09:15:11 From 7 Julia Root-Gutteridge : Question 1How has the COVID-19 pandemic impacted the skills needed in the region?

DELEGATES – PLEASE CONTRIBUTE VIA THE CHAT BOX

09:15:29 From 7 Gareth John : The need for digital skills!

09:17:10 From 7. Martin Taylor : How difficult it is to manage and develop junior staff, new staff onboarding into a firm. How important and hard this is to do well

09:19:09 From 7 Simon Pinion : I don’t think the pandemic has changed anything for new recruits, the need for digital skills is definitely important and has been growing over the last few years. For leadership teams the need to be able to train and develop trainees is needed.

09:20:09 From 7 Andy Stevenson : With the impact on education from everyone (taking GCSE's to post-grad degrees), the long-term impact on skills available will not be known for a few years yet. but this could drive a

09:20:12 From 7. Tim Robinson : Agreed Gareth. As Anne says it varies sectorally. Our focus at Tech East has been on advanced digital skills for digitally intensive businesses (not just core IT and tech but also financial services, energy, manufacturing etc). What COVID-19 has done is to simultaneously a)level the playing field in terms of regional businesses being able to attract talent from anywhere but b) at the same time to make it harder to compete/differentiate in this newly global marketplace unless you already have an attractive brand, or can offer a compelling mix of benefits.

09:21:16 From 7 Andy Stevenson : The upcoming education gap could drive a new wave of innovative advancements. Thinking outside the box

09:21:37 From Ruth Evered- 7 : Emotional intelligence

09:22:07 From 7. Michelle Dowse : Transferable and softer skills have been key as people are having to look at how they can use the skills they have in new roles as well as look to develop new skills. For young people we are helping to develop resilience, flexibility and problem solving.

09:22:12 From 7 Gareth John : we are giving line managers training in spotting mental health signals in their remote teams

09:22:22 From 7. Martin Taylor : Skills gap as well for 1000s of older managers who are used to status quo - should there be a focus of reskilling these otherwise gap between their expectations and new grads?

09:23:29 From 7 Gareth John : adaptability and clear decision-making in the face of incomplete and uncertain information

09:23:44 From 7. Rory Sloane : I would agree with Martin on training of graduate/junior staff. There is an increased effort required from supervisors and managers to achieve the same outcome. There has even been discussions internally about reducing the number of graduates brought on to reduce the risk of this being disruptive to existing plans

09:23:44 From 7 John Duggan : Emotional intelligence, having the ability to identify your own emotions and those of others.

09:23:59 From 7. Elizabeth Pearce : The skills message needs to start with the Leadership of a business and we need to consider that we must improve skills at this levels before we can fully support the upcoming generations.

09:24:28 From 7 Rob Alder : The Pandemic has increased demand for skills. Through Govt incentives and also people realising that they need to upskill or re-train to make themselves more employable/productive.

09:24:28 From 7 Olga Tregaskis : https://whatworkswellbeing.org/category/work/guidance-workplace-wellbeing/ some ideas here on what firms have been doing in the wellbeing space.

09:24:31 From 7. Martin Taylor : completely agree Elizabeth, needs to be org wide

09:24:56 From 7. Ian Walters : The difficulties brought about by Covid are well documented however I'm feeling positive about the speed of change and openness to new ways of working and supporting each other.....any thoughts on how can we retain this more nimble and open minded approach as we move into the future with more certainty as the vaccine improves stability?

09:25:48 From 7 Tracy Ward : Emotional intelligence is critical in recognising own and others emotions as John said and also recognising our biases too

09:26:54 From 7 Hilary Lindsay : What impact will Brexit have on the skills needed?

09:26:55 From 7 Julia Root-Gutteridge : Question 2

What impact will Brexit have on the skills needed for the region?

09:27:00 From 7. Martin Taylor : Would love it if we called "soft" skills "impact" skills - soft always gives the image of wishy washy to me!

09:27:10 From 7 Olga Tregaskis : I worked with some recruiters in the social care sector and one of the key things in the region to help with the skills difficulties was creating a recruitment portal to connect individuals with employers.

09:27:31 From 7 Gareth John : WAH/hybrid working might reduce or reverse the historic 'brain drain' to London, or from rural areas to hubs like Cambridge

09:28:07 From 7 Gareth John : I agree Martin. 'Success' skills?

09:28:18 From Ruth Evered- 7 : The comments from Ian suggest we could be at an advantage with the recruitment nationwide, e.g take out of London

09:28:24 From 7 Anne Bailey : I call the soft skills essential skills

09:28:48 From 7. Elizabeth Pearce : I agree Martin and Gareth - these soft/ success skills are often undervalued and definitely misunderstood

09:29:03 From 7 Gareth John : I know Cambridge employers who are now advertising internationally rather than just at local schools and colleges

09:29:04 From 7 Helen Clements : How do we make sure that we talk about technical roles and higher level roles that we don't increase the gaps in social mobility. We need to value all roles irrelevant of level. I think this has been highlighted because of covid and will prove challenging in Brexit

09:30:31 From 7. Elizabeth Pearce : What does everyone think about how early in the education system we should be teaching these skills - is University too late ?

09:30:47 From 7 Bhavin Shah : A lot of the soft / essential skills are very transferable across different technical jobs, but it is extremely hard to convince hiring managers of this as the first thing they look for are technical skills. Does this mean that managers / leaders need reselling in the recruiting process?

09:30:48 From 7 Harriet Riches : In my previous role at ARU we had been working a lot on enabling students to recognise and articulate 'soft' skills - I agree that impact is a much better term that emphasises their power.

09:31:38 From 7 Helen Clements : I think students do use soft skills from the start of their education journey, the challenge is how do we get education to value them as much as academic ability

09:31:46 From 7. Martin Taylor : May take a while but I think we will have GCSEs in problem solving, communication, analysis - not science, history or maths - they will just be the context to these skill subjects

09:32:24 From 7 John Duggan : soft skills should be used as early as possible!

09:32:29 From 7 Tracy Ward : I agree @Bhavin I think technical skills are easier to demonstrate and are a "lazy" way of recruiting

09:34:00 From 7 Helen Clements : @Bhavin, you are so right we do need to raise awareness of transferable skills. Every industry has these blinkers.

09:34:03 From 7. Elizabeth Pearce : As a local employer I had two key criteria for all recruits. 1. Good work ethic and 2. Willingness to learn- surprisingly hard to find.

09:34:11 From 7 Tracy Ward : I agree it is about articulating those soft skills and for young people it is important to recognise how those skills are used every day

09:34:13 From 7 Harriet Riches : Developing 'soft' skills in young people also goes some way to breaking down barriers to progress and success, and builds social/cultural capitals

09:34:49 From 7 Helen Clements : Link education to being about finding a career opportunity, not about getting exam results!

09:35:14 From 7. Martin Taylor : but we don't measure any of that at a macro level in education and wont change until we measure schools differently

09:35:42 From 7 Helen Clements : Agreed @Martin

09:36:24 From Ruth Evered- 7 : Interesting experience this week, a college can't offer my apprenticeship role as if a student leaves for it, it counts as fail for them. Some educational KPI's might need to change also.

09:36:38 From 7 Tom Humphries : Well said Anne... 'Agility, Innovation' The ability to change and apply skills cross-sector and environments.

09:36:47 From 7 Gareth John : I have heard so many employers talk about 'growing our own' in the last 2 years, recruiting from school and supporting with apprenticeships

09:36:55 From 7 Zoe Smith : I agree with what Anne has said about how apprenticeships can be used to 'grow your own' talent. Especially as apprenticeship standards have been designed by employers to not only provide them with the knowledge they need to be competent in the job role, but the apprenticeships are designed to develop the essential skills and behaviours also required within the world of work and specifically needed for the sector they are working in.

09:37:24 From 7 Stephen Page : I agree with a lot of the comments, but as an employer we have found Apprenticeships useful, currently have 2 mid 20's graduates working through. There is a drag on productivity and therefore profitability, the 'payback' or investment feels like a long haul. What are others experiences?

09:38:23 From 7. Tim Robinson : Anne's point on Brexit being an opportunity for local people is good - however, as a region we need to be more joined up irrespective of county and LEP boundaries, lobby government to really nail a large number of challenge areas: 1. STEM inspiration for both girls and boys, 2. rewiring Apprenticeships to make them work properly for SMEs and for mid-career. Getting an Institute of Technology in place will help but skills development is badly underfunded e.g. lack of revenue funding for strong skills programmes.

09:38:25 From 7 Tracy Ward : Good to hear about grow your own talent. WIll that create additional roles to help grow the talent to support the leaders to manage their current workload and develop this new talent?

09:39:01 From 7 Julia Root-Gutteridge : Question 3

What other issues/opportunities relating to skills do you see being pertinent for East of East of England?

09:40:12 From 7 Gareth John : emerging green industries such as the hydrogen economy?

09:41:15 From Ruth Evered- 7 : We recruited 4 school leaver/graduates apprentices in September and they are doing fantastically well. We had concerns over new starters but I agree they have actually faired better than our prior year starters moving over to remote.

09:41:19 From 7 Bridget Foley : Apprentice success/internships etc success is all down to the line manager.

09:41:49 From 7 Bhavin Shah : @Ruth, what do you think makes this cohort more successful than the previous one?

09:41:55 From 7 Bridget Foley : need to upskill existing managers to want todevelop their staff; step into mentoring and coaching roles

09:42:15 From 7 Gareth John : To Stephen's point, a client recently said of apprenticeship programmes; 'we aren't training current accountants, we are developing future leaders'. Some of the benefit is as you say a longer-term payback in terms of succession to organisational leadership

09:42:58 From 7. Tim Robinson : Other issues - a core issue is upskilling and reskilling the existing workforce. Furlough scheme showed that Treasury can step in to address an immediate crisis. Let's have an equivalent scheme for mass, rapid reskilling based on an individual's aptitude for different future career options.

09:44:04 From 7 Stephen Page : Good point Gareth. I feel there is an tipping point were Apprenticeships are more benefit to an organization, especially for those businesses of a large size.

09:44:18 From 7 Chris Dougherty : we have been growing our own for over 20 years and have recently taken on 5 new apprentices. Really encouraged by this year's cohort, as others have stated. Take the long term view and grow your culture with new young people

09:44:45 From Ruth Evered- 7 : Hilary's point about they already had to learn the resilience and adaptability having had to do it at the end of their education and to communicate and engage in different ways. Also I think we actively recruited on slightly different skills to be able to thrive in this environment.

09:45:20 From 7. Elizabeth Pearce : Good point Chris, I used this principle in our manufacturing business - it paid huge dividends

09:45:29 From 7 Helen Clements : Its the same in our company Chris and there is nothing more powerful than students hearing the career journey of our senior people and hear that they started their journey as apprentices

09:45:39 From 7 Andy Stevenson : @Tim, I agree - The next step there would be to encourage the existing workforce to engage with the new training and developing their skills. Obviously it would be easy for some, how do we tackle the remander.

09:46:01 From 7. Elizabeth Pearce : It still needs to be drive by the right Leader in a business

09:47:00 From 7 Hilary Lindsay : Can you share some case studies or examples that show what you've done in practice to resolve your skill shortages?

09:47:06 From 7 Andy Stevenson : People often worry about investing the time and money to develop a member of their team "what if I train them up and then they leave?". I think the bigger problem is "what if you don't train them up, and they stay?"

09:47:13 From 7 Helen Clements : Ours is our work experience programme, it has helped change the demographics of who applies for our roles and our educational engagement programme which includes WEx, leads to 70% of our entry level recruits have heard about us.

09:49:07 From 7. Tim Robinson : @Helen and the team at Morgan Sindall have done a magnificent job with their Virtual Work Experience programme.

09:49:35 From 7 Jon Worrell : Skills discussion also needs to tie in with the diversity agenda. Broader diversity supports broader skills.

09:49:55 From 7. Tim Robinson : A good case study is Netmatters (based in Wymondham, Norfolk) who have developed their own fast-track code bootcamp Scions https://www.netmatters.co.uk/scions-coalition-scheme

09:50:12 From 7. Michelle Dowse : New digital academy launched to support business needs, new business start up support about to launch, new employability training programmes developed to help the unemployed, new online training programmes developed to support those on furlough and to help line managers deal with issues such as mental health. Generally making sure the education sector is agile and can respond immediately to business needs.

09:51:33 From Ruth Evered- 7 : Struggle locally in the graduate accountancy market. So we ran our own "learn and earn" event linked with the skills service after presenting in a number of local schools. Resulted in quite a number of applications and new apprentices taking role. This has been transferred in remote environment to still speaking in the schools virtually.

09:53:56 From 7 Andy Stevenson : In my last business the decision was taken recently to bring the training and apprenticeships for service engineers in-house. This will be achieved by building on the existing academy in the UK near Bury St Edmunds. A huge step!

09:54:53 From 7 Anne Bailey : Thanks for so much input!

09:55:04 From 7 Bhavin Shah : Great discussion

09:55:06 From 7 Zoe Smith : Ruth - What a great way to engage with schools and find new talent and giving young people an opportunity.

09:55:11 From 7 Helen Clements : Excellent session all

09:55:11 From 7. Michelle Dowse : Thank you panel - excellent job

09:55:12 From 7 Harriet Riches : Thank you

09:55:13 From 7 Dominic Anthony : Really useful everyone

09:56:54 From 5 briegeleahy : Thank you ICAEW and speakers very interesting and beneficial views.

09:57:17 From 6 Paul Davey : The Government's Freeport policy provides an opportunity post-Brexit. Anyone interested in the potential benefits from Freeport East at Felixstowe/Harwich can email me at daveyps@hpuk.co.uk

09:57:19 From Karen Sharpe : Technology worked really well - thank you for organising this - the Suffolk room was brilliant - thanks to Luke and the panel! And thank you, Gareth for an excellent session this morning.

09:57:23 From 6. Rachel Underhill- ICAEW : Thank you to everyone for your comments- it's brilliant to see the sharing of knowledge and it's invaluable to ICAEW to hear the key issues on the ground. You can get in contact with us (ICAEW's Business and Industrial Strategy Team) with any concerns or questions at business@icaew.com

09:57:29 From 2 Joy Tacon : An informative session - thank you.

09:57:45 From 1 James Gazzard : Skills development for all - young and old - it isn't a zero sum game

09:58:40 From 5 Chris Mitcham : thank you it’s been a really informative morning. well hosted and good speakers.

09:58:51 From Lynette Lackey : Thank you everyone, excellent sessions.

09:58:52 From 1Katie, Uni Centre P'Boro : There's a great difficulty for 18+ to engage with work experience for economic reasons. Many cannot afford to give up caring role/part time work to engage for free. Would be great if work experience could be partially funded, like the apprentcieship.

09:58:55 From 1. Paul Schofield : Thanks all

09:59:04 From 5. Fiona Hodkin : Thanks you

09:59:06 From 1 Val Dring : Form the Future helps connect businesses to schools www.formthefuture.org.uk

09:59:07 From Stephen Blythe Jaltek Systems Norfolk : Thank you, very useful

09:59:09 From 2. Katy Dorman : Really interesting main session and breakout room - thanks so much for hosting and for the invite! I've got pages of notes and ideas. Got to go to another meeting now but thanks to all the speakers/hosts. If anyone would like to talk about Apprenticeships in Norfolk - get in touch apprenticeships@norfolk.gov.uk

09:59:09 From 5 Claudio Duran : Excellent meeting

09:59:11 From 7 Harriet Riches : Thank you

09:59:12 From 4. Trevor Ling : Thanks all

09:59:13 From 3 Paul Copsey - Auditel : Thanks all, great session.

09:59:15 From 6 Colin Brown : Thank you Gareth and to all speakers - very informative.

09:59:15 From 7 John Duggan : Thanks all

09:59:16 From 7 Olga Tregaskis : Great to hear from you all. Really important material. Thank you all.

09:59:17 From 7 Bridget Foley : thank you Gareth et al

09:59:17 From 7. Elizabeth Pearce : Very interesting event , thanks for the invite

09:59:18 From 7 Anne Bailey : Anyone inspired to help develop the skills of the next generation - and improve their own - do get in touch abailey@formthefuture.org.uk

09:59:18 From Gary Elliott : A great event, excellent content and discussion. Thanks

09:59:19 From 3. Caron Betts : Thank you for a great session.

09:59:19 From 6 David McGurk : Thanks Gareth, Linda and all at ICAEW

09:59:20 From 2 C-J Green : Great event Gareth :-) Thank you everyone

09:59:21 From 5 Andy Mackenzie - Cleveland Scott York : Thanks everyone. Great conversation. Have a good morning!

09:59:21 From 7 Dominic Anthony : thank you

09:59:22 From 2 Scott Bumphrey : Thanks All, take care

09:59:22 From 3 Clive Mitson : Excellent session and the tech worked brilliantly!

09:59:22 From 8 Brian Allin : Thanks!

09:59:22 From 1 Jane Cattermole : Thanks for this morning's event.

09:59:23 From 7 Tracy Ward : Excellent - thank you!

09:59:23 From 1. Katy Klingopulos : Thanks Gareth

09:59:23 From 3 Richard DeNetto : Thank you everyone

09:59:24 From 1 Bertie Newman : Thank you - very insightful indeed!

09:59:25 From 1 - Lee Maughan : Amazing work - well done!

09:59:25 From 1. Ben Bullman : Thanks Gareth

09:59:26 From Richard Newcombe (Oakhill Recruitment) : Thanks everyone, very interesting discussions.

09:59:27 From 2 Chris Brazier : Thank you very much !

09:59:31 From 2 Mia Church : Thank you!

09:59:32 From 4 - Simon Medcalf : Thanks everybody

09:59:32 From 3 Graham Mummery MHA Larking Gowen : thanks Gareth

09:59:33 From 8 Martene Coe (Rm 8) : Thanks everyone!

09:59:34 From 4. Trevor Ling : Thanks Gareth

09:59:34 From 6 ruth.mckenna : Thank you all !

09:59:34 From 7 Andy Stevenson : Thank you to everyone

09:59:34 From 1. Nadine Blandin : Thank you Gareth, excellent content and contributions

09:59:34 From 7 Olga Tregaskis : thank you Gareth.

09:59:35 From 5 Lesley Crisp : thank you, very interesting

09:59:35 From 7 Anne Bailey : Thanks Gareth for an amazing event clap

09:59:35 From 7. Fiona McGonigle : Wishing you the best to everyone for a better 2021

09:59:35 From 7 Helen Clements : Excellent and well done everyone

09:59:35 From 3 : John Cockburn-Evans - IoD : all the best

09:59:36 From Steven Wilson : Thanks to Gareth and ICAEW!

09:59:37 From 3 Beccy Coombs : Thank you all

09:59:37 From 1 Judith Coplowe : Thank you

09:59:38 From 8 Ashish D : thanks again

09:59:40 From 4 Will Docherty : Thank you

09:59:40 From 2 Sam Bayliss : Thanks!

09:59:41 From 4 Alison Shadrack - IoD Essex Chair : Thank you all!

09:59:43 From 2 Cara Whyte : great event, thank you all

09:59:44 From 2 Tim Howes : Yes, well done Gareth. Cheers.

09:59:44 From Roman Pathak : Thanks