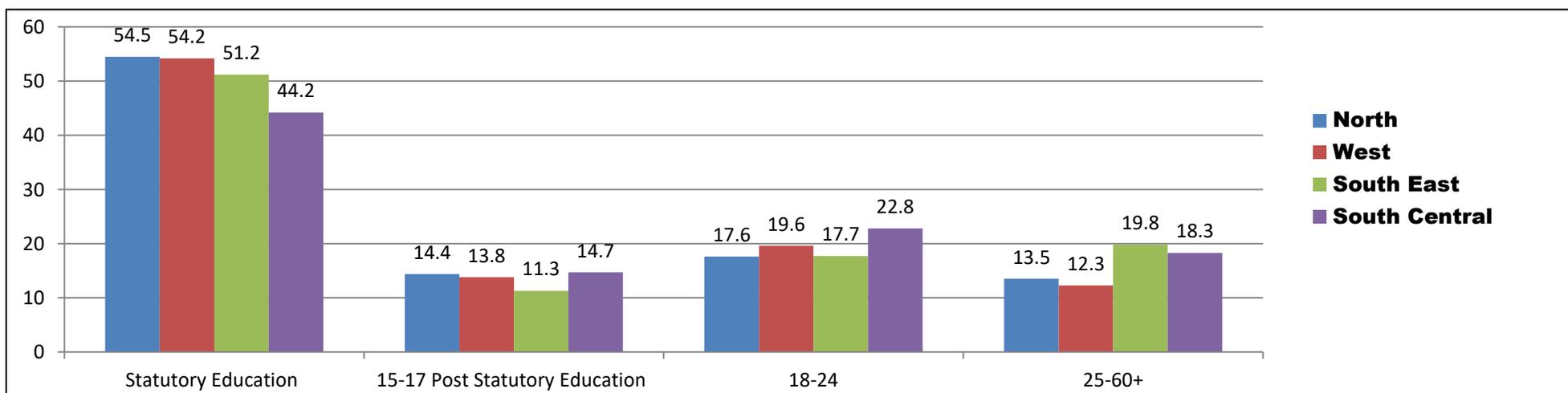
Careers Wales reports activity all Wales and split by 4 regions the local authorities which make up each region are listed below. Boundaries for Careers Wales companies have changed, however for consistency of reporting the regions reported below are the same as in previous years.

<u>North</u>	<u>West</u>	<u>South East</u>	<u>South Central</u>
Conwy, Denbighshire, Flintshire, Gwynedd, Isle of Anglesey, Wrexham	Carmarthenshire, Ceredigion, Neath Port Talbot, Pembrokeshire, Swansea	Blaenau Gwent, Monmouthshire, Newport, Cardiff, Vale of Glamorgan, Torfaen	Caerphilly, Bridgend, Merthyr Tydfil, Rhondda Cynon Taff, Powys

AGE Figures for 2016-17



Regional breakdown of Age %

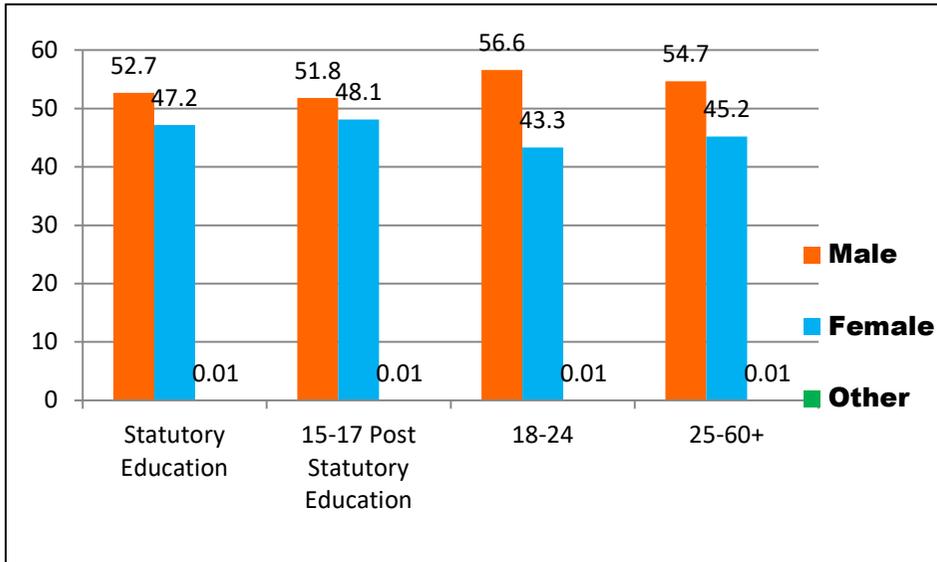


During April 2016 through to end of March 2017 Careers Wales figures reporting on age have remained stable. Overall across Wales the majority of clients accessing Careers Wales services, 50.6% were within statutory education this is a -1.5% decrease on the figure for 2015-16 (52.1%). The North region have had the largest increase of statutory education going from 49.9 in 2015-6 to 54.5% this reporting year. The South Central figures demonstrate an increase of +7.8% of clients aged 25-60+.

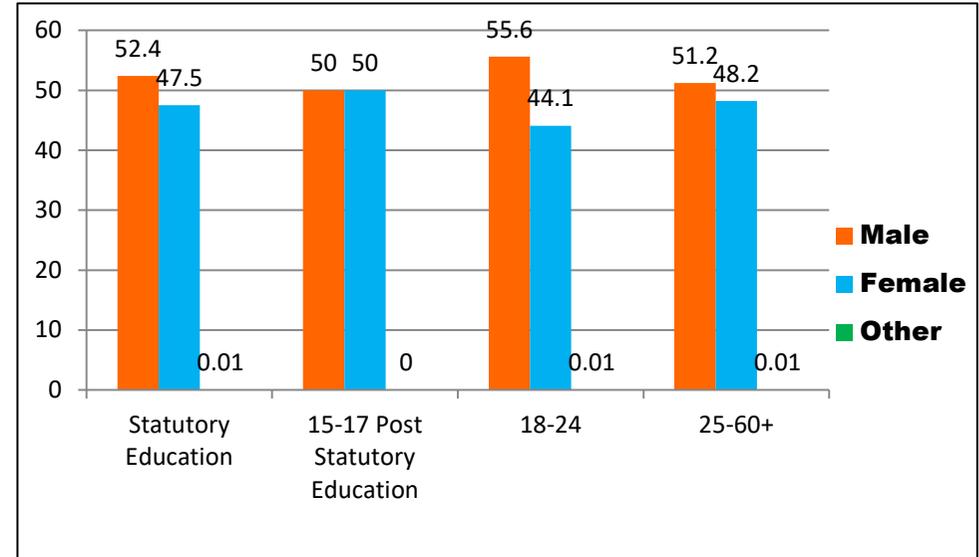
Across Wales the percentage of 15-17 post statutory education clients accessing the service decreased again this reporting year by -0.3% (-5.4% during 2015/16) only a small % however, a steady year on year decrease. (19.5% 2014-15 27.8% 2013-14).

GENDER - The Male/Female/Other percentage split of clients accessing Careers Wales services

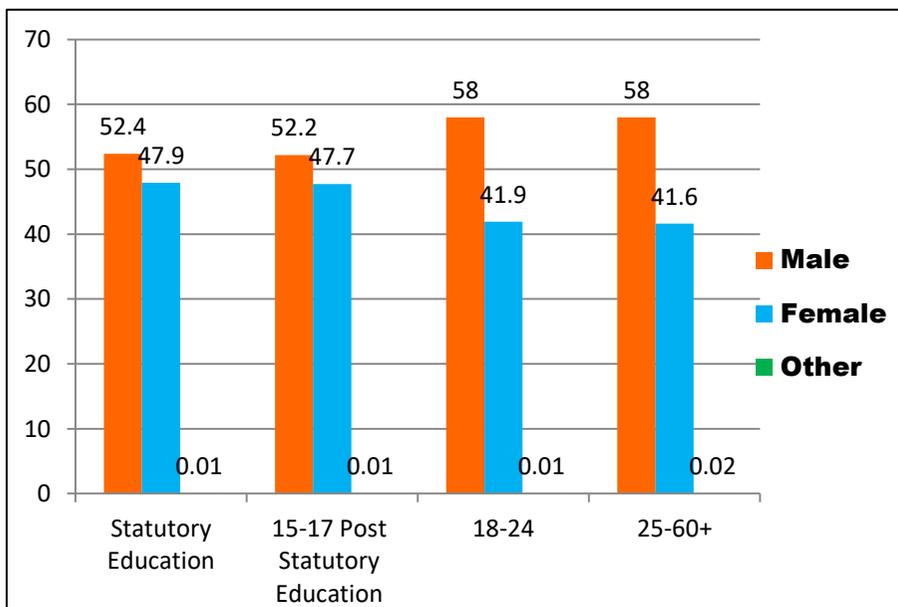
Wales 2016/17 (%) - Gender



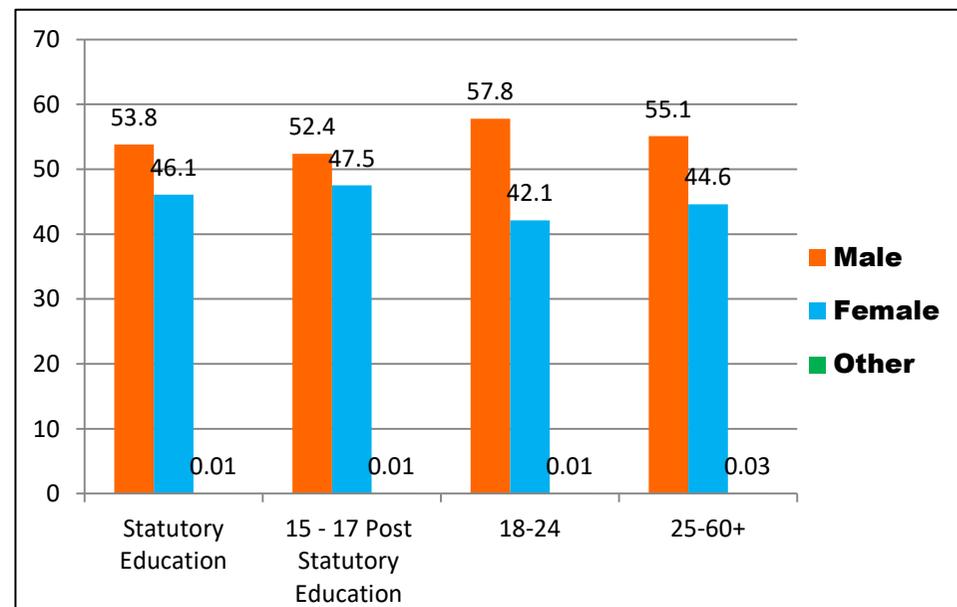
North 2016/17 (%) - Gender



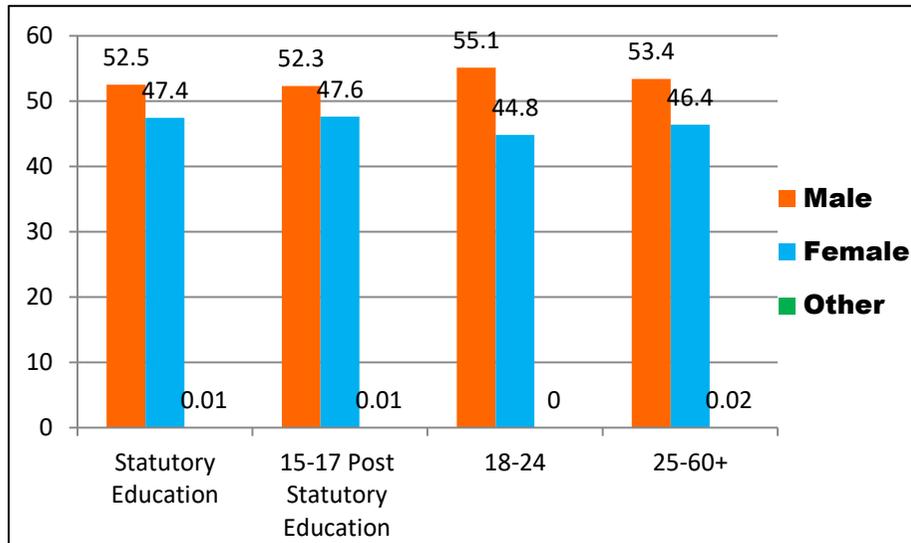
West 2016/17 (%) - Gender



South East 2016/17(%) - Gender



South Central 2016/17% - Gender



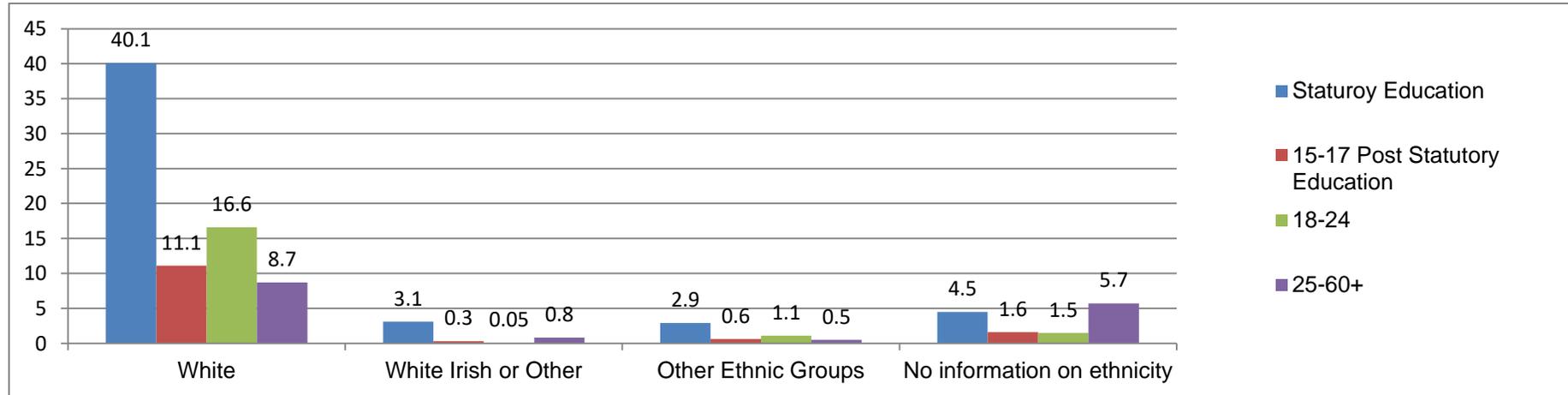
The 2011 Census statistics shows the overall population of Wales as 3.06 million with a breakdown of 49% male to 51% female. The Careers Wales 'All Wales' figures across all age categories illustrate that in fact more males than females continue to access our services. This is reflected throughout each of the Careers Wales regions

<https://statswales.wales.gov.uk/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Employment/Persons-Employed/EconomicActivityRate-by-WelshLocalArea-Year>

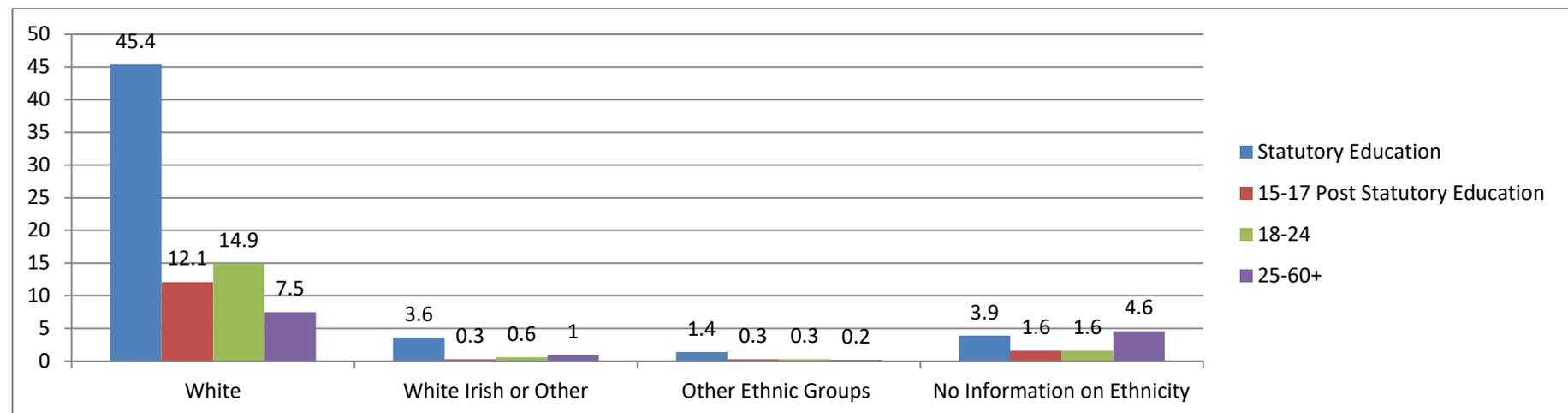
Ethnicity

Careers Wales collects ethnicity data on clients where available. Client information for school pupils is obtained via PLASC. The tables below represent figures for all wales and regionally across all the age categories.

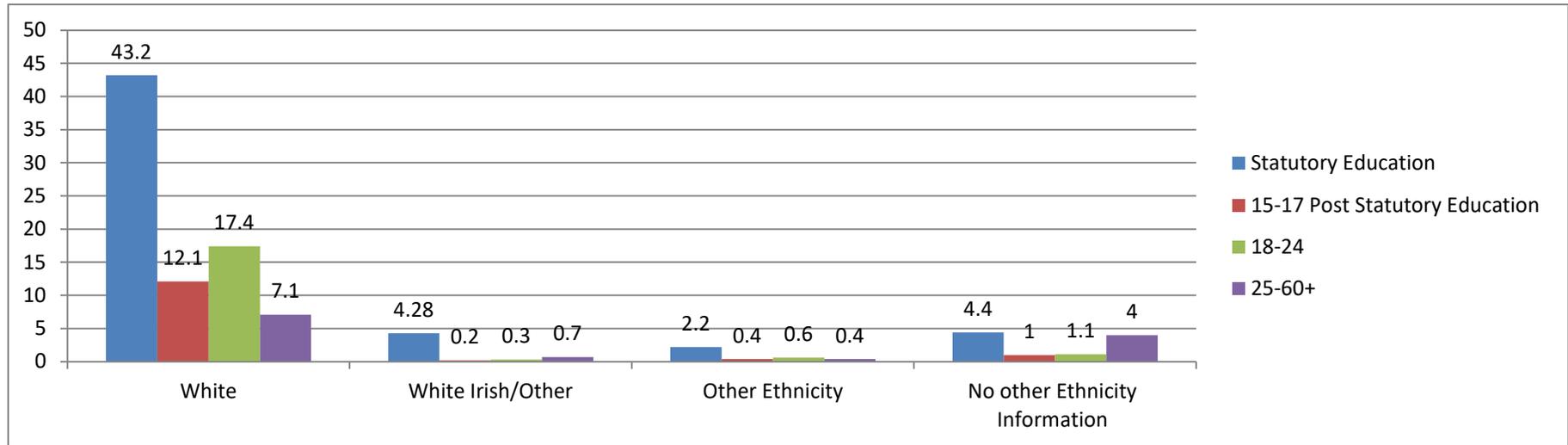
Ethnicity - % for Wales



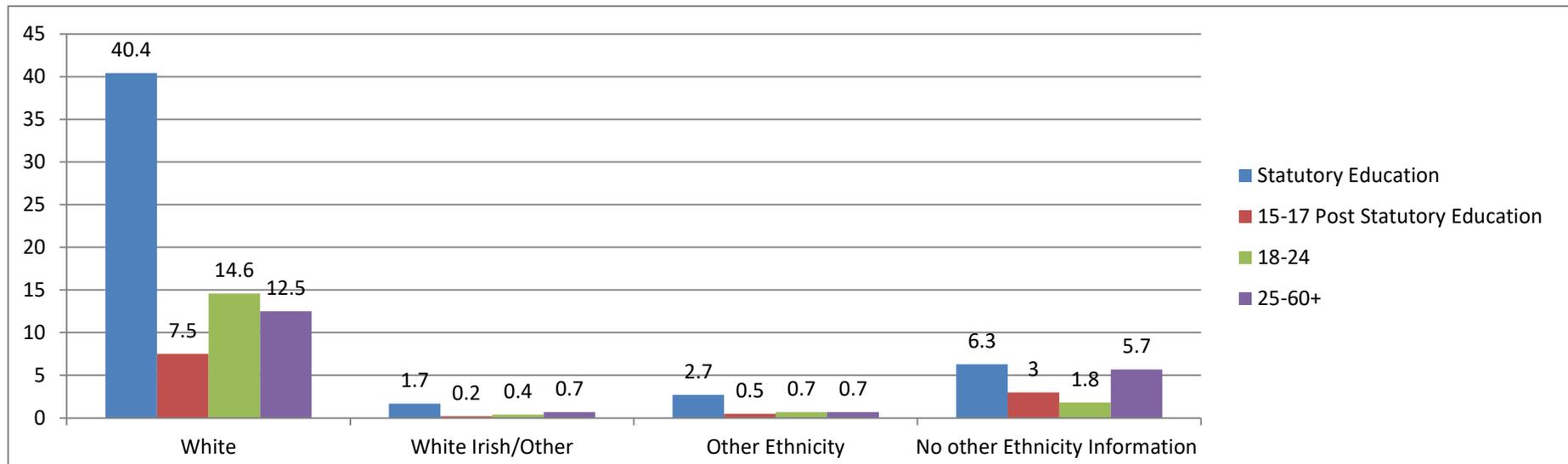
Ethnicity - % for North Region



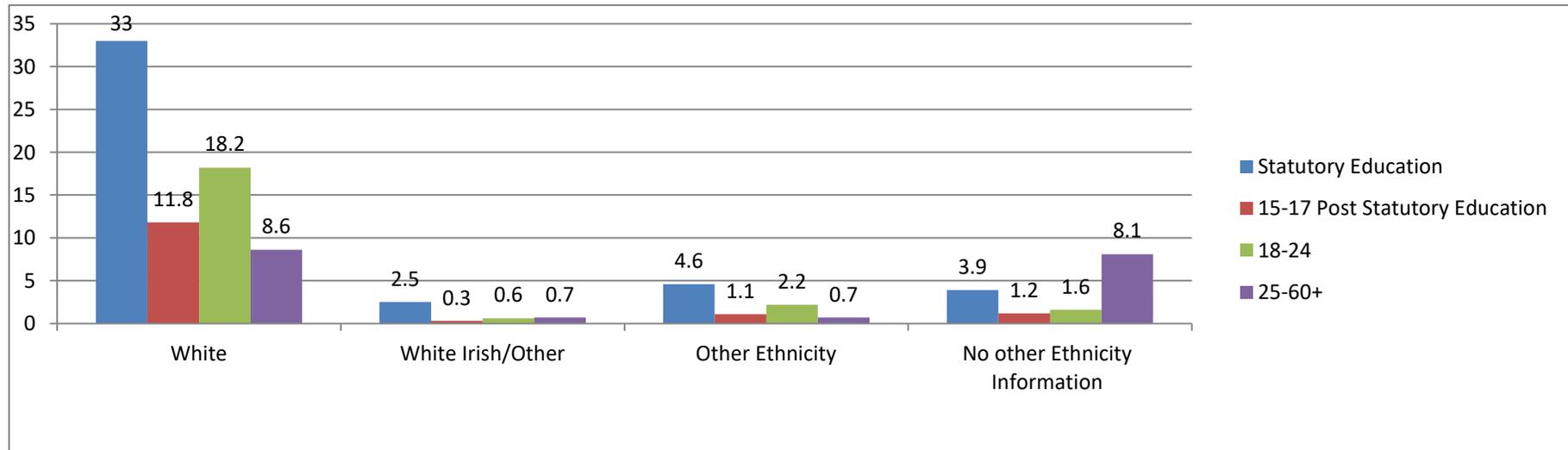
Ethnicity - % for West Region



Ethnicity - % for South East Region



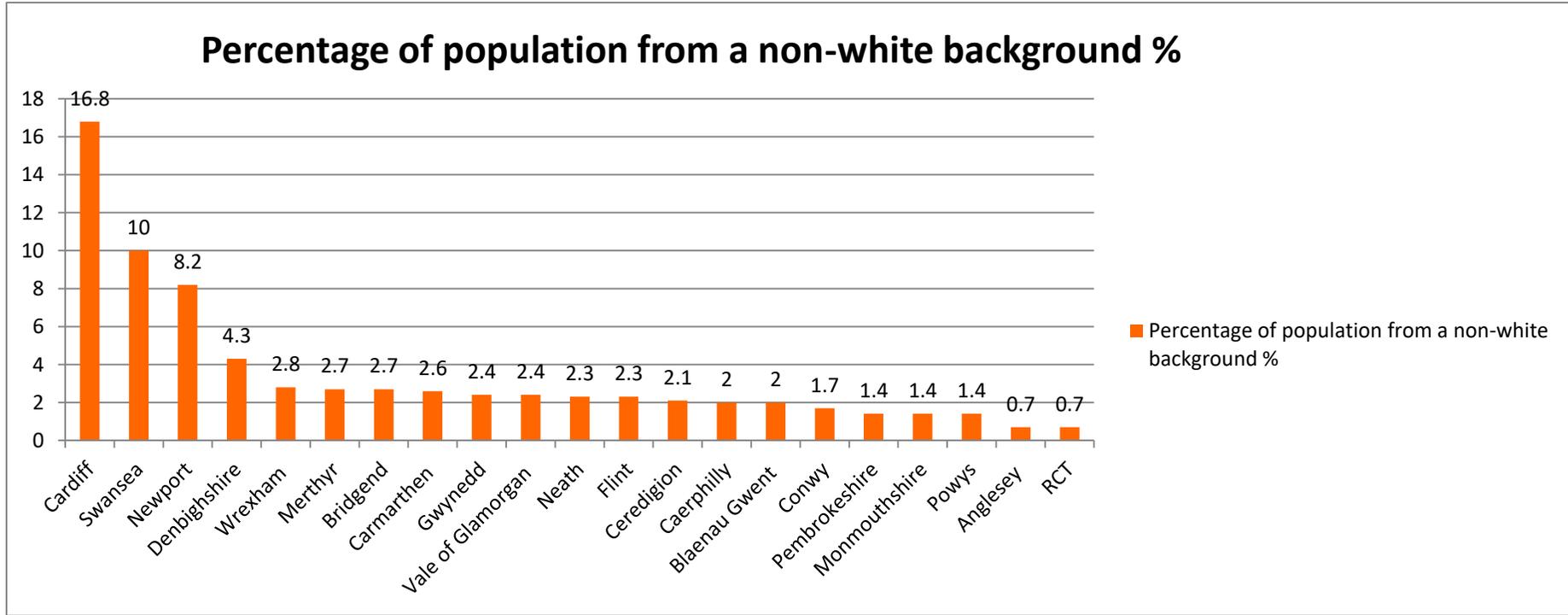
Ethnicity - % for South Central Region



The largest percentage of clients who access Careers Wales Services continue to identify themselves as White British this is reflected throughout each of the regions and across all age categories.

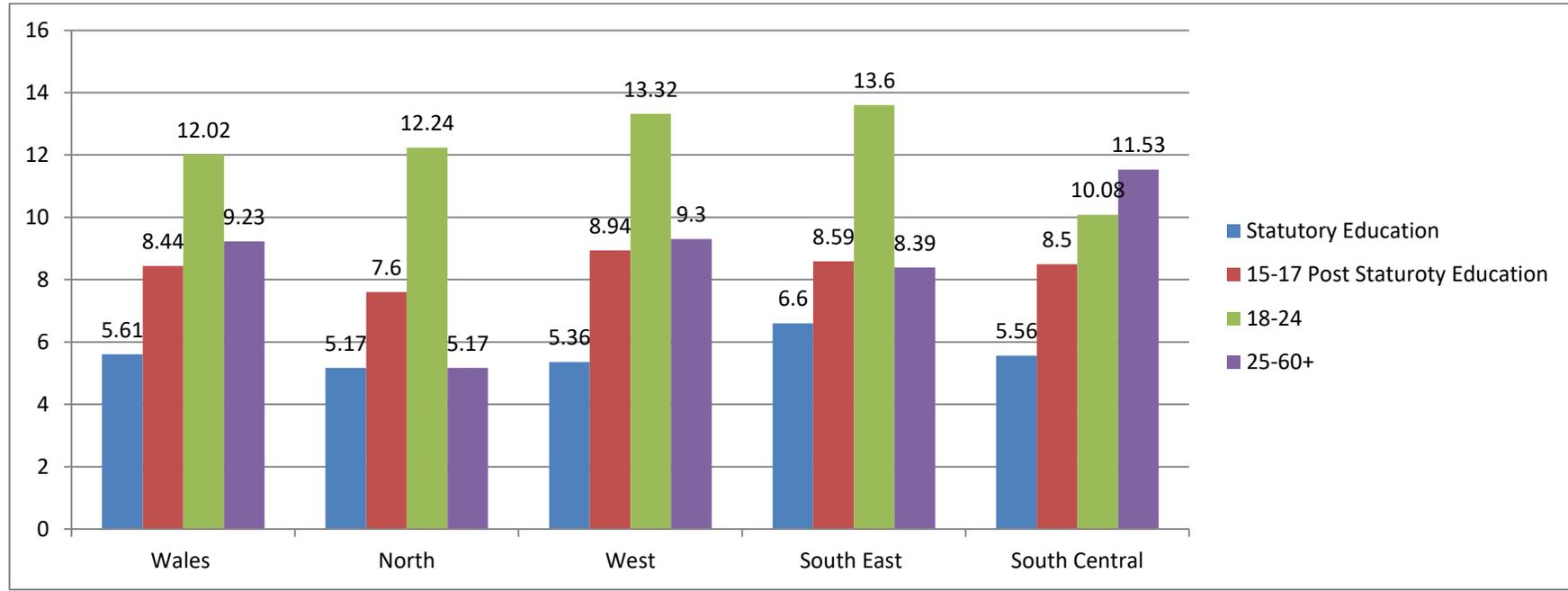
5.1% of all clients accessing our service across Wales identified themselves as other ethnic groups, with the largest percentages for all age categories situated in the South East and South Central regions. This is in line with the known ethnic diversity across the capital city area and Newport.

This is reflected favourably in terms of comparison with the statistics recorded at the end of March 2017 in the Local Labour Force Survey/Annual Population Survey: ethnicity, by local authority (ethnicity type, local authority) which reports that the percentage of people identifying themselves as from a non-white background is:



Source: <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Ethnicity/Ethnicity-by-Year-EthnicGroup> year ending 2017

Disability



An all Wales percentage of 35.3% of clients accessing Careers Wales services are declaring themselves as disabled, with a total of 29.69% of all working age clients are declaring themselves as disabled. This percentage figure performs favourably against Welsh government statistics which illustrate that 20% of working age adults are living with a disability, 14.8% with a work limiting disability and 5.4% without a work limiting disability (source <http://gov.wales/statistics-and-research/prevalence-disability/?lang=en>).

Across Wales the largest number of people with disabilities is in the 18-24 category. Regionally the highest number of people declaring themselves as having a disability falls within the 18-24 category, with West and South East standing out as having the largest numbers. South Central has the largest number of people declaring themselves as disabled aged 25-60+.

Promoting equality and diversity eliminating discrimination in employment

Careers Wales consists of a diverse body of people with different perspectives, values and attitudes. Careers Wales is committed to promoting an inclusive environment where such differences are shared and explored; where any unfair treatment or discrimination is challenged and eliminated.

In addition to paying due regard to the principles set out in our equality duties in all our activities, we will also promote the principles of diversity throughout our service delivery and in our role as an employer. Diversity adds other dimensions to the equality agenda; by making sure that the different needs of individuals or groups are valued and celebrated.

As an Employer Careers Wales will:

1. Aim to create an environment that is an inclusive place to work where an individual's personal characteristics do not create barriers for them in any aspect of their work.
2. Ensure that all policies, procedures and strategies reflect Careers Wales' equality and diversity policy.
3. Expect that all staff treat each other with dignity and respect.
4. Expect all staff to ensure that they are aware of equality issues and take responsibility for their actions both individually and collectively.
(this list is not exhaustive).

In January 2016 the HR department issued a staff survey aimed at capturing data against each of the protected characteristics and an internal report was written and widely circulated to managers. This will be repeated at three yearly intervals. General staff surveys have recently been run in addition to this specific survey.

Our current diversity profiles are as follows:

Job Role by Gender

Job Title	Female	Male
Accreditation and Learning Co-ordinator	1	0
Administration Assistant	20	4
Assistant Accountant - Management Accounts	2	0
Assistant Accountant Payroll	1	0
Business Engagement Adviser	21	9
Business Improvement Manager	1	0
Careers Adviser	217	70
Careers and World of Work Co-ordinator	2	4
Careers Wales Connect Supervisor	1	0
Chief Executive (Interim)	1	0
Compliance and Governance Team Leader	0	1
Courses in Wales Assistant	2	0
CWO Graphic Designer	2	0
CWO Project Manager	1	2
Data Checker	1	0
Data Processor	2	0
Director of Client Services	1	0
Director of Corporate Services	1	0
Director of Service Development	1	0
Employability Coach	44	9
Engagement and Progression Coordinator	1	0
ESF Administrative Assistant	4	0
ESF Officer I2A TRAC Cynnydd	0	1
Facilities and Procurement Officer	2	2
Finance Officer	4	1
Graphic/Web Designer	2	1
H&S and Estates Team Leader	0	1
Head of Digital & Communications	0	1
Head of Employment Advice	1	0
Head of Finance & Estates	0	1
Head of ICT	1	0
Head of People Development	1	0
Head of Quality & Planning	0	1
Head of Service Development	1	0
Head of Services to Stakeholders	0	1
Head of Services to Young People	1	0
Health & Safety/Estates Coordinator	1	1
Human Resources Co-ordinator	4	0
Human Resources Officer	3	0

ICT Helpdesk/Administrator	0	2
ICT Project Team Leader	0	1
ICT Team Leader	0	1
ICT Team Manager	0	1
ICT Technician	0	6
Information Co-ordinator	4	1
Information Web Content Manager	0	1
Jobs Growth Wales and Prison Project Lead	1	0
Keeping in Touch Strategy Manager	1	0
Keeping in Touch Support Officer	1	0
Lead EBE	1	0
Learning & Development Co-ordinator	5	2
Management Accounts Team Leader	1	0
Management Information Officer	1	0
Marketing Co-ordinator	3	0
Marketing Manager	0	1
MIS Team Manager	1	0
Network Administrator	1	3
Operational/Development Manager	11	0
People Development Manager	1	0
Post 16 Learner Progression and Engagement Officer	0	1
Product Development Manager	1	0
Quality and Planning Manager	3	0
Research and Evaluation Officer	1	0
Senior Management Information Officer	2	1
Senior Researcher - North Wales Economic Ambitions Board	1	0
Software Tester	1	0
Systems Developer	1	3
Team Manager	18	10
Trainee Careers Adviser	12	2

There is no role where there is currently cause for concern. In the largest group, Careers Advisers, the balance reflects the Company's overall balance.

Contract Type

	Perm (headcount)	Perm (%)	Fixed Term (headcount)	Fixed Term (%)
Female	416	99	3	1
Male	146	99.5	1	0.5

Part-Time Profile:

Company	Headcount total 31/03/18	% Headcount part-time 2016-2017	% Headcount part-time 2017-2018
South Central	159	27.9%	28.3%
South East	124	41.3%	45.2%
North	129	30.3%	34.9%
West	154	40.8%	40.3%
All Company	566	34.9%	36.7%

There has been an increase in the numbers of employees taking up a flexible working pattern.

Percentage in age bracket (%):

16-24	25-34	35-44	45-54	55-64	65+
0	7.2	38	33	20	1.8

Age Profile By Gender: Percentage in age bracket (%):

16-24		25-34		35-44		45-54		55-64		65+	
F	M	F	M	F	M	F	M	F	M	F	M
0	0	6.9	8.2	38.4	36.1	32.5	35.4	20.8	17.7	1.4	2.7

Percentage of all employees aged over 50:

	% Aged over 50
Female	41%
Male	37%
All company	40%

There are no significant changes to report in the age balance of the company, which shows a good distribution. The age profile over 50 shows a stable workforce that is low turnover resulting in an aging workforce. This is an area where health and wellbeing initiatives need to meet the needs of an older workforce.

Gender profile

% Headcount female	% Headcount male
74	26

Low levels of recruitment mean that changes to gender balances do not change rapidly.

Disability profile of staff:

	Headcount with disability female	% Headcount with disability (self-declared) female	Headcount with disability male	% Headcount with disability (self-declared) male
All company	17	4.1	11	7.5

The disability profile only includes those who have self-declared a disability.

Ethnicity profile of staff

National Identity:

The following descriptors are the current Office of National Statistics codes for England and Wales based on the 2011 UK Census.

Respondents were asked to choose the descriptor they most closely associated with their national identity:

Descriptor	Number Self Declaring	Percentage of Respondents %
White		
Welsh/English/Scottish/Northern Irish/British	530	94.5
Irish	3	0.5
Gypsy or Irish Traveller	0	0
Any other White background	5	0.9
Mixed / multiple ethnic groups		
White and Black Caribbean	0	0
White and Black African	0	0
White and Asian	0	0
Any other Mixed / Multiple ethnic background	1	0.2
Asian / Asian British		
Indian	0	0
Pakistani	0	0
Bangladeshi	0	0
Chinese	0	0
Any other Asian background	0	
Black / African / Caribbean / Black British		
African	0	0
Caribbean	4	0.7
Any other Black / African / Caribbean background	2	0.4
Other ethnic group		
Arab	0	0
Any other ethnic group	0	0
Prefer not to say or blank response	16	2.9

Sexual Orientation: In Wales, Public Bodies are specifically required to collect statistics about the proportion of lesbian, gay and bisexual people in the workforce. Public bodies are required to publish this data annually, providing it doesn't identify individuals. The following definitions are those approved by Stonewall. Respondents were asked to choose the definition that they most closely associated with, however it is recognised that many other descriptors are in common use.

Definition:	Percentage who self-declared.
Bisexual	1.1
Gay man	1.2
Gay woman/lesbian	0.2
Heterosexual/straight	93.0
Other	0.5
Prefer not to say	3.9

Gender Reassignment - No employee has self-declared a gender reassignment

Number and gender of people who have applied for externally advertised vacancies

Vacancy	Male	Female	Total	Permanent or short term appointment?	Welsh Essential or Desirable?	Successful Male	Successful Female
Administrative Assistant Agency Temp Swansea Oct 2017	1	1	2	Short term	D	0	1
Administrative Assistant Agency Temp Bridgend June 2017	0	4	4	Short term	D	0	1
Careers Advisor/Trainee Careers Advisor North Powys/South Gwynedd	2	5	7	Permanent	E	1	0
Careers Adviser/Trainee Careers Adviser Welsh Speaking August 2017	2	9	11	Permanent	E	1	3
Graphic Web Designers (2 posts)	5	2	7	Short term	D	1	1
Trainee Careers Advisers and Careers Advisers	122	45	167	Permanent	D	4	11
Trainee BEAs	9	15	24	Permanent	D	1	0
Careers Adviser/Trainee March 2018	23	65	88	Permanent	Some E and some D	TBC	TBC

Recruitment advertising can be seen to be attracting candidates of a good gender balance.

Applicants by protected characteristics

No information available at this time, but collection of this data is currently being considered by the HR team and will be included in discussions as part of the engagement work with stakeholder organisations.

Assessment Centres

These have been introduced to strengthen the recruitment process and have been a success. Candidates with a range of disabilities have attended the centres and feedback has been excellent (a review report has been written). All exercises have been impact assessed and candidates with disabilities have been encouraged to discuss reasonable adjustments to help them perform well in the tests. A range of adjustments have been made from escorts from public transport points, extra time on exercises, hearing loops and technology made available for those with visual impairments.

Pay Grade by Gender

Grade	Female %	Male %
Grade 10	0%	100%
Grade 9	75%	25%
Grade 8	50%	50%
Grade 7	73.7%	26.3%
Grade 6	71.0%	28.9%
Grade 5	61.1%	38.9%
Grade 4	77.1%	22.9%
Grade 3	63.9%	36.1%
Grade 2	80.3%	19.7%
Grade 1	88.9%	11.1%

10 employees have a split role – these individuals have therefore been counted twice as they have two separate jobs

Grievance Processes

During 2017/18, 4 grievance cases were brought 2 by female employees and 2 by male employees. None of these related to protected characteristics and none were upheld.

Pregnancy and Maternity

96% of employees taking maternity leave during have returned to work. This is likely to be largely down to the flexible working opportunities available and the family-friendly policies in existence. The Company has signed up to the Equality and Human Rights Commission Moving Forward Pledge on supporting pregnancy and maternity and is compliant in all categories.

Equal Pay Analysis

Pay Structure and Policy

Careers Wales seeks to ensure that all employees are valued and receive proper recognition for their work and their contribution to the Company and to this end will:

- Set pay rates fairly and in a manner that does not discriminate.
- Develop and keep under review grading structures to meet both the Company's need for flexibility and employee needs for career development.
- Pay employees equitable and consistent remuneration in accordance with their grade salary, as defined by job evaluation (i.e. in accordance with their assigned duties and responsibilities)
- Make necessary adjustments to pay to take account of market rates in accordance with agreed procedures.
- Offer/provide employees with a contributory pension scheme.
- Provide a challenging work environment, where employees are encouraged to develop and acquire new skills and experience.
- Provide a range of development programmes for employees.
- Research and implement (where cost effective) non-contractual benefits.
- Endeavour within budgetary constraints to set pay rates that attract the best qualified people available to achieve the Company's mission
- Endeavour within budgetary constraints to set pay rates that encourage the retention of high quality employees.

- Communicate to employees the basic parameters for setting salary and the mechanism by which pay reviews are conducted.
- Provide details of the way in which salaries are calculated creating transparency for all employees.
- Promote details of an employee's total reward package.
- Negotiate pay increases with the Company's recognised trade union, Unison.
- Provide guidance for employees regarding the recovery of salary overpayments.

Equal pay review

- The Company has negated gender impact on pay by entering all employees on the same point of the incremental scale, not differentiating pay between works of equal value and moving all employees through the incremental points at equal intervals.
- New employees or employees moving onto the salary grade structure always commence on the first incremental point of the grade for their role.
- There is no age related pay
- The incremental scales are short and the top point is reached in 4 years.
- There is no salary point below minimum wage
- No individual negotiation is entered into.
- Employees automatically progress through the incremental scale on the anniversary of their appointment until they reach the top rate for their role. This is not negotiable and is not performance related.
- Progression is not halted by family related leave (adoption/maternity/paternity etc.).
- Progression is also unaffected by periods of ill-health related absence.
- Some roles have trainee grades where there is no progression to the qualified grade until the required qualification is attained.
- The scale is linear and does not have different scales for corporate/delivery/technical roles.
- Equal payment is made for work of equal value as independently evaluated
- Progression up the scale is by competitive application for promotional posts.
- There is an appeals mechanism for use by individuals or groups
- The company is preparing to publish gender pay gap information as required.

Next Steps

Careers Wales will continue to work towards achievement of the 2016-19 Equality and Diversity Action plan and the steering group will continue to review and develop the plan as appropriate. With the overall aim of creating an infrastructure for equality throughout all areas of Careers Wales service delivery and in our role as an employer the Company will promote a culture where equality and diversity is mainstreamed and action sustained and progressed.

Appendix 1.

Gyrfa Cymru - Careers Wales

Equality Action Plan

2016-2019

Category	Objective	Actions	End of plan position	Date for Completion	Leading	Future actions
Stakeholder Relationships	Have consulted on the E&D Policy with different groups to ensure Careers Wales is meeting the needs of different groups across Wales.	Identify relevant stakeholders to consult with on the appropriateness of E&D policy and action plan.	Careers Wales has consulted with a wide range of stakeholders who represent E&D groups when changing delivery services.	Oct-18	E&D Steering group, E&D lead	We need a list of stakeholders that represent the 9 characteristics. WFG & WL also to be covered by this list. (6.6.18)
	Raised awareness amongst external stakeholders of Careers Wales commitment to equality and diversity.	Distribute policy to key external stakeholders of organisations committed to E&D for comment. E.g. Stonewall, Disability Wales etc.	E&D Policy and E&D action plan has been circulated to different groups representing the protected characteristics. Each member of the steering group to assume responsibility to meet with a representative.	Jan-19	E&D group to assume responsibility for liaison with identified stakeholder groups.	

	Improved engagement with stakeholders	Continue to engage with organisations representing the voice of service users to ensure our Policy and service offer meets client need. Internal discussions around this to take place at the E&D steering group and links made to participation brief within in the Quality and Planning function.	To have engaged with organisations representing the service user and be clear that service has met the needs of clients	Mar-19	Head of Q&P / E&D lead	SEWEN meeting would provide an opportunity to engage with organisations that could inform how we deliver services.
	Identify stakeholders/partners who represent those listed within protected characteristics	Create a list of organisations to contact/network with for participation and consultation exercises	To have an established list of partner organisations who have committed to E&D and engage with participative activities to improve services to clients in the public sector	Mar-20	Head of Q&P / E&D lead	Need to identify who we might benchmark against.
Monitoring Management Information data to ensure that CW is meeting the needs of the service users and also meeting our obligations as an employer	Review relevant client monitoring data and report within the organisation and externally. To be improved through the development of an IO data cube.	Review and update IO system to be able to record any new data fields. To work with MIS to discuss the data required for monitoring of services against protected characteristics	Careers Wales data recording has been reviewed and amended to take into consideration new data protection guidance. To have a data cube that will support with providing information that clients are receiving services according to need and to identify lines of enquiry that may lead to research and evaluation / CI projects.	Dec-18	Head of ICT/Q&P E&D lead	Need to talk to DE in relation to collecting this data

	Knowing your community. Raise awareness of demographics and diversity of service delivery areas and include in regional SER. To regularly share E&D data to inform the planning of service delivery, this data should be available from the cube.	Collate demographic data relating to the protected characteristics collected by Careers Wales for the 22 local authority areas in Wales. Review how data is distributed internally and how it is used to plan service offer. Discussions to start at the E&D steering group.	Targeted approach to providing service offer is reflected in findings from company Self Evaluation Report. Company includes targeted approach in developing training and awareness of protected characteristics on annual basis. Data reflecting E&D demographic is used to plan services. Employees are aware how the organisation meets local needs.	Mar-19	Q&P Lead/ Delivery managers / E&D lead / All heads of	QP team to set up a pen portrait for each local authority. (over the summer) Then provide this to all the managers. Each member of the group to discuss this as part of meetings and raise awareness with staff - stat to link to the cube. This could then develop into a dash board.
	To share data with partner organisations around young peoples careers aspirations so they can be made aware of trends.	Publish Career check data as evidence of career path options against age, language, gender (this could be a research project)	Data against gender, age and language used to plan services and shared to improve relationships with other organisations.	Mar-20	Q&P Lead/QPMs / Head of Pap	Discuss as a standing agenda at E&D steering group meeting to ensure the work moves forward.
Ethical Procurement	Review current arrangements in place to ensure that contractors have an E&D policy in place and arrangements to train staff on E&D	To check that external trainers comply with our policy or have their own E&D policy in place. E.g. sub contracting workshops in school, or procurement i.e. offices decorated and the firm wasn't an E&D employer. We look after other peoples staff as well. Cleaning contracts for example the cleaning forms should be compliant with E&D as we would want to	For all contracts procured to have an up to date E&D policy in place.	Mar-19	Paul Powel / All members of the steering group to make relevant staff aware in their management teams	Discuss at the next steering group 21/9/18

		work with them.				
Promoting E&D	Ensure that Careers Wales products reflect the population of Wales	Continue to assess the content and imagery of our products	Careers Wales has a method of reviewing its content and imagery and can demonstrate this has been considered.	Mar-19	E&D lead, Marketing lead, Digital lead	This needs to be reflected in our brand guidelines. Dan Finch to forward - look at external best practice and include detail in the brand guidelines. A method for Marketing and digital to present back this is how we monitor this in Wales. Speak to Leon about this.
Accessibility of clients and staff	Ensure that the public can access the website	website accessibility	Careers Wales.com meets accessibility criteria.	Mar-19	Information / Marketing Manager	Ask M Hoban to come to the group and discuss this so it can be minuted. Or Dan Finch to speak about the standards and be clear about what the actions are for this group and the organisation. Identify what needs to go to governance group.
	Clients are provided a service in their preferred language via any channel e.g. face to face or digitally	provision of accessible services like signing and braille, other languages	Consultation with representatives from disability groups have taken place to advise on digital services. Careers Wales continues to provide translation services for clients who do not speak Welsh nor English.	Dec-19	Quality & Planning / Information Lead/Marketing/ Digital lead / Delivery Managers	

	To ensure careers wales has access to translation services that include braille	Review the Language Line contract to include translation to other services and Braille.	Braille services are included as part of the Language line contract	Sep-18	Head of Q&P / Compliance & Governance team leader	Update at next steering group meeting 21/09/18
	Identify representatives to support clients who need signing support.	Establish organisations who can be contracted to support with requests for services delivered to clients who require sign language	To have established a list and arrangements for services to put in place as required. The process of commissioning a BSL interpreter has been communicated to all staff across the company	Sep-18	Head of Q&P / Compliance & Governance team leader	Update at next steering group meeting 21/09/18
	Review the Equality and Diversity section on the Intranet - this should include guidance on the use of Language Line, other translation, use of hearing loops.	Have regular features in Linc drawing attention to the resources sections.	To have an up to date E&D section on the intranet that provides staff with useful, accurate and appropriate information.	Jan-19	E&D Lead/Steering group members	Update and review at next steering group meeting 21.8019

	Young people can access our services by a range of means this will include accessibility and a deprivation consideration as well.	Investigate the use of apps and digital tools for use with clients	Apps and digital tools which are accessible for all users.	Jan-19	Leon Patnet	DF to update at the next steering group meeting. 21.09.18
Bilingual services	Careers Wales meets legal obligations and WG expectations in terms of bilingual service delivery, and delivering an inclusive service to the people of Wales	Continue to work towards fulfilling our commitments to treating both languages equally in the way we provide services to the public and opportunities for staff to use the Welsh language in the work place.	Careers Wales provides clients with a language choice (Welsh/English) when accessing services in line with Welsh Language Standards	Mar-18	Q&P lead / WL lead	Audit to happen in October 18 led by the QP team. There needs to be a monitoring framework in pace - DEJ Delyth to update at next Steering group meeting 21/09/18
	Organisation is planning its service provision in line with customer need. A resource is made available	Identify key responsibilities to ensure WL Standards compliance and policy implementation. Taking appropriate action to ensure compliance with the standards detailing the specific standards with which CCDG will be required to comply, the timescale and reporting requirements. Maximising our contribution to the national well-being objectives that raise awareness of Welsh	Careers Wales has indicated how it will meet compliance requirements. Careers Wales has a product to raise awareness of the need for Welsh Language skills in the work place	Mar-18	Q&P Lead / Information Manager	Audit to happen in October 18 led by the QP team. There needs to be a monitoring framework in pace - DEJ

		language skills in the labour market.				
	Review current provision for translation services for clients not speaking English or Welsh	To consider an alternative provider to language line. An organisation Swansea based has been identified.	To have established a contract with an appropriate provider of translation services.	Mar-19	Phil Bowden & Paul Powell.	PP to research this and feedback at the next meeting 21.09.18
Equality impact assessments	Careers Wales has a method of ensuring EIAs have taken place when business decisions are made about service offer. Public sector duty reporting requirements are met.	Assess the impact of any changes in our service offer on those protected characteristics listed in our E&D action plan (including our own teams) When undertaking equality impact assessments on services offered consider the impact on clients in rural areas and areas of deprivation.	Careers Wales has adopted a method of assessing the impact of changes in service delivery offer and can clearly demonstrate its approach and methodology to taking those decisions	An approach to EIAs to be agreed by Dec 18	DC/PB/E7D lead/ All management	SCh/DC to update and discuss at next steering group meeting 21.09.18

Business Plan	Make sure that we are raising people's awareness of opportunities regardless of characteristics	Annual business plans include activities which challenge stereotyping or Bias.	All planning for service delivery takes into account how service delivery can improve awareness of opportunities for those with protected characteristics.	Mar-19	Head of Q&P / E&D steering group members	The steering group make recommendations for the business plan on E&D as a group. A whole group approach. Discuss at next meeting 21.09.18
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