Minutes of the CCDG Board Meeting, July 17, 2024  
  
**Present:**   
Erica Cassin (Chair)

Andrew Clark   
Helen White  
James Harvey  
Joni Ayn-Alexander  
Kate Daubney  
Tony Smith

Azza Ali

Rokib Uddin

Natalie Richards

**From Careers Wales:**  
Nerys Bourne  
Nikki Lawrence  
Ruth Ryder  
  
**Welsh Government:**Neil Surman

Sam Evans  
  
**Observer:**

Olusola Okhiria (Part of public bodies unit board shadowing programme)  
  
**Absent:**

Aled Jones-Griffith

Dave Mathews

Rhian Roberts (Co-opt Member)

Richard Thomas

**Secretariat:**

Donna Millward

## Apologies/Declarations of Interest

Apologies were received from Aled Jones-Griffith, Dave Mathews, Rhian Roberts and Richard Thomas.

No new declarations of interest were noted. The Board was advised that the conflict between Andrew Clark considering his role with Audit Wales had ceased.

## Minutes of the Previous Meeting, March 6, 2024

The minutes of the previous meeting were approved as an accurate record.

## Matters Arising:

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| **Action** | **Progress** |
| **ACTION 1:** Update required on continuous improvement. | This will form part of the agenda for the December meeting. The action was therefore completed. |
| **ACTION 2:** Update on the directorate structure. | Neil Surman to address as part of Welsh Government Update. The action was therefore completed. |
| **ACTION 3:** Chief Executive to re-look at wording in statutory financial statement surrounding financial and IT development. | This action was agreed as being complete. |
| **ACTION 4:** Donna Millward to email declaration of interest form to Board members. | This action was agreed as being complete. |
| **ACTION 5:** To change DH to Deidre Hughes in the minutes of the last Performance and Impact Committee meeting. | This action was agreed as being complete. |
| **ACTION 6:** RR to circulate whistleblowing standards to Board members. | This action was agreed as being complete. |

## Chair’s Update – Verbal

**4.1 New Board members**

The Chair welcomed new members and Neil Surman (WG) to the Board and thanked existing board members in supporting with the onboarding of the new team.

**4.2 Board Membership**

The Chair provided an update highlighting that TS and AC had been reappointed by the cabinet secretary for another three years. DH has resigned from the Board and the Chair will now look to appoint a new chair of the Performance and Impact Committee.

**4.3 WG changes**

The Chair highlighted the key changes within WG following the recent reorganisation. Members discussed the potential implications of the changes to UK for Wales.

**4.4 VERs exercise**

The Chair thanked the Executive and wider senior management team in recognition of the volume of work completed within challenging timescales. The approach taken by the team was also complemented.

## Chief Executive’s Report

Members discussed the previously circulated report.

**5.1 Key Company Risks**

Members noted the four key risks.

**5.2** **Pay Award 2024/25**

The CE explained that Unison had submitted a pay award request that has now been agreed. As part of the negotiation, it was agreed to meet again in October to review the company’s financial position.

**5.3 Stakeholder Engagement**

The CE updated on various additional stakeholder engagements, attended a meeting with Bute Energy in the Senedd who launched their green skills strategy.

NL and NB have attended follow up meetings with Medr. Members were advised that Medr see CW as key stakeholders. Medr are working on their strategic plan with a draft coming out around Oct for consultation.

**5.4** **Leadership and Management development**

The CE talked through the planned development for Band 7 and Band 6 managers.

The CE also highlighted that a careers advisor had won the best Careers Adviser Award at a recent CDI (UK) award ceremony.

**5.5 Digital and Communications**

Members noted the key website developments for the coming year, and the work relating to the development of Careers Craft with Visit Wales.

The company has also recently launched an on-line booking facility through the website which was working well.

**5.6 Carbon Net Zero Update**

An update was provided on the discussions surrounding net zero in the Finance, Audit & Risk Committee meeting. Members discussed the company’s ability to continue to work towards achieving a carbon neutral position against other strategic priorities and the effort required to do both, against a challenging financial context.

It was agreed that this specific issue would be discussed in detail by the Finance, Audit and Risk Committee and a more strategic discussion would be brought to a future full board meeting.

**ACTION 1:** Net zero progress and premises strategy to be discussed in Finance, Audit & Risk Committee meeting.

**ACTION 2:** Strategic prioritisation in terms of carbon net zero to be brought back to future board meeting.

## Welsh Government (WG) Update

**6.1 Organisation structure**

Members received an update on the organisation structure within WG.

**6.2** **First Minister and Cabinet update**

NS provided an update around the recent resignation of the cabinet secretary for CW.

Board members discussed the need to engage and inform new Cab Sec when appointed, and it was agreed that CW would prepare briefing document including key impacts and funding risks that could also be used by Cab Sec in budget discussions.

**ACTION 3:** NL to prepare briefing document including key impacts and funding risks.

## People Development Annual Metrics Report

Board members had received the paper which highlighted key metrics across the three areas of people development (human resources, learning and development, and health and safety). Members were also updated on some changes taking place to that area of business.

Members were pleased to note the positive metrics across the company, including the increase in employee satisfaction. The main challenges were also discussed, and it was noted that these would be picked up as part of the People Matters Committee business.

## New Strategy Development

Board members were updated on the approach for the development of the new strategy, and noted the previously circulated papers that included the outputs from initial consultation with staff, and with board members.

The Board discussed initial priorities and challenges for the company. It was agreed CEO would take these into consideration in planning next phase of stakeholder engagement and strategy development. Further updates would be provided to the Board at subsequent Board meetings

## Operational Plan

NB highlighted key points of the operational plan for the year. Members discussed the change of approach in response to budget reductions.

**9.1 Services to Young People in Schools**

Members were reminded of the revised offer as a guaranteed guidance interview for all learners before leaving compulsory education. Increase support for EOTAS was noted and that we would begin to work with them in Year 10. The dual model for delivering ALN will continue as we approach the final year before full roll out of ALNET.

Members discussed the approach in FE as being a digital only offer, other than for those young people with ALN or additional support. An evaluation would be conducted at the end of the year to identify the impact of this approach, and to gain further insight into the demand for CW support in FE colleges and the preferred channel for those students.

**9.2 Stakeholder Services**

Members heard that Careers Discovery Weeks and Choose Your Future events, will no longer be delivered. The ‘What next’ events for ALN pupils, and Welsh in the Workplace will continue to be developed and delivered. School’s will continue to be offered five bespoke events per school. Work was progressing well to develop a series of curriculum related challenges. Careers Wales will continue to provide resources, professional learning and further roll out of quality award.

**9.3 Working Wales (WW)**

Members heard that WW would continue with transition support for young people entering the Labour Market, continue to support young people in Tier 3, those in prison, and youth justice.

Members also heard that employability support was being delivered by a One Team approach. This will mean that customers can access employability support via Careers Wales Connect services as well as employability coaches who are centre based.

## Quarterly Report

NB gave key updates on Q1 achievements. Members received a copy of the KPI’s as part of CE report, so this progress was noted. Members noted that one of the initial KPI’s was now redundant given the change in service approach. It was suggested that these continue to be included to indicate that progress was being made before financial challenges necessitated the change of approach.

Board members thanked CW team on delivering against the KPI’s despite the challenging financial situation.

The Chair expressed interest in arranging another office visit for board members and receiving a list of CW events occurring/attending.

**ACTION 4:** EC to host office visit to introduce new board members to CW staff. DM to support with dates

**ACTION 5**: RR to contact EB to provide board members with a list of CW events occurring/attending in the next few months.

## Budget Update & Management Accounts

The Board approved the revised version of the budget as presented. It was noted that an update had been produced this year given the level of movement following the VERs exercise. It was also noted that it had been considered and approved by Finance, Audit and Risk Committee

The management accounts would be circulated following the meeting. It was noted that they had been considered and approved by the Finance, Audit and Risk committee meeting.

**ACTION 6:** RR to circulate management accounts.

## Q1: Finance, Audit & Risk Committee – Minutes (Draft) – June 26, 2024

The minutes of the last meeting were shared. It was noted that the whole risk register had been discussed.

## Q1: Performance & Impact Committee – Minutes (Draft) – May 7, 2024

The minutes of the last meeting were shared with Board members. NB and KD outlined the key points of the meeting for members.

Thanks, given to TMcL who has left role as Committee/Board member.

## Q1: People Matters Committee – Minutes (Draft) – June 12, 2024

Minutes of the last meeting were shared with Board members. The Chair outlined the key points of the meeting for members.

## Remuneration Committee

Members noted that an update had been provided during the CE Report earlier in the meeting.

## Any Other Business

No other business was noted.

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| **Action Log:** | **Lead** | **Update to be provided:** |
| **ACTION 1:** Net zero progress and premises strategy to be discussed in Finance, Audit & Risk Committee meeting. | RR | 01.10.24 |
| **ACTION 2:** Strategic prioritisation in terms of carbon net zero to be brought back to future board meeting. | NL | 01.10.24 |
| **ACTION 3:** NL to prepare briefing document including key impacts and funding risks. | NL | 01.10.24 |
| **ACTION 4:** EC to host office visit to introduce new board members to CW staff. DM to support with dates | EC | 01.10.24 |
| **ACTION 5:** RR to contact EB to provide board members with a list of CW events occurring/attending in the next few months. | RR | 01.10.24 |
| **ACTION 6:** RR to circulate management accounts paper to Board members. | RR | ASAP |
| **No further actions recorded** | **No further actions recorded** | **No further actions recorded** |