



## **CDI Wales Forum – 15<sup>th</sup> October 2020**

**Meeting held on Zoom 2pm – 4pm**

### **Delegates attending at various stages of the meeting:**

1. Jan Ellis, The CDI
2. Carolyn Parry, The CDI
3. Ciara Bomford, Careers Wales, CDI PSC and minutes
4. Shirley Rogers, Careers Wales
5. Philip Jones, Prince's Trust
6. David Jones, ACAS
7. Lloyd Williams, AGCAS Cymru Wales and University of South Wales
8. Katie Whitmore, University of South Wales
9. Bronwen Rickard, University of South Wales
10. Jane Morris, Governors Wales
11. Elisa Vigna, Cardiff University
12. Sam Evans, Welsh Government
13. Karen-Anne Dolman, Welsh Government
14. Helen Brown, Educ8 Training
15. Huw Thomas, DPW?
16. Michele Harris-Cocker, Coleg y Cymoedd
17. Lesley Cottrell, Coleg y Cymoedd?
18. Judith Lyle, Gower College?
19. Steven Pringle, Estyn
20. George Jones, Older People's Commissioner's Office
21. Michelle Lewis, Older People's Commissioner's Office
22. Carys Roberts, Welsh Government (Senior Entrepreneurship Engagement Manager, Department for Economy, Science and Transport, WG)
23. Martyn Reed, Adult Learning Wales?
24. Karoline Wittington, Call of the Wild
25. Anne Tanner, Call of the Wild
26. Emma Bengier, Careers Wales
27. Michelle Gunn, Prince's Trust
28. Jean Church, IoD Wales (Chair)
29. Jane Lewis, South West and Mid Wales RLSP
30. Lesley Richards, CIPD Cymru Wales
31. Bronwen Raine, Antur Cymru Enterprise (Business Wales, North, Mid and South West)
32. Kate Owen, Rhondda Cynon Taf Borough Council
33. Sharon Evans, NHS Wales

34. Mark Owen, Careers Wales
35. Nadine Davies, DWP (Director Wales)
36. Dorothy Pugh, Welsh Government?
37. Sarah Finnegan Dehn
38. Felicitie Walls, WCVA

### **Apologies**

1. Becky Watkins, Dŵr Cymru/Welsh Water
2. Hayley Dunne, Chwarae Teg
3. Emma Richards, Chwarae Teg
4. Sarah Hughes, Creative and Cultural Skills
5. Alun Connick, Estyn
6. Charlotte Leese, Estyn
7. Professor Wendy Dearing, WIDI
8. Janet Davies, Careers Wales
9. Lorraine Davies, DWP
10. Claire Riley, Microsoft
11. Tim Opie, WLGA

### **Welcome, Introductions and apologies**

Jan Ellis welcomed everyone to the meeting.

**Presentation 1: Delivering Digitally in a Covid World** Shirley Rogers, Director of Delivery and Development, Careers Wales

Shirley summarised how Careers Wales have adapted to providing services through the pandemic. Everyone has had to completely re-think how they work.

- Staff have had to develop their digital skills and have been on a steep learning curve
- There is an important need to support staff with wellbeing, through the challenges of lockdown.
- The need to work within government guidelines, for example, safeguarding has been important.
- All customers have been contacted by telephone, text or email, with most customers opting for telephone support.
- Redundancies are increasing day by day, and the process of applying for ReAct funding has been streamlined to make it digital.
- Free online learning was streamed to over 6000 Furloughed workers via the careers wales website.
- Weekly and daily updates of job vacancies and labour market information are shared with all advisers.
- Video interviews have been part of the offer, and demand is growing for support on Teams.
- Regional jobs fairs run in partnership with Regional Learning Partnerships have been successful.
- Offices are cautiously opening, and there is a lot of demand for face to face services. Cardiff, Newport, Swansea and Wrexham are currently open. Other may open if appropriate in November.

- Careers Wales has supported 6 schools to achieve Careers Mark accreditation, and further schools have been supported to achieve key parts of it.
- Careers City – new digital resource for primary schools exploring the world of work – has been launched Career Craft is another resource based on Minecraft, for primary schools.
- Blended modules of learning are being developed for trainee teachers and CPD, and they work well on a digital platform
- Employer engagement has continued with employers offering webinars, Q&As, virtual site tours and videos about the world of work for young people
- 50,000 people have been supported by Careers Advisers, and 20,000 have had one to one interviews.

The Careers Wales vision will be launched in 4 months and will highlight what has been learnt and how this new way of working will move forwards.

### **Presentation 2: Addressing Digital Poverty and Raising Aspirations**

Phil Jones, Director, The Prince's Trust Cymru

Phil discussed the need to “pivot” in order to be available to young people, and to offer a blended service to young people. The crisis has allowed Prince's Trust to achieve their ambition to offer this more digital approach. High levels of engagement can be achieved when everyone works towards the ambition of allowing every young person to engage in learning.

Young people have almost boundless potential and yet...

Dislocation is affecting young people – the pandemic is denying them access to hope, networks and resources. They have no physical or digital access to their future. Infrastructure includes transport and local opportunities. 71% of young people feel that where they live changes the opportunities they have. Motivational dislocation is seen in young people who can't see the end of the tunnel. Half of young people say they have “abandoned aspiration”. 100% of young people in their survey had access to the internet and a mobile phone, but 30% had a challenge to internet access. 41% had no access to a tablet or laptop.

Digital poverty requires a creative response in schools, similar to free school meals, to ensure all young people have access to appropriate devices and internet access.

It is within our gift to help young people overcome self-doubt, pessimism and digital poverty. He proposed “quantitative easing” on hope and aspiration. Technical and financial solutions need to be underpinned by our own commitment to inspire, support and be a role model to young people. There needs to be imaginative partnership work to use the crisis to rebuild a legacy for the next generation.

Phil talked about the importance of mentoring and motivation, which is missing from many people's lives and the need to maintain residual levels of motivation, so when opportunities arrive, they are ready to access them. This needs to be linked to where we think jobs will be in the future. Employers can teach technical skills, but they need motivation, purpose and the right values.

### **Presentation 3: Developing resilience and wellbeing**

David Jones, Senior Adviser and Conciliator, ACAS

Redundancies will test the relationships between employers and their employees. The wellbeing agenda has been very prevalent with employers in recent years, and enlightened employers are working to reduce the stigma around poor mental health.

Technology fatigue is real. Your brain has to work harder when you are in a Zoom conference (Julia Yates research) because we are missing a lot of body language, have to deal with the time lag and close up shots of faces can be threatening.

Useful tips – keep calls briefer, build in breaks, use phone or email instead, make virtual social events optional, avoid multi-tasking, have a good work environment. Schedule 25 or 50 minute meetings to allow for short breaks. Move your body in a break.

Requests to work part-time and from home are the most common requests for flexible working and employers are likely to see an increase in requests as they start to return to offices.

Empathy is important when supporting colleagues but it's a finite resource – don't own other people's problems. Try not to live in your head – be in your body.

**Facilitated discussion: What steps can we take collaboratively to mitigate digital poverty, enhance wellbeing and resilience, and rebuild career aspirations for all?**

Mentimeter was used to gather ideas for the how the participants could work together to reduce digital poverty e.g. recycling digital equipment and making it available in the community, digital skills development or mentoring, understanding regional challenges, also providing services on non-digital platforms.

It was also used to gather ideas for wellbeing and resilience – shorter meetings, more processing time, role model compassion and self-care, help young people realise their strengths. A copy of the artefacts will be available on line.

**AoB**

Jean Church from Institute of Directors – more businesses want to tap into digital natives, her programme is aimed at university students helping them understand how to build personal network, understand how boards work, develop leadership skills and take part in reverse mentoring. This is being promoted to universities.

Jan Ellis described the Tech Fest being launched by the CDI in January to look at digital innovation in the careers sector.

The CDI Awards have been launched this year, and Jan Ellis encouraged people to enter. Awards will be made on a digital platform in March.

Jan Ellis thanked Alan Connick from Estyn for all the work he has done for careers over the years.

**Date of Next Meeting**

To be announced.