

MINUTES

Meeting theme: “The next normal: supporting and enhancing wellbeing at work in unsettled times: impact, identity and income.”

1. Attending

David Morgan The CDI, Carolyn Parry The CDI, Ciara Bomford Careers Wales and minutes, Dr Deirdre Hughes DWH Associates, Charlie Ball Jisc, Steve Keith The Branding Man, Kathryn Robson Adult Learning Wales, Helena Cannon Chwarae Teg, Emma Richards Chwarae Teg, Hade Turkman Chwarae Teg, Karoline Whittington Call of the Wild, Mark Soanes Call of the Wild, Anne Tanner Call of the Wild Rowan Davies The Prince’s Trust, Lucy Hopkins Colegau Cymru Colleges Wales, Jane Lewis (Regen) Carmarthen County Council (RSLP), Elisa Vigna Cardiff University, Angela West HEFCW, Charlotte Stone HEFCW, Sarah Frost DWP, Martyn Reed Adult Learning Wales, Lorraine Davies DWP, Andrea Jones Careers Wales, Felicitie Walls WCVA, Sue Moss NPTC Group.

Apologies

Emma Verrier WISC, Mark Owen Careers Wales, Judith Lyle Gower College, Charlotte Lees Estyn, Alun Connick Estyn, Steve Pringle Estyn, Michele Harris-Cocker Coleg y Cymoedd, Bronwen Raine Antur Cymru, Jane Morris Governors Wales, Michelle Gunn Prince’s Trust, Natalie Zhivkova WCVA, Natasha Davies Chwarae Teg, Oliver Stacey University of South Wales, Karen-Anne Doleman Welsh Government, Darren Alford DWP, Professor Wendy Dearing, University of Wales Trinity St David, Lloyd Williams, USW.

Welcome, Introductions and apologies

Carolyn Parry welcomed people to the forum and informed the meeting that the Forum was being recorded and would be available soon here: <https://www.thecdi.net/Wales-Professional-Forum>

Carolyn rounded up on recent events.

- World Economic Forum taking place in Davos
- PwC’s new research survey of 52,000 people in 44 countries the global workforce, empowered but divided
 - grand resignation is set to continue with pay a major factor (71% want fair pay) (over a third will ask for a pay rise)
 - 20% planning to switch employer in the next year
 - Two Thirds prefer hybrid working but challenges doing this in certain roles – divide in roles
 - 69% want a fulfilling job
 - 66% want to truly be themselves at work
 - Gender gap persists (mirroring the latest [World Economic Forum Global Gender Gap report](#). The 2021 edition found that the Economic Participation and Opportunity gap remains the second largest globally and is set to take 267.6 years to close.)

<https://www.weforum.org/agenda/2022/05/future-work-employment-great-resignation-pwc-survey/>
<https://www.pwc.com/workforcehopesandfears>

This week we have also seen:

- **Private sector growth slows sharply** and came close to “grinding to a halt” this month as businesses faced their fastest rise in operating expenses for nearly 25 years, heightening fears of a recession.
<https://www.thetimes.co.uk/article/private-sector-growth-slows-sharply-as-costs-jump-fc82npt0z>
- **Children and mental health concerns highlighted in Mind research**
 - Four in five grandparents worry young people are under more pressure than previous generations. The polling by mental health charity Mind involved 2000 grandparents and 2000 parents of children and young people below the age of 25. Mental health problems among children surge since Covid pandemic, with Government urged to fund drop-in centres. In total, four in five grandparents think young people face more pressure now than in their day, while almost two in three think young people are lonelier.

<https://www.telegraph.co.uk/news/2022/05/21/four-five-grandparents-worry-young-people-pressure-previous/>

- Energy cap is expected to increase to £2,800 (currently £1,971) in October (source Metro) and
- Grocery bills rise at their fastest pace in 13 years and more than a fifth of Britons struggling as inflation and war challenges food security and pushes up costs

<https://www.thetimes.co.uk/article/grocery-prices-rise-at-fastest-pace-in-13-years-zhc68htx5>,

<https://www.theguardian.com/business/2022/may/24/uk-inflation-food-prices-grocery-supermarket>

On a more positive note, more than 150 CDI Professional Register members across the UK have signed up to give free support to Ukrainian refugees to help them reboot their careers.

2. Career Development and wellbeing: lessons learned from Wales, Scotland and Canada

Dr Deirdre Hughes, Director, DMH Associates and CDI Legacy Fellow

See slides for presentation, a summary of project with Liane Hambly, Chris Percy and other colleagues in the UK (Careers Wales and Skills Development Scotland) and Canada.

Key objective was to equip practitioners to support adults with career and wellbeing conversations. From review of research and work with practitioners, it is clear that career development support does benefit mental wellbeing e.g. Customers feeling they can make a difference to things that are important, that life is meaningful, feeling optimistic, proactively taking action, and feeling positive about their abilities.

The recommended approach to supporting wellbeing builds on existing careers practice and models and includes methods of evaluation. The toolkit for practitioners will be launched on the 6th July, aimed at practitioners and managers, at the Career Development Conference organised by Dr Deirdre Hughes.

3. Hybrid working and well-being - what's the current evidence?

Charlie Ball, Senior Consultant: Labour Market Intelligence, Jisc, and NICEC Fellow

See slides for presentation.

Further discussion about the impact of hybrid working on employees and employers. Young people favour hybrid working (contrary to popular belief). There may be scope for a new profession of Workplace Wellbeing Coaches who

can support people in a hybrid/homeworking context. Hybrid and home working may present different challenges for neurodiverse people and people with disabilities.

4. Wellbeing at work for young people: what should we really be talking about?

Steve Keith, Founder and Director, The Branding Man

See slides for presentation (and a lot of useful statistics).

Steve shared his own experiences as a gay man and explored the differences between wellbeing (feeling good and functioning well) and mental health (realising own abilities and coping with normal stresses of life, the presence or absence of a recognisable condition).

Research shows a deterioration in young people's mental wellbeing – people feel they lack control and lack confidence in their choices. Nearly half of young people think they have a mental health problem e.g. anxiety or depression, and many young people feel despondent about the future.

Mental health and wellbeing support is an important factor for young people who are job seeking – young people want boundaries and protection from burnout. Wellbeing Action Plans for employers are good practice to help line managers spot the signs of mental ill health or stress, and potential triggers.

Short Break

5. How adult education enables refugees to create new futures in Wales

Kathryn Robson, Chief Executive, Addysg Oedolion Cymru / Adult Learning Wales

Adult Learning Wales is a national organisation across the whole of Wales, 25,000 enrolments per year (in a normal year). Delivery half of all adult community learning, through online, blended and face to face learning. Range of courses including basic skills, health and wellbeing, vocational skills, and family learning. Funded mainly by Welsh Government.

Currently leading on assessments for Ukrainian nationals (who are not being treated as refugees so have better rights to employment than other people seeking sanctuary). For refugees and recent arrivals, there are ESOL classes, YSOL classes and cultural integration classes. Mix of online and face to face delivery. The opportunity to learn about life in the UK, wellbeing, preparation for driving tests, homecrafts, work practices. Toolkit for new arrivals. How to find bus timetables, make doctors appointments etc.

Women are increasingly likely to participate online. It's also good for those who lack confidence to go out or have health issues. Many people are traumatised, they need to feel nurtured and supported.

An example was given of how a group of Muslim women learners in Cardiff met with a group of white learners in Ebbw Vale, and shared a lunch and stories with great success

The challenge for many new arrivals is that their professional and education qualifications may not be well recognised in the UK.

At the other end of the spectrum are learners who lack literacy skills in their own language which creates an additional barrier.

Finally, Adult Learning Wales is also working towards becoming a TRACE organisation – aware of Adverse Childhood Experiences.

6. Networking/discussions and feedback

No time for networking due to discussions in relation to the speakers' presentations.

7. AOB and final thoughts

Carolyn thanked the speakers and delegates for their contributions and reminded everyone that the recording would be available on the CDI website shortly. She also highlighted two items of other business:

- **#TheBigListen survey**

Carolyn asked CDI members to complete our membership survey by 6th

June. https://www.surveymonkey.co.uk/r/S52J9BX?utm_source=All+Members&utm_campaign=aadd94496d-EMAIL_CAMPAIGN_2021_07_07_10_10_COPY_01&utm_medium=email&utm_term=0_037ed39e1d-aadd94496d-81194452

- **Chartership research**

She also asked Forum members to respond to the consultation on whether career development should become a chartered profession: [-Should career development be a Chartered profession? \(onlinesurveys.ac.uk\)](#) **Response deadline: Friday 10th June.**

9 Date of next meeting: Wednesday 19th October 2022 2pm – 4.30pm

Author: Ciara Bomford, CDI Professional Standards Committee Rep for Wales.