# Careers Wales Strategic Equality Plan 2022 – 2026

## About us

Career Choices Dewis Gyrfa Ltd trades as Gyrfa Cymru Careers Wales. The company is a wholly owned subsidiary of the Welsh Government and the vehicle to deliver its statutory obligation to make careers information, advice and guidance available to children and young people up to the age of 19. Careers Wales delivers employer engagement services to schools and provides careers and work related experience (CWRE) curriculum support. In recent years, we have also directly responded to the increasing needs of adults through the Working Wales service. We employ over 600 staff including those within Careers Wales and through our Working Wales service. Overall, staff are situated in 30+ locations around Wales.

### Our Vision

To create brighter futures for the people of Wales

### Our Purpose

To support young people and adults in Wales to create brighter futures. We will do this through access to high quality, impartial careers support that makes a positive impact on individuals’ education, economic and wellbeing outcomes.

### Our Values

We put the needs of the customer at the heart of what we do.

We collaborate with others to achieve shared goals.

We are innovative, technology-enabled and insight-led.

### Our Principles

Impartial: Acting as an honest broker supporting career choices and decisions

Personalised: Ensuring our blended careers support service is specifically tailored to individuals’ needs

Inclusive: Committed to achieving inclusion, fairness and diversity

## Our commitment to Equity, Diversity and Inclusion

Careers Wales is committed to developing and supporting an environment where equity, diversity and inclusion (ED&I) are engrained in everything we do; where the diversities of our customers and employees represent and reflect the communities of Wales.

Through our vision of creating a brighter future for the people of Wales, we will ensure that our services are accessible to everyone and we provide enhanced support so that nobody is left behind.

Whilst fulfilling our obligations of the Equality Act 2010 (Wales) Regulations, the Well-being of Future Generations (Wales) Act 2015 and all other relevant legislation, Careers Wales is dedicated to:

* Encouraging a culture that ensures equity, diversity and inclusion is embedded in our everyday practices.
* Providing an environment where our customers and workforce are included and feel valued, whatever their individual circumstances, needs and lived experiences.
* Making the services and employment accessible to everyone, whatever their individual circumstances, needs and lived experiences.
* Treating our customers and employees as individuals, fairly and with respect; giving everyone the opportunity to thrive and develop.
* Giving our staff the knowledge and skills to be able to deliver an equitable, diverse and inclusive service and promote equity, diversity and inclusion understanding.
* Listening to and acting upon our customer and staff equity, diversity and inclusion feedback.
* Eliminating harassment or bullying of any sort; creating an environment in which disrespectful behaviour is not tolerated.
* Reviewing equity, diversity and inclusion practices and policy on a regular basis and staying abreast of equity, diversity and inclusion developments; working with external partners to help us do this.
* Measuring our progress, being transparent about our equity, diversity and inclusion work and publishing relevant documents.

## Equality Act 2010 & Public Sector Equality Duty

The Equality Act aims to:

* Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
* Advance equality of opportunity between people who share a protected characteristic and those who do not.
* Foster good relations between people who share a protected characteristic and those who do not.

As a public sector body, we will fulfil our obligations and responsibilities set out in the Equality Act 2010 and the Public Sector Equality Duty and will consider all individuals when carrying out our day-to-day work whilst shaping policy, in delivering services and in relation to our own employees. We will be transparent about our equity, diversity and inclusion work and will publish information in line with the Public Sector Equality Duty requirements.

**Developing our strategic equality objectives**

We collaborated with the Wales Public Bodies Equality Partnership to develop shared strategic objectives. These shared objectives have been integrated within our own strategy and planning and have been used to develop our own Strategic Equality Plan (SEP) whilst also considering our vision, principles, values and purpose set out in Brighter Futures.

## Wales Public Bodies Equality Partnership

The Wales Public Bodies Equality Partnership represents a group of public bodies committed to working together to unite behind shared equality objectives. Partnership bodies have signed a ‘memorandum of understanding’ which outlines their commitment to collaborative working. This approach promotes smarter working and creates opportunity for shared engagement, learning and

intervention to achieve greater impact across the public sector and public services in Wales. The Partnership contributes significantly to delivering equality and provides an opportunity for public sector bodies in Wales to work together to recognise and collectively impact against the challenges set out in the Equality and Human Rights Commission ['Is Wales Fairer report, 2018'](https://www.equalityhumanrights.com/en/publication-download/wales-fairer-2018).

The shared partnership objectives have been informed through understanding inequality insight evidenced through ‘Is Wales fairer’ – The state of equality and human rights, the Equality and Human Rights Commissions review of the public sector equality duty, 2019 and information from our collective organisations. The consultation process included engagement with people from a range of diverse communities and backgrounds.

The shared high-level objectives are recognised as long-term objectives that will exist beyond the four-year cycle of the SEP. Organisations uniting behind the objectives will achieve greater impact for future generations in enjoying a fairer society and more equal Wales and are committed to working together to meet the objectives.

## Strategic Objectives 2022 – 2026 (Partnership 2020 – 2024)

1. Increase workforce diversity and inclusion
2. Eliminate pay gaps
3. Engage with the community
4. Ensure equality is embedded into the procurement/commissioning process and is managed throughout delivery
5. Ensure service delivery reflects individual need.

### Objective 1: Increase workforce diversity and inclusion

We aim to attract, recruit and retain more applicants from diverse backgrounds so that our workforce more closely reflects the diverse demographic population of Wales, narrowing any gaps that may be evident. We will recognise the varied demographic landscape of Wales and how this impacts our workforce demographics.

#### Actions

* Continue to uphold best practice by maintaining continual review process.
* Gather robust staff data on a bi-annual basis to allow for benchmark data to be set, agreed and monitored.
* Regularly review recruitment policies, recruitment communication and reach strategies, recruitment documentation and practices to ensure what we do is fully inclusive.
* Review the Our Future Workplace pilot findings and consider the correlation and impact on creating an inclusive workplace.
* Share best practice and implement relevant innovative cross-sector approaches to recruitment in collaboration with the Wales Public Equality Partnership.

#### How we will measure and monitor progress

* Staff survey data
* Census 2022 statistics
* Recruitment analytics
* Public Sector Equality Duty Report

#### Responsible for making this happen

* Head of People Development
* Director of Resources and Transformation
* Chair of the Equity, Diversity and Inclusion Committee
* Quality and Planning ED&I representative

### Objective 2: Eliminate pay gaps

We aim to maintain our pay gaps as close to zero as possible.

#### Actions

* Continue to review pay to ensure there are no pay gaps within the organisation.
* Using staff survey data, identify any pay gaps and open up lines of enquiries to address any gaps that arise.
* Monitor and respond to legislative changes to statutory pay gap reporting.
* Review the Our Future Workplace pilot findings, working patterns and practices, aiming for a flexible approach to working by default.
* Managers tasked to encourage and support all team members to apply for promotion, including those who are unlikely to self-select for progression.
* Continue to publish data in line with the pay gap reporting legislation.
* Share best practices and policies with the Wales Public Body Equality Partnership and consider the implementation of any relevant innovative practices.

#### How we will measure and monitor progress

* Staff survey data
* Salary information
* Recruitment analytics
* Current pay gap reports

#### Responsible for making this happen

* Head of People Development
* Director of Resources and Transformation
* Chair of the Equity, Diversity and Inclusion Committee
* Quality and Planning ED&I representative

### Objective 3: Engage with the community

We aim to work with customers from diverse backgrounds so that our customer profiles more closely reflect the diverse demographic population of Wales, addressing any anomalies that may be evident. We will recognise the geographical cultural landscape of Wales and will continue to gather and analyse data on protected characteristics. We will continue to educate, inform and empower our customers and stakeholders, challenging equity, diversity and inclusion issues where appropriate.

#### Actions

* Using the ED&I dashboard to set benchmark ED&I data, analyse collated protected characteristic data at a local authority level, compare customer profile with census data and use customer protected characteristic surveys to open up lines of enquiry where any trends and/or anomalies are identified and to help plan and design our future delivery offering
* Review delivery outreach locations, evaluating their effectiveness at engaging with a more diverse customer base, use ED&I data, and census data to plan new venues where resources allow.
* Analyse the targeted support data with protected characteristic data for the same age demographic and open up lines of enquiry to help inform future targeted support groups.
* Review the marketing and communications plan for Careers Wales including Working Wales in line with ED&I themes and protected characteristics to ensure maximum reach to the diverse communities of Wales.
* Implement a process to review the delivery resources and materials used throughout Careers Wales and Working Wales in line with ED&I themes and protected characteristics to ensure accessibility and inclusion.
* Continue to monitor event participation where event objectives are linked to ED&I, compare with baseline data and open up lines of enquiry relating to data differences and emerging trends using the findings to help shape future event attendance, delivery and content.
* Internally share knowledge and best practice giving colleagues the knowledge to take the opportunity to educate and inform stakeholders and employers on ED&I themes when appropriate.
* Continue to develop both new and existing relationships with partner organisations and stakeholders who support customers from the diverse communities of Wales, raising awareness of the service and develop opportunities for collaborative working.
* Share best practice with the Wales Public Equality Partnership and consider the implementation of any relevant innovative practices.

#### How we will measure and monitor progress

* Equity, diversity and inclusion dashboard data
* Census data 2022
* Protected characteristics survey data
* Footfall data
* MIS reports
* Public Sector Equality Duty Report

#### Responsible for making this happen

* Director of Customer Strategy and Service Development
* Director of Resources and Transformation
* Head of Quality and Planning
* Head of Services to Stakeholders
* Head of Employment Advice
* Head of Services for Young People
* Head of Digital and Communications
* Chair of the Equity, Diversity and Inclusion Committee
* Quality and Planning ED&I representative

### Objective 4: Ensure equality is embedded into the procurement/commissioning process and is **managed throughout delivery**

We aim to embed equality into the procurement process, ensuring that public money is not spent on practices which lead to unfair discrimination, ensures value for money and advances equality of opportunity.

#### Actions

* Incorporate an ED&I question into all tenders that appear on Sell2Wales.
* Evaluate the implications of adjusting the tender weighting scoring to assess the impact of ED&I on the award of a tender.
* Report internally on the impact of the ED&I questions in the tender outcomes.
* Raise awareness with the relevant teams on ED&I and how it impacts procurement.
* Review the programme of transforming Public Procurement (UK and Wales) Legislation and implement changes as necessary.
* Work with the Wales Public Body Equality partnership to develop procurement principles that embrace ED&I.

#### How we will measure and monitor progress

* Internal reports
* Procurement data

#### Responsible for making this happen

* Head of Finance & Estates
* Compliance and Governance Manager
* Chair of the Equity, Diversity and Inclusion Committee
* Quality and Planning ED&I representative

### Objective 5: Ensure service delivery reflects individual need

We aim to ensure our service delivery reflects individual need, whilst delivering the service remit as outlined by the Welsh Government.

**Actions:**

* Explore the implications of including equal opportunities monitoring within the current evaluation processes.
* Undertake user research and engage with underrepresented groups focusing on relevant protected characteristics gathering feedback, with the aim of widening participation from these groups.
* Investigate and follow up any complaints made to Careers Wales relating to equity diversity and inclusion.
* Continue to inform and upskill our workforce to be able to deliver a service that reflects individual needs and the needs of the diverse communities of Wales.
* Influence Welsh Government provision and remit through robust reporting and regular conversations.
* Share best practice with the Wales Public Equality Partnership and consider the implementation of any relevant innovative practices.

#### How we will measure and monitor progress

* Customer evaluations & feedback
* Customer outcome policy data
* Self-Evaluation report
* Continuous Improvement Framework
* Estyn reports

#### Responsible for making this happen

* Director of Customer Strategy and Service Development
* Director of Resources and Transformation
* Head of Quality and Planning
* Head of Services to Stakeholders
* Head of Employment Advice
* Head of Services for Young People
* Chair of the Equity, Diversity and Inclusion Committee
* Quality and Planning ED&I representative