

# **Career Choices Dewis Gyrfa Equality and Diversity Policy**

Career Choices Dewis Gyrfa Ltd (CCDG), trading as Gyrfa Cymru Careers Wales, is a wholly owned subsidiary of the Welsh Government that was formed on 1 April 2013. The company provides independent, impartial and bilingual\* Careers Information, Advice and Guidance services in Wales.

\*Bilingual services are identified as services in Welsh and English. In line with Welsh Language (Wales) Measures 2011 CCDG both as an employer and a service provider commits to the requirements placed on us by either the Welsh Language Commissioner or the Welsh Government.

## **Policy Context**

This policy document sets out our commitment both in service delivery to the public in Wales and as an employer. We are dedicated to encouraging supportive and inclusive culture and to ensure that equality and diversity is embedded through all aspects of the business.

Our duties are set out in the Equality Act 2010 (Wales) Regulations which came into force in April 2011. As a public body operating in Wales we are working towards the well-being goals included in the Well-being of Future Generations (Wales) Act 2015.

We commit to considering the needs of individuals in their day to day work and to understand how different people will be affected by our services and to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act.
- advance equality of opportunity between people who share one or more protected characteristic and people who do not share it/them
- foster good relations between people who share one or more protected characteristic and people who do not share it

We further commit to advance equality of opportunity between people from different groups which includes the need to:

- remove or minimise disadvantage suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics
- encourage people with protected characteristics to participate where participation is low
- tackling prejudice and promoting understanding between people from different groups.

In undertaking our duties we will consider our general duties when

- Developing, evaluating and reviewing policies
- Designing, delivering and evaluating services
- Commissioning and procuring services from others

With services to the public in Wales, we may identify areas of delivery where treating some people more favourably than others will be allowed. An example of this would be if particular opportunities or employment sectors are under-represented by individuals who share one or more of the listed protected characteristics.

## Roles and responsibilities

Role	Responsibility
Director with lead responsibility for E&D	<ul style="list-style-type: none"> <li>• To ensure the organisation meets its duties as outlined in the Equality Act as an employer and service provider</li> <li>• To report to the Board the organisation's compliance with the Act and highlight areas of concern and actions taken</li> <li>• To report to Welsh Government the organisation's compliance with the Act and highlight any areas of concern and actions taken</li> </ul>
Head of with lead responsibility for E&D (employer)  Head of with lead responsibility for E&D (services)	<ul style="list-style-type: none"> <li>• To ensure all appropriate policies and guidelines are updated and reviewed, with the overarching Equality and Diversity policy reviewed annually and to maintain up-to-date knowledge about their lead area</li> <li>• To support respective teams in ensuring an understanding of the requirements as set out in the Equality Act particularly in relation to CCDG/Careers Wales as a public body.</li> <li>• To convene and chair the Equality and Diversity steering group and monitor subsequent actions relevant to their lead responsibility</li> <li>• To support the organisation to understand the impact of practices on this policy making effective use of relevant data</li> </ul>
All Heads of	<ul style="list-style-type: none"> <li>• To ensure all services comply with Equality and Diversity legislation and this policy.</li> </ul>
Heads of Client Services  Heads of Digital Services, Communications and Stakeholders	<ul style="list-style-type: none"> <li>• To complete appropriate equality impact assessments when undertaking any changes to service offer using the principles of engagement and consultation</li> <li>• To ensure all communications use appropriate channels taking into account the needs of different users</li> </ul>
Head of ICT	<ul style="list-style-type: none"> <li>• To ensure data relating to protected characteristics is monitored appropriately and presented efficiently for planning services</li> </ul>
Head of Finance and Facilities	<ul style="list-style-type: none"> <li>• To ensure the company facilities meet the duties of the organisation in relation to the Equality Act</li> <li>• To ensure procurement and commissioning of contracted work meets the same duties</li> </ul>
Equality and Diversity Steering Group (this group will include a cross-representation of teams, departments and services offered to the public in Wales)	<ul style="list-style-type: none"> <li>• To meet twice a year to monitor progress against the Strategic Equality Plan</li> <li>• To review the policy annually</li> <li>• To identify areas of improvements in our work including learning and development needs</li> <li>• To take evidence and advice from different partner organisation who represented individuals or groups to effect change and improvements</li> </ul>
All employees	To adhere to the relevant policies, guidelines and to commit to act within the organisation's code of conduct and values both as employees and providers of service.

## Scope

This policy covers people or groups who share one or more of the protected characteristics identified in the Equality Act which are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race, including ethnic or national origin, colour or nationality
- Religion or belief – including lack of belief
- Sex
- Sexual orientation.

The application of marriage and civil partnership is in respect of the requirement is to have due regard to the need to eliminate unlawful discrimination in employment.

*Welsh Language is not included in the scope of the Equality Act, however it is included within the content of this policy for monitoring, implementation and reporting. Specific detail on actions relating to the organisation's compliance with relevant standards prescribed by the Welsh Language commissioner or Welsh Government is noted in a separate policy.*

## Commitment

1. Our services support clients to plan their career development and to make decisions on routes through education, training and work that are based on a realistic understanding of their capabilities and the opportunities available to them. Our organisational values are applied to the context of all our services, regardless of how they are delivered to the user.
2. In the assessment of any service offer the organisation will consider the context of the locality to which the services is being offered. This means that we will consider the demography and the population characteristics which apply to either a region or a local authority when changing our service offer and undertake an equality impact assessment.
3. The use of images, language and the various media used to promote or provide services will take into consideration the different needs of our customers.
4. As an employer we will comply with relevant legislation ensuring the best interests of our employees are met. These will include human resource policies and procedures which relate to recruitment, personal development, sickness and absence, family-friendly leave, staff disciplinary and grievance, whistle blowing, discrimination, harassment and bullying.
5. Employees are actively encouraged to develop their own learning and development. For this purpose the organisation has Equality and Diversity learning modules to support employees with improved understanding of the different protected characteristics. The company intranet hosts resources which also provide guidance, information and details of organisations which represent groups or people with one or more protected characteristics. Additional inputs by organisations to support improved understanding of our employees or the development of additional skills will be considered by the Equality and Diversity steering group with recommendations based on the Strategic Equality Plan.

## Processes

Engagement: Involving and consulting:

When designing and considering equality objectives, we commit to

- consulting with our own employees (carried out by survey, via the company intranet or newsletter)
- assessing the impact of our policies and practices making use of appropriate and relevant data as well as gaining feedback from partner organisation
- preparing, publishing and reviewing a strategic equality plan

The Equality and Diversity Steering group membership will include managers representing a cross section of the organisation's teams and directorates. The group will agree the Strategic Equality Plan and monitor the performance of the organisation in relation to the targets and actions detailed in the plan. The plan will be updated annually and any shortcomings will be reported to the relevant Director.

Monitoring: Implementation and Reporting

- We will publish our Equality and Diversity policy along with our Strategic Equality Plan on the organisation's website as well as the company intranet so that it is available for our employees and our customers.
- The Public sector duty report will be shared with Welsh Government, the CCDG Board and the Equality and Diversity Steering group and placed on the company intranet.
- Any Audit relating to Equality and Diversity or highlighting related shortcomings or best practice will be shared with the Equality and Diversity Steering group and relevant Heads of.
- The organisation's self-evaluation processes will monitor and highlight best practices and shortcomings relating to Equality and Diversity.
- The organisation's complaints policy and system enables the organisation to identify whether any negative feedback received suggests a contravention of this policy and any such complaints would be subject to investigation and reported to Welsh Government.

## Document Administration

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