



## SKILLS for GROWTH

North Wales is home to two universities: Bangor University located in North-West Wales and Wrexham Glyndŵr University in North-East Wales with two further education institutions: Grŵp Llandrillo Menai which has sites across North-West Wales and Coleg Cambria which has sites in North-East Wales.

EU Funds have helped projects to increase the skills level of the workforce and access to training, increase the number qualified to intermediate level or above, reduce the number with no skills or basic skills only and increase higher level skills in research and innovation.

EU funds have also helped to reduce inequalities in the labour market amongst women and to support a stronger, more diverse workforce.

The **North Wales Regional Engagement Team** set up and facilitated the **ESF Priority 2 'Skills for Growth' Network** which met three times a year bringing together all the Skills for Growth projects, led by the universities and colleges from across Wales. It was joined by other organisations over the years such as Business Wales, SERCO – Restart, a DWP employability programme, and the Regional Skills Partnership (RSP) sharing a wealth of information and ongoing collaborations. Initial face to face meetings were held which continued into virtual meetings during the pandemic.

*"Being part of the ESF Priority Skills for Growth Network meetings has been invaluable to the North Wales Business Academy project. Being a regional, multi partner project delivering bespoke Higher Education Qualifications across North Wales required a significant amount of collaboration and information sharing to be successful. By bringing all projects together to share updates and best practice, NWBA was able to learn quickly from other projects and collaborate on activities such as Employer Engagement and Marketing to ensure end beneficiaries could access a cross section of skills benefits. The network also allowed me to build new relationships with key stakeholders across North Wales and promote our offering through their newsletter. Regularly involving key personnel from WEFO in the meetings on specific project tasks like project closure, supported and validated we were taking the right approach to closing the project."*

**Gary Jones - North Wales Business Academy (NWBA)**



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*“As a partner of the ESF Priority Skills for Growth Network, it has been of real benefit. Sharing details about our Leadership programmes, collaborating and sharing information with other partners has been invaluable. Having the back-up and additional help of showcasing our marketing activities and events, the network has been an excellent resource. The network has also helped build solid relationships with key stakeholders.*

*The RET newsletter has been beneficial in sharing details of our funded programmes, which in turn have supported the growth of businesses across North Wales”.*

**Jackie Whittaker, Senior Manager for ION leadership and 20Twenty Business Growth**

The North Wales Regional Skills Partnership (RSP) produce and analyse the North Wales Labour Market Intelligence Report by engaging with employers, skills providers and key local stakeholders to understand and resolve skills mismatches at a regional and local level; which in turn is fed back to Welsh Government on the skills provision based on employer-led insight through a 3 year report. The RSP work with project partners to scope and understand the skills requirements within Growth Deal investments. Once these are identified, they collate this information and approach local providers and Welsh Government to lobby for changes in provision.

The North Wales Regional Skills Partnership work with the North Wales Growth Deal ensuring that there is a suitable pool of talent in the region in response to jobs created outcomes. This has been critical, even more so since the pandemic, as peoples’ mind set and focus has changed showing fluctuating patterns of certain sectors and creating shortages of key workers.

In 2019, Welsh Government asked the Regional Skills Partnership (RSP) to take a more strategic, long-term view of the skills system in the region by producing a three year Regional Skills and Employment Plan 2019-2022. The aim of the plan is to get the North Wales skills system working harder and smarter to meet jobs, now and in the future. Underpinning the Skills and Employment Plan are three overarching skills priorities that are required to support sector growth in the economy. The priorities were drawn together by extensive evidence base on regional needs, consultation feedback from a wide range of employers, providers and key stakeholders.

Priority 1: Building our workforce and attracting talent

Priority 2: Skills development for an inclusive North Wales

Priority 3: Promote career perception, pathways and apprenticeship opportunities

Since then the RSP has undertaken and produced another 3 year [Regional Skills and Employment Plan 2023-2025](#) and a [guide to Higher and Degree Apprenticeship brochure](#)

North Wales Regional Skills Partnership website: <https://www.rspnorth.wales/>

Following on from the COVID-19 pandemic, the Welsh Government made a key commitment to provide everyone under the age of 25 living in Wales, with support to gain a place in education or training, and help to get into work or become self-employed. The programme known as the ‘Young Person’s Guarantee’ will help ensure there is no “lost generation” in Wales.



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## ESF PRIORITY 2: Skills for Growth

### Employees with no/low level qualifications

#### Apprenticeships

To provide opportunities for those of working age to acquire skills at least at intermediate level across the range of vocational sectors. Qualifications to level 6 (Pan Wales)

#### Skills for Employers and Employees (SEE)

Support employers to build a skilled and adaptable workforce through subsidised training and development. Vocational training is available in a range of key sectors (Pan Wales)

### Improve position of women in workforce

#### Welsh Bioinnovation

Working in the agri-food & biotech sectors  
Facilitate & manage innovation within their workplace. EW

#### Agile Nation 2

Promote gender equality, career advancement & contribute to the reduction of the pay gap in the labour market. Deliver skills support & mentoring for women in employment enabling progress in employment fully utilising their skills (Pan Wales)

### Intermediate & Higher level

#### North Wales Business Academy (NWBA)

Delivering academic qualifications and theoretical knowledge with practical application in the workplace. Delivering 10 credit modules at levels 4-6 across a wide range of different subjects. (N Wales)

#### ION Leadership: New Leadership Programme

Raises skills and drives forward productivity and turnover in any size business. Level 3 (WWV)

#### Upskilling for Industry 4 Wales (I4Wales)

Accredited HE qualifications to support tier 1, 2 and 3 supply chain manufacturing companies  
Requires level 3 qualification to join (Pan Wales)

#### METaL 2

Short work based STEM courses in the Advanced Materials and Manufacturing sector. Level 4 and above qualifications, (Pan Wales)

#### Skills for Employers and Employees (SEE)

Support employers to upskill workforce through subsidised training and development (Pan Wales)

#### 20Twenty

20Twenty offers leadership and business development programmes from level 3 -7 (EW)

### Increase graduate degrees/equivalent

#### Knowledge Economy Skills Scholarships (KESS 2)

Collaborative research projects (Research Masters and PhD) linked with SME's & Universities, promoting innovation & research

#### International Innovation Masters (IIM)

For manufacturing professionals to understand importance of innovation & drive business growth  
Masters qualification or shorter 32 week course  
Management modules at level 7 (WWV)

#### Welsh Bioinnovation

Working in the agri-food & biotech sectors  
Facilitate & manage innovation within the workplace.  
Bespoke qualifications, accredited tailored skills WWV

#### Advanced Media Production (AMP)

To deliver accredited training to exploit new technologies in media and deliver new skills in tourism, cultural heritage and the creative industries. Focus on Virtual Reality and Augmented Reality (WWV)

#### ION Leadership: Leading Growth Programme

ILM Level 5 & Level 7 Module (WWV)

20Twenty - offers an Executive MBA. (EW)

### Priority 2 Skills for Growth (as from December 2022)

Total number of programmes	35 (20 – West Wales & Valley and 15 - East Wales)
Learners supported so far	Over 164,500
SO 1 - Levels 1 & 2	63,694
SO 2 - Level 3 and above	94,884
SO3 - Graduates/ doctorates	2,018
SO4 - Gender equality	5,592
Total	166,188

Below are a selection of case studies and testimonials from the ESF Priority 2 Skills for Growth projects





## Apprenticeships

### Albert Brennan Finalist – Higher Apprentice of the year

Albert Brennan's career as a stress engineer with Airbus in Broughton has taken off with the skills and knowledge gained during a Degree Apprenticeship.

Albert, 29, from Cefn-y-Bedd, Wrexham, works at the company's global centre of excellence for manufacturing wings for Airbus aeroplanes.

He completed a Degree Apprenticeship (Level 6) in Aeronautical Engineering through Swansea University, achieving a Bachelor's Degree in Aeronautical & Manufacturing Engineering and an NVQ Level 4 in Engineering Manufacture.

Albert is now undertaking a Master's Degree in Lightweight Structures & Impact Engineering, having been offered a full scholarship by the National Structural Integrity Research Centre (NSIRC).

An Incorporated Engineer and Associate Member of the Royal Aeronautical Society, he won the Top Student Award from Swansea University.



### Case study - Boglarka-Tunde Incze (Foundation Apprentice Award winner)

Apprenticeships are helping domiciliary care team leader Boglarka-Tunde Incze to make a difference to the lives of people she cares for and works with.

Boglarka, from Llanrug, initially used a Bachelor of Computer Sciences Degree, which she achieved in Romania, to work for international companies.

She took on an extra role as a part-time carer, supporting people in their homes and enjoyed the work so much that she changed career during the pandemic.

Having completed Levels 2 and 3 Apprenticeships in Health and Social Care with Itec Skills and Employment, she would like to qualify as an assessor.

Originally from Romania, Welsh learner Boglarka works part-time for Gofal Bro Cyf and is a Marie Curie palliative healthcare assistant.



## Apprenticeships: Jake's story

An ambitious 20-year-old is encouraging school leavers to consider apprenticeships as a way to fast track their career.

Jake Carey, a wind power engineering apprentice is following in his family's footsteps by training to work on wind turbines, Wales' biggest renewable energy source, doing his bit to tackle the climate crisis.

He said

*"Growing up in Llandudno you can't miss the wind turbines when you're walking along the seafront, but I never imagined myself being one of the few who actually gets to sail out and work on them!*

*I think I could easily have been one of those people who panics about what they're going to do when they finish school and automatically copied my friend's career paths.*

*However, I'd always been interested in engineering, electronics and science but there wasn't really an opportunity at school to dig deeper into it. My uncle really encouraged and inspired me to think about an apprenticeship as a good way of learning more and getting into the STEM sector.*

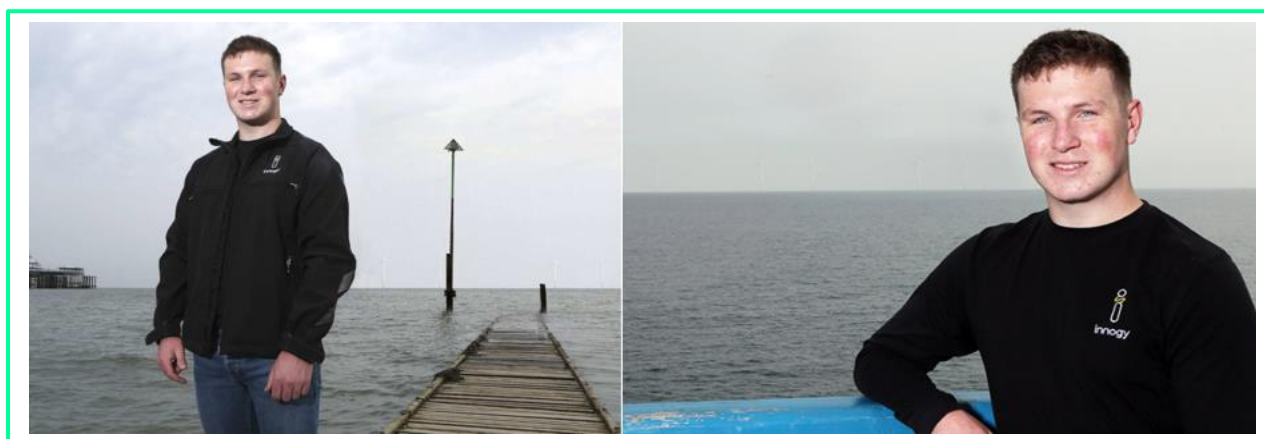
*I absolutely love every minute of my course at Coleg Llandrillo, and even though there's a lot of theory and technical elements to learn before we can work on the turbines themselves, I know as soon as it's safe to I'll be putting all my theory into practice.*

*I've also been able to learn from other mechanics and engineers who have been doing the job for years and they've been amazing mentors to me along the way.*

*Doing an apprenticeship has really opened my eyes to the world of work, I'm only 20 now but here I am, almost qualified, in a really specialised and highly technical job.*

*I know that once I'm qualified, I'll have the opportunity to work anywhere in the world, as turbines are being built in lots of different countries and my skills will always be in demand. Even though I'd love to travel, eventually I'd like to settle in my hometown in north Wales, where RWE are looking to build more wind farms.*

*The main thing I love about my apprenticeship is that I've already got my life and career mapped out at a relatively young age."*



## SEE (Skills for Employers and Employees) project led by Coleg Cambria

The £18.7m funded Skills for Employers and Employees project provides training to upskill the workforce in the North West region, targeting key sectors including food, digital economy, life sciences & health, advanced manufacturing, tourism, recreation & leisure, care, construction, and energy & low carbon. The programme provides skills required for industry which will create a highly qualified workforce so that they are better equipped to deliver commercial success in the future. Skills for Employers and Employees (SEE) project been set up to provide a major boost to the local economy by offering 7,000 employees subsidised training.

### Case study – Jennifer – Upskilling to further my career

I started in the NHS back in November 2003 in the HR department recruiting doctors for the Wrexham Maelor Hospital. During that time, I have undertaken NVQ qualifications to learn more skills and to be able to further my career, as they are highly regarded qualifications and are listed as essential on each of the job specifications when a job vacancy becomes available. From 2003 I have continuously developed my skills and knowledge and was promoted within HR and was then successful when applying for my current role where I maintain a doctors' database for all North Wales and give training & provide support to junior doctors. This role needed NVQ qualifications or degree level qualifications, as part of the role requirements. As a result of my gaining my NVQ level 3 in Business and Administration, I was able to apply for this role that I currently hold, as it required this level of qualification. My current role is an achievement for myself, as it means I work with academics of all levels within my organisation. I have great job satisfaction from the role, including how I can interact with the junior doctors, providing help and advice in order to support them as they progress with their role and career.

As a result of the requirements of my role, I have continued to develop and learn, gained experience and confidence. I can now confidently deliver my presentation as part of the bi-annual Junior Doctors' Induction, where there are representatives from across the trust and specific hospitals and the departments. I am able to comfortably interact with the junior doctors and senior members of the hospital who are present for these events. The evidence from my role has fitted in very well for my diploma and I have been delighted when discussing the units that I have the required competencies and knowledge to effectively meet the requirements.

***'As a result of me being able to access the funding, I am extremely grateful for being able to complete the qualification, as without the funding, I could not have done so. I am really grateful for all the support that comes with the qualification also e.g. college resources and direct support from my assessor who has been available throughout the time I have been on programme to offer her support.'***

Whilst completing my qualification – the Covid pandemic happened. This undoubtedly impacted my ability to work on my NVQ qualification, as not only did I have extra work to do within my role in the NHS but I was unable to meet with my NVQ assessor due to the Covid restrictions in place so we had to revert to Microsoft Teams/Emails for any communication. This is a preferred communication method with my colleagues, as we are based across Wales and we used this for qualification assessments but I would have preferred to have been able to meet face to face with Sheila to discuss and clarify any queries more easily. I am pleased that we are now able to meet up again to conclude the remaining aspects.

I also found that due to my increased NHS workload I was only able to complete my NVQ work in the evening or at a weekend which I was happy to do.

***"This qualification is important to me and I am finding it really interesting and I enjoy doing it."***



## North Wales Business Academy NWBA

The North Wales Business Academy NWBA innovative project harnesses the collective talents, skills and expertise of Grŵp Llandrillo Menai, Bangor University and Wrexham Glyndŵr University. The key aim is to provide North Wales businesses with tailored training and mentoring solutions, linked to achieving long term strategic business growth.

### Case study - Blighty Booch Kombucha

Blighty Booch Kombucha is the creation of entrepreneur Mark Pavey. Previously a professional Project Manager working in the music industry he developed the idea for his company following period of ill health. This lead him to become interested in the health properties of the fermented tea, Kombucha which he'd become interested in while travelling in Canada.

This interest in a healthy drink that could have significant health benefits for himself and many others lead to the creation of Blighty Booch Kombucha – one of Wales' newest health food brands. Kombucha is a fermented tea drink which its fans claim has a whole range of health benefits, especially for gut health - the 'microbiome', a concept that has become much more mainstream over the last few years.

There is real excitement about Blighty Booch Kombucha. Mark recently received an Innovation Partnership Grant worth £70,000 to complete a feasibility study. He is currently working with Grŵp Llandrillo Menai's Food Technology Centre, Aber Falls Gin and the Great Orme Brewery on this.

Blighty Booch Kombucha will be Mark's first food product to market and will have an industry launch this year with a view to becoming a common sight on supermarket shelves in 2020 – until then if you'd like to sample Blighty Booch Kombucha you'll need to make your way to the website or London's trendy Borough Market and buy a bottle!

Blighty Booch Kombucha joined the North Wales Business Academy in 2018 and completed the Strategic Business Analysis (SBA) course, followed by Phase 2 course Business Marketing in February 2019.

Mark Pavey, Founder of Blighty Booch Kombucha explains:

***"The North Wales Business Academy has been a worthwhile experience. The Strategic Business Analysis (SBA) course in particular helped me look at my business plan in a critical and fully applied way.***

***I found that having a fully researched, well thought-out business plan is a passport for the Banks to take you and your business seriously.***

***I'm also attending the Phase 2 course Business Marketing with a view to putting the knowledge I already have into a theoretical context.***

***What I learnt is certainly going to help me make sure that I get value from PR professionals and web experts that I'm working with to develop the business.***

***Joining the North Wales Business Academy has certainly had a positive impact on the business so far - the experience, contacts and planning experience I've gained will hopefully contribute to the Blighty Booch Kombucha in becoming a transformative business in the North West Wales economy."***



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## ION leadership project

Led by Swansea University in partnership with Bangor University, the ION leadership project is backed with £5.7m from the European Social Fund to raise skills and drive forward productivity and turnover in small and medium sized enterprises (SMEs) as well as in larger companies.

The initiative has supported over 1600 managers, aspiring leaders and entrepreneurs in over 1000 business to develop high quality skills through a targeted leadership programme that aims to raise productivity in the workplace whilst developing sustainable, profitable enterprises.

The programme is based on practical, experiential learning within a trusted group of peers. The participants will be able to experiment with different leadership styles and learn how best to implement the latest thinking, strategies and best practice into their own business.

### Case study - Emily Roberts <https://ionleadership.co.uk/videos>

Emily Roberts from MSparc a business hub on the Isle of Anglesey, which is currently home to 30+ businesses. Emily recently graduated from the New Leaders programme.

I just knew that in future I may need leadership skills which I didn't have so I thought I would see what Ion Leadership was about and pick up something new and learn a new skill although I didn't have a specific goal in mind. I personally benefitted a lot from the Ion leadership programme as I went in completely new not knowing what to expect. Learning the difference between a leader and a manager was more important than I thought especially knowing how to change your leadership style to reflect other people. Everything I learnt was new and really helpful, it wasn't information for the sake of it but practical and beneficial to me.

I think M-SParc business has benefitted because of the skills I have learnt I can actually use and put into practice on a daily basis. Having a member of staff that has been upskilled and using those skills not just for myself but when I am managing other members of staff as I am teaching them as well so I am a better leader.

Before I went on the ION leadership programme I didn't really know what a leader was and the difference between a leader and a manager and is it just telling people what to do? Now I understand how to lead and how to manage, even though I am still learning every day, I know I have skills to back that up, so it has completely changed how I would lead or manage a team.

***"I definitely would recommend ION Leadership programme even if you are not sure what you would get out of it; if you are new to leadership management and want to learn new skills then definitely Ion is the course for you."***





## 20 Twenty Leading Business Growth

The provision of higher level vocational and professional skills at ISCED Level 3 to 7 based on the highly successful LEAD and Leading Growth Programmes, to organisation leaders through development interventions and programmes. The programme will be delivered in collaboration with 20Twenty at Cardiff Metropolitan University in East Wales and Glyndwr Wrexham University.

20Twenty has successfully delivered Leadership Programmes to a mix of small, medium, and large sized businesses, covering Wrexham, Powys and Flintshire. The Programmes: 20Twenty CMI (Chartered Management Institute) Level 7 aimed at Managing Directors, Business Owners and Senior Managers with more than two years' experience and valued at £8,000, it has been up to 70% funded by ESF via WEFO. 20Twenty CMI (Chartered Management Institute) Level 4 is aimed at experienced Managers, Team leaders and Supervisors and valued at £4,000 which has been up to 70% funded by ESF via WEFO.

20Twenty Business Growth has been delivering Leadership programmes since 2016 and have successfully delivered a total of 18 Cohorts. The delegate target for 20Twenty was 320 however 20 Twenty have recruited 335 businesses from Wrexham, Powys and Flintshire successfully exceeding their targets.

### Case study - Continued Business Growth for Platts Agriculture on 50th Anniversary

An award winning family firm approaching its 50th anniversary has gone from strength to strength thanks to our prestigious 20Twenty Business Growth programme, delivered by Bangor University Business School and Cardiff Metropolitan University.

Caroline Platt, Managing Director of Platts Agriculture Ltd in Llay, Wrexham, was among one of the first business owners to complete the 20Twenty programme in Wrexham. Since Caroline graduated in 2018, four members of her current team have attended the programme over recent cohorts.

These include Financial Director Ian Hall, Group Transport Manager, Ashley Wood, Head of HR Nerys Price-Jones who graduated with a previous employer (Silverlining Ltd), and Nadia McKane, Sales and Marketing Manager.

Caroline has taken on new staff since the onset of the Covid-19 pandemic and has also launched a haulage business. Platts is one of the most respected companies in the region and was recently named 'UK Family Firm of the Year' at the Federation of Small Businesses (FSB) Awards.





CAROLINE PLATT, MANAGING DIRECTOR OF PLATTS AGRICULTURE LTD (SECOND FROM LEFT)

***“20Twenty had a positive impact on their business over the years and it has played a big part in their strategic growth.”***

***“I learnt so much on the programme about leadership and management, but also from the rest of the group. We all came at things from different angles and were able to share best practice. The networking aspect proved invaluable.”***

***20Twenty would help anyone in a leadership position. The blend of education, support and industry knowledge gives you the tools to thrive, whatever the industry.”***

Having close links with many of the cohort and through Bangor Business School and 20Twenty’s Wisdom Labs, Caroline is able to continue her personal and professional journey. This plays a large part in the growth of their company. Other members of the team have enrolled on the programme, so that staff could work together to realise long-term business goals while maintaining a welcoming culture as Platts Agriculture Ltd is a huge supporter of 20Twenty Programme.

### **Knowledge Economy Skills Scholarships (KESS 2)**

Knowledge Economy Skills Scholarships (KESS 2) is a £36million major pan-Wales operation which links companies and organisations with academic expertise in the Higher Education sector in Wales to undertake collaborative research projects, working towards a PhD or Research Masters qualification. Research elements are integrated with a higher-level skills training programme, leading to a Postgraduate Skills Development Award.

KESS 2 involves all universities in Wales, and is led by Bangor University. Following the highly successful KESS project between 2009 and 2014, KESS 2 is now in the second round of funding and will provide 645 scholarships (PhDs: 335, Research Masters: 310) over the course of six years. KESS 2 projects are unique in that they are tailored to provide exciting and innovative research whilst meeting the needs of an active business or its sector. The research undertaken through a KESS 2 project must fit with one of the Welsh Government’s four Grand Challenge Areas (Life Sciences & Health, Advance Engineering & Materials, Low Carbon, Energy & Environment, ICT & the Digital Economy).



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## KESS 2 Alumni Case Study : Dr Abigail Lowe

Dr Abigail Lowe, Biological Sciences : Botanical and Invertebrate Researcher at the National Botanic Garden of Wales Gardens are important habitats for pollinators, providing flowering resources and nest sites. There is a great deal of public support for growing “pollinator-friendly” plants but, although there are lists of plants that are best for pollinators, they are usually inconsistent, poorly supported by scientific research, and target a limited group of pollinators. To tackle this problem, my PhD research entailed using DNA metabarcoding to identify which plants are visited by bumblebees, honeybees, solitary bees, and hoverflies. The key outcomes of this work are an increased knowledge of plant-pollinator interactions to support pollinator conservation, and the ability to improve plant recommendation lists for gardeners and landowners. Read more here: <https://kess2.ac.uk/case-studies/abigail-lowel/>

## KESS 2 PARTICIPATION HIGHLIGHTS

As part of my KESS 2 scholarship, I was fortunate to attend two international conferences to present my work. I attended the European Congress of Conservation Biology in Jyväskylä, Finland in my first year to present a research poster of my project. In my second year I gave an oral presentation at the International Barcode of Life Conference in Trondheim, Norway. Both of these conferences provided an excellent opportunity to network with ecologists and learn from a wide range of researchers.

Other highlights that have stemmed from my KESS 2 scholarship include meeting notable people such as HRH The Prince of Wales, the Chief Scientific Adviser for Wales (Peter Halligan) and numerous government officials on visits to the Botanic Garden, communicating the importance of pollinators and how my research contributes to their conservation.

*“KESS 2 allowed me to pursue my research within my home country of Wales and enabled me to continue working with an organisation that has been vital to my career development. The collaborative projects that KESS 2 supports are unique and integrated with high-level skills development, providing an attractive alternative to a traditional academic setting.*

*KESS 2 provided me with a wealth of training opportunities to aid my career development which I am very grateful for. I am confident that I have gained valuable academic research skills alongside those required for a career in biodiversity conservation.”*



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**Agile Nation2 - Business Support Programme delivered by Chwarae Teg** offers advice, support and best practice tools to ensure talented women are not excluded from recruitment or overlooked for promotion –the focus is on recruitment, retention, progression. Agile Nation2 has supported women and worked with employers to promote female career advancement and help reduce the gender pay-gap. It supports women in work to develop their careers by delivering accredited leadership qualifications and mentoring and supports businesses to implement equality strategies and modern working practices.

29	Businesses supported through Agile Nation2 Business Programme
26	Of these adopted or improved their equality & diversity strategy
11	Achieved Fair Play Employers Award which showcases businesses which exhibit best practice and commitment towards creating equitable and flexible workplaces

### Development Bank of Wales (Pan Wales)

Number of employees: 248 employees FairPlay Employer Award: Silver

*“Wales has a vibrant and diverse business economy, and we are keen to reflect that in our workforce. That’s why working towards greater gender balance is really important to us as an organisation. The more diverse our workforce, the better we can support our customers and their needs. We’re always looking for ways we can help entrepreneurs get off the ground, and through our Responsible Business and Impact strategies - are actively looking to ways we as a business can help underrepresented groups.*

*Working with Chwarae Teg has given us real insight into areas where we can do more and promote policies which encourage greater gender diversity. We’re delighted to receive the FairPlay Silver Award this year, and are actively working to improve in all areas”*

Beverley Downes, Marketing and Communications Director, Development Bank of Wales

### Wish Wash Company

The Wish Wash Company, based in Rhyl, has been trading for 14 years. A diverse cleaning business with divisions from residential to commercial, including cars, homes, gardens and bio-hazard. With a national contract for a large delivery company, their 78 employees are spread out throughout the UK.

The Wish Wash Company has a strong focus on employee engagement, with recruitment selection and retention of their staff being key to support their business but without their own HR function recruitment processes and performance management were inconsistent across the business.

Keen to address this, the company registered to take part in Chwarae Teg’s Agile Nation2 Business Programme and access the free consultancy support provided. Following the all staff survey and review of current working practices, Chwarae Teg’s Client Partner made a number of recommendations and supported Wish Wash to implement some changes.

- Developing and adopting a formal recruitment process
- Upskilling managers in effective Performance Management
- Implementing formal Reward & Recognition across the organisation

Wish Wash Company were awarded Chwarae Teg’s Leading FairPlay Employer Award, highlighting their commitment to diverse and inclusive practices within the workplace. Having implemented the action plan following the all staff survey, Wish Was has improved the quality of job applicants, improved confidence and capability of managers to monitor and review performance, which along with the implementation of a reward scheme has resulted in staff feeling more valued.

*“The management training has been invaluable to us and has supported us to have the confidence to manage some difficult staffing issues.”*

