



Additional Information requested by the Equality and Social Justice Committee

The disability action plan for apprenticeships from 2018, the main targets of the plan, and whether the plan was evaluated

- Link to the inclusive apprenticeships disability action plan 2018 – 2021 [inclusive-apprenticeships-disability-action-plan-for-apprenticeships-2018-21-1.pdf](#)
- We are establishing with Welsh Government colleagues whether an evaluation was carried out.

The number of disabled people employed by Careers Wales

As an employer we have gained the disability confident employer kitemark and we make reasonable adjustments for applicants, as well as existing staff in the workplace.

Careers Wales conduct an Annual People Development survey that includes diversity data on our employees. In the report for 2023 the employee disability profile was as noted below:

Self-declared Disability	Percentage of employees who declared
Employees who declared a disability	9.1%
Do not consider themselves to have a disability	86.2%
Prefer not to say	4.6%

An outline of Careers Wales plans to assist disabled people in finding a job

Careers Wales provides a national careers information, advice and guidance service for Wales and supports young people and adults to make successful transitions into education, employment and training (EET). Our all-age service is tailored to the needs of individuals and has provided invaluable support to the people of Wales during the post-covid period.

We have specialist ALN advisers who predominantly work with those with the most complex needs in special schools and mainstream school resource bases. Their role is to provide impartial careers information, advice and guidance in an appropriate and accessible way. Their approach will be tailored to meet individual need so, for example, if a young person needs multiple shorter interventions the adviser will meet with them on a more regular basis. The majority of the ALN adviser caseload is made up of young people with learning disabilities or those who are neurodiverse. A lot of work is also undertaken with parents/guardians of the young person as well as with the range of professionals working with a young person to ensure a multi-agency approach. Our mainstream advisers also work with young people with ALN in mainstream schools and would also provide impartial careers information, advice and guidance and attend IDP reviews where requested.

- We prioritise young people who have identified that they are leaving school and looking to enter the labour market.
- We provide guidance and ongoing follow up support which may include support with interview skills and applications.



- Our Business Engagement Advisers provide schools with employer engagement activities to meet the needs of their pupils.
- We introduce the Working Wales adviser who would provide ongoing guidance.
- Our advisers discuss access to work and reasonable adjustments as appropriate.
- Within Working Wales there are disability champions who share information on organisations that support disabled people and information on different disabilities.

All customers wishing to enter the workplace are made aware of our vacancy bulletin and are offered to sign up to receive regular bulletins. Our advisers complete a referral to organisations offering supported employment if this was the most appropriate option.

For young people identified as ALN we also offer to attend IDP reviews and have identified those who are leaving to enter the labour market as a priority group. In those reviews we may contribute to the transition element of the IDP, advocate on behalf of a young person and make parents aware of opportunities.

This year as young people with IDPs are now in college we have also offered to attend college IDP reviews for young people who are leaving college to enter the labour market. This includes a combination of both Careers Wales adviser and Working Wales adviser support to ensure that young people have a "warm handover" and are fully aware of the support on offer from Careers Wales.

All young people are offered an interview before they reach the end of their statutory education. For those in special schools and resource bases we negotiate the best time to start working with a young person. For some this will be year 9 as they may need a lot of time working with an adviser whilst for others it may be later in their education.

Careers advice and support is tailored to an individual's need and can include:

- Support to develop their career management skills such as decision making and planning
- Guidance to help a young person identify what type of work they would like to do and how they could get there
- Practical support to ensure that they have a good transition from school
- Signposting/referring to other agencies that provide additional support services
- Advocating on behalf of an individual
- Negotiating with providers on behalf of an individual
- Outlining options for parents

Careers Wales's team of specialist advisers who work with young people with more complex needs, undertake an internal programme of support to ensure that they can effectively support young people in special schools and resource bases.

Our advisers have CPD from a range of external organisations including many that represent disabled people. All training is tailored to the work of careers advisers. Examples of recent training topics include:

- Neurodiversity
- Autism and work
- Working with young people who have speech and language difficulties
- Working with young people who are deaf/hard of hearing

All careers advisers have undertaken e-learning on the social model of disability and we have a series of e-learning topics related to disability. We have also developed our own resources to support advisers when interviewing people with specific needs.



An outline of any other pathways you are aware of or that you refer people to that assist disabled people in finding a job

Careers Wales works collaboratively across Wales with several stakeholders and partners to ensure we put the customer in the centre of everything we do and advocate on their behalf when needed with other agencies. We have access to extensive networks, including a network of organisations and agencies that provide specific support for young people and adults with a disability and are looking for work or an apprenticeship. We have a stakeholder team whose role is to forge partnerships with several organisations fostering links and collaboration.

For example: -

- Support Finder Programmes: Several searchable support programmes available via our Support Finder, a series of results will return depending on eligibility criteria [Support finder | Working Wales](#)
- Close working relationships with DWP: -
 - Disability Awareness events in partnership with DWP and Business Wales during October. These in-person events are aimed at increasing employer knowledge and awareness when recruiting customers with a disability. A series of online webinars are also planned later in the year.
 - Linked with DWP Disability Employment advisers – referring customers for further support to access further programmes and grants such as Access to work / Work and Health programme.
- We work with and refer customers to TASS (The Autism Support Service) who offer support for neurodivergent customers whilst in employment and ensure customers can access the support available through Access to Work.
- Local authority employability programmes
- Communities for Work+
- Jobs Growth Wales+
- Prime Cymru
- Employer Networks for voluntary opportunities
- Legacy in the Community
- Scope
- Out of work Peer Mentoring Service
- Autism Spectrum Services Cymru
- RSPs – we are member of the 4 RSP Boards and have collaborated on several projects focusing on the skills requirements of each region.
- We also work with multi agency panels as part of the YEPF strategy – identifying young people who have not made a positive transition (5 Tier model)
- Elite and Job sense we used to refer to however support no longer available

To provide the best possible support to customers it's important we engage with other agencies in providing a place-based holistic approach as each customer will have a different need or adjustment that may be required. The challenge across Wales is that the funding landscape has changed significantly in the last few years and continues to change, making it difficult to fully understand the support available, in particular with short-term funded projects.



Key performance indicators and current targets of Careers Wales.

Our Key Performance Indicators have been set for the duration of our Brighter Future Strategy. Here is an outline of those KPIs.

KPI	PIs
95% of pupils who receive a guidance and coaching service enter education, employment or training on leaving school.	95% of school customers satisfied with the service
	85% of school cohort completing Career Check.
	95% pupils who received a guidance and coaching service still in education, employment or training 6 months after leaving school.
85% of young people who receive targeted support enter EET on leaving school.	85% of young people who receive targeted support remaining in EET 6 months after first destination
90% of young people in education report raised awareness of opportunities.	
Partnership Agreements with 100% of partner organisations that enable improved access to the benefits of careers guidance and coaching.	
	93% of parents report positive feedback about the service.
	90% of parents responded positively that the service helped them support their son/daughter's career decision.
CW facilitates at least one employer engagement event in 95% of secondary schools in Wales.	80% of secondary schools will take part in multiple employer led activities
	1000 different employers used per annum to deliver employer led activities.
	85% of students say they are more motivated to plan their careers after attending an employer led activity.
	85% of students say they are more informed about their career opportunities after attending an employer led activity.
Training or consultancy support to improve CWRE programmes is delivered to teachers in 70% of the secondary schools in Wales.	30 institutions will be working towards the new CWRE award during the 2023/24 business year
	A minimum of 10% of primary schools engaged in some form of Careers Wales-led professional learning during 2023-24.
	A minimum of 1000 teachers engage in some form of CW led consultancy and professional learning.
	90% of teachers more knowledgeable about CWRE as a result of attending one of our Professional Learning sessions.
85% of customers report that their needs were met by our CW Connect service.	85% of customers report that they are happy with their next steps following an interaction with CW Connect.
100% of trainee careers advisers successfully complete their level 6 diploma Career Guidance and Development within the two years allocated.	
75% of employees report positive levels of engagement with the company.	
Improvement in the digital skills and capabilities of Careers Wales employees.	100% Phishing test breaches Data breaches

We also have Working Wales KPI's which are agreed on an annual basis as part of our agreement with Welsh Government – the KPI's for this year are:

Working Wales targets:

- Provide comprehensive, impartial and personalised employability advice, careers advice and guidance, coaching and signposting support for young people aged 16-17 from the point they leave education and



adults aged 18 or above across Wales, within the timelines stipulated in the Careers Wales case management protocols.

- Record the number of one-to-one advice, guidance and coaching interactions conducted with unique customers.
- Provide comprehensive, impartial and personalised employability advice, careers advice and guidance, coaching and signposting support for forced migrant, refugee or asylum-seeker customers, to include support via the Language Line and with UK ENIC Scheme Statement of Comparability applications.
- Review and demonstrate the Working Wales offer to ethnic minority groups. Record the advocacy support provided to unique customers (including commentary on this work within the monthly/quarterly 31 March 2025 Monthly KPI Reports and Monthly and Quarterly Narrative Reports. 22 narrative reports).
- Provide support to customers with the application process for the ReAct+ and Jobs Growth Wales+ programmes, and support to those who are deemed eligible and suitable for the Personal Learning Account (PLA) and Communities for Work+ programmes.
- Provide support to those customers who are deemed eligible for the Young Person's Guarantee, and provide aggregate data on support for the 16-24 year old customer cohort within monthly data reports.
- Undertake a review of outreach partners and delivery venues to ensure that CCDG has the right provision in the right place, and to ensure that the approach stays in line with the Careers Wales Estates strategy whilst also supporting the needs of customers.
- Improve access to Working Wales support through collaboration and engagement with partners and influencers.
- Continue the delivery of the Careers Wales Connect service, with the service to remain in place to meet the demand from Working Wales customers.
- Attend events and consultation meetings, with a prioritisation on events that are specific to working Wales customer groups e.g. redundancy jobs fairs.
- Continue to communicate with key stakeholders through the production of Working Wales Stakeholder Newsletters and Careers Wales Labour Market Information Bulletins which support national, regional and local intelligence, and also look to produce bite-size publications and special features, as appropriate.
- Publish case studies onto the Working Wales website and provide the weblinks to these within monthly/quarterly narrative reports.
- Continue to provide support to prisoners in the secure estate in Wales, with 100% of prisons in Wales to be allocated a Working Wales careers adviser, and to female prisoners (who are domiciled in Wales) at HMP Eastwood Park in Gloucestershire and HMP Styal in Cheshire, via a designated Working Wales careers adviser for a minimum of 1 day per month, with resource to be increased as needed.
- Continue to monitor, review and when a gap is identified, develop work with customers who have protected characteristics including Asylum-Seekers and Refugees.

Working Wales KPIs
Unique Customers accessing Working Wales support - Adults 25,000
Unique customers accessing Working Wales support - Youth 4,750
Unique customers referred to further support - Adult 15,000
Unique customers referred to further support - Youth 3,090
Customers offered a guidance discussion within 10 working days of first contact - 80%
Customer surveyed satisfied with the service they receive, and would recommend based on relevance and quality - 90%
Customers in prisons to be offered a one-to-one service - minimum 1,000
Customer in prisons surveyed satisfied with the service they receive, and would recommend based on relevance and quality - 90%