# Minutes of the CCDG Board, March 3, 2022

**Present:**Erica Cassin Andrew Clark   
Neil Coughlan   
Sam Evans   
Dave Hagendyk   
Susan Maguire   
Dave Mathews    
Sue Price Emma Richards  
Tony Smith   
Richard Thomas   
Helen White Debra Williams (Chair)   
Mary Van Den Heuvel  **From Careers Wales:**Nikki Lawrence  
Ruth Ryder  
 **In Attendance**  
Emma Blandon, Careers Wales  
Denise Evans, Careers Wales  
Deirdre Hughes, DMH Associates  
  
**Apologies:**  
Emma Edworthy  
Liz Harris   
Ceri Noble  
  
**Absent:**  
Taslima Begum  
  
**Secretariat:**   
Jayne Pritchard

## Declarations of Interest

* 1. With exception to the standing declarations of interest - no further declarations of interests were announced.

## Minutes of the Previous Meeting – November 23, 2021

* 1. The minutes of the previous meeting were approved subject to amendments made to the list of attendees.

## Matters Arising from November 23, 2021

* 1. Young Person’s Guarantee – this matter was agreed as being still **in progress.**
  2. The Chair to circulate a paper regarding committees, champions role and a SIRO. This item was agreed as being **actioned.**
  3. Glossary of Careers Wales terms to be circulated with Board members. This item was agreed as being **actioned.**
  4. Head of ICT to be invited to a future meeting to provide an update on the updated cyber security strategy - it was confirmed that this item had been brought forward as an item to the committee.
  5. Compliments and Complaints – It was confirmed that this item had been brought forward as an item to the committee.
  6. The LMI strategy - it was confirmed that this item had been brought forward as an item to the committee.
  7. Board members to receive an invitation to the Valued Partner Awards. This item was agreed as being **actioned**.
  8. Committee front covers to be amended to include job titles on all report front covers. This item was agreed as being **actioned.**

## Chair’s Update

* 1. The Chair reflected on their time as Chair of the Board and the progress and achievements of the Company over that time. Members were thanked for their continued support and commitment. On behalf of the Company and the Board, the CE thanked the Chair for their dedication to Careers Wales and her hard work and commitment over the years.

## New Chair Update

* 1. The new Board Chair was announced, and she thanked the former Chair for their excellent way they had conducted the role. Members heard that the newly appointed Chair intended to hold individual meetings with all members of the Board, which would be arranged shortly.

## Chief Executive’s Update

* 1. **Pay Claim**  
     A discussion with the remuneration committee had recently taken place to discuss the new pay claim.
  2. **ESTYN**   
     Following on from the recent thematic inspection it was noted that the detailed ESTYN report would be published before the next Board meeting. As such, it would be circulated to members as part of the meeting papers for the June meeting.   
       
     **ACTION 1**: Board members to receive a copy of the detailed ESTYN report
  3. **Risk Register**The high-risk items on the risk register were highlighted in the Chief Executive report.The Board asked if it was possible to bring the risk register to the Board meetings twice a year. It was agreed that an update concerning the risk register items would be made available at the next Board meeting.   
       
     **ACTION 2**: provide regular progress updates concerning high-risk items on the Risk Register
  4. **Data Intelligence Hub - Feasibility Study**  
     Further discussions with WG were needed concerning the next steps for the feasibility study.
  5. **Minister Meetings**  
     The CE was pleased to announce that the minister meetings went well. The Board asked for further clarification on the possible risk that the Shared Prosperity Funding approach would create an increased potential for duplication of effort with the work undertaken by Careers Wales. It was explained that there was a potential duplication concerning the SPF bids. The Board suggested imposing an administrative checklist and proposed discussing the matter with SE.
  6. **ROI – Timescale Update**  
     The Board asked what the return-on-investment timescales were – it was advised that work was continuing with external organisations and plans would be drawn up before the end of the year.
  7. **Compliments and Complaints**  
     The full report concerning compliments and complaints would be brought to the next CCDG Board meeting as an appendix to the next CCDG Board paper. The CE also agreed to bring the Parent Strategy to the next CCDG Board meeting.  
       
     **ACTION 3:** full compliments and complaints report to be brought to the next Board meeting as an appendix to the Chief Executive report  
       
     **ACTION 4:** Parent Strategy to be brought forward to the next Board meeting

## Labour Market Information (LMI) Strategy

The key headlines within the new LMI Strategy were discussed and the Board were invited to make comments.

* 1. **Equality and Diversity**  
     The Board noted that the cover sheet for the LMI strategy, under the equality and diversity section, noted ‘none required’. However the Board felt that the data from LMI could be used to identify structural racism and structural inequality and expressed the need to pull the information out.
  2. **Performance Measure – KS4**  
     The Board asked for further clarification on how the company was able to record that 75% of pupils in KS4 were using LMI as part of their decision-making process. It was advised that delivery staff would have more information on KS3 and KS4 as a metric and it was proposed that the matter would be raised with SR at the next CCDG Board meeting.

**ACTION 5**: seek clarification on how Careers Wales was able to record that 75% of pupils in KS4 were using LMI in their decision-making process from delivery staff

* 1. **Lack of Collaboration with External Organisations re LMI data**  
     The Board sought reassurance regarding the level of collaboration between CW and other organisations. Members were reassured that the company collaborated with a vast range of organisations regarding its LMI but were always keen to collaborate more widely if members had additional suggestions.
  2. **Local Data**In response to a member question, the Board were advised that the data was made up of analytical and API real-time data, although it was advised that the data received was granular and did provide data as per local authority.
  3. **Quality Assuring LMI Data**  
     The Board stressed the importance of maintaining accurate and up to date labour market information and trends, and asked what processes were used to quality assure the data. Reassurance was provided that the process was in place to ensure that the data provided by CW was as accurate as possible.
  4. **Lack of Green Skills**  
     Careers Wales were currently committed to raising the profile of green jobs, it was also advised that the company was working with WG around promoting green economy jobs.

## Participation and Engagement Strategy 2021-2026

The key points and aims of the Participation and Engagement Strategy were discussed and the Board were invited to make comments.

* 1. **Reaching and Targeting New Customers**  
     The Board asked how the company was hoping to reach and target new customers who were currently not engaging with its services. Members heard that this had been discussed recently with *Children in Wales* who would be assisting CW on engaging specific target groups.
  2. **Participation and Engagement Strategy – Performance and Impact**  
     The Board suggested bringing an updated Participation and Engagement Strategy to the next Performance and Impact committee meeting. It was agreed that the Participation Strategy would come to the next performance and Impact Committee.
  3. **Equality and Impact Assessment**  
     The Board proposed building an equality and impact assessment into the participation strategy.
  4. **Consistent Use of Language**The Board highlighted the need for consistent language in the strategy, in line with WG policy.  
       
     **ACTION 6:** review language used in the Participation and Engagement strategy to ensure consistency in line with WG policy

## Update on Delivery Directorate

It was agreed that this item would be moved to the next CCDG Board meeting.

**ACTION 7:** update on delivery directorate to come to the next Board meeting as an item

## ICT Strategy 2021-2026 and Information Security Policy

The key areas within the ICT Strategy 2021-2026 and Information Security policy were discussed: reduce costs, improve productivity, drive demand, agile working and improving communications. Following a discussion regarding the main points of the paper, the Board were invited to provide comments.

* 1. **Incident Response**It was advised that the company was working with WG and the cyber resilience team within WG as well and they were receiving NCSC alerts**.**
  2. **ICT Information Security Policy**Members heard that the Policy had been discussed with the appointed SIRO.
  3. **‘Fat finger’ Incidents**

The Board asked what the company did to combat such incidents and heard that all employees undergo compulsory training and refresher training, as well as updated internal communications when incidents occur.

* 1. **Cyber Insurance**It was confirmed that the company has cyber insurance.
  2. **Network Environment**The Finance, Audit and Risk committee asked that new Cyber Attacks Reports and Pen Test results be brought to committee.  
       
     **ACTION 8:** Cyber Attacks and pen test results to be brought to the Finance, Audit and Risk committee

## Draft Budget 2022 – 23

The draft Budget was presented to and approved by the Board.

## Brighter Futures Career Guidance and Wellbeing Research Project

An external party was invited to deliver the Brighter Futures Career Guidance and Wellbeing Research Project presentation and the Board were invited to ask questions.

* 1. **Desegrated Data Regarding Vulnerable Groups**  
     The Board asked if the data could be used to highlight any findings regarding vulnerable groups and if the data provided any insights. It was advised that the data was showing return on investment data for NEETs.
  2. **Engaging with Young People through Diary Engagement**  
     The Board advised that they were currently involved in a ‘sustained engagement’ project with young people through diary engagement and was pleased to report the success of the project.

## Committee Meetings

### 13.1 Finance, Audit and Risk Committee

The Chair for the Finance, Audit and Risk committee discussed the main items to bring to the Board’s attention following the last meeting of the Finance, Audit and Risk Committee.

### 13.2 Performance and Impact

The Chair for the Performance and Impact committee advised that most of the topics covered during the last meeting had been discussed during the Board meeting so there were no additional items.