



You told us

There were high levels of vacancies in both health, and social care, although different issues affecting the two. In health, there were skills shortages across all roles including administration and management as well as healthcare roles. In social care, the difficulties were in getting enough recruits in entry roles given very high turnover levels.

International recruitment, and recruiting foreign nationals in the UK, were used to address labour shortages, but could create skills needs in relation to ESOL and cultural awareness. Social care employers reported using values-based recruitment and training new entrants, rather than targeting those already qualified.

There were also skills gaps in the existing workforce, primarily related to IT but also related to business management skills in social care particularly.

Working well together we will

- Boost learner demand for key sectors
- Conduct deeper analysis into health and social care gaps and link with strategic health and social care workforce activity via SLP and the Integrated Care Board
- Improve supply of short courses e.g. professional youth work qualifications, functional skills for health and care e.g., returning to work refreshers, L5 care management
- Develop a programme of support for new entrants to the care sector, specifically front-line workers, to include relevant vocational training and career support and pathway progression
- Business training for managers, to include developing skills on budgets and finance, marketing and recruitment, learning and development and coaching training for managers
- Vocationally relevant ESOL, communication and cultural skills training, with a focus on supporting international recruitment and migrant workforce.

Current and projected demand for occupations

- Care workers and home workers
- Associate professional and technical occupations
- Medical and pharmaceutical technicians
- Nursing assistants
- Nurses
- Medical practitioners
- Care managers
- Occupational and speech and language therapists
- Cooks
- Social care frontline staff (social workers)

Skills in demand

- Computer literacy/basic IT skills
- Complex problem solving skills
- Managing or motivating other staff
- Communication skills
- Cultural awareness
- Business management skills
- Mentoring skills
- ESOL for health and care
- Higher level care/care managers

Curriculum

We expect training Providers/Educators to ensure that the curriculum is developed to meet in demand occupations and skills identified in the LSIP.

We expect these to be delivered through a range of programmes including 16-18 study programmes, T'levels, A'levels, apprenticeship, Adult Education Funded provision and community learning.

Workforce Demographics

The **health and social care sector** employed around

60,000

employees in the SLP area in 2021

This accounts for **14.1%** of all employees

Three quarters **74%** were female

More than half **56%** were from

ethnic minority backgrounds

mostly those from **Asian and Black backgrounds**

One in four workers **25%** were aged 55 and over

One in six workers **16%** had a disability



You told us

There was a high level of recruitment activity in the sector but also widespread recruitment difficulties and skills shortages, particularly in scaffolding, ground working and labouring. There was felt to be a need for more training at Levels 1 and 2 to get people into the industry. Short-term projects, SMEs and high levels of self-employment makes it harder to develop training pipelines. Funded CSCS card training is a key training need, particularly as regulatory changes may lead to many current workers losing their cards in the coming years.

Green/retrofit will lead to strong demand for related trades, which would require existing workers to gain new competencies and for entry level courses to encompass green technologies (heat pumps, electric vehicle charging infrastructure etc.)

There was also a need for training in core employability such as good work ethics and communication skills. as employers can train employees in technical skills.

Working well together we will

- Identify funding opportunities for green skills provision for 16-18 year olds to improve pipeline of young people into sector and adapting the language to directly link green construction to positive impacts on the environment
- Boosting the number of people in the sector' - Work with CITB, Women in Construction and other industry bodies to work on increasing recruitment of underrepresented groups, for example through providing employer led women in construction courses
- Level 1 and 2 construction courses should be increased, specifically for scaffolding and building envelopers and insulation to meet retrofit demands and adding 'bolt-ons' in specific skills, such as roller dumper or trades to CSCS training, in order improve construction training locally and ensure that candidates are job ready. Improve access to short higher-level (L3, L4 & L5) courses in construction management and retrofit coordination
- Funding of construction courses should incorporate licence to practice/CSCS card
- Improve/increasing work with employers to harness industry expertise to help upskill existing teaching staff (CPD) and ensure teaching is up to date with new and emerging technologies
- Explore the potential to use S106 and employment and skills plans, for employers to provide a range of skills support, as identified in the SLP Building the Future toolkit to include Supported Internships, teaching/training hours, experiences of the world of work, T'level placements.

Current and projected demand for occupations

- Scaffolders
- Steel erectors/structural
- Civil engineering operatives
- Wood trades and interior fit-out
- Electrical trades and installation
- Building Envelope specialists
- Construction and trade supervisors
- Plumbing and HVAC traders
- Construction Project Manager
- External Wall Insulators

Skills in demand

- Skilled trades
- Managerial skills
- Manual dexterity skills
- Scaffolding
- Ground working
- CSCS card/tickets
- Retrofit/low carbon technologies upskilling/reskilling
- Industry specific work readiness skills
- Digital Skills (BIM)/Communication
- Housing maintenance
- Internal and external wall insulation

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Workforce Demographics

Just over
31,000

employees in the SLP area in 2021

This accounts for
7.3% of all employees

Three quarters
77% were male

One in four
25% were from ethnic minority backgrounds

Nearly one in four workers
23% were aged 55 and over

15% Proportion of workers with a disability



You told us

The development of AI will continue to impact the sector. There will be the need for jobs and skills to develop and support AI systems (AI professional and technical roles) and in understanding how new developments can be applied in the business context.

AI is also likely to create a skills shift with some jobs being replaced with AI, likely at the lower end of the occupational scales.

This will create a need to reskill staff that have been displaced by automation or develop them into new roles.

Working well together we will

- Work with employers to ensure skills needs are included within training provision
- Improve engagement between tech and digital companies with educational institutions to ensure that skill training is technically relevant and up to date. Potentially through a south London Curriculum Advisory panel for information, communication and technical skills which could be supported through the Mayor Academy Digital Hub.

Curriculum

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Current and projected demand for occupations

- Programmers and software development professionals
- Information technology professionals N.E.C.
- IT managers
- IT business analysts, architects and systems designers
- Arts officers, producers and directors
- Information technology directors
- IT user support technicians

Skills in demand

- Communication
- Solutions
- Client management
- Management
- Technical and skilled support
- Advanced or specialist IT skills
- Solving complex problems
- Complex numerical or statistical skills
- New AI technologies
- Cyber security
- Creative technology e.g., Autocad, Graphic
- Design, Games animation & software
- Digital marketing provision

Workforce Demographics

The sector accounted for just under **5%** of **all** employees **20,000** employees in the SLP area in 2021

Over two thirds **69%** were **male**

One in three workers **34%** were from **ethnic minority backgrounds**

13% of workers were **under 30**
16% were **aged 55** and over

14% Proportion of workers with a disability



You told us

Beyond skills shortages retail and hospitality primarily faces a labour shortage issue with high competition from other sectors for workers to perform entry level roles.

Consultations suggested that the key skills gaps in the sector were transferable skills, especially functional skills, and work readiness.

Employers struggled to find workers with the English language, numeracy and basic IT skills needed to fulfil their roles, as well as a lack of work readiness among applicants.

Working well together we will

- Boost Learner numbers
- Develop and strengthen employment skills programmes for hospitality and retail to include vocationally relevant communication and numeracy and strengthen core/transferable skills for sector related to vocational training
- Work with employers to create more innovative experiences of the world of work to encourage more people into the sector.

Curriculum

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We expect these to be delivered through a range of programmes including 16-18 study programmes, T'levels, A'levels, apprenticeship, Adult Education Funded provision and community learning.

Current and projected demand for occupations

- Sales and retail assistants
- Kitchen and catering assistants
- Managers in retail
- Chefs
- Customer service supervisors
- Delivery drivers and couriers
- Business, research and administrative professionals
- Waiters and waitresses
- Managers and directors in retail and wholesale
- Retail cashiers and check-out operators
- Bar staff
- Warehouse operatives
- Sales supervisors - retail and wholesale
- Restaurant and catering establishment managers and proprietors

Skills in demand

- Food skills
- Management skills
- Customer service
- Management Skills
- Core/transferable skills
- English language
- Numeracy skills
- Basic IT skills
- Work readiness
- Industry specific digital skills

Workforce Demographics

The sector including wholesale employed nearly

100,000

employees in the SLP area in 2021

This accounts for **23%** of all employees

Just under half **47%** were female

Just under half **45%** were from ethnic minority backgrounds

mostly those from Asian backgrounds

More than one in four **28%** were aged under 30

30% were aged between 30 & 40

15% of workers had a disability



You told us

Consultations suggested that employers in the education sector were struggling to fill vacancies in early years, primary and secondary education including nursery nurses, teaching assistants and teachers.

Providers also reported that they struggled to find tutors for new and emerging technologies including high level IT skills, AI, automation, and green skills.

Working well together we will

- Explore focusing on specific cohorts (e.g. retirees, graduates, economically inactive etc) to encourage them to teach basic skills and vocationally relevant skills, working more flexibly
- Develop a simple model and collectively market a south London 'Train the Trainer' course, specifically aimed at employers to boost capacity across the education sector
- Strengthening social value commitments, through public and private sector procurement, to encourage more industries/ employers/businesses to work with educational institutions and provide support for current tutors (CPD), deliver masterclasses to students and support curriculum development and evaluation based on local and sector needs.

Curriculum

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Current and projected demand for occupations

- Primary education teaching professionals
- Secondary education teaching professionals
- Teaching professionals n.e.c.
- Higher level teaching assistants
- Teaching assistants
- Educational support assistants
- Higher education teaching professionals
- Special needs education teaching professionals
- School midday and crossing patrol occupations
- School secretaries
- Kitchen and catering assistants
- Early education and childcare assistants
- Sports coaches, instructors and officials
- Head teachers and principals
- Further education teaching professionals and assistants
- Driving instructors
- Early education and childcare services managers

Skills in demand

- Communication
- Teaching
- Management
- First Aid
- Working with children and young people
- Planning
- Policy
- Coaching
- Basic IT, maths and english
- Team working

Workforce Demographics

The **education sector** accounted for just over one in ten employees **10.6%**

45,000

employees in the SLP area in 2021

70% of workers in the sector were **Female**

One in three **32%** were from **ethnic minority** backgrounds

15% were **aged under 30**
62% were aged 40 and over

17% of workers had a disability

PRIORITY SECTOR

Health and social care

Developed with



and the business and
stakeholders of South London.



Funded by
UK Government

PRIORITY SECTOR

Construction and the built environment

Developed with



and the business and stakeholders of South London.



Funded by
UK Government

PRIORITY SECTOR

Information and communication

Developed with



and the business and
stakeholders of South London.



Funded by
UK Government

PRIORITY SECTOR

Hospitality and retail

Developed with



and the business and
stakeholders of South London.



Funded by
UK Government

PRIORITY SECTOR

Education

Developed with



and the business and
stakeholders of South London.



Funded by
UK Government