



# Ealing Joint Strategic Needs Assessment (JSNA) Work and Health 2024

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# Executive Summary

Healthy work is a fundamental building block of health. It also operates as a root cause of health inequalities, which are defined as avoidable differences in the health status of different groups of people.

This Joint Strategic Needs Assessment (JSNA) for Ealing, focuses on the relationship between work, health, and health inequalities. It explores how work influences health outcomes and highlights the health and well-being needs of both residents and the employed population in Ealing. The aim is to inform strategic planning, commissioning decisions, and policies that improve health through better employment opportunities and working conditions.

Creating good jobs is a key priority in Ealing's Council Plan 2022-26, alongside tackling the climate crisis and fighting inequality. This focus drives an in-depth analysis of work and health in Ealing, ensuring data-informed, collaborative decision-making. The Council Health and Wellbeing Strategy 2023-2028, *Together in Ealing*, further supports this JSNA by emphasising health equity through system-wide and partnership-driven approaches, recognising work as a fundamental determinant of health.

This JSNA covers the following chapters:

- Section 1, Background – an overview of the links between work and health and the strategic context to this JSNA
- Section 2, Data Chapters – covers key themed data chapters that provide background to work and health needs including interpretations which influence the recommendations within this JSNA
- Section 3, Evidence of Best Practice - provides an overview of some evidence base for best practices of current initiatives across the UK that support Work and Health
- Section 4, Services Available (Ealing and External) - provides a summary of existing services and resources available to Ealing residents through Ealing Council and external organisations.

- Section 5, highlights potential gaps and future needs within Ealing which will inform key recommendations of this JSNA
- Section 6, provides a list of recommendations to implementation.

## **Key Findings:**

### *Children's Educational Outcomes:*

- Children in care in Ealing perform significantly worse than other children. In 2021/22, their average Attainment 8 score was 24.2, higher than the national average (20.3), but lower than the overall Ealing population.
- Pupils with special educational needs in Ealing have a higher rate of not sustaining employment, education, or training compared to averages in London and England.

### *Adult Learning:*

- Ethnic minorities and economically disadvantaged groups are underrepresented in higher-level qualifications and career pathways.

### *Employment:*

- Employment rates by ethnicity in London show higher rates for White and Indian heritage groups (80% and 77%), and lower rates for Pakistani/Bangladeshi (59%) and Black (62%) groups, reflecting national trends.
- Only 1.8% of working-age adults in Ealing with learning disabilities were in paid employment in 2021/22, much lower than London's average of 5.2%.
- Ealing residents have a relatively high rate of sickness absence, especially due to musculoskeletal (17%) and mental health conditions (21%).
- Nearly half of Employment and Support Allowance (ESA) claimants in Ealing (47%) cited mental health conditions as the reason for their claim.

- Median weekly earnings in Ealing were £623 in 2023, higher than the national average (£577), but lower than London (£683). A significant portion of workers earn below the London Living Wage.
- A higher proportion of Ealing residents are employed in manufacturing, wholesale/retail trade, and transport (34.1%) compared to London (17.6%), but fewer work in high-skill sectors like information/communication, finance, and science.

## Key Recommendations

- Overcoming Barriers to Employment: Improve access to English language training, digital inclusion, and coordinated support services for employment and health.
- Building Community and Employer Partnerships: Strengthen employer networks and support Small and Medium Sized Enterprises (SMEs) and voluntary sector programs to enhance job growth.
- Improving Partnership Between Employers and Schools: Expand career guidance, mentorship programs, and structured work experience in secondary schools.
- Social Value and London Living Wage: Integrate social value into procurement policies and promote the adoption of the London Living Wage.
- Enhancing Workplace Environments and Health: Establish borough-wide workplace well-being standards and explore health accreditation for businesses.
- Employment Support for Vulnerable Groups: Expand vocational training, job coaching, and tailored employment programs for disadvantaged communities.
- Role of Anchor Institutions: Encourage local hiring, skills development, and flexible employment policies through anchor institutions.



The JSNA emphasises the need for collective action across local stakeholders to create a more inclusive, health-promoting workforce in Ealing. It addresses work-related health inequalities through education, improved employment opportunities, and better working conditions.

# 1. Introduction

Joint Strategic Needs Assessments (JSNA) are statutory documents published on behalf of the Ealing Health and Wellbeing Board which describe the health and wellbeing needs of the population in reference to a particular topic or population group. The process identifies current and future health and wellbeing needs, health inequalities, and wider determinants of health needs, and seeks to inform action planning for the Health and Wellbeing Strategy, commissioning decisions, as well as local plans and policies. This JSNA focuses on the needs of the Ealing resident and employed population with regards to how work impacts our health and health inequalities.

The content of this JSNA is structured using the following sections

- **Section 1, Background** – an overview of the links between work and health and the strategic context to this JSNA
- **Section 2, Data Chapters** – covers key themed data chapters that provide background to work and health needs including interpretations which influence the recommendations within this JSNA
- **Section 3, Evidence of Best Practice** - provides an overview of some evidence base for best practices of current initiatives across the UK that support Work and Health
- **Section 4, Services Available** (Ealing and External) - provides a summary of existing services and resources available to Ealing residents through Ealing Council and external organisations
- **Section 5**, highlights **potential gaps and future needs** within Ealing which will inform key recommendations of this JSNA
- **Section 6**, provides a list of **recommendations** for implementation.

## 1.1 Background - Work and health and health inequalities

Healthy work is a fundamental building block of health. It also operates as a root cause of *health inequalities*, which are defined as avoidable differences in the health status of different groups of people<sup>1</sup>.



**Figure 1** The building blocks of health – What builds good health? The Health Foundation 2024 <sup>2</sup>

Being in good employment is both protective of health and can nurture good health. Conversely, unemployment contributes to poor health outcomes. Getting people into work is therefore of critical importance for good health and wellbeing and reducing health inequalities <sup>3</sup>. But as well as having a job, we need jobs to be sustainable and of a certain quality. ‘Good work’ includes aspects such as a real living wage, job security, opportunities for in-work development, the flexibility to enable people to balance work and family life, the protection from adverse working conditions that can damage health, good line management and communication within an organisation, and autonomy in work <sup>2</sup>. To the last point, there is long standing evidence of a

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<sup>1</sup> (What Are Health Inequalities? | The King's Fund ([kingsfund.org.uk](https://kingsfund.org.uk)))

<sup>2</sup> [What builds good health?](#)

<sup>3</sup> ([Marmot Places - IHE \(instituteofhealthequity.org\)](#))

graded relationship between a person's status at work and how much control and support they have there, which ultimately affects their health and wellbeing<sup>4,5</sup>.

In fact, the relationship between work and health is bidirectional. Good work can bring with it better incomes, financial stability, security and greater sense of purpose, which in turn can lead to better social connection, healthier diets and exercise, lower smoking and alcohol use, higher living standards, and better mental health. There are of course health harms of poor or no employment, stress, powerlessness, hard physical and social working conditions, poor work life balance, to name a few. Poor health, on the other hand, can make it harder to participate in the labour market. And conversely, good health can enable professional mobility and control over one's rights at work<sup>6</sup>.

As mentioned, work can be a root cause of health inequalities; in other words, there are significant work-related inequalities that ultimately result in health inequalities also. Sadly, those who are less likely to be employed at all and in good work are already the same people more likely to be at risk of health issues due to other root causes of inequality. These root causes are intersectional, which also presents an opportunity for good work to have positive ripple effects on other areas of life, helping people to break cycles of vulnerability to poor health, and instead enable life conditions which are health creating.

In addition, the effects of unemployment or poor work are not just felt by the person but also by family members and the wider community. Children growing up in workless households are almost twice as likely to fail at all stages of education compared with children growing up in working families. In the short-term, unemployment significantly reduces a person's income, and in some cases job seekers build up large debts and may lose their home. Unemployment also causes stress in the household and can lead to domestic tension for all the family.

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<sup>4</sup> [The Whitehall Study - Unhealthy Work](#)

<sup>5</sup> [Karasek's \(1979\) job demands-control model: A summary of current issues and recommendations for future research. \(apa.org\)](#)

<sup>6</sup> [\(Relationship between employment and health - The Health Foundation\)](#)

As well as the individual, their families and communities being affected, so too are employers and society. For employers, challenges are created by the output losses due to reduced productivity, sick pay, inefficiencies in the use of agency staff and recruitment costs, and reduced effectiveness and performance. For society there are the cost of healthcare, benefits and loss of taxes.

## 1.2 Strategic and Political Context for Work and Health JSNA

The Labour government's (2024) new arm's length body, *Skills England* <sup>7</sup>, brings together key partners to meet the skills needs of the next decade.

Skills England will:

- Seek to understand employers' skills requirements in the short, medium and long term and ensure that provision will meet demand.
- Provide strategic oversight of the post-16 skills system, aligned to the Government's Industrial Strategy.
- Work with providers in both further education and higher education to clarify and strengthen the qualifications landscape and focus hard on successful outcomes for students.
- Work with the school's system to emphasise that the foundation of any skills development has satisfactory levels of attainment in literacy and numeracy and support our schools in the provision of high-quality advice to students on career opportunities and pathways.
- Work with employers to bring the skills agenda into the Boardroom, under the sponsorship of Chairs and CEOs, and to encourage the celebration of continuous improvement and skills development in the workplace.
- Encourage employers to step-change their investment in skills, partly through improved flexibility in the operation of the Levy and partly through better cooperative working at sector level.

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<sup>7</sup> [Skills England - GOV.UK](https://www.gov.uk/government/organisations/skills-england)

Other relevant national context includes the welfare reforms of 2010 which have had a significant impact on households, communities and services. Many households have experienced a reduction in income due to changes in benefits and tax credits. This has particularly affected low-income families, disabled individuals and those with health conditions; households with dependent children, particularly lone parents and those with large families; those with the highest rental costs; and many disadvantaged young people<sup>8</sup>.

Universal Credit (UC) has replaced the six 'legacy' benefits and tax credits for working-age households. The Government first launched UC in 2013 and has completed the delivery rollout of the UC Full Service to all jobcentres in Great Britain by the end of 2018. This has replaced the following: Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Income Support, Working Tax Credit, Child Tax Credit and Housing Benefit. Universal Credit works differently to previous benefits: it is available to people who are unemployed and working people, and it is paid in one monthly payment. It is possible to apply for Council Tax Reduction, Personal Independence Payments and Disability Living Allowance in addition to Universal Credit, as well as 'new style' JSA and 'new style' ESA<sup>9</sup> if national insurance contributions have been made over the previous two years.

Locally, '*creating good jobs*' is one of three council priorities for the next four years set out in the Council plan 2022-26, alongside tackling the climate crisis and fighting inequality. The priority to create good jobs in part inspires this deep dive into existing intelligence on work and health in Ealing, recognising that our partnership working should be informed and driven by available and scrutinised data<sup>9, 10</sup>.

Ealing's Health and Wellbeing Strategy 2023-2028, *Together in Ealing*, also provides useful local strategic context to this JSNA with its focus on improving health equity

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<sup>8</sup> ([Review of impacts of welfare reform report to LGA Oct 17-1.pdf \(local.gov.uk\)](#))

<sup>9</sup> [opdc local plan 2022 june 2022 including appendix 0.pdf](#)

<sup>10</sup> [Local Plan, Ealing Council](#)

through system-wide and partnership working on the building blocks of health, of which work is one.

The intelligence gathered as part of this JSNA process has informed the recent publication of the councils' Jobs and Skills Strategy<sup>11</sup>. The Jobs and Skills Strategy takes decisive and proactive action to ensure residents can access well paid jobs through more sustainable and secure work. This will mean growing the borough's local workforce across the seven towns, both in number and diversity of skills, in order that the growth ambitions of local businesses can be satisfied from the local population. The council itself is refreshing its own Workforce Strategy and there may be opportunity for that to be shaped by the findings of this JSNA.

Overall, there is a timely strategic focus on ensuring work environments and cultures are 'health-creating' for our residents. This JSNA can inspire more focussed collective action on ambitions around healthy work for all.

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<sup>11</sup> [Ealing's Jobs and Skills Strategy](#)

## 2. Data Chapters

The following key themed data chapters tell a story of the work and health needs of a resident and/or working populations on a journey from education, skills and employability, through employment or unemployment, quality of work, welfare and benefits to how all of this impacts the work and health culture in the Ealing economy.

- Education
  - Children
  - Adult
- Ealing Employment
- Ealing – Workplace health and wellbeing
- Welfare and benefits
- The Ealing Economy
- Digital Exclusion

The following sections summarise the data chapters and highlight key points for interpretation that shape the overall recommendations of this JSNA.

### 2.1 Education

Educational achievement, and the acquisition of cognitive and non-cognitive skills are associated with improved employment opportunities, physical and mental health. There is evidence to suggest that the highest level of educational qualifications is a determinant of an individual's labour market position, which in turn influences income, housing and other material resources<sup>12</sup>.

Spending time not in employment, education or training (NEET) has a detrimental effect on physical and mental health and can have a damaging effect on later chances of employment, decent wages and good quality work<sup>13</sup>. While education can transform the life chances of vulnerable children, a cycle of under-achievement,

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<sup>12</sup> ([Chapter 6: wider determinants of health - GOV.UK \(www.gov.uk\)](#))

<sup>13</sup> [commonslibrary.parliament.uk/research-briefings/sn06705/](#)

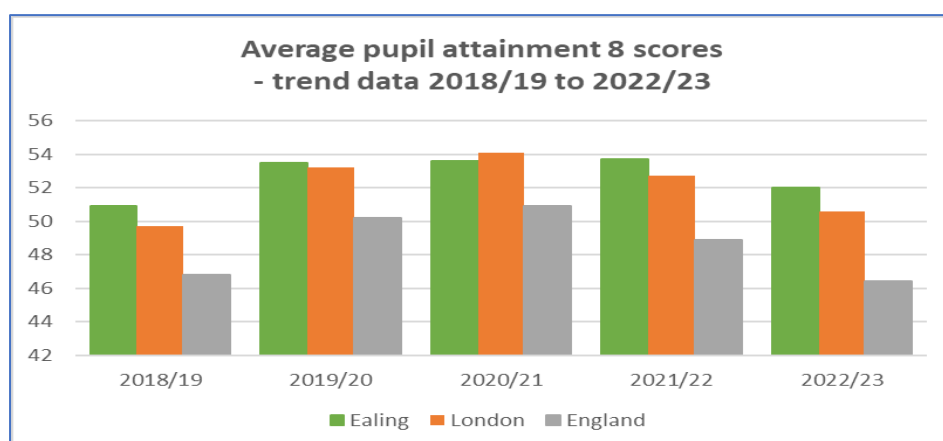


behavioural difficulties and ultimately exclusion may lead to social exclusion, leaving a young person vulnerable to offending, gang membership and serious youth violence, as well as physical and mental health problems. This in turn creates further challenges in accessing education or employment opportunities.

## 2.1.1 Children Education

### Attainment Levels (pre-16-year-olds)

On average, children in Ealing do well at school. 'Attainment 8' measures the achievement of a pupil across 8 qualifications at the end of key stage 4 in all maintained secondary schools, academies and free schools, by local authority of pupil residence<sup>14</sup>. In 2022/23, the average attainment 8 score for all GCSE pupils in Ealing was 52.0. This is like the average for London (50.6) and higher than the average for England (46.4)<sup>15</sup>. Below provides a summary of average pupil attainment 8 scores over the previous five years<sup>16</sup>.



**Figure 1** Average pupil attainment scores

Schools in Ealing also perform well overall. 13 primary schools and 9 secondary schools in Ealing were rated 'outstanding' by Ofsted on 31 August 2023, while 50

<sup>14</sup> Definition by Department of Education, 2023 - [Local Authority Health Profiles - OHID \(phe.org.uk\)](https://phe.org.uk/local-authority-health-profiles)

<sup>15</sup> [Key stage 4 performance, Academic year 2022/23 – Explore education statistics – GOV.UK \(explore-education-statistics.service.gov.uk\)](https://explore-education-statistics.service.gov.uk/key-stage-4-performance/academic-year-2022-23)

<sup>16</sup> [Key stage 4 performance, Academic year 2022/23 – Explore education statistics – GOV.UK \(explore-education-statistics.service.gov.uk\)](https://explore-education-statistics.service.gov.uk/key-stage-4-performance/academic-year-2022-23)

primary schools and 7 secondary schools were rated 'good'. That translates to 96% of primary schools and 100% of secondary schools where data is available, being rated 'outstanding' or 'good', compared to 90% and 82% respectively, of schools in England <sup>17</sup>.

However, there is significant variation between the educational outcomes in different areas<sup>18</sup> and groups. Children in care do significantly worse than other children in Ealing. In the latest available data for children in care (2021/22), the average attainment 8 score for children in care in Ealing was 24.2. Although this is higher than the average for England (20.3) and London (22.0), it is significantly lower than the average for the overall population of Ealing in the same year (54.9)<sup>19</sup>.

Children's educational outcomes and attainment are affected by a wide range of wider factors. When compared to the average for England, Ealing is in a better position for many of these wider factors, for example:

- There are fewer first-time entrants to the youth justice system
- fewer children in low-income families
- fewer children in care
- fewer teenage mothers
- fewer children
- young admitted to hospital for alcohol and
- substance misuse and because of self-harm <sup>20</sup>.

However, some of these factors are more significant for example, the rate of homelessness for households with dependent children owed a duty under the Homelessness Reduction Act in 2021/22 was significantly worse in Ealing (23.9 per

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<sup>17</sup> ([OFSTED](#), 31 August 2023)

<sup>18</sup> Ealing Council, Average KS4 (GCSE and equivalent) Attainment 8 score, High School Geographical Report 2022-23

<sup>19</sup> Department of Education, 2023 - [Public health profiles - OHID \(phe.org.uk\)](#)

<sup>20</sup> ([Public Health Fingertips](#))

1,000 households) than it is in London (17.4/1,000) and England (14.4/1,000), and this has increased from 18.1 per 1,000 households in 2020/21<sup>21</sup>.

### End of Key Stage 4 (16- and 17-year-olds)

In England, at the end of Key Stage 4, young people aged 16 to 17 are required to either stay in full time education, start an apprenticeship or traineeship, or spend 20 hours or more a week working or volunteering, while in part-time education or training, until they are 18.

Table 1 below shows the number of 16- & 17-year olds' participation in education, employment and training (NEET) within Ealing, London and England in 2023<sup>22</sup>

**TABLE 1 PARTICIPATION IN EDUCATION, EMPLOYMENT AND TRAINING (NEET) AGE 16 TO 17**

| Total % of 16 and 17 year olds         | Ealing | London | England |
|--|--------|--------|---------|
| Not in NEET                            | 1.1%   | 1.6%   | 2.8%    |
| Destination not known                  | 1.3%   | 1.8%   | 2.4%    |
| NEET or not known                      | 2.4%   | 3.4%   | 5.2%    |
| NEET or not known (male)               | 2.9%   | 3.9%   | 5.8%    |
| NEET or not known (female)             | 1.8%   | 2.8%   | 4.7%    |
| NEET or not known (with ECH statement) | 4.2%   | 5.4%   | 10.1%   |
| NEET or not known (with SEN support)   | 4.6%   | 5.8%   | 9.3%    |

The table below shows at the end of Key Stage 4, 1.1% (n=96) of 16–17-year-olds in Ealing did not enter or continue education, employment or training, and for 1.3% (n=109) of pupils their destination was not known. Overall, the proportion of 16–17-year-olds not in education, employment or training (NEET) or whose destination is not known, is significantly lower in Ealing than the average for London and England.

<sup>21</sup> ([Ministry of Housing, Communities and Local Government](#))

<sup>22</sup> Participation in education, training and NEET age 16 to 17 by local authority, Department for Education, 2023

In contrast with the regional and national figures, the proportion of female students NEET or whose destination is not known is like the proportion of male students<sup>23</sup>.

**TABLE 2 TOTAL OF 16/17 YEAR OLD NOT IN NEET**

| Location                              | Ealing | London | England |
|---------------------------------------|--------|--------|---------|
| Total & of 1-17 year olds not in NEET | 1.1%   | 1.6%   | 2.8%    |

However, there are well documented national inequalities here also<sup>24</sup> with the groups most likely to be NEET for a year: three years after completing Key Stage 4, those who have ever been a looked after child, are in the [Children in Need](#) census, have attended [alternative provision](#) or a pupil referral unit, have had over 10% absence in key stage 3 or 4, have been excluded in key stage 3 or 4, have special educational needs at age 15, and /or were eligible for free school meals during secondary school.

### **Key Stage 5 (age 18)**

In Ealing, data from 2024, which relates to pupils who finished Key Stage 5 (age 18) in 2021/22 shows that the proportion of pupils with special educational needs who did not sustain employment, education or training is significantly higher than average and is higher in Ealing than in London or in England<sup>25</sup>. Summary is shown in the table below.

<sup>23</sup> ([Department for Education](#), July 2023)

<sup>24</sup> [Characteristics of young people who are long-term NEET - GOV.UK \(www.gov.uk\)](#) 2018

<sup>25</sup> [https://16-18 destination measures](#), 12 March 2024

**TABLE 3 KEY STAGE 5 COMPLETION**

|                           | All pupils |        |       | <u>Disadvantaged</u> pupils |        |       | <u>SEN</u> pupils |        |       |
|---------------------------|------------|--------|-------|-----------------------------|--------|-------|-------------------|--------|-------|
| Destination               | Ealing     | London | Engl  | Ealing                      | London | Engl  | Ealing            | London | Engl  |
| Education                 | 73.8%      | 63.7%  | 51.2% | 74.7%                       | 60.8%  | 44.4% | 70.0%             | 65.5%  | 39.3% |
| Apprenticeship            | 1.7%       | 3.3%   | 7.2%  | 1.8%                        | 3.2%   | 5.9%  | 2.7%              | 2.7%   | 7.0%  |
| Employment                | 12.3%      | 15.3%  | 24.2% | 9.4%                        | 14.7%  | 22.3% | 9.1%              | 14.8%  | 22.5% |
| Destination not sustained | 7.5%       | 11.8%  | 12.6% | 10.0%                       | 16.1%  | 22.1% | 11.8%             | 11.3%  | 24.0% |
| Destination not known     | 4.6%       | 5.8%   | 4.8%  | 4.1%                        | 5.2%   | 5.4%  | 6.4%              | 5.8%   | 7.2%  |

### 2.1.2 Adult Education

Recent data analysis conducted by Aspect Management Ltd (in Ealing) showed approximately 4% of enrolments in the Greater London Authority (GLA) Adult Education Budget (AEB) funded courses attributed to Ealing residents. However, it remains unclear whether this distribution is equitable, particularly for residents in deprived areas or those living in areas of growth, such as the Old Oak and Park Royal Development Corporation (OPDC). The data indicates that there is underrepresentation of key demographics, including ethnic minorities and economically disadvantaged groups, in higher-level qualifications and career pathways<sup>26</sup>.

<sup>26</sup> Ealing Council Skills Gap, conducted by Aspect Management Ltd

## 2.2 Ealing Employment

In Ealing 77.5% of people aged 16-64 are in employment, while 5.0% (9,800) are unemployed and 17.4% are economically inactive. The proportion of people unemployed is like London (4.8%), but higher than the average for England (3.8%), while the proportion of economically inactive people is lower than the average for London (21.5%) and England (21.1%). In line with regional and national trends, unemployment and economic inactivity has been steadily falling in recent years<sup>27</sup>.

In Feb 2024 in Ealing, 35% of unemployed people spent 0-3 months in unemployment, 25% spent 3-12 months and 40% spent over 12 months in unemployment. In comparison, 43% of unemployed people in London spent up to 3 months in unemployment, 23% spent between 3 -12 months and 34% spent more than a year being unemployed<sup>28</sup>.

Employment status varies by age, gender, ethnicity <sup>29</sup> and health status. In Ealing, 77.1% of women aged 16-64 are employed, compared to 77.7% of men. This is higher than the average for both London and England for females (70.9% and 72.2% respectively), but similar to the rates for males in London and England (78.2% and 79.6%),<sup>30</sup> as shown in the figure below.

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<sup>27</sup> [NOMIS – Official Labour Market Statistics](#), Sep 2023

<sup>28</sup> [Job Seekers Allowance data](#) – NOMIS, 2024

<sup>30</sup> [Employment - GOV.UK Ethnicity facts and figures](#)

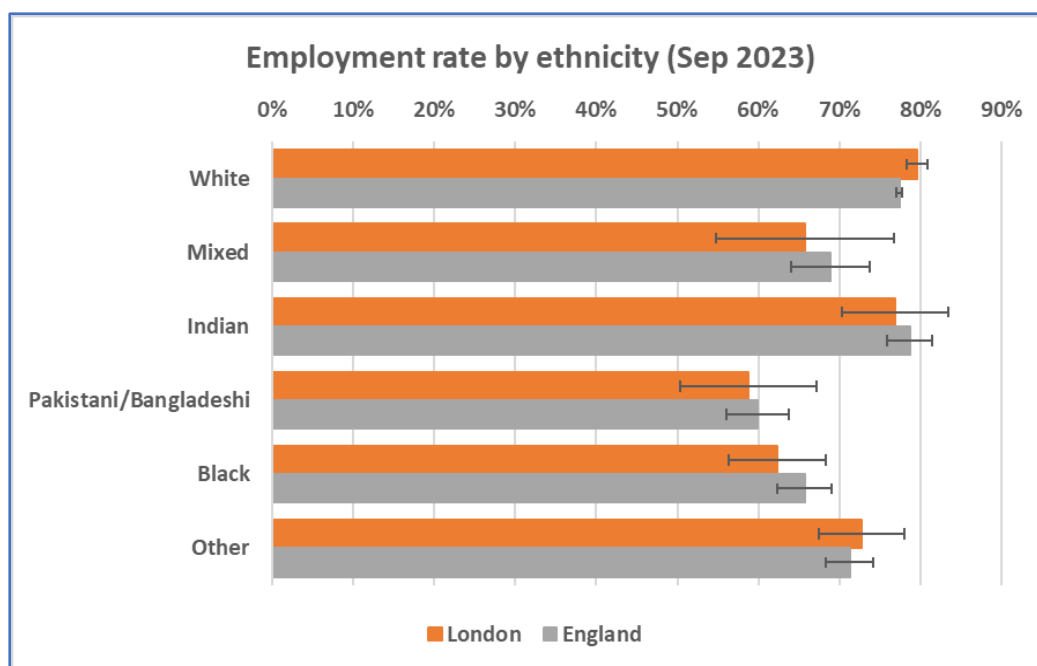


**Figure 2** Employment rate by gender Sept 2023 Source: NOMIS, 2024

Whilst reliable employment data by ethnicity in Ealing is not available from the Official Labour Market Statistics, we can look at the inequalities in employment rates across London and England<sup>31</sup>. In London, employment rate is highest amongst residents of White and Indian heritage (80% and 77% respectively) and lowest for those of Pakistani/Bangladeshi ethnicity (59%) and Black ethnic origin (62%). This follows the national trend closely, as shown in the figure below.

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<sup>31</sup> Employment rate by ethnicity Sept 2023 Source: NOMIS, 2024



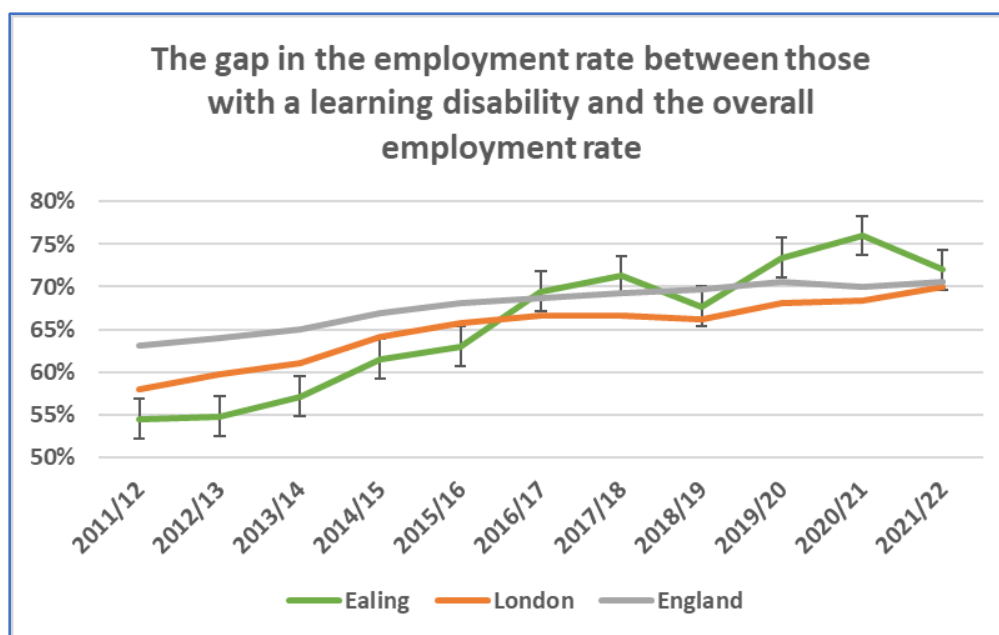
**Figure 3** Employment rate by ethnicity Sept 2023 Source: NOMIS, 2024

Working age adults living with a learning disability are far less likely to be in paid employment than the general population. In 2021/22 in Ealing only 11 out of 616 people of working age receiving support for a learning disability were in paid employment (1.8%), while the average for London was 5.2% and the average for England was 4.8%. In addition, the latest gap in the employment rate between those with a long-term health condition and the overall employment rate is 14.5% in Ealing, which is statistically similar to the average for London (10.2%), and England (10.4%), while the gap in the employment rate between those with a learning disability and the overall employment rate is 72.0% and rising since 2011/12, with some fluctuations.<sup>32</sup>

The figure below illustrates the gap in the employment rate between those with a learning disability and the overall employment rate.

<sup>32</sup> OHID, Public Health Profiles, 2024





**Figure 4** Source: OHID, Public Health Profiles, 2024

## 2.3 Ealing - Workplace health and wellbeing

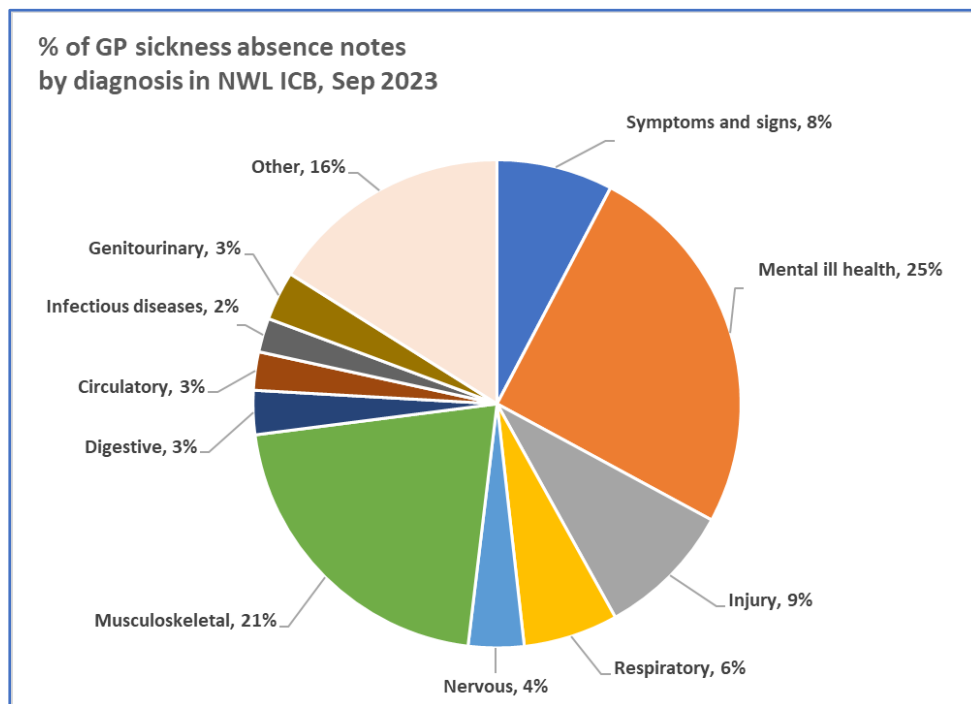
For the 2019-2021 period, 1.8% of employees in Ealing had at least one day off in the previous week<sup>33</sup>. This is the same as the average for London (1.8%), and England (1.8%). The coronavirus pandemic impacted the underlying 2020 data, so that there was decreased sickness absence due to furloughing, social distancing, shielding and increased homeworking which has reduced other causes of absence. The percentage of working days lost due to sickness absence in Ealing for the same period, 2019-21, was 0.6%, which was also statistically similar to the average for London (0.9%) and England (1.0%).

In Sep 2023, 1,436 sickness absence notes per 100,000 GP practice population aged 18 to 65 were issued in Northwest London (Ealing specific data is not known). This number was lower than the average for London for the same month (1,754/100,000) and significantly lower than the average for England (2,291/100,000). 17% of all sickness absence notes were for musculoskeletal

<sup>33</sup> Office for National Statistics 2023

conditions, and 21% were for mental health conditions as shown in the figure below

34.



**Figure 5** GP sickness absence notes

## 2.4 Welfare and benefits

Universal Credit (UC) has replaced the six 'legacy' benefits and tax credits for working-age households. The Government first launched UC in 2013 and the roll out of it has been ongoing with majority of existing legacy cases scheduled to migrate onto UC by March 2025. Existing Employment and Support Allowance will be migrated onto UC by December 2025. UC has replaced the following: Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance Income Support, Working Tax Credit, Child Tax Credit and Housing Benefit.

There are six conditionality regimes for UC claimants and each person will be assigned one of six groups, based on their assessed capability and circumstances:

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<sup>34</sup> [NHS Digital](#), Sep 2023

- searching for work
- working – with requirements
- no work requirements
- working – no requirements
- planning for work
- preparing for work

In Ealing, the latest data from Sep 2024 shows that 36.6% of people claiming UC benefits were in employment (19,154 residents), whilst the other 63.4% were unemployed (33,128 people)<sup>35</sup>. This is very similar to both London and national trends – the proportion of employed UC claimants were 36.8% and 37.6% respectively, in the same month.

Under the UC conditionality regime, not all unemployed claimants are required to look for work – for example, where health or caring responsibly prevents claimant from working or preparing for work (UC conditionality ‘No work requirements’). Also, unemployed lone parents/lead carers of child aged one, are expected to work in the future (they qualify for UC under ‘Planning for work’ conditionality), whilst those claimants expected to start preparing for future even with limited capability for work at the present time or with a child aged two, qualify for their benefits under the ‘Preparing for work’ conditionality group.

In September 2024<sup>36</sup>, 7.8% of Ealing population aged 16-64 (16,920 people) were claiming out of work benefits, but this varied across the borough, from 3.9% in Northfield to 10.8% in Northolt West End ward. The proportion of claimants for London and England were significantly lower in the same period (5.8% and 4.3% respectively).

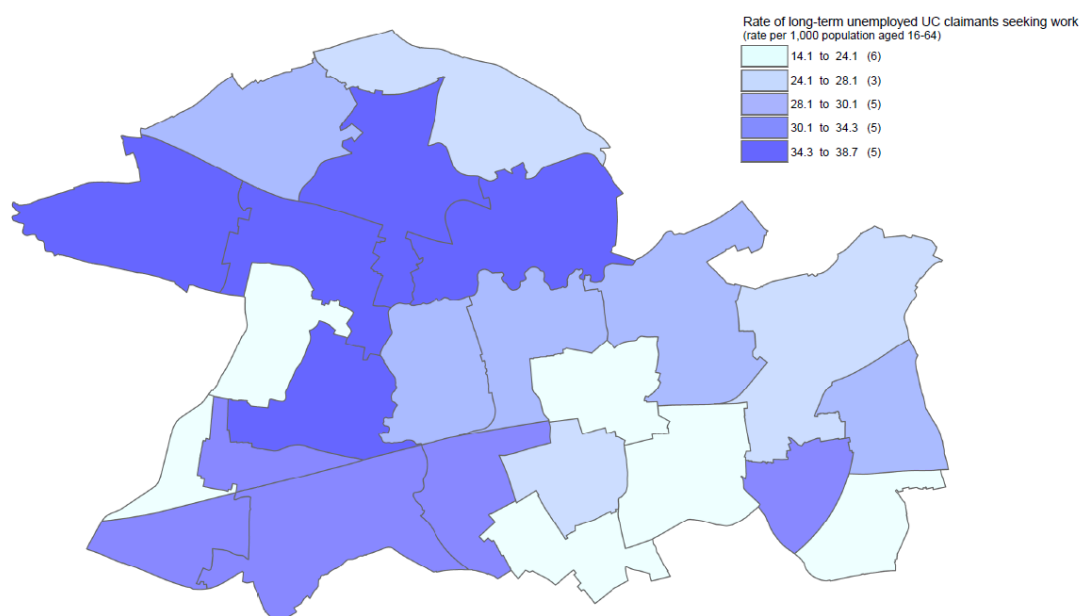
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<sup>35</sup> Source: Stat-Xplore, Department for Work and Pensions (DWP), data extracted in Nov 2024; An indicator on long-term unemployment rate, based on Job Seekers Claimants count, is no longer available, as most of the people have moved to UC benefits.

<sup>36</sup> Source: NOMIS, Official Census and Labour Market Statistics, data extracted in Dec 2024

There were 7,220 long-term claimants of Universal Credit who were unemployed and seeking work in Ealing in Sep 2024<sup>37</sup> (16–64-year-olds claiming for more than 12 months). This represents 28.6 per 1,000 people (or 2.9% of working age population), which is significantly higher than the average for England (16.5 per 1,000 people) and London (24.1/1,000). In Ealing, the highest rate of long-term UC claimants seeking work was in Perivale and Northolt West End (38.7/1,000 and 37.3/1,000 respectively) and the lowest in Southfield and Northfield (14.1 and 15.8 respectively per 1,000 working age population), as seen in the figure below<sup>38</sup>. It should be noted, any comparisons over time are affected by changes to the benefit system.

Unemployed Universal Credit long-term claimants seeking work, by ward - Sep 2024



Ealing Strategic Intelligence & Performance Team

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**Figure 6** Long-term unemployed UC claimants seeking work, rate by ward

Employment Support Allowance provides financial support for people unable to work to their full capacity due to ill health or disability along with personalised support and can be applied for from employment, self-employment or unemployment. 2.7% of the

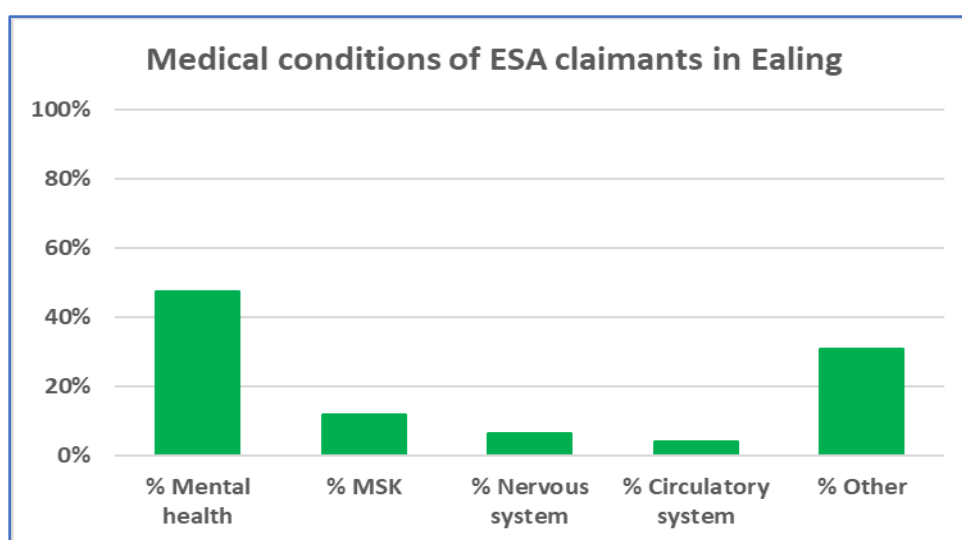
<sup>37</sup> Source: Stat-Xplore, Department for Work and Pensions (DWP), data extracted in Nov 2024

<sup>38</sup> Rates shown in the map are based on ONS MYE 2022 Population Estimates by ward.

working population of Ealing claimed Employment Support Allowance in Aug 2023 (6,697 people). This is similar to the average for London (2.9%), but significantly lower than the average for England (3.6%), and it has halved from 13,030 (5.6%) in 2012.

Nearly half of all people claiming ESA in Ealing (47%) did so because of a mental health condition, and 12% did so because of a musculoskeletal condition as shown in figure 10. This is similar to the averages in London (51% and 12%) and England (49% and 13%)<sup>39</sup>.

85% of ESA claimants in Ealing have been claiming for five years or more, and 6% have been claiming between two and five years. 9% have been claiming for less than two years. The proportion of long-term ESA claimants is similar to the average in London (87%) and England (82%). These figures are illustrated in the figure below.



**Figure 7** Medical Conditions of ESA Claimants in Ealing <sup>40</sup>.

<sup>39</sup> Department of Work and Pension (DWP) - Stat-Xplore data extracted in April 2024

<sup>40</sup> Department of Work and Pension (DWP) - Stat-Xplore data extracted in April 2024

## 2.5 The Ealing economy

Ealing has over 18,000<sup>41</sup> businesses strategically located between Heathrow airport and the City of London, with developments including Crossrail, Heathrow expansion and links with academic institutions contributing to improved transport links, accessibility and employment opportunities. Business span across several diverse sectors such as wholesale and retail; transportation; logistics and storage administrative and support services; human health and social work activities; professional, scientific and technical activities; construction and engineering.

These businesses offer many opportunities however, these are not shared equally by all Ealing residents due to multiple challenges such as:

- Rising cost of living and generational effects of the COVID-19 pandemic <sup>42</sup>.
- Stagnant employment growth and increasing housing costs
- Challenges for businesses and residents to secure skilled local workers and affordable workspaces, as well as the barriers residents encounter in accessing employment and training <sup>43</sup>.

There are significant inequalities in the ways that Ealing's economy serves residents. The percentage of households in Ealing classified as being deprived is over 34%, with many of these households concentrated in Southall and Acton. The number of working residents and families facing poverty is increasing in Ealing. The proportion of children (under 16 years) in Ealing living in poverty is 14%, having increased by 10% since 2015.

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<sup>41</sup> NOMIS, Labour Market Profile, 2023 – Inter Departmental Business Register (ONS)

<sup>42</sup>

[www.ons.gov.uk/peoplepopulationandcommunity/personalandhouseholdfinances/expenditure/articles/therisingcostoflivinganditsimpactonindividualsingreatbritain/november2021tomarch2022](https://www.ons.gov.uk/peoplepopulationandcommunity/personalandhouseholdfinances/expenditure/articles/therisingcostoflivinganditsimpactonindividualsingreatbritain/november2021tomarch2022)

<sup>43</sup> [localtrust.org.uk/insights/research/place-matters-how-communities-in-england-are-changing/](https://localtrust.org.uk/insights/research/place-matters-how-communities-in-england-are-changing/)

The median gross weekly earnings for Ealing residents were £623 in 2023; higher than average for England (£577), but lower than average for London (£683) <sup>44</sup>.

However, there are big differences across the borough, with the lowest 10% of the Ealing population earning just £190 weekly, and 20.7% of employees in Ealing still being paid below the London Living Wage, which is significantly above the London average of 13.3%.

There were approximately 159,000 jobs available in Ealing in 2022. This is a ratio of 0.64 jobs per person aged 16-64, compared to 1.07 in London and 0.88 in England, which means there are fewer jobs per person in Ealing than in London or England. Approximately 90,000 jobs were full-time (69.8%, compared to 74.2% in London and 68.8% across the whole country)<sup>45</sup> as shown in the table below.

**TABLE 4 LABOUR MARKET PROFILE, 2023 – INTER DEPARTMENTAL BUSINESS REGISTER (ONS)**

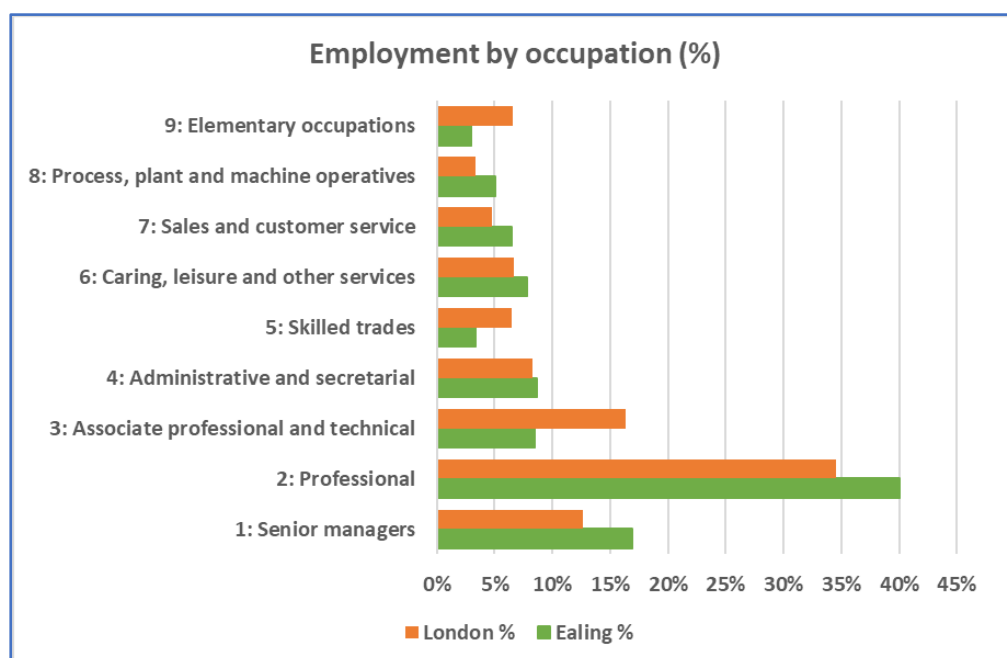
| Size of business          | Ealing (numbers) | Ealing (%) | London (%) |
|---------------------------|------------------|------------|------------|
| Micro (0-9 employees)     | 16,330           | 92.7%      | 90.2%      |
| Small (10-49 employees)   | 1,065            | 6.0%       | 7.8%       |
| Medium (50-249 employees) | 180              | 1.0%       | 1.6%       |
| Large (250+ employees)    | 40               | 0.2%       | 0.4%       |
| Total                     | 17,615           | 100%       | 100%       |

The Office for National Statistics classifies jobs into groups based on their skill level and skill content, as well as based on industry. The figure below shows the proportion of employees in Ealing and London employed in occupations in each of the major groups from April 2022 to March 2023. Compared to London, a higher proportion of people in Ealing are employed in groups 1-3 (65.4% in Ealing, 63.4% in London), and lower proportion in groups 8-9 (8.1% in Ealing, 10.0% in London), with

<sup>44</sup> [Number and proportion of employee jobs with hourly pay below the living wage - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

<sup>45</sup> NOMIS, Labour Market Profile for Ealing, 2023

a similar proportion of people employed in the middle groups 4-7 (26.4% vs 26.3% respectively). Declining levels of employment in ‘middle groups’ widens the gap between low skilled and high skilled jobs and makes it difficult for people to progress into higher skilled jobs later in their career.

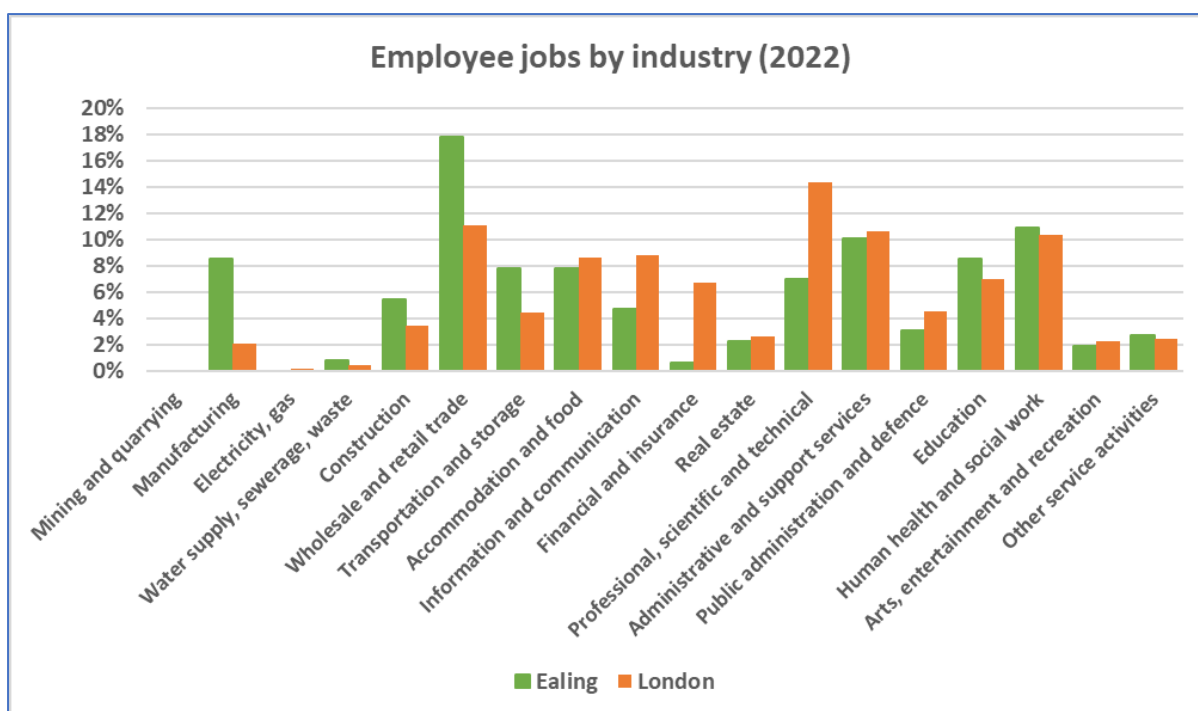


**Figure 8** Employment by occupation

The figure below shows the proportion of employees in Ealing and London employed in occupations in each of the industry groups in 2022. Compared to London, a higher proportion of people in Ealing are employed in manufacturing, wholesale and retail trade and transport and storage (34.1% in Ealing, 17.6% in London), with a lower proportion of people employed in information and communication, financial and insurance activities and professional, scientific and technical activities (12.3% in Ealing, 29.9% in London)<sup>46</sup>.

<sup>46</sup> [Labour Market Profile for Ealing, NOMIS](#))





**Figure 9** Employee jobs by industry

The type of industry employment can impact employees' health differently. For example, workers in manufacturing, wholesale/retail trade, and transport/storage face various health risks. Manufacturing jobs, involving manual labour and hazardous conditions, increase the risk of injuries and chronic illnesses. Transport/storage workers deal with prolonged sitting, heavy lifting, poor ergonomics, sleep deprivation, and stress. Retail employees experience physical strain from long hours of standing and carrying goods, as well as mental stress from customer interactions and low wages. Job insecurity in these sectors leads to anxiety, depression, and burnout. Additionally, rigid work cultures in manufacturing and high customer expectations in retail and transport contribute to mental health challenges<sup>47</sup>.

<sup>47</sup> [Occupation and Risk for Injuries - Injury Prevention and Environmental Health - NCBI Bookshelf](#)

## 2.6 Digital Exclusion

Digital exclusion in the UK is a significant issue that affects various segments of the population, particularly the elderly, people with disabilities, and those on low incomes.

Digital exclusion refers to the inability of individuals to use the internet and digital devices effectively, which can hinder their full participation in modern society. It's estimated that around 9 million people in the UK, accounting for 16% of adults, cannot use the internet and associated devices independently.

Older people, the disabled, and those from lower-income backgrounds are more likely to be digitally excluded. This can lead to significant disadvantages, such as missing out on crucial benefits. For instance, approximately 310,000 households eligible for housing benefit are not claiming it due to digital barriers.

The House of Lords Communications and Digital Committee has called for a new strategy and a dedicated unit to address digital exclusion. They found that basic digital skills are set to become the UK's largest skills gap by 2030.

In the first year of the cost-of-living crisis, one million people cut back or cancelled their broadband packages to save money, and as of June 2023, 1.7 million households had no internet access. Those figures were provided by the Communications and Digital Committee, which stated in a report that the government has 'no credible strategy' to tackle digital exclusion. It added, rather starkly, that the government 'should not assume digital exclusion will be solved as older generations leave the workforce or die'. This was never more evident than during lockdown, when student life from primary school to university moved online. The committee also emphasised the need for government action to improve productivity, support economic growth, and ensure the most vulnerable in society have a voice.

Ofcom's review of digital exclusion among adults in the UK highlights that the number of households without internet access at home stood at 6% as of December 2021 (whilst the latest Ealing Residents Survey in 2023 showed that 5% of

population had no internet access at home, work or elsewhere). The research also points out that confidence in navigating the online world and knowing how to stay safe are essential for overcoming digital exclusion.

## 3. Evidence of best practice

This section presents an overview of the evidence base, highlighting best practices from current initiatives across the UK that promote work and health.

### 3.1 Early identification and support

Adverse childhood experiences, special educational needs and disabilities, living in poverty and having a lack of family support make children and young people less likely to achieve well at school, less likely to sustain employment, education or training beyond the age of 18, and less likely to have a stable and rewarding career that provides a good standard of living in later life. Young people should be supported to achieve their full potential at the earliest possible stage. This requires support to parents to enable them to help their children achieve a good level of development at age 5, careful monitoring of children's attendance and achievement at primary school, support with personal and social skills as well as literacy and numeracy levels, and help early on to grasp personal skills, interests and aspirations<sup>48</sup>.

In about two-thirds of cases, a young person's overall labour market trajectory can be predicted correctly based on four main 'risk factors' at age 16. These are:

- low educational attainment
- low self-confidence/self-esteem
- early pregnancy
- a disadvantaged family background<sup>49</sup>.

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<sup>48</sup> National Foundation for Educational Research 'Approaches to supporting young people in education, employment or training – a review' 2015

<sup>49</sup> [EDSK - Finding a NEET solution](#)

## 3.2 Mentoring

Research by the Institute for Employment Studies indicates that mentoring can significantly improve employment prospects for disadvantaged youth<sup>50</sup>.

For successful mentoring programmes matching mentors and mentees based on background, interests, skills and individualised in line with the mentees goals and experiences is critical for success. This has been effective in helping young people transition into independent living and employment <sup>51</sup>.

The Mayor of London has funded £34 million into The New Deal for Young People (NDYP) which aims to build a fairer, more equal and more prosperous London, where no-one is left behind <sup>52</sup>.

Over the past few years, disadvantaged young people have disproportionately felt the effects of the pandemic and cost of living crisis. Not only were they most impacted by school closures and job market shocks, but existing inequalities between them and their peers deepened. Although all young people feel these consequences, for some young Londoners it has exposed just how unequal their opportunity to access .

Tackling such huge inequalities needs widespread change - providing access for young people to positive opportunities is central to this. That's why The New Deal for Young People was created; to ensure 100,000 disadvantaged young Londoners have access to high-quality mentoring.

Ensuring that all young Londoners can access incredible opportunities has been a key Mayor's priority, creating life-changing impact with ground-breaking young Londoner investment. To date, the mayor has supported 350,000 young people to

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<sup>50</sup> [youthfuturesfoundation.org/toolkit/mentoring-and-coaching](https://youthfuturesfoundation.org/toolkit/mentoring-and-coaching)

<sup>51</sup> [youthfuturesfoundation.org/our-work/ignite/employer-hub/toolkit-unwrapped-mentoring](https://youthfuturesfoundation.org/our-work/ignite/employer-hub/toolkit-unwrapped-mentoring)

<sup>52</sup> [www.london.gov.uk/who-we-are/what-mayor-does/priorities-london/londons-recovery-coronavirus-crisis/london-partnership-board/recovery-context/new-deal-young-people](https://www.london.gov.uk/who-we-are/what-mayor-does/priorities-london/londons-recovery-coronavirus-crisis/london-partnership-board/recovery-context/new-deal-young-people)

access positive opportunities, so they can make the most of their talents, take advantage of London's amazing opportunities and be diverted from crime <sup>53</sup>.

### 3.3 Apprenticeships

An apprenticeship is a structured training program that combines paid on-the-job training with classroom instruction (with a college, university or training provider). It allows individuals to gain practical experience and skills in a specific trade or profession. Apprenticeships typically lead to recognised qualifications and can significantly enhance career prospects and earnings potential <sup>54</sup>

Several recent studies and publications have indicated that apprenticeships have shown to significantly improve employment outcomes for participants with high positive impact on youth employment outcomes and opportunities for continued education <sup>55</sup>.

### 3.4 Employer engagement

Research by Education and Employers shows that employer engagement in education helps broaden young people's horizons and raise their aspirations. Activities such as career talks, job shadowing, and work experience can significantly influence students' attitudes towards education and their future career plans.

Employer engagement has been linked to improved academic attainment. For example, students who participate in career-related activities are more motivated to study and perform better academically. This is particularly evident in GCSE results, where students with multiple employer encounters tend to achieve higher grades

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<sup>53</sup> [A New Deal for Young People | London City Hall](#)).

<sup>55</sup> Apprenticeships - Youth Futures Foundation.)

[www.gov.uk/government/publications/apprenticeships-and-social-mobility-fulfilling-potential/apprenticeships-and-social-mobility-fulfilling-potential](http://www.gov.uk/government/publications/apprenticeships-and-social-mobility-fulfilling-potential/apprenticeships-and-social-mobility-fulfilling-potential)

Young people who have regular interactions with employers during their school years are more likely to earn higher wages in the future. The evidence suggests that four or more encounters with employers can significantly reduce the likelihood of becoming NEET (Not in Education, Employment, or Training) and increase earning potential<sup>56</sup>

There is substantial evidence supporting the collaboration between employers and schools to broaden and raise career aspirations and enhance young people's understanding of jobs and careers<sup>57</sup>. Employer engagement helps students understand the labour market and the skills required for different careers. This knowledge is crucial for making informed decisions about their education and career paths. It also helps align their aspirations with the realities of the job market.

Engagement with employers can challenge gender and social stereotypes, encouraging students to consider a wider range of career options. This is particularly important for promoting diversity and inclusion in various industries.

Research indicates that disadvantaged students benefit the most from employer engagement. These students often have less access to career-related information and opportunities, making employer interaction crucial for levelling the platform<sup>58</sup>.

### 3.5 Careers advice and guidance

High quality careers education, advice and guidance helps young people to understand their options, particularly at key transition points. Careers advice and guidance should be one-to-one, impartial, realistic, personalised, to help young people understand their own abilities, competencies and aspirations and be recognised and prioritised by the whole school<sup>59</sup>.

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<sup>56</sup> ([Employer engagement in education: insights from international evidence for effective practice and future research - Education and Employers](#))

<sup>57</sup> [www.educationandemployers.org/research-main/key-findings-from-our-research/](http://www.educationandemployers.org/research-main/key-findings-from-our-research/)

<sup>58</sup> [www.educationandemployers.org/research/employerengagementineducation/](http://www.educationandemployers.org/research/employerengagementineducation/)

<sup>59</sup> *London Ambitions Career Offer*, '[How to implement the London Ambitions Careers](#)', 2015

The 'Gatsby Benchmarks' were established in 2013 by the Gatsby Foundation, under the guidance of Sir John Holman, to define international best practices in career guidance. These benchmarks outline the following eight key components of high-quality career advice for young people:

1. **Stable Careers Programme:** Every school and college should have a well-established career education and guidance programme that is recognised and understood by students, parents, teachers, governors, and employers.
2. **Learning from Career and Labour Market Information:** Students and their parents should have access to high-quality information about future study options and labour market opportunities, with support from knowledgeable advisers.
3. **Addressing the Needs of Each Pupil:** Career guidance should be tailored to the individual needs of each student at different stages of their education.
4. **Linking Curriculum Learning to Careers:** All teachers should connect curriculum learning with careers, particularly highlighting the relevance of STEM subjects for various career paths.
5. **Encounters with Employers and Employees:** Students should have multiple opportunities to learn from employers about work, employment, and the skills valued in the workplace through activities like visiting speakers, mentoring, and enterprise schemes.
6. **Experiences of the Workplace:** Students should gain first-hand experience of the workplace through visits, work shadowing, and/or work experience.
7. **Encounters with Further and Higher Education:** Students should be aware of the full range of academic and vocational opportunities available to them in schools, colleges, universities, and the workplace.
8. **Personal Guidance:** Students should have opportunities for guidance interviews with trained career advisers at key decision points.

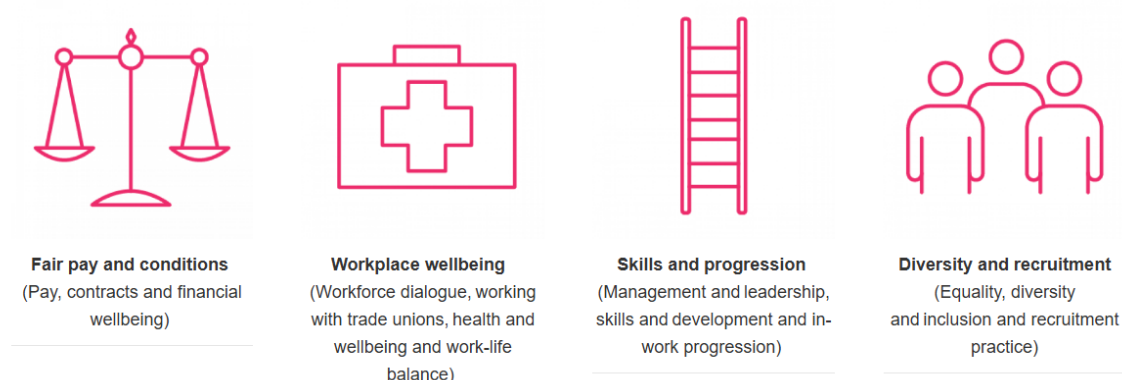


These benchmarks aim to ensure that young people receive comprehensive and effective career guidance to help them achieve their full potential<sup>60</sup>.

### 3.6 The Good Work Standard (GWS)

The Mayor's Good Work Standard (GWS)<sup>61</sup> is a free accreditation programme that provides employers with a set of best employment practices alongside information and resources to help achieve them. It can bring increased employee engagement, help employees feel well treated and valued, thus resulting in lower absence rates, enhanced productivity and improved innovation, which is good for business and profit growth.

Encouraging businesses to work towards the Good Work standards focuses on four key pillars, illustrated in the figure below.



**Figure 14.** The four pillars of Good Work<sup>62</sup>

<sup>60</sup> Dr Jill Hanson et al., An Evaluation of the Northeast of England Pilot of the Gatsby Benchmarks of Good Career Guidance (Derby: University of Derby, 2021)

<sup>61</sup> [The Good Work Standard \(GWS\) | London City Hall](#)

[www.london.gov.uk/programmes-strategies/business-and-economy/support-your-business/good-work-standard-gws](http://www.london.gov.uk/programmes-strategies/business-and-economy/support-your-business/good-work-standard-gws)

<sup>62</sup> [The Good Work Standard \(GWS\) | London City Hall](#)

The evaluation of the Mayor's Good Work Standard (GWS) demonstrates numerous benefits for both employers and employees in London. Below is a summary of the key findings:

- improved Employee Wellbeing: GWS adoption improves employee health, reduces absenteeism, and boosts job satisfaction
- enhanced Business Performance: GWS-accredited businesses report higher productivity and innovation through a more engaged workforce
- Talent Attraction and Retention: Adhering to GWS helps attract and retain skilled employees by ensuring fair pay, good conditions, and career development
- Positive Social Impact: GWS promotes diversity, equality, and fair employment, fostering a more inclusive economy
- Recognition and Reputation: Accreditation from the Mayor's office enhances employer reputation and competitiveness, particularly for public sector contracts.

Overall, the evaluation found that the GWS effectively promotes high employment standards, delivering tangible benefits for both businesses and employees. It fosters the development of healthier, more productive, and inclusive workplaces.

### 3.7 London Living Wage

Research has shown that paying the London Living Wage offers numerous benefits for businesses and employees<sup>63</sup>.

Business paying the London Living Wages benefit from the following:

- improvement in their reputation as employers which can help differentiate them from competitors and attract more customers and clients.

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<sup>63</sup> [www.businessldn.co.uk/our-work/cost-of-living/why-pay-the-london-living-wage](http://www.businessldn.co.uk/our-work/cost-of-living/why-pay-the-london-living-wage)

- easier to recruit and retain staff as employees are more likely to stay with a company that values their well-being, reducing turnover and the associated costs of hiring and training new staff.
- Improvement in financial revenue through increased consumer spending and loyalty. Employees with higher wages are more likely to spend money in the local economy, which can benefit the business indirectly.

Employees being paid the London Living Wages can benefit from the following:

- Increased motivation and productivity
- reduced absenteeism and sick leave due to less stress about their financial situation are likely to be healthier and more reliable

Paying a living wage demonstrates a commitment to social responsibility and ethical business practices. This can enhance the company's brand and appeal to socially conscious consumers and investors. Overall, paying the London Living Wage is not only beneficial for employees but also makes good business sense.

### 3.8 Financial incentives

Financial incentives, such as the Educational Maintenance Allowance (Northern Ireland, Scotland and Wales), 16- 19 Bursary Fund (England) and performance-based scholarships in the USA have been found be the most effective way of engaging young people at risk of becoming NEET. These can take the form of both participation incentives and outcome-based incentives, and appear to have a positive impact on participation, attendance and attainment in 16–19-year-olds<sup>64</sup>.

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<sup>64</sup> University of Bristol, [‘The early bird... preventing young people from becoming a NEET Statistic’](#), 2011

### 3.9 Supporting people into work

The Individual Placement Support employment model is recognised by the Centre for Mental Health and NICE as an effective and evidenced way to support people with mental health problems and/or addiction to gain and sustain paid employment. It has been shown to be more effective the more closely it follows these eight principles:

- Competitive employment is the primary goal.
- Everyone who wants to work is eligible for employment support.
- Work should be consistent with people's preferences and strengths.
- Job search and contact with employers is quick.
- Employment specialists are brought into clinical teams.
- Employment specialists develop relationships with employers to access the 'hidden' labour market.
- Time unlimited individualised support is provided for the person and their employer.
- Benefits counselling is included.

The IPS model has been found to be much more effective than traditional approaches (such as vocational training and sheltered work) at successfully getting people into work. The [EQOLISE](#) project compared IPS with other vocational and rehabilitation services in six European countries and concluded that:

- IPS clients were twice as likely to gain employment and worked for significantly longer.
- The total costs for IPS were generally lower than for standard services.
- Individuals who gained employment had reduced hospitalisation<sup>65</sup>.

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<sup>65</sup> [West London – IPS Into Work - via \(viaorg.uk\)](#)

### 3.10 Supporting disabled people into work

In 2013, the Department for Work and Pensions commissioned a [review of international evidence](#) to establish ‘what works’ to help disabled people into employment and to remain and progress in work<sup>66</sup>: Key findings included:

- making workplaces more flexible and accommodating and ensuring an inclusive work culture.
- Financial incentives, including wage subsidies.
- Legislation to promote the employment of disabled individuals, including anti-discrimination legislation and quotas.
- Increasing responsibilities of employers to monitor sickness absence and implement return-to-work plans shortly after individuals go off sick.
- Supported employment programmes, characterised by intensive personalised support to help individuals into and at work.

### 3.11 Social Value Act

The Public Services (Social Value) Act 2012 requires public bodies in England and Wales to consider the economic, social, and environmental benefits of their procurement processes. Before starting the procurement, commissioners must evaluate how the services they plan to buy can improve the well-being of their area. This Act aims to ensure that public spending delivers additional value beyond the primary purpose of the contract, fostering innovation and better service design by engaging with local providers and communities <sup>67</sup>.

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<sup>66</sup> [wp120.pdf \(publishing.service.gov.uk\)](#)

<sup>67</sup> [www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources](#)

Local authorities can use the Social Value Act to maximise equitable employment opportunities, focusing on people classed as NEET and those least likely to be able to access the jobs market, and to get a high quality job, encourage employers to pay the living wage, offer apprenticeships and other actions that support the provisions<sup>68</sup>

### 3.12 Workplace Health initiatives

Workplaces can enhance employee health and well-being by fostering health-focused work cultures and adopting person-centred management approaches. This includes developing systems to quickly identify and address health issues, implementing effective health promotion programs, encouraging healthy lifestyle choices, and improving the physical work environment to support overall well-being<sup>69</sup>.

### 3.13 Anchor institutions

Anchor institutions, such as hospitals, universities, and local government bodies, play a vital role in their communities by strategically contributing to the local economy. They are characterised by strong ties to their geographic location, substantial size, significant purchasing power, and often a non-profit status. Because these institutions are unlikely to relocate, they are essential in helping vulnerable individuals secure employment, ensuring the availability of quality jobs, and enhancing workplace health and well-being. By setting an example as employers and using their purchasing power, they can elevate standards and form partnerships that positively impact the broader economy<sup>70</sup>.

Anchor institutions also contribute to local economic growth by focusing on local suppliers, generating employment, and promoting community well-being. They run health initiatives, engage with local communities to address specific needs, and

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<sup>68</sup> Kings Fund, '[Helping people find good jobs and stay in work](#)', 2013

<sup>69</sup> [NICE guidance](#), 2013

<sup>70</sup> [UKCES explains: What is an anchor institution? – UK Commission for Employment and Skills \(blog.gov.uk\)](#)

provide training opportunities. Additionally, they adopt sustainable practices that enhance both local environmental conditions and public health outcomes <sup>71</sup>.

By prioritising local suppliers and investing in local businesses, anchor institutions can stimulate the local economy, create more job opportunities, and promote community well-being through their procurement practices <sup>72</sup>.

### 3.14 Get Britain Working

The "Get Britain Working" strategy aims to reduce economic inactivity and boost employment. It includes a £240 million investment to integrate health, employment, and skills services, particularly for those with long-term sickness. The strategy focuses on reforming Jobcentres, creating a new jobs and careers service, and accelerating benefit reforms to move more people onto Universal Credit. It also emphasises local solutions with "trailblazer" areas to address specific regional challenges. The goal is to achieve an 80% employment rate, improve living standards, and support economic growth <sup>73</sup>

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<sup>71</sup> [www.kingsfund.org.uk/insight-and-analysis/long-reads/anchor-institutions-and-peoples-health](http://www.kingsfund.org.uk/insight-and-analysis/long-reads/anchor-institutions-and-peoples-health)

<sup>72</sup> [www.health.org.uk/publications/long-reads/anchors-in-a-storm](http://www.health.org.uk/publications/long-reads/anchors-in-a-storm)

<sup>73</sup> [www.gov.uk/government/speeches/getting-britain-working](http://www.gov.uk/government/speeches/getting-britain-working)

## 4. Services Available – Ealing and External

Number of existing services and resources are available to Ealing residents through Ealing Council and external organisations. These services are summarised below highlighting their impact on equitable work and health. In some cases, case studies provided by residents are included.

### 4.1 Ealing Services and Resources

#### 4.1.1 Living Wage

Ealing is the first borough in West London to be officially recognised as a Living Wage Place, and one of only 17 across the UK. So far in 2024, almost 70 employers in the borough have been accredited. Businesses of all sizes can accredit, including sole traders, charities, and not-for-profit organisations.

#### 4.1.2 Ealing Adult Learning and Skills (Learn Ealing) : 19+

Ealing Adult Learning and Skills provides comprehensive programmes tailored to align with key growth sectors, empowering residents with the skills necessary for current and future opportunities. These programmes are thoughtfully designed to address the unique needs and aspirations of adult learners, emphasising skills development, digital inclusion, employability, and wellbeing. Aligned with the London Mayor's Skills Roadmap and Ealing Council's Jobs and Skills Strategy, the courses ensure relevance and support career advancement within Ealing's expanding sectors.

#### 4.1.3 Work clubs: 18+

Work clubs help unemployed Ealing residents get back into work. Practical support is provided including help with searching for a job, internet access, CV building, interview techniques, help in completing application forms, access to vocational training and other educational opportunities. Work clubs are based in Northolt, Hanwell and Acton.



#### 4.1.4 Ealing Apprenticeships

The Ealing Council's Apprenticeship Scheme offers residents aged 16 and above the chance to develop skills, gain work experience, and enhance their professional behaviours within the local authority setting. This scheme is ideal for those starting their careers, looking to transition into a new skills area, or returning to the workplace after a break. Impressively, the scheme boasts an achievement rate of over 90%, with many completers securing employment within the Council.

Ealing Apprenticeships collaborates with training providers and WorkWell to help set up business opportunities and offer support and advice on recruiting, working with, and supporting apprentices. Additionally, the Council provides businesses with the opportunity to gift apprenticeship levy funding to cover apprenticeship training costs, provided the employers pay at least the London Living Wage.

#### 4.1.5 Case Studies - Ealing Apprenticeships

James, a planning apprentice at Ealing Council with high-functioning autism, had a family therapist who once doubted his potential for ambitious pursuits. Twenty years on, James is a valued council staff member and a 2022 Spark! Awards<sup>74</sup> winner, recognised for his commitment, passion, and inspiring journey. James stated the following:

*"I initially applied for a level 2 IT apprenticeship found by my mum in Around Ealing magazine. Although I didn't get that apprenticeship, I was referred to a support program for candidates seeking other opportunities. Through this, I found my level 3 apprenticeship, which I completed in December 2021. Now, I'm pursuing my level 4 course."*

One other individual who has thrived through an apprenticeship at Ealing Council is Ellis Donaldson. Starting her career as a 17-year-old regulatory services apprentice, Ellis gained experience across various fields such as licensing, licensing enforcement, trading standards, food safety, health and safety, and noise nuisance.

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<sup>74</sup> [Annual Awards - Spark! - Kick starting careers](#)

Now in her early 20s, Ellis is a full-fledged team member, recently taking the lead in her own licensing enforcement operation. Ellis stated the following:

*“The apprenticeship allowed me to experience a wide range of scenarios and disciplines within the realm of trading standards. I’d started my AS levels and completed them, but I didn’t feel that was the right path for me, so I looked around and saw the apprenticeship role at Ealing Council advertised. This role has really opened my eyes to the world of trading standards. The apprenticeship showed me there are opportunities to earn while working, and you can gain a qualification while getting on-the-job experience”.*

#### 4.1.6 Ealing Youth Hub

Young people aged 16–30 can self-refer to the Youth Hub to get impartial careers advice and guidance. Residents can get pre-employment support from trained advisers to help them progress into employment, apprenticeships or further training.

#### 4.1.7 WorkWell

WorkWell offers low-intensity interventions targeted at people in work who are struggling at work due to a health condition or disability, or recently unemployed people (within the last 6 months) facing a barrier to return to work due to a health condition or disability. It is a voluntary programme that focuses on early interventions and support, offering participants an expert assessment of their health-related barriers to work along with a tailored plan to address these, and will serve as a pathway to other local services to help people get the support, they need<sup>75</sup>.

The service, which only launched on 1st October 2024, has already received positive feedback from participants. One such participant, identified by Dr. Turner, is managing physical and mental health challenges and described the programme as “a beacon of hope and support.” In their own words, the participant shared:

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<sup>75</sup> [Work and Health Programme Pioneer Support – Tackling economic inactivity and helping disabled Londoners into decent work - Central London Forward : Central London Forward](#)

*“I’ve had two coaching sessions with a WorkWell programme coach and have had a very positive experience so far. The service provides a wide range of support to assist people while they are out of work. For instance, covering acupuncture treatment while I wait for surgery to help alleviate my pain. They’ve also provided financial advice during my time away from freelancing and are willing to consider individual situations to offer customised support. The programme is an excellent resource for people who are committed to preparing themselves for a successful return to work.”*

#### 4.1.8 Pathways WORK: 16-24

The Pathways WORK programme offers tailor made work experience for unemployed young people from targeted groups. The programme offers a paid work placement (up to 20 days over a period of six months), mentoring and support.

#### 4.1.9 Connexions: 16-19

Provides personalised advice and support to empower young people in schools, at youth clubs and to young offenders to ensure they enter or sustain education, employment or training, and monitors outcomes. The service is for young people in Ealing aged 13-19 years old.

### 4.2 External Services and Resources

#### 4.2.1 Jobcentre Plus: 16+

Jobcentre Plus, run by the DWP, aims to help people of working age find employment and access benefits. People access Jobcentre support through making a claim for Universal Credit, and work coaches are assigned to customers to support them to find work. People with complex needs or those who are not work-ready, receive additional support. The Jobcentre also engages with employers to identify vacancies, work with schools to help students make choices, provide careers advice and work in partners with other support services such as Twining, IAPT and Scope.

#### 4.2.2 West London Alliance's supported internships: 18-24

West London Alliance run a supported internships programme, which is open to all applicants who are keen to be offered paid employment at the end of the programme. All applicants must either have an EHCP provided through their local authority or be in the process of obtaining one and must be capable of travelling independently. Through training and direct work experience, young people develop employability skills, self-confidence, job specific skills and Maths, English and IT skills whilst working alongside employees in a real employment setting.

#### 4.2.3 West London Alliance's Work and health programme: 18+

The Work and health programme is commissioned by West London Alliance and delivered by the Shaw Trust. Based in Acton, it supports people to improve their health and wellbeing, become 'work ready', enter employment and sustain their jobs, through holistic, personalised support and a range of groups.

#### 4.2.4 Individual Placement Support: 18+

Commissioned via social impact bond with funders including DWP, WLA and Ealing Council, the Individual Placement Support Service is provided by Westminster Drug Project. The service supports those with current or previous issues with drugs and/or alcohol to gain paid, sustainable work, through providing tailored, personalised one to one support.

#### 4.2.5 Ealing IPS Trailblazer: 18+

The Ealing IPS Trailblazer service is funded by Ealing Council, ESF and National Lottery and is provided by Twining Enterprise. The service supports local people with mental health problems to get work and keep work. The team of employment specialists provide one-to-one support, based on the Individual Placement Support (IPS) model. The service provides support to improve confidence and motivation, careers advice and guidance, support with job searching, interviews, presentations, preparation for first days back at work and continued support once an individual has started work.

#### 4.2.6 EACH IPS Works: 25+

Free specialist employment support project delivered in partnership with Twining Enterprise for people with common mental health issues from BAME communities. The free service places people in employment and supports them for six months in their new role.

#### 4.2.7 Living Well Work and Skills Support

A program offering online and face-to-face groups aimed at assisting individuals living with HIV who are: unemployed or seeking new job opportunities, volunteering, or pursuing further education; looking to build confidence by enhancing their skills, strengths, and opportunities; concerned about job security and wanting to explore options for a career change after a period of self-reflection.

#### 4.2.8 Skills for Care: employers

Skills for Care is an independent charity specializing in workforce development and serves as a delivery partner for the Department of Health and Social Care. They offer practical support to help leaders and managers in recruiting, developing, and leading their social care staff, ensuring retention from entry-level positions to senior management roles.

#### 4.2.9 Golden Opportunities, Skills and Development (GOSAD) Employment support

GOSAD provides employment support to unemployed people, including CV writing, job search strategies and techniques, structured work experience, career and progression planning, information on rights and responsibilities at work and communicating at work. GOSAD also provides:

- Free basic computer training to anyone who has never used computers before.
- Free and impartial advice on welfare rights issues.
- End to end support for NEET young people and those at risk of becoming NEET.
- Accredited English lessons.

#### 4.2.10 Catalyst Gateway

This service supports Catalyst tenants to take steps to find and sustain suitable work through providing one-to-one support from a qualified advisor, support to create a personalised action plan, CV writing, interview skills, confidence building and targeted job searches.

#### 4.2.11 A2 Dominion

This organisation provides free employment support services, drop-in advice sessions and a Saturday job club at the Lido Centre for Ealing residents, as well as community legal advice services.

#### 4.2.12 Action West London

Action West London delivers a variety of employment, education, and enterprise projects for young people and adults each year. The 2019 projects include:

- **Yes, West London:** In partnership with Burleigh College, this initiative helps 16–24-year-olds get into employment, education, or training.
- **Action Town Centre Market:** Supports traders interested in starting a market trading business.
- **Moving on Up:** Develops a recruitment agency focused on helping black men aged 16-24 year-olds find employment.
- **One Digital Project:** Assists people in developing the skills and confidence to perform a range of activities online.
- **Family Works:** Supports families in securing employment.
- **Working West London:** Helps refugees obtain employment, gain confidence, and feel recognised for their contributions.
- **Action Talent** – helping start up new social enterprises.

#### 4.2.14 West London Business

This group provides signposting, advice and support, including [workplace health and wellbeing](#) to businesses of all sizes in West London.



## 5. Potential Gaps and Future Needs

The Joint Strategic Needs Assessment (JSNA) highlights potential gaps and future needs within in Ealing which will inform key recommendations of this JSNA.

Addressing health inequalities in Ealing requires a comprehensive approach that tackles both the availability and quality of employment. Ensuring access to 'good work' - characterised by fair wages, job security, opportunities for development, and protection from harmful working conditions - can significantly improve health outcomes for individuals and communities. Additionally, targeted interventions to support vulnerable groups, including children in care, those with special educational needs, and individuals with learning disabilities, are essential to reducing disparities and fostering a healthier, more equitable society. Key points are summarised below.

### 5.1 Health Inequalities in Children and Adults

Health inequalities in Ealing are linked to disparities in access to quality work and education. Children in care have significantly lower attainment scores than the general population, highlighting the need for targeted support. Homelessness rates among families with dependent children in Ealing are much higher than the London and national averages, worsening health and social inequalities. Additionally, many children with special educational needs struggle to sustain education or employment beyond age 16, reflecting a lack of adequate opportunities and support.

### 5.2 Employment Gaps and Economic Disparities

Employment data in Ealing shows significant inequalities across ethnic and socio-economic groups. Ethnic minorities, especially those of Pakistani/Bangladeshi and Black origin, have lower employment rates than White and Indian residents. Individuals with learning disabilities are also underrepresented in paid work, with only 1.8% of working-age individuals receiving support for a learning disability in employment, well below the London and national averages.



Sickness absences in the area are notably high due to musculoskeletal and mental health conditions, highlighting broader workforce health challenges. The proportion of people claiming Employment Support Allowance (ESA) for mental health and musculoskeletal issues further emphasizes the impact of health problems on employment.

Economic disparities are also evident, with median weekly earnings in Ealing below the London average. A significant portion of the population earns less than the London Living Wage, contributing to financial strain and a higher risk of poor health outcomes.

### 5.3 Sector-Specific Employment Trends

In Ealing, a higher proportion of the workforce is employed in manual and service-oriented sectors such as manufacturing, wholesale, retail, and transport. These sectors, which often offer lower wages and less job security, can contribute to health inequalities. The borough has a lower representation in higher-paying, professional sectors like information technology, finance, and professional services, limiting opportunities for upward mobility and better working conditions.

### 5.4 Digital exclusion in the UK

Digital exclusion is not just a personal issue but a societal one that requires intervention at all government levels. It has been exacerbated by the cost-of-living challenges, making it more difficult for people to afford internet access. With the majority of job vacancies now advertised online, that leaves those with no internet access at an insurmountable disadvantage.

In summary, digital exclusion is a complex problem that requires a multifaceted approach, including improving access, enhancing digital literacy, and ensuring that offline alternatives remain available for those who cannot or choose not to engage digitally.

## 5.5 Future Skill Needs

By the mid-2030s, it is estimated that 25-30% of jobs could be vulnerable to automation, with the biggest impact on sectors such as transport, due to the development of autonomous driverless vehicles.

Artificial intelligence, robotics and other forms of automation are expected to bring important economic benefits, such as higher production rates, increased productivity and improved safety, but could also lead to the displacement of many jobs, particularly lower skilled, more routine jobs.

Increasing automation is likely to have the biggest impact on those with lower education levels, with future jobs needing different skills and higher educational requirements <sup>76</sup>.

A culture of adaptability and lifelong learning will be crucial for spreading the benefits of artificial intelligence and robotics widely through society. Improved Science, Technology, Engineering and Maths (STEM) skills will be important, and soft skills will help people to become adaptable and employable throughout their working lives.

## 5.6 Future Employment Opportunities

In the UK, jobs are highly polarised by education requirements, with many roles requiring either low or high education levels and fewer requiring mid-level qualifications. There has been a notable increase in insecure jobs, including zero-hours contracts, alongside a rise in employees earning below the living wage. Precarious work—characterised by low pay, insecurity, lack of protection, and insufficient income to support a household—disproportionately affects individuals with low education or skill levels and those in lower socioeconomic positions.

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<sup>76</sup> [assets.publishing.service.gov.uk/media/615d9a1ad3bf7f55fa92694a/impact-of-ai-on-jobs.pdf](https://assets.publishing.service.gov.uk/media/615d9a1ad3bf7f55fa92694a/impact-of-ai-on-jobs.pdf)

## 5.7 Impact of demographic changes

By 2050, one in four people in the UK will be aged 65 or over, up from one in five in 2017. The ratio of working-age people (16-64) to elderly people (65+) will decline from 4:1 to 2:1. To address this, workforce participation needs to increase among underrepresented groups, such as women, and people over 65. Affordable childcare will help more women stay in work, while flexible retirement policies and age discrimination prevention will enable older people to work longer. Education policies and business models must adapt as the traditional cycle of education, work, and retirement changes. Since 2000, life expectancy has risen faster than healthy life expectancy, leading to more years lived in poor health. Raising the retirement age will disproportionately affect lower-income workers, who tend to have shorter, less healthy lives, making it harder to sustain employment and worsening health outcomes.

## 5.8 Other Factors to Consider – Future Economy

A number of other factors will interact in complex ways to shape the economic landscape of the future <sup>77</sup>. Some of these key factors that impact Ealing are summarised below.

- **Brexit** has significantly impacted Ealing's hospitality, healthcare, and construction sectors due to a reduced labour supply. The hospitality sector faces staff shortages, affecting service quality and hours. Healthcare has seen a decline in EU workers, increasing pressure on staff and lengthening patient wait times. In construction, the shortage of skilled labour has slowed projects and raised costs. These challenges highlight Brexit's broader economic and social effects on local communities <sup>78</sup>.

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<sup>77</sup> [www.imf.7.org/en/News/Articles/2021/09/27/sp092721-the-future-of-finance-and-the-global-economy](http://www.imf.7.org/en/News/Articles/2021/09/27/sp092721-the-future-of-finance-and-the-global-economy)

<sup>78</sup> [www.instituteforgovernment.org.uk/sites/default/files/publications/brexit-coronavirus-economic-impact.pdf](http://www.instituteforgovernment.org.uk/sites/default/files/publications/brexit-coronavirus-economic-impact.pdf)

- **Climate change** has wide-ranging consequences for many industries, including agriculture, tourism, insurance, forestry, water, infrastructure and energy. Meeting emissions reduction targets requires investment in green technologies, including LED lighting, electric vehicles, solar photovoltaic systems and onshore wind and more sophisticated forms of energy efficiency. **Economic Policies:** Interest rates, tax policies, and government regulations will play a significant role in shaping economic conditions<sup>79</sup>. **Global Health Issues:** Pandemics and other health crises can have profound economic impacts, affecting everything from workforce productivity to global supply chains.

## 5.9 Stakeholder Views on Work and Health

The following section summarises the rich intelligence gathered from stakeholders on the topic of work and health in 2020, prior to the COVID pandemic when this JSNA work was first begun. We include insights, which we think, given the data changes, would stand true now also.

### 5.9.1 English language provision

Stakeholders reported that English language support available to residents, particularly in Southall, did not always adequately meet the needs required to develop skills and access to employment opportunities. For example, some comments from residents:

*“ESOL (English for Speakers of Other Languages) is a massive area of need - it’s underfunded, and outreach into and engagement with communities is needed to ensure people get the support they need”*

*“Language is a barrier to working – especially in Southall.”*

*“There is a waiting list for ESOL and high demand for beginner levels.”*

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<sup>79</sup> [www.wallstreetmojo.com/economic-factors/](http://www.wallstreetmojo.com/economic-factors/)

### 5.9.2 Working together

Stakeholders felt there isn't enough joint working between employers and education providers to ensure that the skills gap was being met. There is also variation in the careers advice and support provided by schools generally. These are some of their comments:

*“There is not enough evidence or information for training providers about what skills are needed - it's difficult to engage with employers and there is no single point of contact.”*

*“Connexions provision and careers advice and support varies by school. Work experience in schools is no longer compulsory, so most schools don't do it.”*

*“Schools and businesses should work together more, to share experiences, knowledge and opportunities from the workplace, offer mock interviews and employability support.”*

### 5.9.3 Changing perceptions

Stakeholders felt that there needed to be a change of perception in a number of areas: the perception of teachers and parents in relation to the potential of children with SEND to gain employment, the opportunities for development in social care careers and the benefits of apprenticeships needs to shift, while employers need to be more open minded about the value people with different lived experience can bring to the workforce. These are some of their comments:

*“Despite the benefits, apprenticeships are still seen as a ‘second choice’ option compared to university.”*

*“There needs to be a change in perspective – someone who has had a difficult life or experienced problems can offer additional skills, insight and empathy, which employers should recognise.”*

*“There needs to be a change of mindset within schools and with parents of children with SEND: everyone is capable of doing some kind of work, even if it*

*is voluntary or part time work, and role models would help to show that young people with SEND can get a job.”*

*“Social care offers a good opportunity to get into good quality employment – there are lots of vacancies, flexible and entry level jobs are available but there are also opportunities for career progression – but people (including schools and colleges) have a negative perception of it, there isn’t a unified brand or clear career path.”*

#### 5.9.4 Digital exclusion

Lack of digital skills combined with the digitisation of services makes it harder for people to access support. These are some of the views expressed by Ealing residents:

*“Digital skills are a huge issue for people – Ealing Council and Universal Credit systems are all online and are not user friendly, and job adverts and application processes are online too.”*

*“Council services are now very difficult to access – not everyone is able to go online, and it is the people who need the services the most who are least likely to be able to use a computer or the internet to get what they need.”*

#### 5.9.5 SEND

Stakeholders reported a lack of specialist employment support for people with Special Educational Needs and Disabilities. While there are programmes and a pathway in place to support younger people with SEND, stakeholders at the Job Centre and beyond reported not knowing how to support people with SEND to find work. These are some of the views expressed by Ealing residents:

*“It would be good to have a proper service to support people with SEND to access employment, but in the current climate existing services need to adapt to meet the need.”*

*“There is a gap in support for people with learning disabilities and autism – no specialist support if someone wants a job.”*

### 5.9.6 Referrals and links between services

Stakeholders observed that services often lacked effective coordination, with most referrals originating from Jobcentres rather than health or social care services. This limited access to support for some individuals and highlighted a need for greater collaboration across sectors. Additionally, issues with data sharing and transitions between services were identified as significant barriers to providing seamless and efficient support. Feedback from Ealing residents underscored the practical impact of these challenges, emphasizing the importance of improving service integration and communication. These are some of the views expressed by Ealing residents:

*“Benefits are now managed by DWP, and the DWP does not share its data with the Council. This stops the Council from doing preventative work to support people into employment.”*

*“Most referrals to the Work and Health programme come from DWP – not many from GPs or social services.”*

*“Services to support people into employment are disjointed and work in silos.”*

*“There is a disconnect between the people who need to refer to services and the knowledge of where to refer to – people are often referred to services via Jobcentre Plus, but there need to be more referrals from health and social care.”*

*“There is a lot of variation between GPs and their knowledge about employment and health, as well as what services are out there.”*

*“Transitions between services are tricky – even when someone is supported into an apprenticeship or internship, that doesn’t necessarily continue into the longer term.”*

### 5.9.7 Other gaps in provision affecting inequalities

Residents identified several gaps, including the absence of a job centre in Southall, insufficient support for people with severe and enduring mental illness, and inadequate support for older individuals. These are some of the perspectives shared by Ealing residents:

*“There is no community centre and no job centre in Southall.”*

*“Southall job centre is closed, and people in Southall won’t travel to Ealing or Acton.”*

*“There is a lack of support for people with severe and enduring mental illness.”*

*“There is lots of support for younger people but less for older people. There’s also a real need to training and reskilling.”*

### 5.9.8 Opportunities for future work

Stakeholders reported different views on the state of the current economy, but felt there were opportunities for people and for businesses: improving health and wellbeing and promoting good quality jobs has an economic as well as a social benefit, which businesses are keen to maximise. These are some of the views expressed by Ealing residents:

*“Widening the diversity of the workforce and supporting health and wellbeing in the workplace is good for business, and some employers are starting to see the benefits.”*

*“The Apprenticeship Levy could be used for workforce development - employers aren’t aware of how it works and don’t know how to navigate the system.”*

*“The NHS is not very engaged in supporting vulnerable people into good quality jobs, but this should be a good opportunity for people because there are vacancies, and the NHS pays the London living wage and has entry level jobs and good opportunities for progression.”*



### 5.9.9 Communication Challenges

Stakeholders have identified difficulty in communication and engagement with businesses as a significant issue. Additionally, there are several economic challenges such as skills shortages and technological disruption. Southall has been specifically noted as an area of concern due to the insufficient availability of good quality, sustainable jobs for residents.

This is what some of the residents had to say:

*“Small and micro businesses struggle with the number of accreditation schemes out there – London Living Wage, Workplace Health Accreditation – the volume is overwhelming, and the processes involved in signing up can be onerous.”*

*“GPs aren’t able to understand what is involved in every job and what every employee can manage, and so if someone asks for a sick note because they feel stressed or don’t want to go to work, the GP will sign them off.”*

*“There aren’t enough jobs in Southall – there used to be manufacturing jobs, factories and warehouses, but these have been replaced by a service industry.”*

*“There are big skills shortages in a number of areas, and the quality of leadership is a big issue for businesses.”*

*“There isn’t enough support for businesses locally and it’s challenging to communicate with and engage with businesses.”*

## 6 Recommendations

The following recommendations were developed based on the intelligence gathered and synthesised in the JSNA and on consultation in a stakeholder workshop. This was attended by those from across the council, NHS, Jobs centre, VCS and other organisations. The same group of people have agreed to become part of a working group to develop more discrete action plans which respond to these higher-level recommendations,

These recommendations aim to enhance access to employment, strengthen partnerships between employers and schools, foster community and employer collaboration, and provide support for vulnerable groups. By addressing barriers to employment, promoting healthy workplaces, and ensuring social value and fair wages, these recommendations are designed to create sustainable, long-term solutions that benefit individuals and the wider community. Through coordinated efforts across various sectors, these actions will contribute to driving positive change in Ealing's workforce development and inclusive employment opportunities.

### Theme 1: Overcoming Barriers to Employment

#### Recommendations:

- Develop a borough-wide approach to enhancing access to English language training through flexible, needs-based learning models, ensuring inclusivity for diverse communities.
- Establish a multi-agency approach to systemic digital inclusion that integrates employment, education, and health literacy.
- Strengthen engagement hubs across Ealing to provide face-to-face employment and health-related support for vulnerable residents (e.g. through the presence of social prescribers).
- Enhance service coordination to improve access for vulnerable groups to holistic health support, ensuring individuals receive assistance needed to gain and sustain employment.

## **Theme 2: Building Community and Employer Partnerships**

### **Recommendations:**

- Develop a long-term employer engagement network that fosters stronger relationships between employers, the voluntary sector, and communities with a focus on healthy work.
- Support the Jobs and Skills Strategy to deliver expanding SME and voluntary sector support programs that provide tailored resources for growth, resilience, and employment sustainability.

## **Theme 3: Improving Partnership Between Employers and Schools**

### **Recommendations:**

- Establish a strategic employer-education partnership group to enhance and strengthen long-term collaboration between schools and businesses. This will ensure all secondary schools in Ealing have access to structured career guidance and work experience programs that reflect future labour market needs and the diverse aspirations of students.
- Promote industry-led mentorship initiatives that enhance young people's career readiness through exposure to real-world skills and workplace environments.

## **Theme 4: Social Value and London Living Wage**

### **Recommendations:**

- Integrate social value commitments into borough-based partnership procurement policies to ensure attention to healthy work.
- Support employer-led incentive programs to encourage adoption of the London Living Wage across key industries.

## **Theme 5: Enhancing Workplace Environments and Health**

### **Recommendations:**

- Establish borough-wide workplace well-being standards that promote inclusion, flexibility, physical and mental health support.
- Explore an accreditation scheme for Ealing businesses adopting best-practice workplace health initiatives and healthy workplace design.

## **Theme 6: Employment Support for Vulnerable Groups**

### **Recommendations:**

- Strengthen career guidance and mentoring for children in care, ensuring access to meaningful employment pathways.
- Expand post-16 vocational training, apprenticeships, and SEN support provision to support long-term employability.
- Encourage tailored job coaching and inclusive opportunities for individuals with disabilities.
- Support foster carers with resilience and life skills training.
- Deliver bespoke work and health employment programs for migrants, asylum seekers, and women facing inequalities.

## **Theme 7: Role of Anchor Institutions**

### **Recommendations:**

- Encourage anchor institutions as drivers of sustainable employment, prioritising local hiring, skills development, and offering sustainable apprenticeships and internships.
- Encourage borough-wide adoption of flexible working policies and fair employment standards to enhance job security and workforce well-being.
- Implement a borough-wide employment pathway initiative through anchor institutions to create structured routes into high-quality jobs.
- Explore the potential redistribution of unused apprenticeship levy funds in anchor organisations to be utilised across Ealing employers.



# A note on the data

Where possible, Ealing has been compared with England and London, and where possible, trends over time have been analysed to identify where there have been changes and improvements.

Statistical techniques have been used to make sure the conclusions drawn from the data are as robust as possible, but in the real world it is not always possible to act based on perfect information. We need to draw conclusions based on the best available data combined with sensible judgements, and this is what has been attempted in this JSNA chapter.

Evidence of ‘what works’ is limited in some areas, and so the evidence described in this JSNA chapter is based on best practice and national guidance.

## Resident perspectives

Rapid surveys were conducted with 16 Ealing residents attending the Ealing Jobs Fair, and 10 participants of the Work and Health programme.

Further qualitative data from Ealing residents was obtained from shadowing different services in Ealing, including Connexions at Featherstone High School in Southall, Jobcentre Plus in West Ealing, and the Work and Health Programme in Acton.

## Employer perspectives

Rapid surveys were conducted with employers attending the Ealing Jobs Fair, including representatives from ARL, London Fire Brigade, Burton, Bulton and Rose, and Home Instead.

Views on employment practices and health and wellbeing at work were also taken from employees at Ealing Council, Ealing ICB and some voluntary and community sector organisations in Ealing.

# Glossary

**Anchor institution** – an institution that, alongside its main function, plays a significant and recognised role in a locality by making a strategic contribution to the local economy.

**Alternative provision** – education arranged by local authorities for pupils who, because of exclusion, illness or other reasons, would not otherwise receive suitable education; education arranged by schools for pupils on a fixed period exclusion; and pupils being directed by schools to off-site provision to improve their behaviour.

**Attainment 8** – a measurement of the achievement of a pupil across 8 qualifications including mathematics (double weighted) and English (double weighted), 3 further qualifications that count in the English Baccalaureate measure and 3 further qualifications that can be GCSE qualifications or any other non-GCSE qualifications on the Department for Education approved list.

**Apprenticeship** – a combination of paid work, training and study that enables someone to learn while they earn and gain skills, knowledge and experience to get into a career.

**Children in need** – children who are aged under 18 and: need local authority services to achieve or maintain a reasonable standard of health or development; need local authority services to prevent significant harm to health or development; are disabled.

**ESA (Employment Support Allowance)** – a benefit that is paid to people who are assessed as being unable to work due to a physical or mental health condition.

**Economically inactive** – people not in employment who have not been seeking work within the last four weeks and / or are unable to start work within the next two weeks.

**ESOL (English for Speakers of Other Languages)** – training and qualifications aimed at non-native English speakers, looking to take up a new language or validate their skills.

**JSA (Jobseeker's Allowance)** – a benefit that is paid to unemployed people who are looking for work.

**Key Stage 4** – the two years of school education which incorporate GCSEs and other examinations normally known as Year 10 and 11, when pupils are aged between 14 and 16.

**Key Stage 5** – the two years of education which incorporate A Levels or alternative qualifications normally known as sixth form or college, when pupils are aged between 16 and 18.

**Let's Go Southall** – a group of organisations, including Ealing Council, the NHS, Southall Community Alliance, charities, voluntary groups and a variety of other service providers working together on a new programme to help people in Southall to be more physically active.

**LAC (Looked After Child)** – a child who has been in the care of the local authority for more than 24 hours.

**London Living Wage** – an hourly rate of pay which is calculated independently to reflect the high cost of living in the capital, giving a worker in London and their family enough to afford the essentials and to save.

**NEET (Not in Education, Employment or Training)** – a person who is unemployed, not in school or vocational training.

**SEND (Special Educational Needs and / or Disabilities)** – children and young people with SEND have a learning difficulty or disability which calls for special educational provision to be made for them.

**SME (Small or Medium sized Enterprise)** – a business with fewer than 250 employees and a turnover of less than €50 million.



**Social prescribing** – a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.

**Social value** – the wider benefit gained by the local community, businesses and the environment through the better spending of public money.

**UBI (Universal Basic Income)** – a proposed economic system in which all adults within the economy receive a guaranteed basic income irrespective of whether they have a job or not.

**Universal Credit** – a benefit to support people who are unemployed or earning a low income.

**Zero-hours contract** – a non-legal term used to describe many different types of casual agreements between an employer and an individual; generally, a zero-hours contract is one in which the employer does not guarantee the individual any hours of work, offering the individual work when it arises, which can be accepted or declined.

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**Lead Author** Mona Sahota (Public Health Principal)

**Editors** Dr Maddy Gupta Wright – Consultant in Public Health

Ruxandra Ratiu – Public Health Principal

**Data Analyst** Mira Mangara

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- **Georgia Faherty** – Public Health Specialty Registrar
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- **Joanna Pavlides** – Assistant director Financial Assessments – Ealing Council
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- Members of the JSNA Steering Group
- Members of the BBP Health and Care executive

## **Members of the Work and Health JSNA workshop**

Sangeeta Meghji (Apprenticeships Ealing Council) , Amelia Jarmork (Apprenticeships, Southall Community Alliance ), Janpal Basran (Southall Community Alliance), Piers Milner (LNWH NHS), Pravin Sodha (DWP), Coni Buzuleac, Ealing Council), Somayya Yaqub (Head of Health and Safety, Ealing Council), Vanita Nicholas (Apprenticeship and youth programme manager, Ealing Council), Louisa McDonald (Head of cost of living, Ealing Council), Ian Elliott (EHCVS) , Chris Jack (NHS NWL ICB) and Irfan Arif (EHCVS), Stephanie Leane (Public Health)

