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# London LSIP Progress Report Case Studies

June 2025

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# INTRODUCTION

This document contains case studies showcasing the best practice around employment and skills development from across London. Included are a blend of new case studies which highlight progress against the LSIP roadmap actions and [updates on some of the case studies](#) that accompanied the publication of both the [London Local Skills Improvement Plan \(LSIP\)](#) in July 2023 and [Local Skills Improvement Plan Progress Report 2024](#) in June 2024.

These case studies support the actionable priorities that were set out in the LSIP and demonstrate where steps are being taken to meet employer demand and engage Londoners in training.

The case studies within this document fall into the following categories, which match London LSIP's priority sectors and themes:

- Built Environment
- Digital
- Essential Skills
- Green
- Health and Social Care
- Hospitality
- Labour Market Inclusion
- Transferable Skills

# **BUILT ENVIRONMENT**

# **CAPITAL CITY COLLEGE GROUP: DELIVERING INDUSTRY-SPECIFIC COURSES TO ENHANCE SAFETY AND UPSKILLING COURSES**

[Capital City College](#) (CCC), in partnership with the Local London Skills Providers Network and 3t (a leading training provider in the global offshore wind market), have developed a series of industry-specific courses to enhance safety and upskilling opportunities.

Following a focused stakeholder engagement event delivered by Local London and the Skills Providers Network in the sub-region, at CCC's Enfield Centre, the importance of proper training and certification was highlighted to ensure both safety and efficiency in high-risk working environments.

Industries that require working at height face significant safety risks, with employers needing to ensure that staff are equipped with the right skills and certifications to meet industry standards. Despite the increasing demand for trained professionals, there remains a skills gap in industrial rope access, needed in multiple professions for accessing confined areas where traditional methods are impractical, and height safety training. The growing renewable energy sector, particularly wind energy, requires a workforce with specialised technical skills. Addressing these gaps aligns directly with the priorities of the Local London LSIP, which focuses on bridging skills shortages in key sectors such as construction, engineering, and the green economy.

These efforts contribute to the LSIP's goal of fostering employer-led training solutions that ensure the workforce is equipped with the skills needed to meet industry demands.

This hands-on training is part of CCC's Wind Power Skills Bootcamp for Londoners – a fully funded month-long course designed to provide the foundational skills needed to work in the wind energy sector. CCC and 3t's pioneering partnership showcases how the bootcamp is equipping Londoners with the skills needed for productive employment in the renewable energy sector.

By collaborating with 3t, CCC is helping to close skills gaps and improve safety standards through targeted training in rope access, wind turbine maintenance, and working at height. The availability of free training for eligible participants ensures accessible upskilling opportunities, aligning with LSIP goals and supporting the UK Government's net-zero targets by preparing a skilled workforce for the green economy.

Additionally, this initiative demonstrates how LSIP's employer engagement strategy is driving real change by ensuring training provision meets industry needs, ultimately strengthening London's workforce and economic resilience.

**CREATIVE**

## **BUSINESS INNOVATION AND GROWTH PARTNERSHIP: DELIVERING CREATIVE AND DIGITAL SKILLS IN SOUTH LONDON**

The Business Innovation and Growth (BIG) South London Partnership is aiming to improve engagement between digital and tech companies and educational institutions to ensure that skills training is both technically relevant and up to date. To achieve this, they are working with employers to ensure current and future IT and communication skills needs are included within training provisions.

The BIG South London Partnership is delivering multiple initiatives with this aim in mind, such as the London South Bank University led [Creative & Digital Technology Innovation Programme](#), which supports start-ups, established businesses, social enterprises and charities in South London to develop their in-house capacity/workforce to accelerate their technology/product development through access to a range of technologies such as virtual reality, motion capture, virtual production and high end editing workstations, access specialist expertise and facilities and network and connect with a cohort of creative and digital technologies companies and academics.

Additionally, BIG South London has supported the establishment of the [South London Creative and Digital Industries Network](#) – an initiative led by Kingston University and the University of the Arts London. The Cluster supports South London creative and digital businesses with platforms for growth, networking opportunities, peer learning and support, collaborations and connections with partner University experts, resource sharing and skills development. This is now a network of 80+ creative and digital businesses and organisations, looking across key issues such as access to funding; availability of workspace/facilities; and workforce/skills – with four network sessions held during 2024 and further events and activities planned during 2025 and beyond.

The work of the South London BIG Partnership develops and supports a vibrant and diverse creative ecosystem, that nurtures and showcases the work of South London's creatives and digital innovators at both a local, national and international level through innovation, connection, and skills.

# **DIGITAL**



## FUTUREDOTNOW: ROUTES TO 20 MILLION

FutureDotNow is the leading authority on the digital skills of the UK's workforce. Data from the 2024 Lloyds Bank Consumer Digital Index shows that in London alone, 47% of the workforce can't complete [all 20 digital tasks deemed essential for work](#), while 4% workforce cannot complete any of these tasks.

In 2024, FutureDotNow and their community launched [The Workforce Digital Skills Charter](#), a shared statement of ambition – a rallying cry for concerted and focused action to close the essential digital skills gap in the UK workforce. Over 140 organisations have signed the charter, with BusinessLDN one of the first signatories. The Charter was recently promoted in the Government's [Digital Inclusion Action Plan](#).

Among many achievements in 2024, FutureDotNow and their community also worked at a practical level and developed new tools including both a Workplace Assessment Guide and Colleague Self-Assessment Guide, helping employers assess workforce digital confidence. Over 4,000 participants have already used the Colleague Self-Assessments tool, with 89% reporting they feel more motivated to improve their digital skills because of taking the assessment.

Having launched the [Digital Skills Roadmap](#) in 2023 and gained a clear view on actions needed, 2024 saw FutureDotNow bring a cross-sector community together to start delivering these actions. In 2025, FutureDotNow's priority is designing for scale, and identifying new routes to expand reach detailed in the 2025 action plan '[Routes to 20 Million](#)', a plan to improve the digital skills of 20 million working-age adults.

FutureDotNow will pursue four strategic priorities as part of this:

1. Campaigning
2. Convening
3. Enablers: Identifying and developing solutions to address systemic barriers
4. Pathways: Identify scale routes to uplift the c.20m working-age adults without essential digital skills for work.

Four projects are underway, funded by the Department of Science, Innovation and Technology (DSIT): research to establish both the economic impact and social value of upskilling adults with digital skills; embedding AI into Essential Digital Skills Framework to ensure it remains future-fit; exploring what works to motivate adults to build essential digital skills; helping employers improve the effectiveness of upskilling programmes. These projects align with the London Local Skills Improvement Plan (LSIP).

# GENERATION UK: BOOTCAMPS FOR LONDONERS FACING SIGNIFICANT BARRIERS TO EMPLOYMENT

[Generation](#) UK, an independent nonprofit founded in 2019, is trying to bridge the gap between the 1 million unemployed people in the United Kingdom and the 1 million vacancies, specifically those where there is a skills-gap and employers struggle to hire.

Generation's aim is to assist people into life-changing employment opportunities they otherwise could not access. Generation achieves this with a unique methodology of full-time profession-specific training, focussed on in-demand careers – in the tech, green and health sector – with extensive ongoing pastoral support and matchmaking to employer partners. Programmes are taught online and are free of charge, ensuring accessibility for learners.

Since launch, Generation have supported more than 1,875 Londoners on their journey to employment. Generation have helped diverse groups facing significant barriers to employment, with around 80% being from a black or minoritised background, 20% having a disability, 45% from a low socio-economic background and around 70% being young adults (under 35 years old).

Of those who complete Generation's 6-month placement phase, 60-70% enter employment. Looking specifically at tech programmes in London, 836 people have been placed into life-changing roles, achieving average starting salaries of >£26,000. In 2024 Generation supported 198 Londoners into exciting new careers, each with their own unique success story to tell. These learners included [Wesley](#), age 24, who was previously unemployed with no prior work experience. After completing a Generation course, Wesley now has a successful career as an Energy Advisor.

In 2024, Generation also received two important external evaluations of their work. Delivering under the Department for Education's (DfE) 'Skills Bootcamp' programme nationally, they were graded 'Outstanding' in all areas in their Summer 2024 Ofsted inspection. Additionally the Department for Work & Pensions (DWP) Datalabs team - who assess employment support initiatives to understand their impact - analysed the employment destinations of around 1500 Generation learners supported between 2019 and 2022. The evaluation demonstrated outstanding impact, including: a high level of job outcomes (84% within a year), a high level of job retention (73-80%) and a high and growing level of income for learners who were earning on average over £25.6k per annum 18 months after starting the bootcamp.

Generation have continued to innovate and launch exciting projects including a partnership with Capital City College Group (CCCG). This sharing of Generation's sector-leading delivery model, with the clear assets of colleges like CCCG with deep local connections to communities and employers, expert delivery staff and modern campuses, marks the first step in exploring how Generation can unlock much greater scale of their work. Other projects this year have included responding to the rapid growth of AI by adding 'Intro to AI' modules to all courses with embedded AI career-coaching tools to supercharge job search, and launching a new Solar PV Installer bootcamp in response to rising demand in the green sector.

## **NEWHAM COLLEGE: THE AMAZON DATA ANALYTICS WORKFORCE DEVELOPMENT PROGRAMME**

[Newham College London](#) have partnered with Amazon to address the digital skills shortages highlighted in the Pan-London Local Skills Improvement Plan (LSIP). This employer-led partnership supports career progression while also meeting the needs of the digital economy.

The objective of this partnership is to enrol an initial cohort of 28 Amazon employees, mostly working as operatives within Amazon fulfilment centres, in the Level 3 Micro-credential in data analytics pre-apprenticeship programme in the first year, ensuring 90% of the cohort pass and can apply for a Level 4 data analytics apprenticeship, with at least 40% starting an apprenticeship.

The programme has been well structured in collaboration with Amazon and Newham's Institute of Technology partner, Queen Mary's University London (QMUL). Newham have co-designed a Level 3 pre-apprenticeship programme, leading to Level 4 and Level 6 digital apprenticeships. Working with industry experts at Amazon and course leads at QMUL, ensuring curriculum relevance that meets the needs of the employer and allows students to progress into higher and degree apprenticeships. The programme is updated to align with emerging digital skills needs.

The programme is already delivering positive outcomes, 28 learners enrolled onto the pre-apprenticeship programme with 97% completion rate, demonstrating strong learner interest and employer engagement.

From this, Newham expects increased participation in higher-level apprenticeships, supporting London's need for advanced digital skills, strengthened employer partnerships, leading to more co-designed training models across other tech-driven sectors and enhanced workforce productivity, helping Amazon employees progress into higher-skilled roles.

In the future, Newham College plans to expand and build upon the model to other employers ensuring further access to data analytics training.

# **RICHMOND AND HILLCROFT ADULT COMMUNITY COLLEGE: IMPROVING PROVISIONS FOR DIGITAL SKILLS DEVELOPMENT**

[Richmond and Hillcroft Adult Community College](#) are aiming to improve provision within the digital skills sector by working with employers to ensure current and future IT and communication skills needs are included within training provisions – undertaking this task while also working on strengthening relationships between employers and providers.

To achieve this, Richmond and Hillcroft Adult Community College set the following objectives:

- Develop an employer-led programme to upskill existing learners and provide clear pathways for new entrants to the digital sector, including relevant vocational training, career support, and progression opportunities.
- Develop digital learning platforms and implement information-sharing and marketing activities to increase awareness and engagement with skills provision.
- Encourage more individuals to enter the education sector, specifically in vocational and technical teaching of digital skills.

As part of their work towards these objectives, the college set about upskilling existing learners and developing pathways for new entrants by developing a new curriculum, increasing awareness and engagement in provisions, onboarding new tutors, developing a teacher volunteer programme for students who have completed courses and transitioned into teaching roles, and developed both their digital learning platforms and relationships with employers to provide industry input and enrich the curriculum.

Since beginning this work, Richmond and Hillcroft Adult Community College have seen 54 individuals participate in digital skills courses, increased engagement of their skills provision in the sector, onboarded 3 new tutors, successfully introduced their teacher volunteer programme – with one previous cybersecurity student now delivering their Amazon Cloud Essentials programme, and had 120 learners start the programme in its second year.

To enhance it's digital curriculum the college has partnered with QA Apprenticeships (collaborated on data, cyber, and AI training), Superliminal (provided advice on delivering the UI/UX Figma course), CISCO (hosted a STEM event and provided eLearning materials through the CISCO Skills for All Academy), and Google (launched a project using LSIF infrastructure for AI training and Amazon).

Richmond and Hillcroft Adult Community College plan to continue this work, with learners continuing to enrol on their digital skills programmes thanks to their increased marketing and awareness efforts, and plan to introduce new courses such as Python Programming, Intro to Unreal Engine, and develop their Digital Marketing Planning Award to continue to increase awareness of their digital skills programmes.

# **ESSENTIAL SKILLS**

## ENVISION: EMPOWERING YOUNG PEOPLE TO DEVELOP ESSENTIAL SKILLS

Youth unemployment in the UK is rising, with young people from less-advantaged backgrounds twice as likely to not be in education, employment or training (NEET) in the future as their more advantaged peers. Only half of this gap is explained by academic qualifications. A growing body of evidence highlights the importance of transferable, essential skills to young people's future success. Businesses, educators, and policymakers – including the London LSIP – have all called for greater investment in these skills.

[Envision's](#) mission is to close this gap, empowering young people from less-advantaged backgrounds, who are often underrepresented in the world of work, to develop the essential skills and confidence proven to support their education, employment and well-being. The Essential Skills they develop are based on the [Skills Builder Framework](#), which is recognised as the gold standard for skills training within the UK, ensuring our young people gain the essential skills employers seek.

Through their structured, evidence-based, [active citizenship competition](#), young people work with Envision facilitators to design and deliver social action projects. They are empowered to draw on their own expertise of the needs of their local communities to drive positive change. Projects have included encouraging mental wellbeing support within school and the introduction of foodbanks to support families struggling with the cost-of-living crisis.

Throughout the programme young people visit the offices of local business partners where mentors act as role models, demonstrating how Essential Skills are used in the workplace and helping to raise aspirations. The programme culminates in a cross-school event, where young people showcase their skills and achievements to their peers, mentors, and judges.

Envision works with 25 schools and 25 businesses across London, including JLL, Federated Hermes, Alliance Bernstein and AtkinsRealis.

During the 2023-24 programme year, in London, 83% of students demonstrated an improvement in all four of their essential skills (communication, creativity, determination and teamwork), 445 young people across 25 schools and colleges were engaged in the programme, and 91% of young people said that taking part in the Envision programme has helped them to develop their confidence with essential skills.

## ROYAL BOROUGH OF KINGSTON UPON THAMES: WORKSKILLS KINGSTON

[WorkSkills Kingston](#) (WSK) is a community-focused digital badging platform designed to support both informal and formal learning. It creates “stackable” pathways to guide learners toward sustainable industries, aiding mature workers in transitioning to new sectors and offering younger learners essential, work-related skills for career guidance.

WSK's innovative Community Digital Employability Badging programme aims to drive participation in existing work skills and employment pathways, close industry skills gaps, and build capacity for employers and community groups, as identified in the LSIP. These badges recognise skills and act as digital references containing information about achievements. They can be shared on social media platforms like LinkedIn, and with employers on CVs and application forms.

As part of this programme, WSK has developed credentials that support the acquisition of transferable skills, sector specific skills, and to demonstrate learning or membership of the skills and employment system. They have developed educational partnerships with schools, colleges, skills providers and employers as part of this innovative approach to bridge education and inclusive employment.

SEND focussed badges with [Kingston College](#) and [Achieving for Children](#) were created to validate progress and achievements for learners with additional needs, and enhance pathways.

WSK has issued over 300 digital basics badges and over 750 work skills and employability-related badges to date, and has partnered with educator providers like Coombe Academy and other local schools to create a ‘[World of Work](#)’ badge, acknowledging learners’ career insights and essential skills development. WSK developed [The Essential Skills Academy Badge](#) in partnership with the Skills Builder Partnership, which supported 14 migrant participants gaining essential work skills in Health and Social Care, with 4 successfully securing employment.

Throughout their work, [WorkSkills Kingston](#) has partnered with Achieving for Children SEND Pathways Team, Fulham FC Foundation, Kingston College, the Department for Work and Pensions (JCP), Kingston Chamber of Commerce, SLP No Wrong Door Integration Hub, City Changer Projects Kingston, Kingston Council, Coombe Academy and schools in Kingston.

WSK is developing further vocational micro-credentials in key sectors such as retrofit and green skills, health and social care, digital-tech, sports & activities, and finance and professional services. WSK is also developing practitioner upskilling and organisational badges to recognise partnership activity for those who support inclusive skills development and employment initiatives within their communities, and sustainable recruitment practices.

## **SKILLS BUILDER AND KINGSTON COUNCIL: USING THE SKILLS BUILDER PARTNERSHIP TO DEVELOP ESSENTIAL SKILLS**

Health & Social care is the largest employment sector in South London with large vacancy numbers and a need for more skilled workers, something which is highlighted in South London Partnership's sub-regional Local Skills Improvement Plan (LSIP).

To address these skills needs, Kingston Council joined the Skills Builder Partnership in May 2024 to benefit the community, using the UK Shared Prosperity Fund (UKSPF). Since then, they have been working to: deliver the Essential Skills Academy, a series of ten workshops aimed at supporting groups of individuals to reflect on and develop their essential skills in the workplace; use the Skills Builder Benchmark (an online self-assessment tool); deliver internal and external information and training sessions for Council colleagues and community partners; and deliver virtual volunteering opportunities with employees across Kingston Council.

The Essential Skills Academy is a programme made up of ten 90-minute group workshops delivered over 10 weeks. The focus of this programme was the Health and Care sector, and 15 residents with an interest in the sector participated in in-person sessions. Kingston's network of partners shared the opportunity across the borough. Through the workshops, learners explored the key concepts and techniques of each of the eight essential skills.

Throughout the 10 weeks, participants were introduced to different organisations across the sector, including: Visiting Angels, the NHS SWL Recruitment Hub and the SWL Social Care Academy Hub. Speakers introduced the participants to the roles available, the specific skills they would require linked to the Universal Framework, and their recruitment process.

Over the course of the 10 sessions, participants reported feeling more confident to articulate their essential skills in an interview, and several of them took advantage of the opportunities shared with them by the organisations we connected them with. A [WorkSkills Kingston digital badge](#) was awarded to participants who completed the course to support their demonstration and sharing of the new skills learned.

As a result of the programme, one participant now has a full-time role at Visiting Angels as a Carer. 11 of the participants also went on to complete pre-placement training in social care with the South London Partnership, six were offered placements, and two completed the three-week placement and were offered formal roles. Two candidates also went on to find their own roles in finance and SEN education. In the future, Skills Builder are hoping to run another Essential Skills Academy Cohort with Kingston Council, this time with a new focus sector.

More broadly, Kingston Council are continuing to promote the framework, Skills Builders' tools and resources, and opportunities to volunteer with Skills Builder across their network, and are starting to have conversations internally about how they can create a more structured approach to support the use of the framework and Benchmark tool for the development of employees of the council.



**GREEN**

## **CITY OF LONDON CORPORTATION: THE SKILLS FOR A SUSTAINABLE SKYLINE TASKFORCE'S SKYLINE SKILLS HUB**

London has a critical shortage of skilled workers across London's commercial built environment sector, where these workers were needed to construct, retrofit, and manage sustainable office buildings. The City of London Corporation noted these shortages and sought to respond, establishing the [Skyline Skills Hub](#).

The Skyline Skills Hub aims to increase awareness of green career and training opportunities, encourage new entrants into the sector, and support the green upskilling and reskilling of the built environment sector's workforce. The Hub's goal is to showcase examples of best practice, provide clear guidance for employers, employees, new entrants and policy makers in navigating the green skills transition. Additionally, the Hub aims to ensure a strong and diverse inclusive talent pipeline that meets London's Net Zero goals.

The Skyline Skills Hub is currently being actively promoted to employers, the supply chain and new entrants throughout 2025, at built environment industry events to raise awareness of the Hub and encourage its use. The Skyline Taskforce is also working closely with industry to continually update the Hub with new content to ensure that the Hub remains a robust, compelling and relevant resource. One such update will be the new 'Future Skyline Skills Commitment', an industry pledge (coming in October 2025) to support the supply chain to recruit and train diverse new entrants.

Usage of the Skyline Skills Hub in the built environment sector has exceeded expectations; an average of 123,170 users per month visit the Hub, each generating approximately 1,234,197 hits on average, indicating a high level of interaction and repeated engagement with site content. Their continued engagement campaign aims to increase this Hub traffic each month, up to the end of the Skyline Taskforce in December 2025, and beyond.

The Taskforce anticipate that 50+ clients, developers and Tier 1 contractors will sign up to their upcoming Future Skyline Skills Commitment by its launch in October, resulting in thousands of new employment opportunities for new entrants across London.

## MORLEY COLLEGE LONDON: ADVANCING GREEN SKILLS IN LONDON

Over the past two years, [Morley College London](#) has leveraged Local Skills Improvement Funding (LSIF) to significantly advance Green Skills in London. This initiative is aimed at addressing the pressing need for sustainable practices, environmental literacy and access to green jobs.

The first phase of this initiative saw the successful launch of the Green Hub, a centralised resource dedicated to promoting sustainable practices. The funding allowed for training Sustainability Champions across the college's four teaching centres. These champions have been responsible for delivering Carbon Literacy Training, which has been extended beyond the college to local residents, fostering a community-wide understanding of carbon reduction and sustainability. This work saw the college nominated for two Green Gown Awards.

Building on the success of Phase 1, Phase 2 commenced with the recruitment of a series of student sustainability champions. This phase also included the launch of a Teaching Garden, developed in collaboration with the Bankside Open Spaces Trust (BOST). The Teaching Garden serves as a purpose-built space for the innovative Future Gardeners programme, which will offer Pre-Employment Training Programmes and Skills Bootcamps in Green Skills. These programmes are designed to equip Londoners who are currently unemployed with the necessary skills to secure their first job in the green sector.

Morley's approach exemplifies good practice in tackling skills challenges featured in the Local Skills Improvement Plan (LSIP). By integrating sustainability into its curriculum and community outreach, the college not only addresses immediate environmental education needs but also supports long-term employment opportunities in the green economy. The collaboration with BOST and the focus on student engagement further enhance the programme's impact, ensuring that the initiative is both innovative and scalable.

The teaching garden is expected to reach 500 people per annum through outreach, workshops, pre-employment training, and skills bootcamps.

Morley College London's work serves as a model for other institutions aiming to integrate green skills into their educational offerings and community programmes, demonstrating a successful strategy in addressing both environmental and employment challenges in London.

## **SOUTH LONDON GREEN SKILLS ACADEMY HUB: DEVELOPING RETROFIT SKILLS**

The South London Green Skills Academy Hub was established to improve access to and provide more Level 1-5 courses, including for modular and short qualifications. Specifically, it aims to support green industry development, with courses such as retrofit, project management, envelope trades, and installers of green technology being a priority.

By working collaboratively with training providers, employers, local authorities, and industry bodies, the Green Skills Academy Hub has successfully developed new training pathways, increased access to retrofit and green construction careers, and strengthened employer engagement. Through targeted interventions and strategic partnerships, we continue to shape a workforce that is equipped to support South London's transition to a sustainable, net-zero economy.

As part of this work, the Hub has established a [Retrofit Skills Centre](#), [Retrofit Careers House](#), and a [Green Skills Careers Tree](#) to expand green skills provisions. The Hub has also embedded strong governance through the Retrofit Taskforce, including a Retrofit Roundtable at the University of Roehampton. Additionally, the Hub has made efforts to engage with bodies such as Women in Construction, CITB and industry bodies to explore employer-led approaches to boost workforce diversity and increase representation in green construction.

The Hub has also developed modular and short courses through South Thames Colleges Group, including Air Source Heat Pump Installation, Small-Scale Solar PV Installation, and Retrofit Coordination & Domestic Energy Assessment.

Through this action, the South London Green Skills Academy Hub has engaged over 100 new employers, and due to the activity of the Hub nearly 2,000 Londoners have engaged in green training or education. South London has seen over 400 residents moving on from skills provision into green sector employment, apprenticeships or work placements, and their Green Skills Careers Tree has been distributed to 95 schools, 32 borough employment officers, and all JCP work coaches to ensure wider access and career visibility.

Engagement of a future talent pipeline continues, with the delivery of the South London Retrofit Skills Summit, which engaged over 100 residents, businesses, and secondary school students with green skills. Going forward, the Hub intends to continue raising awareness and engaging South London in Green Skill

# **HEALTH AND SOCIAL CARE**

## **CITY LIT: ADDRESSING HEALTHCARE SKILLS NEEDS VIA FREE COURSES FOR JOBS**

[City Lit](#) have committed to widening participation for those wishing to train for roles in the Health and Social Care sector. Using its funding allocation from the GLA under the Free Courses for Jobs (FCFJ) scheme, City Lit aimed to increase its learner numbers by 25%. The increased uptake in demand is fully funded for eligible learners. Alongside this, further support for employability skills was embedded into the curriculum.

Working closely with the GLA, City Lit were able to use more of their funding on regional flexibilities, including London-based demand for massage therapists. Securing agreement on this in 2023 was a key starting point and aligned with the launch of the LSIP. At the same time, City Lit broadened its study skills and employability support for students, introducing a Massage Club in 2023 – massage therapy, being part of the broader wellness and healthcare sector, has seen growing demand for therapists in London, particularly for physiotherapists. Specific careers advice about different routes into employment or voluntary work and insight into the industry itself is offered by specialists partner organisations such as Urban Massage.

The FCFJ initiative provides funding for Level 3 qualifications to help individuals improve their job prospects and earning potential. It is part of the broader effort to address skills shortages and support economic growth in key sectors. City Lit offers free places for eligible learners in priority sectors including Health and Social Care and Digital. In addition to its free L3 Massage courses, courses are available in Counselling, User Experience/User Interface (UX/UI), Social Media for E-Commerce and Software Development, amongst others.

The last two years has seen positive growth in recruitment with the resurgence in interest in health post-pandemic. By broadening the offer with Free Courses for Jobs, City Lit saw a 34% increase in enrolments in on massage therapy courses in 23/24 compared to the previous year. At least a further 10% is anticipated by the end of 24/25, meaning over 100 therapists will have completed their training in that year.

Feedback from students has been excellent. As one said: “I am more confident and am earning more. My finances have improved. I was able to get a job that I wanted, so the course had a purpose. I work in physiotherapy and am applying my knowledge to that.”

## **WALTHAM FOREST COLLEGE: SUPPORTING THE DEVELOPMENT OF HEALTH AND SOCIAL CARE SKILLS WITH BARTS NHS HUB**

In response to the LSIP, [Waltham Forest College](#) has put a greater focus on developing the provisions and partnerships that support the Health and Social Care sectors. In response to this, Waltham Forest College has partnered with Barts NHS Trust to develop their Health Hub, which addresses skills needs for the sectors.

The Barts NHS Hub at Waltham Forest College enables college and NHS staff to work together to support career pathways for students and upskill the existing NHS workforce. This includes master classes and clinical expertise provided by Barts NHS Trust, as well as work placements for T Levels. The College has supported the Trust with recruitment for roles within the local community, as well as several training events for clinical staff held at the college, and is jointly developing a range of training programmes for both clinical and support staff.

The partnership is still in its early stages of implementation and is being monitored for progress and impact through a joint NHS Board. Key partners in this initiative include Barts NHS Trust, Barts Life Sciences, and Whipps Cross Hospital.

Despite only recently being established in November 2024, the Hub has so far found work placements for 40 students, supported the design and implantation of both a new T-Level and master class, supported 6 training sessions for approximately 200 NHS Staff, successfully submitted a joint bid to the GLA for Life Sciences equipment for training, and developed a phlebotomy sector work based academy with Job Centre Plus.

The Health Hub will be further developing to incorporate further opportunities and widen the skills incorporated in the Hub. This includes working with the newly launched national Academic Centre for Healthy Aging, where the professors have agreed to give master classes and provide opportunities for students to support their research projects. Waltham Forest College intends to use the immersive suites installed with funding from the Local Skills Improvement Fund (LSIF) to collaborate with providers across Local London to benefit from this specialist resource. Future plans for the Health Hub also include development of Adult Social Care pathways working with Barts NHS Trust and Care Providers Voice.

# HOSPITALITY



## **NEWHAM COLLEGE: SUPPORTING YOUNG PEOPLE WITH LEARNING DISABILITIES IN HOSPITALITY**

[Newham College](#) established the New Beans Café in November 2023 to provide young people with learning disabilities at Newham College with real-life work experience opportunities in the hospitality industry.

The Café was created to offer supported work experience to all students with Special Educational Needs & Disabilities (SEND), regardless of their ability or level of understanding. By being located onsite and open to the public, support and tasks can be customised to ensure that students with the highest needs have opportunities to engage in real work experiences. Additionally, the café provides a safe and supportive environment for students who are ready to transition into paid work, allowing them to practice and develop their skills. The programme includes students from local specialist schools, who have access to one day of work experience per week.

Newham College has worked jointly with the London Borough of Newham to fund the construction of New Beans Café. Stakeholders also include local specialist provision including Eko Pathways and Royal Docks School. New Beans Café also prepares future interns for work at both Newham General and John Lewis Westfield in the hospitality related rotations of the support internship programmes.

New Beans Café has become an important social hub at the college, serving staff and students across all Newham's programs. The goal of offering inclusive work experience has been achieved, allowing students with the highest support needs to participate in work experience in ways that may not have been possible previously. To date, the café has supported 300 young people and adults. Additionally, New Beans has supported SEND Catering learners in developing their hospitality skills to a high level, enabling them to cater for a large-scale event at the college for the Local Authority.

## **SOUTH LONDON PARTNERSHIP: DEVELOPING HOSPITALITY SKILLS WITH NO WRONG DOOR INTEGRATION HUB**

[South London Partnership](#) (SLP) are working with hospitality employers to increase awareness of progression opportunities within the sector, while also strengthening relationships between employers and providers in the process.

As part of these goals, SLP began employer outreach and a business needs assessment activity, the development of an employer engagement strategy, and the delivery of hospitality events both in person and online to showcase opportunities within the sector.

While undertaking this work, SLP actively engaged 203 employers, with 17 participating in business needs assessment meetings to further understand what skills they required. Employer engagement strategy mapping and systems work was carried out and identified a need for ongoing mapping, the development of an Employer Resource Web-Page, Businesses Interest Forms, and the production of webinar recordings for employers and residents. These webinar recordings included an employer-led apprenticeships webinar for 15-16 year old's by the Unilever Early Careers Team, reaching 200 students from 11 schools.

The broader events programme SLP undertook included a Hospitality Insights Event at Selhurst Park stadium, where 9 employers participated as exhibitors (Leonardo Hotels, Hilton Hotels, Apex Hotels, Seepie, Brian Chau Rodriguez, Enhance Catering, Palace for Life Foundation, Crystal Palace FC, and Strand Palace), 4 Employment Support Organisations participated as exhibitors (Reed in Partnership, TERN, DWP Croydon, and Smart Works), and 2 Training Providers participated as exhibitors (Inspired CIC and Springboard). This event resulted in 6 potential job outcomes from the employer's engagement with residents.

SLP also ran a Taste of Hospitality Work Experience Day in partnership with the South London Careers Hub for students studying at Orchard Hill (SEND college), an immersive day of hospitality sector experiences at Richmond Hill Hotel. 10 students attended the day and learned the practicalities behind different roles in a hotel with future work experience opportunities for students planned

South London Partnership plans to continue this work to improve awareness surrounding hospitality skills and improve employer engagement.

# **LABOUR MARKET INCLUSION**

## CHRIST THE KING SIXTH FORMS: ADDRESSING EDUCATIONAL INEQUALITIES THROUGH THE IMMERSIVE LEARNING ROOM

[Christ the King Sixth Forms](#) have been addressing educational inequalities by providing engaging, technology-enhanced learning for disadvantaged students through their [immersive learning room](#), aligning with the London LSIP's priorities on digital skills and educational accessibility.

The aim of their immersive learning room is to enhance student engagement and achievements by integrating cutting-edge technology into the curriculum. The initiative fosters digital literacy, critical thinking, and problem-solving skills, supporting transferable skills across all subjects. Additionally, it aligns with LSIP priorities by encouraging interest in high-demand sectors such as digital and creative industries, as well as STEM.

Christ the King Sixth Form's objective is to improve educational outcomes for disadvantaged students, increasing their confidence and future careers prospects. The immersive learning room was designed and developed in key phases: planning, stakeholder engagement, implementation, and evaluation. Through collaboration with industry partners, local businesses, and educational specialists, alignment with the LSIP priorities was ensured.

The project has evolved to emphasise digital skills and experiential learning, reflecting the LSIP's focus on future workforce needs. Since the LSIP's publication, Christ the King Sixth Forms have strengthened partnerships and refined their approach to better support disadvantaged students in gaining relevant skills. Their immersive learning room has recently launched and is currently benefitting T Level Engineering and T Level Health students, enhancing their practical learning experiences and both supporting skills development in LSIP priority sectors.

Christ the King Sixth Forms are embedding this into the curriculum across all subjects, designing lessons that provide students with immersive learning experiences. The room is shared across their three sites, and they collaborate on resources with the Bridge Central London Skills Partnership. Christ the King Sixth Forms also engages with charities, local schools, and have plans to offer training opportunities to businesses and organisations, utilising the tech they now have.

Initially Christ the King Sixth Forms have had approximately 40 students benefit from the immersive learning room internally, in particular their T Level cohorts. They have had an additional 60 students benefit from local secondary schools who have experienced the technology during progression events at their site.

## NEWHAM COLLEGE: COLLABORATING WITH EMPLOYERS THROUGH SUPPORTED INTERNSHIPS

Newham College's work on Supported Internships, featured in the [2023 Pan-London Local Skills Improvement Plan \(LSIP\)](#), continues.

Newham College's Supported Internship programs continue to collaborate with employers committed to increasing the number of disabled employees in their workforce, providing structured training in a real work environment.

The aim of the Supported Internship program is to bridge the gap between education and employment for young people with Special Educational Needs & Disabilities (SEND), helping them gain independence and enhance their career prospects. By providing real work experience, interns develop valuable work and employability skills, while employers play a key role in fostering inclusive workplaces and increasing the representation of disabled individuals in the workforce.

To improve employment outcomes and address the challenges of providing ongoing support after course completion, Newham College introduced an adult program designed to help young people with SEND transition into employment. Many local authorities consider a Supported Internship to be the final fundable course for individuals with an EHCP, with plans ending at the conclusion of the programme. If sustainable employment has not been achieved, the adult program offers continued support, including job search assistance, interview preparation, further development of work skills, and continued improvement of maths and English skills.

To strengthen their Supported Internships programme, Newham has introduced a pre-internship course to help prepare students for the transition into internships. They have also worked more closely with the local authority to promote the programme and engage with families—answering their questions and easing concerns about the move toward paid employment. As a result, recruitment for 2025/26 has improved, with two Supported Internship groups already nearly full.

Follow-on support remains a challenge and a barrier to interns achieving and sustaining employment. The introduction of adult programmes to support former interns into work has helped to some extent. However, timely and specialist follow-on support—tailored to individual needs—would better facilitate a direct transition from Supported Internships into employment.

Employment outcomes for the programme improved last year, with 50% of the cohort securing paid, sustainable work by the end of the course. The introduction of the adult Pathways to Employment course as the next step after the Supported Internship has allowed those who had not yet secured employment to remain in work-focused education, resulting in an additional 20% of the cohort securing employment in year.

# **TRANSFERRABLE SKILLS**

## WALTHAM FOREST COLLEGE: EMBEDDING THE SKILLS BUILDER FRAMEWORK

[Waltham Forest College](#) is dedicated to empowering all its learners with the transferable skills they need to thrive in today's dynamic workforce. With a clear vision to equip students for success across priority sectors identified in the London LSIP, the College is setting new standards in education by delivering these skills consistently and effectively across all curriculum areas.

To bring this ambitious vision to life, the College identified the right platform, design a robust strategy to provide students with skills that are not only highly valued by them but also in high demand by employers in a range of industries, where the Skills Builder Framework was selected.

To ensure the success of this initiative, the College provided comprehensive staff training and offered students workshops before launching the full-scale implementation. Today, Waltham Forest College collaborates with over 400 businesses, doubling the number seen in previous years, including renowned names such as Amazon, Audi, Barts NHS, BMW, ITV, IBM, Volvo, and the Mandarin Oriental Hotel, to provide students with invaluable work experience, employer-led masterclasses, and enriching programs. This partnership model is a testament to the College's commitment to creating real-world learning experiences that directly align with the needs of industry.

The integration of the Skills Builder Framework has already delivered remarkable outcomes, significantly improving employability and expanding career prospects for learners. Industry talks and expert-led workshops have not only allowed students to refine essential skills but also empowered them to align their personal aspirations with real-world demands. With an unwavering focus on continuous improvement, the College is committed to refining its curriculum, deepening employer partnerships, and further embedding practical applications into every aspect of student learning to guarantee long-term success. To date, 2,640 study programme learners (16-18 year olds) have engaged with the Skills Builder Framework.

The College is aiming to secure the Skills Builder Gold Award in the summer term by demonstrating the best practice in delivering high-quality essential skills education. The College is continuing to develop a wide range of employers and partnership to enhance the skills and opportunities for Waltham's students, meeting the skills needed by employers for the future workforce.

The impact of this initiative has been significant, with the College achieving the prestigious Skills Builder Silver Award, a milestone that underscores its commitment to providing students with the highest standard of transferable skills training. This achievement not only reflects the College's dedication to excellence in skills development but also served as a catalyst for further recognition. As a result of this success, Waltham Forest College went on to achieve the Association of Colleges (AoC) Beacon Award for Excellence in Careers and Enterprise, further solidifying its reputation as a leader in the field of career readiness and student employability.