Written response to the recommendations from Careers Scotland

Equal Opportunities Committee: Removing Barriers and Creating Opportunities

Thank you for allowing Careers Scotland the opportunity to provide additional evidence to the Equal Opportunities Committee. My colleague, Julie-Anne Jamieson, gave oral and written evidence to the Committee when it was taking forward the Disability Inquiry. Careers Scotland is committed to improving our services for disabled customers and we are taking forward a number of actions in response to specific recommendations outlined in the Committee’s report.

Careers Scotland has three main customer groups:

- Young people in school which includes those “at risk” of not making a successful transition
- 16-19 year olds who are not engaging in education, employment or training
- Others in transition including college students and adults requiring specific support.

Our aim is to help individuals develop the skills and confidence to make well informed career, work and learning choices throughout their lives. The career guidance support that we offer, therefore, needs to be tailored to the needs and varying circumstances of the individual.

We have developed a Disability Action Plan informed by the Committee’s recommendations, the Scottish Executive’s Disability Working Group, and our own consultation with disabled customers, national and local disability organisations. This action plan is enclosed for your perusal and we have noted progress against each recommendation. In particular, I would like to draw your attention to:

- Our commitment to comprehensive equality training for all staff.
- Improving the recording of disability to ensure we are reaching disabled customers
- Encouraging local More Choices, More Chances and Additional Support for Learning Act implementation groups to address transitional arrangements for disabled young people.
- Improving engagement with organisations working with disabled people. For example, Careers Scotland held a seminar for national disability organisations in October 2007 to raise awareness of some of the products and services we deliver.
- Developing the voice of disabled customers- Careers Scotland is currently working with Young Scot to look at innovative ways of involving young people in developing our Disability Equality Action Plan and products and services.

Skills for Scotland and the recently published Government Economic Strategy highlights the importance of raising the skills levels and increasing the economic participation of all our citizens, an aim Careers Scotland would strongly endorse. As
you will be aware, Careers Scotland moves into the new Skills Body, Skills Development Scotland, from April 2008 and we will be working with our partner organisations to ensure that equality is at the heart of the new body.

I hope the Committee find this response helpful. We would, of course, be happy to provide any further information required.

Danny Logue  
Interim Director  
Careers Scotland  
4 December 2007
Work with Disabled People

1. Background/Context

Careers Scotland within its Additional Support Needs Policy and Guidelines recognises the career planning needs of individuals with a disability and ensures these needs are met through its Operating Model. The Policy and Guidelines take account of a range of legal and policy directives including the Additional Support for Learning Act.

However the legal and external policy context of providing services to disabled people continues to change through;

- The Public Sector Duties incorporated into the Disability Discrimination Act (Amendment) 2005;
- The implementation of the Scottish Executive’s Workforce Plus which also includes More Choices, More Chances (the NEET Strategy);
- UK Welfare Reform including a ‘City Strategy’ (involving Dundee, Edinburgh and Glasgow)
- The Scottish Parliament report by the Equal Opportunities Committee, ‘Removing Barriers and Creating Opportunities’, known as the Disability Inquiry and:
- The Scottish Executive Disability Working Group report

Also the Scottish Executive has asked that Careers Scotland re-focus on 3 customer groups – School Pupils; Young People who are NEET and Adults in Transition. Disabled individuals are identified within these three customer groups as requiring additional support to access products and services and to make a successful transition to Employment, Education and Training.

This paper takes account of these developments and in particular the findings of three reports;

- Careers Scotland Equality Duty Consultation of disabled individuals and stakeholders
- Scottish Parliament Disability Inquiry
- Scottish Executive Disability Working Group

Section 7 has a Summary of Responses/Actions, for discussion, that Careers Scotland might take to fulfil the intentions of each reports recommendations concerning Careers Scotland. Actions can be taken forward through the National Task Groups as appropriate.

Appendix 1 & 2 highlight recommendations from the Disability Inquiry and the Disability Working Group report which directly concern Careers Scotland and there are also other recommendations that Careers Scotland could support.

2. The Public Sector Duties

The Public Sector Duties incorporated into the Disability Discrimination Act (Amendment) 2005 means public sector organisations must give due regard to the General Duties under the Act. This includes involving disabled people in developing both the Disability Equality Action Plan and developing products and services. As a
first step in involving disabled people in this way, Careers Scotland has conducted a consultation exercise and questionnaires were developed with the assistance from Careers Advisers with experience of dealing with individuals with a disability. The consultation comprised three strands:

- Questionnaires were sent to national and local disability organisations, focus groups
- Focus Groups or Individual telephone interviews were conducted with individuals by Careers Scotland staff.
- An adapted questionnaire was sent to FE Colleges willing to work in partnership.

All four SE Regions were involved in this consultation. The Disability Consultation paper is on the Careers Scotland website – http://www.careers-scotland.org.uk/Aboutus/Policies/EqualOpportunitiesPolicy.asp

3. **Workforce Plus and More Choices, More Chances**

Both these strategies make specific reference to supporting the employability needs of disabled people recognising the under representation of young people and adults with disabilities within the labour market. Careers Scotland has a clear role within the MCMC Strategy where young people with disabilities are recognised as a key target group. Each local authority MCMC strategy should reflect the needs of disabled young people in terms of individual support and provision. They should reflect the needs of those who receive Incapacity Benefit and want support to enter the labour market. Disabled adults would fall within the priority group of Adults in Transition. To enable a partnership approach Careers Scotland plans to reach these individuals through local Community Planning arrangements including the Community Guidance Networks.

4. **UK Welfare Reform including a ‘City Strategy’ (involving Dundee, Edinburgh and Glasgow)**

The target group for these policies is people on benefits other than unemployment benefit i.e. lone parents’ benefits and those on Incapacity Benefits which includes those with disabilities or health conditions. Again Careers Scotland plans to reach these individuals through local Community Planning arrangements including the Community Guidance Networks.

5. **Scottish Parliament Disability Inquiry**

This report was published late last year and has made recommendations to improve information, guidance and support to disabled people to help them access, sustain and progress education, training and employment. Some of the recommendations make specific reference to the work of Careers Scotland and others to agencies, services and activities which directly or indirectly support the career planning of disabled people. The recommendations and suggested responses are included in this paper. You will also find a “Recommendations to Note” section at the end of the document which includes actions not specifically aimed at Careers Scotland but which may be of interest as they may or may not have an impact on our organisation.
6. The Scottish Executive Disability Working Group report

The group remit was to establish priorities for the Scottish Executive and partner organisations to promote equality for disabled people in Scotland; and to develop proposals on longer term mechanisms for engagement with the disability sector. The groups report was published in November 2006. Recommendations from the Disability Working Group Report include general actions for Careers Scotland.
## Disability Actions

<table>
<thead>
<tr>
<th>Disability Inquiry Recommendation</th>
<th>Action / Progress to date</th>
<th>Person(s) Responsible</th>
</tr>
</thead>
</table>
| Recommendation 47:Careers advice – careers staff: The Committee recommends that Careers Scotland, in consultation with relevant organisations, should carry out a fundamental review of its service provision to disabled people to ensure a person-centred, informed and consistent service across Scotland. | Develop equality training for staff. Develop aims and objectives for tender document for external equality training package to include training across race, disability and gender. *(Tender document currently being prepared.)* Need to look at how we target disabled people in terms of career guidance support and how we measure effectiveness, uptake and sustainability. Monitoring and tracking clients will provide evidence of what positive outcomes disabled clients are achieving. *(Monitoring disabled clients has begun but still a way to go. Tracking – looking at ways to do this via SLDR. Need to consider how we do this for disabled adult clients.)* Ensure disabled young people receive improved career guidance. This must include CS staff discussing with disabled client the impact of the individual’s disability on career choice, including funding implications. *(This will be covered by Equality Training, Monitoring. Approach to Guidance will also provide evidence of this.)* | Bill Fraser          
Caroline King |
|                                   |                                                                                                                                                                                                                         | Links in with:       
Workforce Plus  
(Adults) – Vivienne Brown and  
ASN/Special Schools  
(Young people)  
– Julie-Anne Jamieson |
|                                   |                                                                                                                                                                                                                         | Caroline King        
Bill Fraser          
Fiona Jaap           
Andrew Paine         
Regional Management Teams |
### Disability Inquiry Recommendation

<table>
<thead>
<tr>
<th>Recommendation 6: Mainstreaming of Service Provision for Disabled People:</th>
<th>Action / Progress to date</th>
<th>Persons Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Committee considers that the Scottish Executive equality strategy is a vital document. However, the Committee remains extremely concerned that not all departments or agencies pay due cognisance to it in the work that they do. In order to ensure that the pace of progress of mainstreaming equalities is increased consistently across the Scottish Executive, the Committee recommends that – the enterprise agencies fully integrate disability into all their future policies, initiatives and publicity material as a matter of priority:</td>
<td>Involving Disabled People: This is a legislative requirement. Involvement should include development of both disability equality action plan and new products and services. <em>(Involvement strategy is currently being developed with a view to it being implemented by end of 2007/08 financial year.)</em> Record disability more widely to provide evidence of our work with disabled people. <em>(See Rec 47)</em></td>
<td>Caroline King  Agnes O'Donnell  Jennifer Cassidy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recommendation 53: Transition support – key worker:</th>
<th>Ensure CS encourages local More Choices, More Chances (MCMC) strategy / ASL Act implementation groups to address transitional support for disabled young people through adopting key worker approaches.</th>
<th>Regional Management Teams</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Committee wishes to see <em>More Choices, More Chances</em> benefit the needs of young disabled people specifically. In order to ensure that key worker provision benefits disabled people, the Committee recommends that the Scottish Executive should carry out an assessment of the different approaches currently taken with respect to key workers and transition support in Scotland. The aim of such an assessment should be to identify optimum practice that can then be disseminated across the country as part of the implementation of the</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---
strategy for young disabled people not in education, employment or training.

<table>
<thead>
<tr>
<th>Disability Inquiry Recommendation</th>
<th>Action / Progress to date</th>
<th>Person(s) Responsible</th>
</tr>
</thead>
</table>
| **Recommendation 37: Scottish Executive – More Choices, More Chances.** The Committee recommends  | Engage with disability organisations at national and local level to develop joint approaches to supporting disabled young people. *(Event for national disability/voluntary organisations is being held on 10 October 2007)* | John Dalziel  
Caroline King  
Operational Team  
Regional Management Teams                                                                                                                                 |
| that specific work is done to ensure that the needs of young disabled people are fully taken into account throughout the implementation of the Scottish Executive strategy *More Choices, More Chances* |                                                                                         |                                                                                       |
| **Recommendation 21: Career progression:** The Committee recommends that the Scottish Executive should carry out research to establish the true disparity in employment and career progression of disabled people compared with non-disabled people. The Committee would welcome the opportunity to engage in this process with the Scottish Executive and consider the findings of the research. | Consider ways of obtaining required information on disabled young people via SLDR. *(Discussions already underway to take this forward.)* | Julie-Anne Jamieson  
John Eddyshaw                                                                                                                                  |
### Disability Inquiry Recommendation

<table>
<thead>
<tr>
<th>Recommendation 48: Expectations – role models. In order to assist in raising expectations amongst young disabled people, the Committee recommends that:</th>
<th>Action / Progress to date</th>
<th>Person(s) Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>· the focus of careers advice to disabled people should move from what people cannot do to what positive options are available to them; and</td>
<td>Make staff aware of provision of sign language interpreters and better deaf awareness training. <em>(Guidelines and contact directory available to staff on CS Intranet. Developing information for BSL users. This will be available on CS website via video clip and should be available late 2007.)</em> <em>(Equality training mentioned in Recommendation 47 will also address this issue.)</em></td>
<td>Caroline King Bill Fraser</td>
</tr>
<tr>
<td>· research be carried out examining the progress of disabled graduates. The Committee hopes that such research will identify positive examples and role models for schools and further and higher education providers to promote. – <em>Not applicable to CS.</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Recommendations 24 + 26

**Supported employment in Scotland:** The Committee recommends that the Scottish Executive establish a national framework for supported employment of disabled people in Scotland. The Committee recommends that the Scottish Executive, in conjunction with local authorities, should develop by the end of 2007, a pilot project of supported employment across several areas of Scotland to ensure local rural or urban circumstances can be taken into account. The Partnership working to include reaching disabled people who often find it difficult to enter education, employment and training. *(CS needs to be able to evidence the impact on disabled people in relation to the Partnership work we are already doing.)*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Regional Management Teams John Eddyshaw Fiona Jaap</th>
</tr>
</thead>
</table>
Committee further recommends that the pilot should be evaluated after two years with the aim of rolling out the framework nationally.
<table>
<thead>
<tr>
<th>Disability Inquiry Recommendation</th>
<th>Action / Progress to date</th>
<th>Person(s) Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommendation 45: Careers advice – schools:</strong> The Committee recommends that Scottish Ministers should rectify the lack of careers guidance to young disabled people in schools as a matter of urgency by developing a programme of training, including appropriate standards, for those providing such guidance. This training should also contain clear, realistic and accurate guidance on the effect that certain impairments may have on career choices and an emphasis on the appropriate support arrangements and adjustments that can be made to minimise any barriers to career choices.</td>
<td>Develop partnership working with LTS, Scottish Executive and voluntary sector to ensure career education is more effectively embedded into the school curriculum.</td>
<td>Tricia Campbell Anne Casserly</td>
</tr>
</tbody>
</table>
| **Recommendation 53: Transition support – key worker:** The Committee wishes to see *More Choices, More Chances* benefit the needs of young disabled people specifically. In order to ensure that key worker provision benefits disabled people, the Committee recommends that the Scottish Executive should carry out an assessment of the different approaches currently taken with respect to key workers and transition support in Scotland. The aim of such an assessment should be to identify optimum practice that can then be disseminated across the country as part of the implementation of the strategy for young disabled people not in | Communicate the re-clarified role of key workers to partners through Partnership Working strategy. 
*(This has been done and taken forward by MCMC local partnerships.)* Engage nationally with the Learning Disability Network set up by the Workforce Plus Partnership Board. 
*(This has been done. John Dalziel on Scottish Government Workforce Task Group.)* | Regional Management Team’s |
<table>
<thead>
<tr>
<th>Disability Inquiry Recommendation</th>
<th>Action</th>
<th>Person(s) Responsible / Progress to date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommendation 9: Employers – large employers:</strong> The Committee recommends that the Scottish Executive should actively promote and encourage disabled people to enter the job market and should create an environment and opportunities which would allow those disabled people who wish to work to do so.</td>
<td>Develop advocacy and Case Management support for disabled young people to enable them to move into positive destinations. <em>(Re-launched Case Management approach will take into account the needs of disabled clients as it is anticipated they will form a core group within the client group receiving Case Management support.)</em></td>
<td>Regional Management Teams</td>
</tr>
<tr>
<td><strong>Recommendation 12: Current service provision – time-limited support:</strong> In order to ensure appropriate support to disabled people, the Committee recommends that—• disabled people are given support into employment for a time period that is appropriately flexible to cater for their individual circumstances based on an assessment of the support they require; and more should be done to help disabled people sustain employment if their circumstances change</td>
<td>Develop an after care policy for disabled clients based on identification of need to ensure a consistent service throughout Scotland. This needs to include recognition that disabled young people make later transitions.</td>
<td>Abigail Kinsella</td>
</tr>
<tr>
<td><strong>Recommendation 50: Transition support – college/university life.</strong> The Committee recommends that information on life changes likely to be experienced at college or university should be included in careers advice to young disabled people. The Committee</td>
<td>Link into Parents’ Strategy Group to raise awareness of parents/carers of transitional support and opportunities in education, employment and training that are available for their children.</td>
<td>Kate Hasson Parents Strategy Group</td>
</tr>
</tbody>
</table>
| recommends that the Scottish Executive examine whether there is scope for this to be integrated as part of the requirements of the Education (Additional Support for Learning) (Scotland) Act 2004 | Develop links with colleges, universities on provision of transition support. *(ASL Act responsibilities rest with schools)*
Disability Inquiry requested agencies provide information on life changes. Career Box includes lessons on transition support. | Katy Gordon
Anne Casserly |
### Recommendations to note

**Prime Minister’s Strategy Unit report** - the Scottish Executive establish a task force, along the lines of that suggested in evidence, to consider all the recommendations of the report in a Scottish context, particularly with regard to those which relate to devolved matters, and bring forward proposals on how to advance the independent living agenda in Scotland.

**Scottish Executive - staff performance management** - The Committee recommends that all public sector staff, especially in light of the Disability Equality Duty, have the promotion of equalities as part of their job descriptions and performance competencies; the Convention of Scottish Local Authorities should urgently review the support it provides to its members in relation to service provision to disabled people and devise an action plan as a priority to address any shortcomings.

**Scottish Executive and Executive Agencies:** The Committee considers it essential that the enterprise agencies make support for disabled people a central component of future work. The Committee is of the view that the implementation of the Disability Equality Duty must establish robust policies within public sector organisations such as the enterprise agencies to ensure equality of service provision to disabled people.

**Disability Equality Training:** This should be delivered by disabled people. Need to build in what impact this training has on staff.

**Current service provision – residential training:** The Committee regrets and is extremely concerned that some disabled people in Scotland have to travel to England to receive training that meets their needs. The Committee recommends that the Scottish Executive considers this situation as a matter of urgency and looks forward to hearing from the Deputy Minister on this important issue.

**Employers – legislative awareness:** The Committee recommends that the enterprise agencies should develop an effective means of promoting disabled people’s rights in employment as a matter of urgency. In order to ensure that the enterprise agencies fulfil this role and meet their obligations under the Disability Equality Duty, the Committee recommends that they should deliver an ongoing programme of Disability Equality Training for their staff to ensure that provision for disabled people is at the core of all services that the agencies provide.

**Transition support – assessments:** The Committee considers the situation where students are forced to pay for an assessment to confirm impairments that the Scottish Qualifications Authority has already accepted for the purpose of special arrangements.
during examinations as unacceptable and one which does not benefit any student who is making the transition from school to college or university. The Committee recommends that the Scottish Executive should consider this situation with a view to eliminating this barrier.
**Transition support – early starts/familiarisation visit:** In order to encourage more disabled learners to take advantage of early starts and familiarisation visits to acclimatise and to access and identify any additional requirements for support, the Committee recommends that—

- further and higher education providers should consider how best to provide early starts and familiarisation visits to disabled people as a matter of course, before students commence the academic year;
- the Student Awards Agency for Scotland works with further and higher education providers to publicise that early start support and funding is available to potential students; and
- Scottish Ministers explore how familiarisation visits could be funded to allow disabled students the opportunity to fully investigate their choice of further or higher education provider.

**Communication support:** The Committee considers the issue of communication support to students to go much wider than British Sign Language interpretation and recommends that the Scottish Executive, the funding council and further and higher education providers should work together to investigate ways of increasing the availability of a comprehensive range of communication support to disabled students, such as Deafblind communicators, Palantypists, Makaton, graphic symbol charts, speech-to-text reporters and British Sign Language interpreters.

**Access to further and higher education: Scottish Executive – Lifelong Learning Strategy:** The Committee recommends that service provision to disabled people should be highlighted specifically, along with targets and implementation mechanisms, in any future update of the lifelong learning strategy published by the Scottish Executive.

The Committee recommends that, in progressing *Workforce Plus*, the Scottish Executive should give full consideration as to how a national framework for supported employment, along the lines suggested by the Committee, could assist it in achieving its objectives of enabling those disabled people who are furthest from the labour market back to work.

**Partnership working – Partnership Matters:** In order to ensure proper partnership working at all levels of the further and higher education sector, the Committee recommends that—

- the Scottish Executive explore how it could extend *Partnership Matters* to apply to universities; and
- the outcomes of *Partnership Matters* be monitored and evaluated with a view to *Partnership Matters* being reviewed on a regular basis to ensure that partnership working is as effective as possible, that the impact on service users is determined, that best practice is highlighted and that any difficulties identified are addressed.
**Partnership working – Lifelong Partners:** The Committee recommends that *Lifelong Partners* be reviewed as a matter of urgency to consider how best it can be delivered to support disabled learners and how targets for disabled learners can be incorporated into the various monitoring and evaluation processes already in place.

**HE/FE Information:** The Committee recommends that all providers, in conjunction with their disabled students, carry out a taking stock exercise of the information they provide to ensure it is appropriate and meets the needs of disabled students.

**Funding – Disabled Students Allowance:** In order to remove the barriers that current funding arrangements can present to disabled learners accessing further and higher education, the Committee recommends that—

- all funding providers should review their systems with a view to simplifying them and making more accessible information available to students;
- the funding council and the Student Awards Agency for Scotland should review the system of funding support to students where it results in students being refused funding support because the cost of communication support is deemed to be prohibitive;
- as part of the current review of funding being undertaken by the funding council, consideration be given to extending Disabled Students Allowance to non-higer level further education students or introducing an alternative model to meet the same objective. The Committee believes that this would go some way to removing the current inequalities in the student funding system; and
- any new funding mechanism should ensure that funding follows the student rather than the student having to chase funding sources and that simplified and accessible information is available.

**Courses – course design:** The Committee recommends that the Scottish Qualifications Authority work with further and higher education providers to provide accessibility and access modules as integral parts of courses with a clear requirement for inclusion, for example, courses on architecture, website design and teaching. The Committee does not wish to be prescriptive in detailing which courses should have accessibility included and considers this to be a matter for the Scottish Qualifications Authority to determine.

**Courses – vocational courses:** The Committee considers that there should be a greater provision of vocational courses tailored to employability skills to allow disabled people more choice in the courses that they opt for.: The Committee notes the Deputy
Minister for Enterprise and Lifelong Learning's desire to build on existing work in this area and recommends that the Scottish Executive devise a programme for increasing vocational training opportunities so that disabled learners can access them if they choose to do so.

| **Support for students with complex needs – residential college:** The Committee does not consider, on the basis of the evidence it has heard, that the case has been made for a residential college in Scotland. Equally, however, the Committee agrees that current service provision for students with complex needs is not adequate. **The Committee, therefore, recommends that colleges should review existing provision with a view to developing courses and facilities appropriate for students with complex needs.** The Committee notes the funding concerns of local authorities but considers that provision for people with complex needs should be mainstreamed. |

Caroline King  
Senior Executive, Equality  
September 2007