

IMPACT

CSW Report 2022 - 23

CSW

People developers



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A Warm Welcome

I'm very proud to present our Impact Report for 2022-23. While the pandemic would seem to be now behind us, its effects on young people across the region still very much lingers on, especially for the most vulnerable within our peninsula. Although we could have just reverted to 'business as usual', we have been determined to take opportunities to strengthen our service delivery, and 'bounce back better'.

To ensure we did so from firm foundations, we revisited our very purpose, aligned our values, and confirmed our mission. From here, with a new strategy based upon collaboration, we have begun to work more effectively with our partners to provide improved services for our regional local authorities, schools and colleges, and for local businesses too, remaining especially focused on supporting vulnerable young people within our communities.

CSW Group, with our growing range of collaborative partners, has had a busy and very productive year.

In the last year we have:

- We recorded 98,917 contacts with 31,234 young people across Cornwall, Devon, Plymouth and Torbay. That contact rate is 4.2% more than our previous year with 14% more young people
- Supported over 1000 young people/ families under SENDIASS, which is a 67% increase from our previous year
- Schools/ Colleges purchased 861 days of Personal Guidance, which is 5.5% up from 2021/22
- Celebrated helping over 1,000 young people on #Focus5, as well as celebrated the projects successes as a whole, now the funding has concluded
- 1402 individuals have accessed our fully funded courses on SMART SKILLS which is 155% up from 550 in our previous year.

Internally, CSW Group has also enjoyed a strong year:

- Our staff engagement score was 77%
- 96% of the Team feel that they are able to give their best daily
- The purpose and mission of CSW is understood by 96% of the Team
- Our Team's view of the organisation outlined as 'loyal, reliable, trusted.'

With a great internal Team, strong external collaborative relationships, and supportive Owner local authorities, CSW Group is strongly placed to build yet further on this good year's performance. I hope that you find our Impact Report revealing; we're very proud of what we do and the impact we make *building brighter futures*.



Chris Saxby
Managing Director

Our Professional Impact...

We recorded **98,917** contacts with **31,234** young people across Cornwall, Devon, Plymouth, and Torbay

Over **1,000** young people/ families supported under SENDIASS

254 schools and colleges working towards or holding the Quality in Careers Standard through Investor in Careers

Supported **1,984** NEET young people into employment, education and training

Supported **1402** individuals across Devon to access a range of free training

Welcomed **563** starts on the COMPASS project

725 STEM Ambassadors delivering over **8,300** volunteering hours

Our People

It is not clichéd to state that our people are our biggest asset, and their welfare our highest priority; our frontline workforce provides our output.

Since our people are at the heart of what we do as a company and the way in which we achieve our ambition, it is essential that we have a People Strategy. We developed the People Strategy to deliver an employee prioritised and employee led plan of activities, alongside promoting the existing well-being activities already in place.

We launched our Employee Voice forum to promote employee ideas and enable employee observations to be made, heard and considered.

The company team is around 75% female so within women's health we focussed on the area requested by employees for women's workplace health and signed the Menopause Workplace Pledge. We launched our Menopause Support Network, renamed by the team as #LiveThePause.

Building on our existing volunteering/ charity day benefit, we promoted and encouraged more employees to utilise their days. Volunteering activities have included beach and rubbish cleans, supporting local charities and green initiatives.

After a few years of not being able to meet as an all staff group, we took the opportunity to meet at our all staff away day, in support of staff development and morale, which proved to be a considerable success. The opportunity allowed us to get together to catch up with colleagues, have a bit of fun and to celebrate the work we've delivered.

41 members of the team used their volunteering/ charity day to make a difference in their local community



At CSW, we support flexible working arrangements for our team and have processes in place to help create and promote a more positive workplace experience. We have the technology, equipment and support available so that our staff can benefit from remote working and working from home wherever this is operationally possible.

This year a large number of our staff took part in First Aid Mental Health Training. This was directed to the needs of the team, with our staff who work directly with young people offered First Aid Mental Health Training specific to the age range that we support.

96% agree that they give their best everyday!

"I'm excited about doing my job every day and I feel a part of the CSW family."

"I have seen a real change in the culture of the company, people are less 'scared' to voice their opinions, there is more openness and honesty. I think employees are treated very well with regards to their well-being and the variety of benefits available."



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Our Green Impact

CSW Group, as an organisation, is focused on building a brighter future, and therefore sustainability and our “green impact” are high on our agenda. Our commitment to Corporate Social Responsibility, to do what we can to slow down and reverse planetary harm, is harnessed by the huge enthusiasm within our Team and their activities, embodied and channelled in our increasingly energetic Sustainability Action Group.

We launched our Soft Plastics Campaign to encourage our staff to save their low density polyethylene or LDPE/ soft plastics, and recycle them in designated local bins, knowing this isn't taken by our curbside waste collectors. We calculated that the average plastic “bag for life” stuffed with soft plastics ,weighs approximately 500g, equalling a whopping 2.23kg of CO2 saved per bag. Since starting this campaign in October 2022, we've been stuffing those bags, and our staff have saved 307kg of carbon, equivalent in weight to TWO Panda Bears!!

We are keen to promote all aspects of Sustainability, so to thank our staff at our Team Conference, we gifted them all reusable water bottles and cotton tote bags, supporting them to avoid single use plastic. The tote bags were supplied by a local company who planted a tree to thank us for our order.

The Staff Charity Days have formed part of our environmental initiatives, aiming to positively impact our local communities, and have included litter picks, beach cleans, wild animal welfare care and one team also helped to improve a local outdoor learning centre for the visually impaired.

Our staff are always keen to get involved in national days/ weeks including Plastic Free July, Veganuary and sharing their wonderful house plants during house plant week.

So far for our soft plastics campaign, our staff have saved 307kg of carbon, which is as heavy as TWO Panda Bears



Services for Young People



How we support

Developing people is core to everything we do, whether it's helping young people to explore their options while in education or adults who want to up-skill, re-skill or re-enter the labour market after a period of absence.

All of our contracts enable us to work with people to understand, navigate and access the broad range of opportunities available to them.

We help:

- Young people in school to identify potential career paths, the skills required and how to access training and the labour market
- Young people who are not in employment, education or training to re-engage in support services
- Adults to access the labour market, identify transferable skills and develop new skills for new employment opportunities.

“The support of people wanting to help me makes me feel more confident with my future finding out about the different options that I can take after my GCSE’s and different job ideas.”

Young Person

Transitions

CSW Group are commissioned by Cornwall, Devon, Plymouth and Torbay Local Authorities to provide information, advice and guidance (IAG) to vulnerable young people that are at risk of becoming unemployed and those that are not in employment, education or training (NEET).

We have a team of dedicated and qualified advisers working in schools, colleges and out in the community helping young people understand their options so they can make informed decisions about their future. We also support them to take the practical steps such as creating a CV so they can achieve their goals.

We are really proud of the work the team do and they receive fantastic feedback from the people we help, such as;

“My daughter loves you and is buzzing when she returns home from her appointments, she wants to get a job and has been doing all the things you have both talked about. We wanted to say thank you for helping her and to keep in touch until she is sorted with a job.”

“Thank you so much for all your help, you’ve been fantastic, and I really appreciate it”.

“This meeting helped a lot because it set out my career path really clearly and it was easy for me to understand. I was also satisfied with how comfortable I felt during the meeting (I wasn’t nervous or panicked so it’s a win)”.

We have supported 1,984 NEET young people into education, employment or training

Across Cornwall, Devon, Plymouth and Torbay we recorded 98,917 contacts with 31,234 young people



Transitions

Case Studies

Andrew was in Year 11, had an Education, Health and Care Plan (EHCP) and struggled to engage with discussions about post 16 options as he was worried about leaving behind the support he had at school.

He was interested in sport and wanted to be a football coach. He had been helping students from the younger classes at school in their PE lessons and had been saying he wanted to apply for a sport related course at his local Further Education College but was reluctant to apply.

Andrew was referred to Jodie, a Career Development Consultant, to help him plan his future. When Jodie met Andrew he sat with his hood up, elbows on the table and hands covering his face. Jodie asked open questions to try and get him to engage and kept the conversation light. Jodie involved his teaching assistant and they talked about all the positive things he had achieved in school.

Andrew eventually engaged in a conversation about sport and coaching and Jodie then introduced the idea of a course called 'HITZ' which would be with a small provider delivering the course out of the Exeter Chiefs grounds. She explained how the course offers a relaxed environment where he could gain his coaching qualification, improve his communication skills as well as feeling supported in a nurturing environment. She also explained how he'd be around other like-minded young people and that as they offer a 14-16 programme the school could contact them to arrange some taster sessions.

Andrew seemed really enthusiastic about this option so Jodie, with permission, explained about this to his mum and sent a video about the course they could watch together.

Andrew and his mum both felt this option would be best as they have other students on the course with similar needs and have a high success rate finding students employment on completion. Mum explained that Andrew struggles with meeting new people but felt comfortable knowing he didn't have to go to a large college to study to be a sports coach.

Andrew had a really successful taster session with HITZ and has an offer of a place for September.

Georgia was in Year 12 at her local 6th Form studying Hair and Beauty. She had an Education, Health and Care Plan and was struggling on the course as there were certain elements that triggered some anxiety for her and was also struggling to complete the work without 1:1 support. Georgia had experienced bullying at school and as a result she lacked self-confidence.

Georgia was referred to Gemma, one of CSW Group's Career Development Consultants, who met with her and went through the various options available and helped her explore her current skill set.

During conversations Gemma and Georgia identified that she might like, and be suited to, childcare. Georgia agreed when Gemma suggested she might benefit from doing some work experience in a childcare setting. Gemma informed the school who proceeded to set up a placement at a local nursery.

Gemma also helped Georgia look at the different course options at her local college.

Georgia applied to college but after her work experience at the nursery it turned out that she loved this type of work. They offered her an apprenticeship which Georgia was over the moon about.

Her Mum was really pleased with this outcome and emailed to say, "Hi Gemma. I've just been at a meeting with the nursery that Georgia is going to start an apprenticeship with in September. Georgia is really looking forward to it. She will work 4 days a week and have one study day. Her course will be online and she will have a tutor that she will have contact with on her study day. Many kind regards and thanks for all your help and support."

ASK

We continued to deliver the Apprenticeship Support and Knowledge for schools and colleges (ASK) programme funded by the Department for Education from April to July 2022 helping to raise awareness of apprenticeships with students, parent/carers and teachers.

During April to July, we delivered 80 activities to over 1500 students. The sessions were designed to generate not only awareness but also excitement about the apprenticeship offer helping all involved to see them as a great alternative to more traditional post 16 routes.

"I would recommend ASK as I did not have a clue how to write a CV."

Student

"The activity was well presented and engaging for the students."

Stakeholder

"CSW produced separate, differentiated presentations which met the needs of each age groups and were suitable for the levels of the learners within each of the groups. The content was clear, and easy to read and understand."

Teacher



#Focus5



Funded by the European Social Fund and The National Lottery Community Fund, the #Focus5 project provided unique, flexible, one-to-one support to young people across Devon, Plymouth, Torbay and Somerset, who were struggling to move forwards in life. The #Focus5 funding came to an end in March 2023 and we are delighted to have helped over 1,000 young people over the duration of the project.

We worked with 15-18 year olds who were not in education, employment or training (NEET) or at risk of becoming NEET and built bespoke interventions to provide the support required to aid the young person on their journey to engage in a positive outcome which includes moved into education, employment or job search

During their time on #Focus5, our young people worked with a dedicated Key Worker who remained with them throughout their time on the project.

The support and activities that participants undertook are bespoke and built around the young person, their aims and challenges. An action plan was gradually built with the young person, ensuring that they remain at the centre of planning their journey on #Focus5.

In 2022/23 116
young people joined
the #Focus5 project

Over the duration of
the #Focus5 project
we supported 1035
participants, 684
moved forwards with a
positive outcome



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#Focus5
Case Study

Marissa was at risk of NEET and economically inactive. Through the support she has received from #Focus5 Marissa has started to work towards her career ambitions; she has now started her Hair and Beauty college course and has gained confidence by working with her Key Worker.

Marissa left school in February 2019, due to high levels of anxiety, anger issues, low confidence and leaving school before taking her GCSEs. Marissa was also unable to leave the house alone, always needing company of someone she trusted to feel safe enough to leave the house. Marissa experienced severe trauma within the family and as such, suffered with the barriers listed above. She was home educated through Exemplar Training, although experienced problems with this learning due to being unsupported and to glitches on the system which prevented her from progressing through the courses.

Marissa was being managed by the referrer, an education officer, who gave Marissa the option to study at home or return to school. Marissa was too anxious and unwell to return to school. Her Key Worker supported Marissa to continue studies at home, created a time table of work and encouraged Marissa to send the Education Officer photographic evidence of other practical things Marissa was doing to use her time wisely. Her Key Worker assisted Marissa to develop her confidence and helped her apply for a Hair and Beauty Level 1 course at the local college, which started in September 2022. Marissa went to the college with her Key Worker to meet one of the course tutors, to help ease Marissa's anxiety, where she was shown the hair and beauty suite and met with several tutors.



To help with easing Marissa back into learning, her Key Worker found a course provider at a beauty training academy, that offered a range of accredited beauty courses. The courses were offered on a one-to-one basis with pre-reading to complete before the set dates, which was ideal for young people whose anxiety in crowds of people debilitates their progress. Despite feeling anxious, Marissa went to Beauty Within Shepton Beauty Training Academy in March 2022 and completed and passed the Eyebrow Wax and Tint Course, funded by #Focus5. Marissa said she felt happy and more confident and was keen to complete another course. In June 2022, Marissa completed and passed the Eye Lash Lift and Tint Course at the same academy and was told by the trainer that 'she is a natural!' #Focus5 also funded this course. Marissa intends to become self-employed, and her mum is converting the garden shed and purchasing other items to help Marissa fulfil her career ambitions. She is grateful for the help received and says her confidence has improved since gaining two accredited qualifications in her area of interest. Marissa is also being advised on her options of college or Functional Skills Maths and English, to help her to make informed choices.

Case Study

SENDIASS received a call from a parent who's son was not attending school due to anxiety. He had not attended school for 2 months and had not received alternate education. The parent wanted to get her child back into education but didn't know what was available and communication had stopped with the school. We arranged a meeting with the parent, child, school and ourselves to discuss all options open to them. At the meeting we discussed a mentor to support the child, a bespoke timetable, a quiet room to learn in if required and online learning when the child couldn't get into school.

We made sure the child's voice was heard by meeting with the child prior to the meeting and asking his views on what would make it easier for him to attend school and what the barriers were. His view was written down and read out in the meeting and this was crucial in deciding what support this child needed. The timetable at the end of the meeting included a day out of school at forest school and this is something the child found calming and wanted on a Wednesday to break the week up and make it more manageable.

The result of this intervention was that the child felt able to come back into school and access education part time to start with building up to full time and with the improved communication between the school and parent this situation was monitored closely to prevent this situation happening again. Regular meetings were planned for every month to start with and then to quarterly meetings. The child was happier and coming into school with the reasonable adjustments in place.

SENDIASS

SENDIASS has seen a huge increase in calls to the helpline this last year. We have worked with over 1000 families and 40 professionals. Our most common query is about children out of school due to health issues such as anxiety, depression and mental health; this accounts for over a third of our cases.

To support families, we try and attend meetings with parents, young people and schools and work out the best way for children and young people to access their education this can be successful as our case study shows.

We offer advice, support and information to children and young people aged 0-25 and their parents/carers around Special Education Needs law and local policy and procedures.

SENDIASS supports people to help them understand the local offer, personal budgets, prepare and attend meetings, provide support to resolve disagreements and offer mediation and tribunal support. We also help with the following:

- Transport
- Disability
- Discrimination
- Exclusions
- Transitions: Reception, Secondary and Post 16 transfer
- Signposting to other agencies and professionals for support
- Advice and support in Appeals (SEND & Disability Discrimination)
- Training/workshops and information on SEND law and guidance
- Annual reviews
- EHCP's
- Social care and health enquiries.

SENDIASS can provide training/talks to professionals, parents and young people and we have an interactive website which enables parents and young people to self-help where this is appropriate. We are set to deliver training courses to parents for ADHD/ASD around exclusions and what SENDIASS can offer and also the same training with easy read to young people's groups. We attend the youth offenders service quarterly meetings to give them information about what support SENDIASS may be able to offer their young people.

Support for Young People Contracts



We delivered these contracts in partnership with highly skilled local providers. Our approach to delivery is underpinned by our belief that working together is essential to achieving a positive outcome and fully meeting the needs of those our programmes support.

Our ESFA contracts focus on delivering a range of skills-based interventions to improve and enhance learning and move people closer to the labour market.

Through these contracts we worked with a broad range of people, including vulnerable young people, unemployed people, people who have recently been made redundant and people who need support to upskill or to re-skill.

Case Study

Ellie was referred to Steps 2 Success via a strong link with Bournemouth Christchurch and Poole Council's (BCP) post 16 leaving care team. Ellie was as a high profile young person wanting to engage in cooking sessions, collaboratively through BCP and BCHA's Hospitality training, Ellie was given a bespoke 4 week course which included one to one cooking sessions and employability support. Ellie was adjusting to living back in the local area following a rocky and unsettling start to young adult life.

Ellie said, *"I was able to learn a lot from Steps 2 Success and I was able to do some one-to-one cooking sessions with a chef called Ciro. We made tiramisu and shortbread, which was a lot of fun and everyone said it tasted good. I also completed a level 2 food safety and hygiene course. I found this very useful as I learnt a lot from it."*

The one to one sessions really helped my confidence and self-esteem. I was nervous to attend my very first interview, especially as it was over Zoom as this was all new to me. I felt that because I had never worked, I did not have the skills needed for a job and therefore would not do very well. Nadia Helped me identify my transferable skills and I felt the mock interview and the interview techniques I was given helped me prepare... It wasn't long before I had an interview with a fast food outlet and gained part time employment!"



COMPASS



COMPASS is a partnership of 15 providers across Cornwall and the Isles of Scilly, led by Cornwall Council and part-funded by the European Social Fund.

COMPASS will enable Young People, including those with SEND (special education needs and disabilities) and SEMH (social, emotional and mental health) aged 15-24, to develop the resilience, employability skills and labour market intelligence to enable participants to make informed choices around access to education, employment and training based on their interests, skills, abilities and the needs of the labour market.

This will include options participants may not have considered before such as self-employment. Young people will have a sound awareness of their strengths and an understanding of the opportunities available to them to make an informed choice about their future careers. Alongside this, young people will have a reduced risk of long-term unemployment.

The aim of COMPASS is to offer a flexible, person-centred approach to supporting young people who are NEET (not in education, employment or training) or at risk of NEET with a particular focus on young people for whom SEND (special educational needs or disability) or SEMH (social, emotional, mental health) issues present a barrier to progression.

In 2022/23 there has been **563 starts on the COMPASS project**

COMPASS has helped **166 young people into Education Employment Training, that's **7.41%** above target**

The Espalier at Newquay Orchard, a valued partner on the COMPASS project



COMPASS

Case Study

Alyshia felt lost after finishing an apprenticeship; unemployed, her confidence was knocked. With Cornwall Neighbourhoods for Change, she got the support she needed on the COMPASS project.

This included CV writing, job applications, practicing interview skills, confidence building, including going with her COMPASS Support Worker to the gym for well-being. Alyshia found the thought of going alone daunting but is now a little addicted and takes part in fund raisers and all sorts!

She has now been successful in securing a full-time job as an IT Engineer within the NHS, based at Truro Hospital. Alyshia now also volunteers at CN4C on the JUST BE; young peoples mental well being project which she is enjoying.

Alyshia said,

"Before the support of COMPASS, I was feeling stuck in a rut. I had finished my apprenticeship and as there was no room within the team, I found myself back being unemployed. This really knocked my confidence and I struggled with navigating CV writing and long job application processes. I was so nervous about doing interviews that I found myself once in them as being lost for words.

Since starting with COMPASS, I have had support with writing a CV, job applications and practicing my interview skills.

This has led to me successfully securing a full-time job as an IT engineer within the NHS- based at Truro hospital and I am loving it!

When I first started the job, I felt very nervous, Lowena (my COMPASS worker) kept supporting me to feel more confident and reassured me when I felt anxious.

The difference in my outlook on life, my professional skills knowledge and my self-confidence and self-esteem is massive.

Before I looked at the future and felt nervous and now, I say BRING IT ON!"





Services to Education

How we support

CSW Services to Education is an exciting part of our business. It helps to raise young people's aspirations and supports them to access opportunities to create the workforce of tomorrow.

We have a long track record of working with schools and colleges to support them to engage with businesses. We actively seek to involve businesses in education provision to ensure that the skills of tomorrow's workforce are aligned to employer needs.

We are working with over 134 schools to offer a safe and valued work experience placement to their students to increase their knowledge of the work place and ensure they are employment ready with the skills employers are looking for. This will also help schools to achieve Gatsby benchmark 6. We are also working in partnership with Devon County Council to support schools to provide work experience placements to 1850 vulnerable young people under the Covid recovery scheme.

We aim to make a difference to people's lives by:

- Helping people identify and recognise a need to make a positive change
- Diagnosing the barriers and obstacles to that change
- Developing supported strategies to make it happen
- Facilitating the change, and helping people develop the resilience they need to sustain the change.

Working with 134 schools/ colleges to provide a work experience service/duty of care checks to 16,528 students.



Gatsby Benchmarks

Helping you achieve the benchmarks through...

1

A stable careers programme

The Quality in Careers Standard through Investor in Careers is designed as a development and external assessment framework for accrediting the highest quality Careers Education Information Advice and Guidance (CEIAG) provision.

2

Learning from career and labour market information

Using Labour Market Information (LMI) to help young people and their parents/carers understand the salaries and promotion opportunities for different jobs and the volume and location of vacancies across different sectors.

3

Addressing the needs of each pupil

Access to our Workplace Experience Service and Stem Ambassador Hub.

4

Linking curriculum learning to careers

Work with the SW Peninsula STEM Ambassador Hub and attend Big Bang events near you.

5

Encounters with employers and employees

The STEM Ambassador Hub help young people to meet real business mentors from the world of work.

6

Experiences of workplaces

Workplace Experience Service and Health & Safety specialists.

7

Encounters with further and higher education

We work with Universities and Colleges to ensure young people make the best decisions for their next steps by providing the right tailored guidance.

8

Personal guidance

CSW Career Development Consultants are Level 6 qualified and registered with the CDI as required by the statutory regulations. Our consultants work with young people to better understand their individual needs and help them locate ambitious education and career options by identifying opportunities.

Personal Guidance

“Every school must ensure that pupils are provided with independent careers guidance from year 8 to 13.”

Our Career Development Consultants work with young people to better understand their individual needs which helps them locate their ambitions, education and career options by identifying opportunities. They assess pupils' abilities, interests and achievements and ensure that they make the best decisions for their next steps by providing the right tailored guidance.

Our Consultants are Level 6 qualified and registered with the CDI as required by the statutory regulations, or in training through our in-house training and assessment centre.

Our Career Development Consultants;

- Work with young people to better understand their individual needs and this helps them locate their ambitions, education and career options by identifying opportunities. They assess pupils' abilities, interests and achievements and ensure that they make the best decisions for their next steps by providing the right tailored guidance
- Information, Advice and Guidance is comprehensive, relevant, impartial, accurate and up-to-date and given in a way that fully supports young people with their decision making process
- All our Consultants are experienced in working with students with SEND and use a person centred approach so that each student has a meaningful encounter with them that is tailored to their individual needs.

**51 schools/
colleges purchasing
personal guidance**

**861 days
purchased
which is a 5.5%
increase than our
previous year**



STEM Experiences

STEM Ambassadors are volunteers from a wide range of science, technology, engineering and mathematics (STEM) related jobs and disciplines across the UK. They offer their time and enthusiasm to help bring STEM subjects to life and demonstrate the value of them in life and careers for young people aged 5 – 19 in schools and in the community.

CSW manage the STEM Ambassador South West Peninsula STEM Ambassador Hub (covering Devon and Cornwall). This is one of 17 Hubs across the UK that manage the 37,000 nationally registered STEM Ambassadors .

For the 2022/23 year we have delivered over 8,300 volunteering hours with 725 approved STEM Ambassadors and our reach is over 96% secondary schools, 100% of FE colleges and 40% primary schools.

Here are some examples of our STEM Hub in action:

We coordinated 2 fantastic STEM events on behalf of Plymouth City Council;

STEM GP in July 22 at Tinside Lido, which saw 400 primary school students take part in interactive STEM activities around the pool and cool off at the end of the day for a splash about.

Medifest in January 2023 at Plymouth Guildhall, for 1000 local primary and secondary students as well as home educated families. Young people learnt all about careers within the medical, health and social care sectors, getting hands on with activities led by employers and local organisations.

We've worked with 50 schools across Cornwall as part of the Spaceport Cornwall Enthuse Partnership, ensuring that teachers are given quality CPD and that students are inspired with a range of STEM related activities bringing STEM Ambassadors into the classroom.

We supported the regional First Lego League final in February 2023 and were delighted when Penpol Primary school not only won the regional final but have gone on to win the national final and are now fundraising to attend the international final in Massachusetts, USA in June this year. Congratulations to them!

725 Active STEM Ambassadors



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Testimonials

Critchill School

"The school is "very proud to have successfully achieved the Quality in Careers Standard, through the Awarding Body, CSW - Investor in Careers" and is now a full holder of the award for the next three years. This reflects the school's strong commitment to provide impartial, independent careers education, information, advice and guidance to its students and their families."

Oaks Park School

"The Quality in Careers Standard (assessed and awarded by CSW Group as the Licensed Awarding Body) provides the school with recognition of the high quality of its careers education, information, advice, and guidance provision for all students, providing them with the knowledge and skills needed when they move on from the school."

Luton Sixth Form College

"The College holds the national Quality in Careers Standard. Achieving the Standard was important to the College as it was a "stamp of approval" that the College is doing well with its careers provision. The College found the Standard's alignment of its national assessment criteria with the Gatsby Benchmarks was especially helpful."

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Investor in Careers

CSW Investor in Careers is a Licensed Awarding Body for the national Quality in Careers Standard.

Through our Investor in Careers approach, we support schools and colleges to develop their career programmes, meet Ofsted and national government requirements, and become recognised for excellence in careers education.

The Investor in Careers approach is designed to raise the standard of careers advice and guidance provision delivered by schools and colleges. It places high value on work related learning and employability skills, and seeks to support the management of careers advice and guidance delivery, as well as innovative ideas and continual improvement.

CSW Group is one of the most widely used awarding bodies. We currently have in the region of 300 schools and colleges working towards or holding the award, spread across the country from Northern Ireland and the Isle of Man, down to Cornwall, the Channel Islands and the South East.

CSW Groups 'Investor in Careers' approach along with its sub contractors/ partners has supported 254 schools/ colleges nationally to complete or are supporting them to work towards the Quality in Careers Standard.



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Services to Employers & Adults

Health Works For Cornwall



CSW Group are proud to be a partner on the Health Works for Cornwall programme, which has received funding from the European Social Fund (ESF), with Cornwall Council as principal match funder.

Working within the Atlantic and Moor area of Cornwall (Launceston, Bude, Wadebridge, Bodmin, Newquay and surrounding areas) our talented team of Advisers, support those who are over the age of 16 and have a health condition, to progress forward with their lives.

Our team have a vast array of knowledge and networks within the Atlantic & Moor area which enable us to make the most of opportunities, organisations, and services available ensuring the best support for our participants.

Through 1-1 meetings and holistic assessments our Health Works Advisers will identify strengths, interests, and areas of specific need to ensure that all aspects of support are included.

Providing participants with tailored information, advice, and guidance and through developing trust, building self-confidence and interpersonal and employability skills our Advisers enable individuals to navigate the challenges that people face when returning to work or when making steps to positively progressing with their lives.

Every journey is different as the participants lead the way to ensure they get the right support at the right time for them.

Our talented Health Works Advisers bring a wealth of knowledge, skills, and experience from their years of industry experience, so they understand the challenges and difficulties that our participants can face and have the expertise to assist with these.

All our Health Works Adviser Team are qualified in First Aid for Mental Health, but also bring with them a range of other qualifications which include the Level 6 Diploma in Careers Guidance and Development, Mentoring in the Workplace and Managing the Delivery of Services to Customers.

Health Works for Cornwall have supported 108 participants



Health Works for Cornwall

Case Study

"You've had such a positive influence on my life. I can't thank you enough for your support and encouragement. Knowing you believe in me has boosted my confidence to no end. I feel I'm on track to achieving my goals, having finally gained full time employment in a field of work I have been passionate about for many years.

I came up against some obstacles along the way, which slowed the process to the point I thought I might back out of the project completely. But Nikki believed in me and encouraged me to keep moving forward. She saw my qualities and knew what I was capable of.

I just needed a supportive nudge to head me in the right direction. I will spread the word about the support I received through CSW Group and encourage anyone to get on board – because you might just find that confidence, security, structure, purpose and quality of life you've been searching for."

H faced a variety of challenges in her life that were holding her back, and needed support to move forward. She tried to find a way to progress herself, but found that she was getting overwhelmed and was struggling with anxiety and lacking confidence and motivation.

H had recognised certain ADHD tendencies in herself, but she hadn't gone through any official evaluation process. She believed that an assessment would equip her with the necessary strategies and techniques to manage her daily routine. Her Change Coach, Nikki, urged her to get in touch with her GP and request an ADHD assessment. Though she is currently on the waiting list for an assessment, she has been informed that it could take a while.

The long wait for an ADHD assessment left H feeling that making progress would be difficult. But her Change Coach encouraged her to focus on the future and start making steps forward now.

H received guidance from her Change Coach on the best methods to move forward. The primary emphasis was on building H's self-confidence and motivation. She participated in the Active Plus Confidence and Motivation course and was informed about a nearby Empowered Living course.

Nikki assisted H in considering both employed and self-employed positions. They regularly discussed the benefits of routine and structure to support H in managing her daily life. Through regular contact, support and discussion, H started to see a way forward, and with some more detailed exploration and discussions around job roles, H and her Change Coach were able to focus on the goal of gaining employment in a role that advised and guided others on how to progress with their life.

H and her Change Coach focussed their 1-1 sessions on employability skills, concentrating on building a CV. They then began actively searching for job vacancies, so that H could gain an insight into job roles and required entry requirements.

H was really struggling to find a way forward in life, but with focused 1-1 support, H has secured full-time employment and is feeling wholly more positive about what the future has to offer.



SMART SKILLS



SMART SKILLS supports businesses in Devon to identify skills gaps in their existing workforce and provides the skills training they need to boost productivity and drive growth, improve staff retention, and build skills for the future.

The bid, led by Plymouth City Council, has developed a skills delivery partnership with a range of quality training and skills providers across Devon. Our SMART partners include City College Plymouth, South Devon College, Petroc, The Focus Training, University of Exeter and On Course South West.

The skills training from SMART SKILLS is funded by the European Social Fund which means there is no cost to the employer; the project makes upskilling the workforce accessible to businesses who have little to no training budget. Training opportunities include short courses through to full qualifications. The most in demand courses are Digital Marketing, CMI Project Management, Mental Health First Aid, Coaching & Mentoring, and Leadership & Management.

In the last year, SMART SKILLS has enabled 1402 people to enhance their skills, marking a notable 155% rise from the previous year. The SMART SKILLS Hub spearheads this initiative, consisting of an experienced team of Skills Advisers who work towards attracting more businesses in the region to avail the funded training. A total of 285 businesses, which is a remarkable growth of over 200% from the previous year, have reaped the benefits of the fully funded training in the past year, with 90% of them being small and medium-sized enterprises.

1402 individuals
have accessed our
fully funded courses

285 businesses have
been supported with
access to fully funded
training over the past
12 months - over
200% growth from
the previous year



SMART SKILLS

What our customers say...

Rosalind, BRL Architects

“Michael at the SMART SKILLS Hub did a brilliant job of thoroughly assessing my needs as a Freelancer and the needs of the business I’m currently working with. Together we identified the most suitable training courses, so everyone benefitted.”

Julia, Julia Woollacott Photography

“Thanks to the Digital Marketing Workshops from SMART SKILLS, I feel more positive about work and how I can increase the brand awareness of my business and the services available. I feel empowered and have lots of exciting new ideas to implement to help my business continue to grow.”



Case Study

SW Business Support Solutions had great success hiring through the Government’s Kickstart Scheme. Over the course of the scheme, they employed 66 young people into the business to provide well rounded support and experience to those who needed a kickstart in their career. As an employer, SW Business Support Solutions were conscious that these young people had little to no work experience or forms of higher-level education or qualifications. The experience they would gain through the Kickstart Scheme was going to be invaluable to them, however it was important to us to develop them for longer term roles and career, whether that be with the organisation, or elsewhere.

Aisha Pearce, Office Manager at SW Business Support Solutions said “That’s where SMART SKILLS came in. Having been in communication with Sean Gibson at the SMART SKILLS Hub on a regular basis, it was clear that SMART SKILLS could offer accredited qualifications and courses that would benefit most, if not all our staff.

At the time of starting to work with SMART SKILLS we had 40 members of staff. 82.5% of our employees went on to sign up and begin courses, with some of the remaining staff likely to commence courses soon. There are a large number and variety of courses and qualifications to choose from, which enabled us to tailor an employee’s learning around the role they want to move towards in the future.

“As a business who invests in not only its employees but also the development and future growth of the business, the courses from SMART SKILLS allowed us to work with and develop those staff members that were, as a result, going to help the business reach its goals and success. I believe that SMART SKILLS could help people not only in Kickstart Roles but also those lacking work experience or even fresh out of college. I would highly recommend to any business looking to advance an individual’s development and potential to look at how SMART SKILLS could benefit them.”

Our CSW Partners

- Action For Children in Cornwall
Active Plus
Argyle Community Trust
Artmakers
Babcock
Bournemouth Churches Housing Association Limited
Carefree-Fostering Independence Cornwall
Chaos Group Cornwall CIC
City College Plymouth
CMT Services/Consultancy Management & Training Services
Cornwall Chamber of Commerce
Cornwall College
Cornwall Council
Cornwall Development Company
Cornwall EBP
Council of Isles of Scilly
Cornwall & Isles of Scilly LEP
Cornwall Neighbourhoods for Change (CN4C)
Cornwall Partnership NHS Foundation Trust
Cosmic
CXK
Department for Work & Pensions
Devon and Cornwall Police
Devon and Cornwall Training Network
Devon Chamber of Commerce
Devon County Council
Devon Young Carers
Devon Youth Justice Service
Dorset LEP
Eden Project
Education & Skills Funding Agency
Engineering UK
Exeter College
Falmouth University
Focus Training Group
Groundwork South
Heart of the South West LEP
HITZ
I Can Do That CIC
- Job Centre Plus
Learn Devon
LiketoBe
Lizard Pathways
Motiv-8 Ltd
NHS
On Course South West
Pentreath
Petroc
PLUSS
Plymouth City Council
Plymouth and Cornwall Youth Justice Services
Real Ideas Organisation
Seetec Pluss
Somerset County Council
Somerset Skills & Learning CIC
South Devon College
Sound Gallery
Space
STEM Learning
Student Loan Company
Take Art
Tempus Training
The Big Lottery (The National Lottery Community Fund)
The Careers & Enterprise Company
The Education Endowment Foundation
Truro & Penwith College
Torbay Council
Torbay Youth Justice service
Urban Biodiversity CIC (Newquay Orchard)
University of Exeter
V Learning Net
Weymouth College
Whitehead-Ross Education and Consulting
Wings
Young Devon

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