**Wales Tourism and Hospitality Skills Partnership**

**Note of Meeting 11 on the 16.8.2023**

**Present**

Sandra Kelly (SK) - Chair

Anthony Rosser (AR) - UK Hospitality Cymru

Kerry Thatcher (KT) - Visit Wales/Secretariat

David Chapman (DC) - UKHospitality Cymru

Sian Lloyd-Roberts (SLR) - North Wales Regional Skills Partnership

David Price (DP) - Mid Wales Regional Skills Partnership

Arwyn Watkins OBE (AW) - Cambrian Training/National Training Federation Wales

Paul Renfro (PR) - Wales Adventure Tourism Organisation (WATO)

Suzy Davies (SD) - Wales Tourism Alliance

Caryn Grimes (CG) - Cardiff Capital Region Skills Partnership

Susan Roberts (SR) - DWP

**Apologies**

Andrea Jones - Careers Wales

Jane Lewis - South West RSP

Claire Haven-Tang - Higher Education

Tracy Israel (TI) - Celtic Manor Resort

Steffan Roberts (SR) - Visit Wales

Huw Wilkinson (HW) - Cardiff Capital Region Skills Partnership

Lisa Mitchell (LM) - Qualifications Wales

Suzy Davies - Wales Tourism Alliance

Sharon Hughes (SH) - Wales FE T & H Group

Paddy Hogan - Cardiff Hoteliers

Berin Jones - Llandudno Hospitality

**Guests**

Greg Mangham

1. **Welcome and apologies**

The Chair welcomed members to the meeting and apologies were noted as above.

**Minutes, Actions and natters arising from 17.5.2023.**

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| AP41 – members to collate information from industry networks on issues affecting businesses and share at partnership meetings.  **Ongoing at every meeting** |
| AP42 – Mike O’Keefe, Working Wales, presentation to be circulated to members.  **Completed** |
| AP43 – members wishing to receive future Careers Wales LMI bulletins to inform KT who will pass on contact details.  **Completed** |
| AP44 – KT update to be circulated to members.  **Completed** |

Members agreed that the minutes from 17.5.2023 were an accurate record of the meeting.

**Chair’s Update**

Unfortunately Hannah Elliott has had to give up the role of Vice Chair and withdraw from the partnership due to the requirements of her new role at the Royal Mint. The Chair thanked Hannah for her involvement with the partnership to date.

The Chair stressed the importance of having a Vice Chair and asked for nominations for the role - please let us know if you would be interested yourself or have a suggestion for someone else to take on the position.

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| **AP 45 – Members to email KT/SK with any nominations or suggestions for the role of Vice Chair of the partnership** |

Visitor Economy Forum meeting in June – the Chair is a member of this forum which is attended by the Deputy Minister for Arts, Sport and Tourism. The Chair advised that the members of the VEF provide good links to the industry – headline topics discussed were that bookings in the tourism sector were happening late; the importance of EV points to tourism and cost margins affecting the industry.

UK Universities have released a publication about Jobs of the Future which “sheds light on what the future of work may look like, areas of high employment growth, and the skills likely to be needed by employers over the next decade or so.”

[Jobs of the future (universitiesuk.ac.uk)](https://www.universitiesuk.ac.uk/what-we-do/policy-and-research/publications/jobs-future)

Some of the highlights from the report are;

* By 2035, [more than 11 million extra graduates](https://www.gov.uk/government/publications/labour-market-and-skills-projections-2020-to-2035), in addition to the 15.3 million graduates currently in the UK workforce, will be needed to fill jobs in the UK by 2035 in industries such as computing and engineering, teaching and education, and health.
* [88% of new jobs](https://www.gov.uk/government/publications/labour-market-and-skills-projections-2020-to-2035) by 2035 will be at graduate level.
* In the UK, due to AI, there will be a [10% net increase in jobs that require a degree over the next 20 years](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1023590/impact-of-ai-on-jobs.pdf).

AW noted that there is pressure for degree apprenticeships in hospitality – but there is no additional funding available so the cost would have to come out of the current apprenticeship funding.

Members discussed the issue of students coming out of HE lacking the competencies required in the work place so employers put them onto Level 2 entry level apprenticeships to gain those competencies. Although those graduates are expected to complete a Level 2, after completing that 18months their career trajectory will rise again. Important that graduates are attracted to tourism and hospitality. It is also important that we recognise the value of entry level - but progression is key.

Is there a need to discuss with Universities and Further Education – why are graduates coming out without the skills needed by employers?

How do we professionalise our industry?

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| **AP46– A wider discussion is needed with HE/FE to see how we can help students come out of learning with the skills they need.** |

1. **DWP – Services available to industry**

SR presented on the services available both to employers and the unemployed including job matching/job fairs; Skills to employment Pathway; practical support for recruiting employers and Access to Work which can help with reasonable adjustment costs.

Members noted that the 16 hour part-time work threshold is a real issue for employers and SR confirmed that some flexibility has been added to the system in terms of benefits but the 16 hour figure still exists.

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| **AP47 – SR presentation to be circulated to members** |

1. **Only a pavement away – Employment through stability**

Unfortunately Greg was not able to join the meeting so information will be circulated to members with the meeting note.

DC supported the initiative and suggested further discussion to see how the partnership could support it in Wales going forward.

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| **AP48 – KT to circulate information from Greg Mangham on ‘Only a pavement away’** |

1. **Hospitality Skills Passport**

The Chair advised that the UK Skills Board is working to introduce a Hospitality Skills Passport which will be an industry standard skills scheme – equivalent to the Construction Skills Certificate Scheme. A Pilot is running in England to introduce a 4 week programme which the Chair suggested could be replicated in Wales.

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| **AP49 – Chair to meet with SR from DWP and AR to discuss a possible pilot of the HSP scheme in Wales.** |

1. **Visit Wales Update**

KT updated members on The Experience Makers campaign, Flexible Skills Programme funding and Minecraft Education.

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| **AP50 – Visit Wales update slides to be circulated** |

1. **Coastal Careers in Pembrokeshire**

PR referred to work underway to promote coastal careers in Pembs – a video is available for members to view.

Link to video [https://www.youtube.com/watch?v=oIUtN2xX-Lc](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DoIUtN2xX-Lc&data=05%7C01%7Ckerry.thatcher%40gov.wales%7Ca7458637482e4f150fb308db9ca39be8%7Ca2cc36c592804ae78887d06dab89216b%7C0%7C0%7C638275998736232968%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=BMkGUULlW7hWkGtPP3hl5kUuQLrtfzqWk%2Fxu4YvhWi8%3D&reserved=0)

1. **Industry Feedback on current issues**

KT noted that feedback from the Regional Tourism Fora on the current issues affecting the industry included high costs, accommodation and transport for staff particularly in rural areas.

**The Welsh Tourism Barometer May 2023**

902 phone interviews conducted with businesses across Wales.

About half of businesses cited ‘high energy costs’ unprompted – 14% cited high staff costs and 28% other high operating costs.

Feedback from members -

* Bookings were slow for the summer and more people seemed to be booking late.
* Businesses are still adapting their offer e.g. changing food offer from table service to self service.
* The new 182 rule is causing some businesses to close down.
* Industry is concerned about the impact of the Tourism levy.
* Activity business reported business down by 40%.
* Recruitment has eased in some areas – introduction of training packages, fixed hours etc have helped.
* Lack of money is available to invest in maintenance and improvements and this is being noted by customers in their feedback..
* More people are using OTAs to book which cost the business more.
* Some businesses are recruiting chefs in from India – which is expensive.
* Outdoor activity sector – still lacking skill sets and experience.

1. **Any Other Business**

The International Convention Centre Wales (ICCW) is conducting a research study to explore current educational provision and identification of future learning and development requirements within the UK hospitality sector. They are keen for people to participate in the study – please contact Alaw Evans – [alaw@iccwales.com](mailto:alaw@iccwales.com) direct if you would like to be involved.

AW advised that Cambrian Training will be taking the Have a Go Truck to the Mid Wales Autumn Fayre at the Royal Welsh Showground – 7/8 October 2023.

The Welsh International Culinary Championships will be held at the ICCW/CMR in January 2024. There is will also be a 3 day Hospitality Hub open to the public.

1. **DONM**

The date for the next meeting will be circulated shortly.

The Chair thanked members for attending and closed the meeting.