

Skills for a greener world

Collaboration in Action 2022 – 2023





EUSR

ENERGY & UTILITIES INDEPENDENT ASSESSMENT SERVICE ENERGY & UTILITIES





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Summary from the Chair

As I reflect on the past year, I would like to thank our members for their continued commitment and recognise the contributions of our members, collaborating with us to improve skills delivery and competence within the sector.

Engaging with our members, and with central and devolved governments, regulators, and key stakeholders, we are continuing to deliver the Workforce Renewal and Skills Strategy to ensure the delivery of a sustainable workforce for the future.

The Energy & Utility Skills Partnership, which comprises 28 member organisations, consists of CEOs and senior leaders of energy and utilities companies who have agreed to collaborate and select key priorities to focus on and work with us to deliver.

It's this access at the highest level and our relationships with key stakeholders that provides us, and our members, with the ability to shape policies so that we can ensure the development of the required skills within the sector.



We have responded and contributed to consultations and calls for evidence on inquiries, reform of qualifications, skills, and green jobs, such as The Willetts & Knight inquiry into engineering apprenticeships for young people, and The Skidmore Report. We continue to work closely with Government and agencies including the Institute for Apprenticeships and Technical Education (IfATE) and have established the employer advisory body to deliver the apprenticeships and qualifications needed to meet the challenges of net zero and the climate emergency. A series of industry deep dives is underway to identify employers' skills needs and support IfATE and the Green Jobs Delivery Group in forming the policy and practice for skills delivery.

We're excited to have launched our new vision – **'Skills for a greener world'**, alongside our new green brand. This reflects the ambition we share with our members to build a greener economy and a sustainable future for all. I'm delighted to share that the Energy & Utilities Skills Partnership now has 55 sector organisations signed up to The Inclusion Commitment and its five principles supporting equality, diversity, and inclusion.

It's been a productive year, as you will see in this review of our work in 2022-23, which is just a snapshot of some of our achievements.

On behalf of my Board and the whole team, thank you to everyone who has worked with us to deliver another successful year.

Jan Ward, Non-Executive Chair, Energy & Utility Skills



Skills Voice of Industry

Green Jobs Delivery Group and the Skidmore Report

We are closely engaged with Government through the Green Jobs Delivery Group. The Government-Industry group, comprising 4 ministers and key industry representatives, is working to identify and ensure delivery of the skills and workforce needed to deliver net zero and environmental improvements. We are playing a central role, co-chairing both the overall group and the working group focused on power and networks. Drawing widely from our membership and other sources, our work will form the basis of the network and environmental skills plan that is due to be published in 2024 and provides the mechanism to increase cooperation and coordination between industry and Government on skills solutions.

Chris Skidmore's Mission Zero

report presents a very challenging and also a very positive future for the energy and utilities industries – achieving Net Zero is non-negotiable and will be the most powerful driver of the UK's economic transformation and growth in the decades ahead.

We welcomed the report's strong recommendations on skills, which captured a number of insights and recommendations that we made on behalf of industry. These recommendations on skills were also included in the Government's comprehensive response to the report and the subsequent decarbonisation strategies published by the Department for Energy Security and Net Zero, in which the Energy & Utility Skills Partnership is specifically referenced.

Mission Zero identifies the importance of driving forward the outcomes of the Green Jobs Delivery Group, which is co-chaired by the Energy & Utility Skills Partnership.

Working closely with the Institute for Apprenticeships and Technical Education (IfATE), we've established the employer advisory body to deliver the apprenticeships and qualifications that Mission Zero will need.

The Energy & Utilities Skills Partnership

The Energy & Utilities Skills Partnership has continued to steer the strategic direction to address the key skills challenges across industry. With the six priority areas compressed to four this year, the Delivery Board has been focused on driving through results that address each in turn.

1. Attract and inspire the next generation

The continued delivery of the Energy & Utilities Jobs programme has seen over 4.7m people accessing content (all media, digital and print) about the sector since April 2022. 260,857 website sessions were achieved during this period with almost half of these being female viewers. Our talent pool for Energy & Utility Jobs has achieved 15,784 registrations, with an average of 42.9% from ethnic minority backgrounds.

Overall, there has been a significant increase of 27.72% in applications from April 2022 to March 2023, compared to the previous year. Furthermore, the number of apprenticeship applications soared by 47% from January to April 2023, compared to the same period in 2022.

With the future workforce requirements of net zero and new green occupations, introducing career paths as early as possible is vital to our industries in the future. Working with the Careers and Enterprise Company, we have been promoting careers in the sector to schoolchildren across the country. In collaboration with the Department for Work and Pensions, we have also produced a <u>video of green job</u> <u>roles</u> and using services like Energy & Utilities Jobs to find them, which went out to schools' careers services across the country.

Looking ahead our work is focused on delivering a sector attraction strategy to support members.

2. Skills and competencies

Apprenticeship standards review and development continues to be initiated through our members and progressed in collaboration with wider industry groups. We saw another strong performing year for the Procurement Skills Accord, with 47 companies signing up for 2022-23. Findings from the recent audits reveal positive signs of recovery in apprenticeship numbers post Covid, with 4% of the operational workforce being on apprenticeships. Companies continue to embed skills development within their procurement processes, along with the new commitment to social value. All 47 companies evidenced that they had embedded skills and social value, with activities to support their local communities, into their processes in 2022.

3. Sector resilience

The first of our four deep dives into workforces in the energy and utilities industries, the Power Industry Skills Deep Dive found significant barriers to the resilience of the power workforce which need action.

The report, which has been published to members, focuses on skill areas critical to the resilience of the industry, and the extent to which current pathways are sufficient to meet demands now, and in the future.

Our report makes the following recommendations:

- Attract and retain people in critical roles and promote core craft roles as a career choice.
- Ensure the needs of the independent distribution networks and connection providers (IDNO and ICP) workforce are met by understanding their skills and competence requirements.

- Maximise the use and value of the available training estate including sharing resources across the industry.
- Develop and implement an industry-wide standard for training and accreditation for critical job roles.
- 4. Diversity and inclusion

Launched by the Energy & Utilities Skills Partnership, 55 sector organisations have now signed up to The Sector's Inclusion Commitment, The 2021 Sector Inclusion Measurement framework was extended to include Leaders as well as CEOs in the supporting Leadership Survey – with 24 organisations participating. Notably, the results identify continued underrepresentation of women and ethnic minorities across the sector's workforce. The findings highlight key areas of focus including consistent decreases in ethnic minority representation

across recruitment processes and underrepresentation of diverse talent at application stage. They also identify that women are deciding to leave the sector at higher levels than they are joining.

Encouragingly there are positive improvements in the proportion of women and disabled people on development programmes that could lead to promotions and senior positions in time. With responses from CEOs and direct reports to the Board, the Leadership Survey identifies slightly higher representation of women in leadership positions than working in the sector as a whole. At 30.8%, this is notably higher than the 2021 results in which just CEOs were surveyed. Leaders reported very high levels of confidence in their understanding and efforts towards EDI and nearly 90% personally ensure that EDI is an executive level priority.

As part of our commitment to improving diversity and inclusion in the energy and utilities sector, we represent the sector at the Industry Leadership Group at the Royal Academy of Engineering, Energy Taskforce on Inclusion, Diversity & Equality (TIDE) and UKWIR Enhancing EDI in the UK and Irish Water Industries research.



Energy & Utility Skills strategy and network group activity

Our members continue to collaborate through our strategy and network groups, specific to their needs.

The National Skills Academy for Power continues to ensure that the evolving skills needs of the power industry, including the smart metering implementation programme, the transition to distribution system operation and decarbonisation of power generation, receive the focus needed. In March. the NSAP Strategy Group proposed that a Power Generation Network aroup be established to address the growing skills and workforce demands from the wind and energy from waste industries. This work continues into 2023-24 and beyond, with the aim of putting in place the national occupational standards and apprenticeships across the UK to meet these demands.

The gas industry continues to progress with hydrogen transmission, distribution and utilisation training and competence requirements being addressed through industry, regulator and government collaboration. The Gas Networks Skills Forum has continued to support the skills requirements of industry, and a Strategic group being established in 2023-24. This group will be at the forefront of the Gas Industry Skills Deep Dive, with recommendations and actions being agreed and delivered here.

A Skills Deep Dive of the Water Industry will be completed in 2023-2024. This work is critical to understanding the skills challenges for the upcoming PR24 asset management period.

Utility Week Insight Report on skills in the water networks

In November, Utility Week and Radius Systems published their insight report into skills in the water networks.

<u>'Building the skills pipeline – how</u> the water network can get it right first time' considers how the ageing water infrastructure can be addressed by first tackling a shortage of skilled workers.

Our Chief Executive, Phil Beach CBE, shared his views on this skills challenge, the larger Net Zero strategy, and his perspective from his involvement with the government's Green Jobs Delivery Group. We need to develop the skills and workforce both now and in the future to tackle climate change. This requires an urgent focus on upskilling and reskilling, alongside bringing more people into our industries."

Phil Beach CBE, Chief Executive, Energy & Utility Skills

Contributions to the Willets and Knight apprenticeships inquiry

Former Conservative and Labour ministers Lord David Willetts and Lord James Knight carried out an inquiry into the decline in engineering, manufacturing, and technology apprenticeships in the UK.

This inquiry sought to address the issues of a decline in starts on engineering apprenticeships in recent years and the diversity of applicants. Our response reflected members' views on the important role that apprenticeships have in the sector, their experience of recruiting apprentices, and how barriers to the uptake of apprenticeships could be addressed.

Contributions to consultations and inquiries

We represent our members and wider industry's needs where it matters most in the political sphere.

Over 2022-23, we contributed to consultations and calls for evidence on the above and the following:

Department for Education's reform of Level 2 and Level 3 qualifications, voicing members' concerns and the need for the qualification approval process to accommodate the demand for green skills. Institute for Apprenticeships and Technical Education's new qualifications approval process, and their proposals for Mandatory Qualifications. We reflected the sector's needs for a flexible and responsive skills system that meets the competency demands of new and changing job roles as energy and utilities businesses lead the way to Net Zero. We also reflected our members' concerns about the proposals to assess mandatory qualifications as part of apprenticeship end-point assessments, which should accommodate established industry training practices.

- Ofqual's End Point Assessment Qualification Guidance.
- Scottish Government review of Skills Development Scotland, we provided a response working with Scottish members.
- Department for Education's data dashboard, we provided feedback, based on sector views, on how it could be made more useful.
- HMRC's proposals for gathering skills data.
- The Office for National Statistics proposed definition of Green Jobs was informed by the definition of green jobs developed by Energy & Utility Skills.

The Institute for Apprenticeships and Technical Education's Advisory Panel

Through our ongoing discussions regarding the lack of an occupational route for energy and utilities, the Institute for Apprenticeships and Technical Education set up a panel of energy and utilities employers - the first of its kind.

This provides the Institute with a panel of experts and a comprehensive understanding of the energy and utilities sector. Members and the wider industry can influence the requirements for vocational qualifications reform and secure the apprenticeships and qualifications the sector needs.

New Level 3 Technician apprenticeships for the Water industry

In July, working with water employers, training providers, and the Institute for Apprenticeships and Technical Education, we secured an increase in funding for the Level 3 Water Industry Network Technician and Water Industry Treatment Process Technician apprenticeship standards. The funding bands have increased by 25% to £15,000 and 33% to £16,000, respectively. In October, we were approved to offer end-point assessments for these apprenticeships as part of our offering from the Energy & Utilities Independent Assessment Service (EUIAS).

National Occupational Standards Review – Gas and Water Network Construction

As the organisation responsible for the review and maintenance of National Occupational Standards for the gas, power, waste management, and water industries, we reviewed, with industry, the standards for gas and water Network Construction Operations. The new standards set out the knowledge and skills needed to carry out the important work to upgrade and maintain the UK's utilities infrastructure network.



Development and review of apprenticeships

We continue our work with employers and the Institute for Apprenticeships and Technical Education (IfATE) to develop new and review existing apprenticeship standards and assessment plans, as well as collating and submitting funding evidence.

We have worked on the development of a new apprenticeship - Drainage Network Operative and the review of Power Network Craftsperson, Gas Engineering Operative, Dual Fuel Smart Meter Installer, and Water Network Operative apprenticeships. All of these are due to be submitted to IfATE for approval in 2023.

New Apprenticeship Frameworks in Sustainable Resource Management

Working with industry, we have updated the Northern Ireland and Welsh Apprenticeship Framework in Sustainable Resource Management, these will be available by summer 2023. The Frameworks support a range of occupations including Recycling Operative, and Organic Waste Operative, and Organic Waste Operative. We collaborated with employers and key stakeholders to identify ways industry can attract and develop the workforce needed for a greener economy. **11** Energy & Utility Skills continually work with our members and partners to create the apprenticeship standards that employers need to meet current and future skills requirements."

Stephen Barrett

Director of Membership and Strategic Engagement, Energy & Utility Skills



Collaborative and Innovative

Development of the Supervisory Skills Scheme

In March, we launched our Supervisory Skills Scheme – an exciting new and more accessible approach for developing individuals as Supervisors across utilities industries.

We developed the standards for this new scheme with the sector's supply chain. Individuals undertaking our new scheme are assessed by using their day-today work activities to produce a portfolio of evidence of their knowledge and competency, removing the requirement for written assignments.

Hydrogen

The use of hydrogen in the UK's journey to Net Zero is a fascinating new area of skills research and standards development. We are working on the following projects:

Hydrogen Skills and Competencies for Gas Transmission & Distribution

Working with National Gas Transmission, SGN, Cadent, Wales & West Utilities, and Northern Gas Networks, we have analysed the current capabilities of the transmission and distribution network's workforce and identified potential gaps with the move to hydrogen.

The final phase of the project will deliver a 'Skills Roadmap' which will outline the proposed plan to upskill the current workforce to be Hydrogen competent.

Hydrogen Skills and Standards for Gas Safe Registered Engineers

In the delivery of our contract with the Department for Energy Security and Net Zero and in partnership with the Institution of Gas Engineers and Managers (IGEM), we are developing training specifications and assessment criteria for domestic and non-domestic hydrogen gas installations. This will ensure that new hydrogen appliances are installed to the highest safety standards.

We are supporting SGN and Fife College with training and assessment requirements for next year's Hydrogen Neighbourhood trial.

Our membership has grown

As well as retaining our current members, we are pleased to welcome the following new members:

- Meter Point Administration and Solutions support domestic and commercial UK energy suppliers to deliver endto-end metering solutions.
- Rolls Royce Small Modular Reactors are part of a growing movement to develop small modular reactors to provide green energy.

National Gas Transmission owns and operates the national gas transmission network. They will play a leading role in the transition to a clean energy future that works for every home and organisation.

Northern Ireland Strategic Advisory Forum

Our Senior Client Manager, Arthur McIvor, attended the Northern Ireland Strategic Advisory Forum in October. The session was highly productive, and Gordon Lyons MLA, Minister for the Economy in the Northern Ireland Executive, recognised the contributions that the Strategic Advisory Forum has made to apprenticeships and youth training over the last ten years.

Institute of Water President's Dinner and Awards

In October we presented four awards at the Institute of Water President's Dinner for organisations that champion skills, training, diversity, and inclusion in the sector.

Congratulations to this year's winners, which included **Neil Morrison**, Director of HR at Severn Trent Water for Water Industry Skills Champion; **Wessex Water** for Water Industry Skills Employer of the Year; **Groundforce Training** for Water Industry Training Organisation of the Year; and **Dŵr Cymru** for Outstanding Commitment to Diversity & Inclusion in the Water Industry.



Dŵr Cymru – Outstanding Commitment to Diversity & Inclusion in the Water Industry at the Institute of Water President's Dinner 2022





Service Excellence

The reach of EUSR, the utilities sector online register of training and skills, continues to grow each year.

EUSR

EUSR has entered into a partnership with Reference Point – our virtual card partner – with their pan-sector SkillGuard for Utilities system.

This system, tried and tested in other industries, provides asset owners and their supply chain total transparency of all training records, qualifications, authorisations, permitry, and such like for individuals working on sites.

Users of SkillGuard for Utilities say it gives them total visibility of who is working on their sites and the confidence that the individual has the knowledge and competence required to perform their role safely.

Setting the standard for Abrasive Wheels

Responding to sector calls for a standardised approach to training and assessment, we developed our own EUSR Abrasive Wheels scheme in collaboration with industry employers and stakeholders. Our Abrasive Wheels scheme was launched in September and requires individuals to demonstrate their competence using cutting equipment. Taking safety to new heights with Rooftop Worker

In October, we launched our Rooftop Worker – Safety and Access scheme.

BT and Arqiva mandate registration on the scheme for all those working on their sites, ensuring proper safety training for individuals at work, in line with the Work at Height Regulations 2015.



We are pleased to have worked with EUSR to be able to bring a similar standard to rooftop working. The EUSR Rooftop Worker Safety and Access course will bring the same benefits we are already seeing across mast and tower safety to rooftops."

Tony Taylor, Senior Manager Group Safety Governance & Assurance, BT Group

Engineering Operative

The Energy & Utilities Independent Assessment Service (EUIAS) expanded its end-point assessment offering to include Engineering Operative Level 2 in March.

The Engineering Operative apprenticeship can provide a pathway through to the <u>Maintenance and Operations</u> <u>Engineering Technician (MOET)</u> <u>Level 3 apprenticeship</u>, which is also offered by EUIAS.



Employer of Choice

Attracting and recruiting more diverse talent into our sector has to be a priority for all industries to develop workforce resilience. We serve 67 million people every day and we need to provide the opportunities and culture so that we can fully represent them.

Louise Parry appointed to the Board of the Women's **Utilities Network**

Louise Parry, our Director of People and Organisational Development, joined the Board of the Women's Utilities Network in April 2022. The Women's Utilities Network advocates for the greater representation of women within the utilities sector, particularly in senior roles.

I'm delighted to have become a Board member, focusing on further developing the opportunities to support women in achieving their personal and professional ambitions across the utilities industry."

Louise Parry, Director of People and **Organisational Development** Energy & Utility Skills



Wider diversity successes Our Commitment to Diversity

Aligned with the sector's Inclusion Commitment, we are committed to employing a workforce that represents our local communities.

Recognising there is still more to do, we are proud of our progress: **Women make up 57% of our Senior Leadership Team** and **66% of our Board** with women holding the key positions of Chair and Finance & Assurance Director.

20% of colleagues have a disability and 12% are from ethnic minority communities.



We continue our **'Conversations about...'** with the most recent conversation on gender. We use gender decoding in our job profiles and work with recruitment partners to support our diversity goals.

Investing in Wellbeing

As part of our holistic approach to wellbeing, our colleagues have access to our Employee Assistance Programme, including counselling services, a 24/7 helpline; the My Healthy Advantage app; and an online wellbeing portal.

We have also partnered with mental health and wellbeing support organisation Everymind at Work to provide resources and webinars, including sessions on building resilience, the power of empathy, and financial wellbeing. In addition, our Mental Health First Aiders continue to support colleagues to manage their mental health and wellbeing.

Have Your Say 2023 colleague survey

With the assistance of People Insight, we ran our colleague engagement survey to gather feedback and to determine the future direction to take for our workplace.

At a response rate of 97%, the results demonstrate that we are providing a positive colleague experience, with particularly positive feedback on equipment and resources provided; recognition of a job well done; and taking health and safety seriously.

For every response, we donated £10 to Cancer Research UK, as chosen by our colleagues, raising over £600 for the charity.

Investing in Development

Following a training needs evaluation across the whole of our organisation, in 2022-23 we delivered leadership development to each and every one of our colleagues.

We have also celebrated colleagues' achievements of AAT, ITIL and Power BI qualifications and several colleague promotions.

Colleague One Vision Conference & Together events

We have provided in work time opportunities for all colleagues to get together away from the office, from our One Vision Conference sharing our goals and priorities, through to informal summer and Christmas events.







Our new offices

Through our **'Ways of Working'** cross-organisation group, colleagues have informed the design and fit out of our new offices. This included spatial design, break-out areas, the provision of stand/sit desking, the selection of plants, new living walls, and the naming of our meeting rooms. We moved to new offices on 3 July 2023.







Looking forward

This has been a successful year with great progress and much has been achieved in collaboration with our members, governments, and key stakeholders.

This year we're launching our Customer Charter - our commitment to providing the highest standards for our customers, ensuring our services meet the needs of the sector and the requirements of working in highly regulated environments.

We are moving forward in every way, with our new offices making our working environment greener, and have been awarded RICS Gold SKA Certification for sustainability.

Our rigorous end-point assessment service is receiving positive feedback from customers for our high-quality support materials, efficient turnaround of results, and our assessors. We're also supporting customers ensuring



practical observations cover all of the required elements and providing Learning From Experience sessions.

The Energy & Utilities Skills Partnership continues to co-chair the Green Jobs Delivery Group and represent the industry's priorities directly to Ministers. To achieve net zero, every industry, workplace, and home will need cleaner energy and better use of resources. We need to transform our national infrastructure and, in this decade alone, we will need to increase low carbon electricity generation by around 50%.

The momentum for skilled green jobs continues to grow, as well as the need for sustainable and affordable energy supplies, increasing greener energy production with natural resources such as wind and hydrogen. The provision of an efficient and sustainable water supply and effective wastewater management will be vital for delivering environmental and customer expectations. Turning waste into a valuable resource, such as green energy, and creating less waste to landfill will be significant too.

As the sector develops innovative technologies and processes, the continuous development of skills is critical and we will continue to support our members, and the wider sector, by influencing skills development policy and practice now and into the future.

Phil Beach CBE, Chief Executive, Energy & Utility Skills



Find out more about how we can help you attract, develop and retain a sustainable skilled workforce through **membership, assurance services** and **skills solutions.**

Visit euskills.co.uk

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