

No Wrong Door:

South London Skills & Employment Guide

Your brief guide
to skills and
employment in
South London



SUPPORTED BY
MAYOR OF LONDON





If you're looking for a job, trying to keep a job, or find something better - finding your way through the jobs and skills market isn't simple!

So we've created this e-guide to let you know of some of the support out there that may help.

Check out all the support available or reach out to us directly for further info:

<https://southlondonpartnership.co.uk/no-wrong-door-south-london-integration-hub/>

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01

Getting started and looking for work

Take some time to consider what you want and what help you might need:

- Would you like some **help looking for work**, applying or getting an interview? See pages [7,9,11](#).
- Do you have the skills you need for the job you want? See page [22](#).
- What are the things stopping you from working? Who can help with barriers? See page [18](#).

Get online

Who can help me get online?

Libraries, community settings, youth clubs, schools, friends, family, train stations, cafes, town centres, often have free Wi-Fi and some have staff that can help you access the internet. Call your local authority or [Citizens Advice](#).

- [Find local face to face digital support](#), through the **Good Things Foundation**. They can support with day-to-day tasks, such as looking for work online, cv writing and help you to learn essential digital skills.
- Visit www.learnmyway.com to learn more about how to use the internet.
- Your local **further education college** or **adult education college** can also help you to get online and improve your digital skills. **Find your nearest [here](#)**.

Search Online

Just searching “How to get a job” into a popular search engine provided over 8 billion results in under a minute!

Try searching:

- Job sites like “Find a job” <https://www.gov.uk/find-a-job> or “Job Help” <https://jobhelp.campaign.gov.uk/>
- Companies or types of work and look on company webpages

Words to search for jobs online:

- ✦ Find a job
- ✦ Jobs in [local area]
- ✦ Indeed, Total jobs, Guardian, Jobs Go Public, Monster, Reed, Charity Jobs

Try social media

Jobs are advertised on social media sites.

LinkedIn is a free professional business network often used by recruiters. Set up a presence on [LinkedIn](#) and access the free advice online.

“...I’ve tried all of that what next?”



Job Centre Plus

Most of us have been into a job centre at some point in our lives. If not - now may be your chance to get the help you need to access some support.

- Job Centre Plus offers a wide range of support and advice services for residents, connecting you with skills and employment opportunities directly or referring you to organisations that can help.
- They can help you access a range of opportunities, it's not only for those already in receipt of benefits or those seeking entry level or minimum wage roles.

"Without their help I would not have progressed".

We've listed some of your local jobcentres here or search online:
<https://find-your-nearest-jobcentre.dwp.gov.uk/search.php>

"Looking for a job, is a job in itself. You have got to stick at it, twenty four hours a day"

Work and benefits

The amount of money you earn can impact the benefits you receive. You can find out further information and a calculator here:

<https://www.citizensadvice.org.uk/benefits/>

You may also want to consider how work impacts your benefits by using an online calculator like this one:

<https://www.gov.uk/benefits-calculators>

Croydon Job Centre Plus



Bernard Wetherall House,
8 Mint Walk,
Croydon
CR0 1EA



0800 169 0190

Kingston Job Centre Plus



The Guildhall
2 High St
Kingston upon Thames
KT1 1EU



Telephone:
0845 604 3719
Textphone:
0845 608 8551

Merton Job Centre Plus



1 The Grange,
Central Rd,
London
SM4 5PQ



0800 169 0190

Twickenham Job Centre Plus



Chatsworth House,
59-63 London Rd,
Twickenham,
TW1 3SZ



Telephone:
0845 604 3719
Textphone:
0845 608 8551

Mitcham Job Centre Plus



Boundary House,
317-321 London Rd,
Mitcham
CR4 4YF



0845 608 8551

Sutton Job Centre Plus



Carew House,
Railway Approach,
Wallington,
SM6 0DX



Telephone:
0800 169 0190
Textphone:
0800 169 0314
0845 608 8551

Local Council Skills and Employment

Did you know not only is your local council likely to be one of the biggest employers in your local area, but they can also help you find work?

Search online:
Employment and skills [your local Council] or Jobs at [your local Council] or Job brokerage [your local area]

Take a look at the jobs available at your local council:

Richmond Council
<https://www.richmond.gov.uk/jobs>

Kingston Council
www.kingston.gov.uk/benefits-5/support-rising-living-costs/6

Merton Council
<https://www.merton.gov.uk/jobs-and-careers>

If you're feeling a little unsure, nervous or would like a bit of help to get started, did you know that councils also offer **Employment Support**?

This is extra help to search, apply and prepare for interviews to help you secure that new role. Check out these links below for Employment Support:

- [Richmond Council/ Employment Support](#)
- [Connected Kingston](#)
- [Merton Council/ Employment Support](#)
- [Sutton Council/ Employment Support](#)
- [Sutton Information Centre](#)

If you need some extra support, three of the Councils in South London also offer **job brokerage services**.

If your borough doesn't have a job brokerage one in a neighbouring boroughs may still be able to support you.

Job brokerage organisations work with both employers and residents to **match residents to vacancies** whilst providing support and advice to residents in order for them to get the job.

Click on these links to be find out more on what's available in **South London**:

- [Employ Merton](#)
- [Croydon Works](#)
- [Richmond Work Match](#)
- [Step Ahead Sutton College](#)



Employment Support Organisations

Similar to job brokerage organisations, **employment support organisations may have a pool of vacancies to refer residents to, or alternatively work to support you in applying for jobs, interview coaching and supporting you once in work.**

If you're finding getting interviews difficult, are worried about applying or haven't been in work for a while their support may be ideal.

Search online:
Employment support organisations
in [your local area e.g. Merton]

If internet search engines are providing too many results - narrow down some of the options, saving you time and getting you the support you need.

Try <https://southlondonpartnership.co.uk/no-wrong-door-south-london-integration-hub/>

Some employment support organisations are voluntary organisations, charities, or social and community enterprises and **specialise in supporting people with barriers to employment (see page 37).**

They can be local or national organisations and you can **self-refer** or you may want to ask for support from a professional if you work with one.

If you live in a Housing Association or Social Landlord accommodation, you may also be able to get support from your housing association.

Search for your housing association and follow the employment links or submit an enquiry form. You can also contact your **local residents association** for more information.



Government Funded Skills and Employment Programmes

In addition to local and national support organisations, the Government and Mayor of London also run programmes to help:

Access to Work

Can help you get or stay in work if you have a physical or mental health condition or disability.

Intensive Personalised Employment Support

One-to-one support and training to help you into work if you have a disability.

Work and Health Programme: Better Working Futures

Provides personal advice and guidance, skills training and health support – all to help you find the right job.

Pioneer Support (Universal Support)

A new employment support programme designed to help people find and sustain jobs through personal adviser-based support.

London Careers and preparing for the workplace

Bringing together a range of career programmes which connect London employers with secondary schools, SEND schools, PRUS and AP institutions and further education institutions across the capital to help young people prepare for the world of work.

Recruitment Agencies

Some employers ask recruitment agencies to fill vacancies.

The agency will advertise the role or look to fill it from their database of candidates. Registering your CV with a recruitment agency (or multiple agencies) will provide you with access to a wider range of jobs than you could find on your own.

Specialist recruitment agencies are also available that can match you with roles in your sector.

Recruitment agencies will likely receive a fee for their services from the employer and can have a wide range of opportunities available including senior/executive level positions, and permanent or temporary positions.



“It would be great if we knew where they were”.

Search online:
“recruitment agency”, “recruitment agency in [your local area]” or
“specialist recruitment agency [your expertise or type of work] (industry, sector)”



02

Supporting you to get a job

- 18-19** Support if you're new to the UK or English is a second language
- 20-21** Training and skills qualifications explained
- 22-25** Fully funded training and skills programmes such as Multiply and Skills Bootcamps, Work Tasters and Apprenticeships

Support for people newer to the UK, with English as a second language

Support is available for those that have moved to the UK or would like to improve their English language skills.

Courses for those with English as a Second or Other Language (ESOL) are available online and from most local colleges or adult learning providers.

You could try the [Directory of English \(ESOL\) classes in London](#) or try the colleges/providers directly.

LEAH - Learn English At Home (LEAH) is a charity supporting ethnically diverse adults in Kingston, Richmond and Hounslow. Their vision is to achieve 'inclusion through language' for those who cannot access college classes.

EAL Friendship Group - a small charity and target hard-to-reach and isolated adults whose lack of English language skills disadvantages them in everyday life and provide informal English classes.

Local Colleges or education providers in South London with **ESOL classes**:

- [Adult Education Merton](#)
- [Croydon College](#)
- [Kingston Adult Education](#)
- [Kingston College](#)
- [Merton College](#)
- [South Thames College](#)
- [Sutton College](#)
- [Richmond Upon Thames College](#)
- [Richmond and Hillcroft Adult Community College](#)

Search online:
ESOL course [in my local area],
support for refugees [local council]



Specialist support is also available if you have **fled violence or conflict** in your home country:

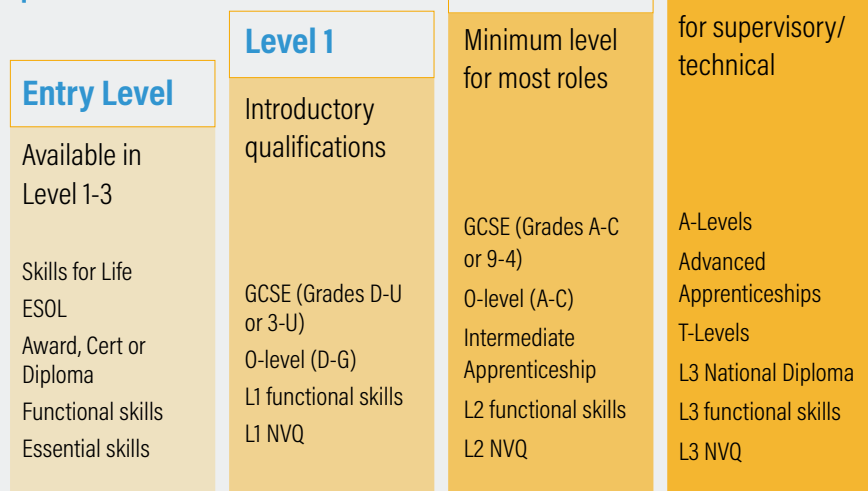
- [Connect: North Korea](#)
- [Croydon Refugee Day Centre](#)
- [Migrant Advocacy Service](#)
- [Refugee Action Kingston](#)
- [Renaissi \(Transitions\)](#)
- [South Thames College](#)
- [Sona Circle Refugee recruitment](#)
- [STEP Ukraine](#)

Training and Skills Qualifications

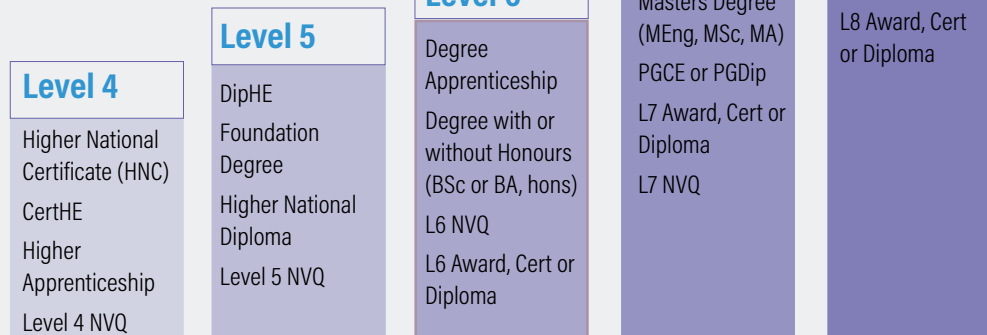
Most jobs require a minimum level of skills or qualifications. There are 9 levels of qualifications in the UK, from Levels 1 to 9.

Qualifications undertaken from non-UK countries may have different levels or equivalence in the UK. See an explanation [here](#)

Entry to Advanced Level Academic & Technical qualifications



Higher Level Academic & Technical qualifications



There are a lot of training providers in South London that can help you gain the skills you need for the job you want.

Training can be part time, full time **and may be free for you** (especially if you are looking for qualifications up to Level 2). It can also be online or in a community venue near you.

[Funding for childcare](#) is also available while you study.

[Sector-based work academy programmes](#) are also available for people who are in receipt of benefits from Job Centre Plus.

Your local college or adult learning provider will be able to advise you, find them [here](#)

Search online: "Skills for jobs or "CV skills" or "transferable skills"

Training and Skills Courses

There are short-focussed programmes available for specific needs, such as:

Multiply

London Multiply training is free and flexible. Courses vary from short, bite sized courses on **money management and boosting confidence with numbers**, to family learning, learning in community settings and more long-term courses focused on working towards a qualification or career focused training.

Skills Bootcamps

Skills Bootcamps are designed to help Londoners aged 19+ to progress in work by giving them access to **in-demand skills training** and a **guaranteed interview** after the completion of the course. The Skills Bootcamps for Londoners

programme has courses across the following sectors: **Digital, Green, Construction, Technical (Manufacturing and Engineering) and Logistics (HGV driving)**, alongside additional London priority sector skills areas – **Creative, Hospitality, Health & Social Care**.

For most Skills Bootcamps, no qualifications or previous subject knowledge is needed, other than a good grasp of English, although some Skills Bootcamps may have additional entry requirements.

Although you may not have the exact skills that a job requires, some employers will be willing to support you to train. Especially if you can demonstrate soft skills such as communication, compassion and reliability. Consider researching and demonstrating these skills.



Adult Career or Work Tasters

Usually aged 18+

A chance for an adult to experience a new career or work environment they may be interested in without either committing or leaving their current role. Good candidates for this could be those with caring or other responsibilities that need to understand the commitment upfront.

Apprenticeships

Aged 16 - Adult (work based training programme)

Apprenticeships are an employment based training route. Individuals are employed by the company, full time or part-time and are suitable for aged 16 plus and adults, who need to reskill or upskill into leadership or management roles at Levels 2 to Level 7.

There is a requirement for 6hrs per week off the job training at a college, university or remotely.

Why consider an Apprenticeship?

Apprenticeships have moved on and become a highly recognised pathway for recruitment and upskilling. They offer job or role specific training, in both existing and emerging industries. Apprenticeship courses can also include valuable technical, professional and degree qualifications.

Duration: 6 months to 5 years depending on the industry, level and contracted hours and whether p/t or f/t

Wages: Apprenticeship wage or above £4.81/hr

Employability Skills

Usually for aged 16+

An opportunity to support individuals that need extra time to develop interpersonal, organisational or day to day skills needed to succeed in the workplace.

Other skills and training options to consider:

	WHO CAN APPLY?						
	Age range	Unemployed	Employed	Career changers	In full-time education	In part-time education	Not in education employment or training?
APPRENTICESHIPS	16+ including mature adults	Y	Y	Y	Y	Y	N
BUSINESS OR PERSONAL MENTORING	14+	Y	N	Y	Y	Y	Y
ADULT CAREERS OR WORK TASTERS	16+ including mature adults	Y	Y	Y	Y	Y	Y
CAREERS & MOCK INTERVIEWS	16-19	N	N	N	Y	Y	N
CAREERS & MOCK INTERVIEWS	14+	Y	Y	Y	Y	Y	Y
INDUSTRY INSIGHT AND ENTERPRISE DAYS	7+	N	N	N	Y	Y	N
EMPLOYABILITY SUPPORT	16+ including mature adults	Y	Y	Y	Y	Y	Y
SCHOOL PLACEMENT	14-16	N	N	N	Y	Y	N
SECTOR BASED WORK ACADEMIES	18+	Y	N	N	N	N	Y
SKILLS BOOTCAMPs	18+	Y	Y	Y	Y	Y	Y
T-LEVELS PLACEMENT	16-19	N	N	N	Y	N	N
UNIVERSITY INTERNSHIP	18+	N	N	N	Y	Y	N
UNIVERSITY PLACEMENT	18+	N	N	N	Y	Y	N
WORK SHADOWING	16+ including mature adults	Y	Y	Y	Y	Y	Y



03

Return to work, career switch, start a business

- 28-31** Support for those returning after parenting or a career break
- 32-33** Switching careers or returning to work later in life
- 34** Setting up your own business or self-employment
- 35** Workplace challenges with your current employer and who can help

Support for those returning after parenting or a career break

We know from our residents* that returning to work can be challenging. There are a range of concerns including practical arrangements for looking after children whilst you study or work, the need to learn new skills, or update your existing ones, flexible working arrangements, a criminal record, or a lack of confidence.

"Pursuing a new career with a career gap and lack of recent experience is a big worry."

There are specific organisations that can support you, some operate nationally or locally in South London, or both. There are also organisations that can provide advice online.

Advice and Guidance on returning to work

Croydon Works

Your first point of contact for anything related to looking for or returning to work.

Croydon Commitment: Ways 2 Work

Helps those new or returning to work with opportunities to engage with the business community in Croydon



Inclusivity Career Zone

A Returner programme with clients, enabling people to get back on the career ladder if they're struggling to return after a career break.

Returner Toolkit

Guidance for people looking to return to work after a career break.

Smart Works

A UK charity that supports women into employment.

Working Chance

Employability support for women with convictions.

Working Mums

Includes advice and guidance on returning to work, flexible working, maternity & parental leave, childcare and employment rights.

Work Happy Mums

A hub of resources designed to help people make a smooth and confident return to work and successfully navigate career and family life.

<https://nationalcareers.service.gov.uk/> and search “returning to work”



Working Families

The UK's national charity for working parents and carers including advice and guidance on employment for those with families.

Successful Mums

A training company for mums providing online, flexible and interactive training to help mums find work, start or develop a business.

Room for Work

(Richmond and Kingston boroughs only)

Advice, guidance and training for those returning to work, specialising in helping mature job seekers (40+) with previous work experience.

CFO Activity Hub

They support men and women on licence or serving a community sentence including personalised advice and guidance in moving on to training, education or employment.

London Skills and Development Network

Provide adult education courses that are designed to support those wanting to improve their skills, retrain for a new career or return to work after a break.

Search Online:
“Returning to Work” or “Working family”
or “Jobs working parent” or “Flexible job”

Pitman Training UK

Training courses and qualifications

Simply Connect

Employment support in Croydon, including support for those returning to work.

Sutton Women's Centre

A women's only centre focussing on supporting women who are surviving domestic abuse their services include ESOL classes, computer training and a job club to assist those returning to work.

Switching careers or returning to work later in life (adult careers)

Similar to job brokerage organisations, if you are returning to work later in life or switching careers there are many services that could support you with advice, guidance or training.

With a wealth of experience, it's never too late to start work or return to work and there are specific resources to help:

Guidance: Help and support for older workers

Government guidance on employing older workers and working past 50 and includes guidance focussing on older people who want to get back into work or stay in work longer.

Room for Work Advice

Guidance and training for those returning to work, specialising in helping mature job seekers (40+) with previous work experience.

Strive Training Course

An exclusive course for those aged 50+ in the UK Civil Service

Restless Career

Job search resources tailored to job seekers in their 50s, 60s and beyond.

Or for those looking to move into a **new industry that is a local priority for South London**, take a look at [South London Partnership Green Skills Academy Training](#) and signposting to job opportunities in the green skills area.

Or [South West London Social Care Academy Hub](#) for opportunities and training in adults social care.



Photo by [Centre for Ageing Better](#) on [Unsplash](#)

Teach First

The UK's largest teacher training and leadership programme.

Get into Teaching

Free advice and support on getting into teaching.

Mayor's Skills Academies

Help for Londoners to access training and employment opportunities in creative, digital, green, health and hospitality.

Stay Nimble Thrive Programme, Kingston

6hrs of fully funded support through online careers coaching.

For more signposting and information on navigating the employment system and getting into education, training and employment. Visit [No Wrong Door South London Integration Hub](#)

Search online:

"Adults career guidance services, new job in [the industry you want]" or go to [National Careers Service](#) and search "Changing Your Career"

Setting up your own business/ Self-employment

Prefer to work for yourself? Advice and guidance are available online, try <https://www.gov.uk/working-for-yourself>

Search online:
"Start your own business" or "self-employment" or "registering as a sole trader" or "small business"

Need some support?

Forward offer support to set up your own business

Try your local college or adult education provider for business start-up **self-employment courses**

Or go online with courses such as <https://www.kickoffinbusiness.co.uk/> or **Enterprise Nation**

Contact your local business membership organisation, which often have start-up support and programmes:

The British Chambers of Commerce or the **Federation of Small Businesses**

Currently unemployed?

JobCentre Plus can support you to get started with the **New Enterprise Allowance** which provides a business mentor and weekly benefits allowance.

If you're claiming benefits and worried about how these might be impacted, you can view and download further information is here at this link: **Universal Credit and Self-Employment**

Need help to speak to your employer or stay in work?

Working isn't always easy. If you are struggling with your employer or the workplace, take a look at these suggestions for support and advice:

- Find out if they provide confidential advice lines for staff or you could contact your HR department for advice
- Is there a trade union? A union representative is usually a member of staff that can advise you on where to get help
- Your GP can also help signpost or refer you to support organisations if your work is impacting upon your physical or mental health

Other organisations that can also provide help and advice include:

ACAS is a free service which offers impartial advice to employees and employers covering employees rights, advocacy and unfair dismissal amongst many other areas.

Citizens Advice provide advice and guidance on your rights as an employee

Working Well Trust who offer in work support



04

A-Z of support and services

38-43

Support for people with disabilities or long term health conditions is listed on the next few pages.

Want more? There are over 500 organisations that provide support in South London. Some are listed on the next few pages, but you can find more in the Inclusion Toolkit here:



People with disabilities or long-term health conditions may face additional barriers to get into or stay in work.

There are a range of organisations that can support people with disabilities with a range of employments concerns

including, **getting into work, in-work adjustments, and returning to work.**

You can access a full list of providers in the South London Partnership Inclusion Toolkit [here](#)

A-Z OF LOCAL SUPPORT & ADVICE



Support for people with disabilities or long-term health conditions

People with disabilities or long-term health conditions may face additional barriers to get into or stay in work.

There are a range of organisations that can support people with disabilities with a range of employments concerns including, getting into work, in-work adjustments, and returning to work.

Support for people with a disability or long term health condition is available and we are working hard with other local and national organisations to improve employer awareness of inclusive recruitment (here is a [link to our Inclusion Toolkit](#)).

Supported Internships

To find out more about supported internships take a look at this case study in our inclusion toolkit

How to find Disability Confident Employers: [publications/disability-confident-employers-that-have-signed-up](#)

"I didn't know I was dyslexic until I went to university. All those previous wasted years. I finally graduated at 49."

There are many organisations that can help. On the following pages you will find just a few to get you started.



Organisations that offer support if you have a disability or health condition

Advice Support Knowledge Information

ASKI support and signpost individuals who face barriers to inclusion

AUTUS

A charity focused on helping adults with autism grow personally and professionally

Better Working Futures

Providing tailored support to people with a health condition and/or disability, including help with starting a new job and in-work support to accommodate any reasonable adjustments

Choice Support

Employment support for people with disabilities or mental health challenges

Croydon People First

Support and opportunities for people with a learning disability

Croydon Talking Therapies

Helping people manage their mental health needs, sustain employment or return to work after sick leave

Croydon Voluntary Action

Supporting citizens to take active roles in their neighbourhoods

Employ Me (Royal Mencap Society)

Helps people with learning disabilities and autism get into work.

Fairshot

Run a year-long barista/cafe assistant traineeship programme for those with learning disabilities. With 6 months paid employment after.

iCope: NHS Talking Therapies Service

Helping people manage their mental health needs, sustain employment or return to work after sick leave

Kingston Adult Education

Course teaching computer skills with embedded English and Maths

Local Learning Consortium

Offer study programmes, courses and work-related programmes for young

people and adults

Local Offer Croydon

Directory of activities, information and services for those with Special Education Needs and Disability (SEND)

Local Offer Merton

Directory of activities, information and services for those with Special Education Needs and Disability (SEND)

Local Offer Richmond and Kingston

Directory of activities, information and services for those with Special Education Needs and Disability (SEND)

Local Offer Sutton

Directory of activities, information and services for those with Special Education Needs and Disability (SEND)

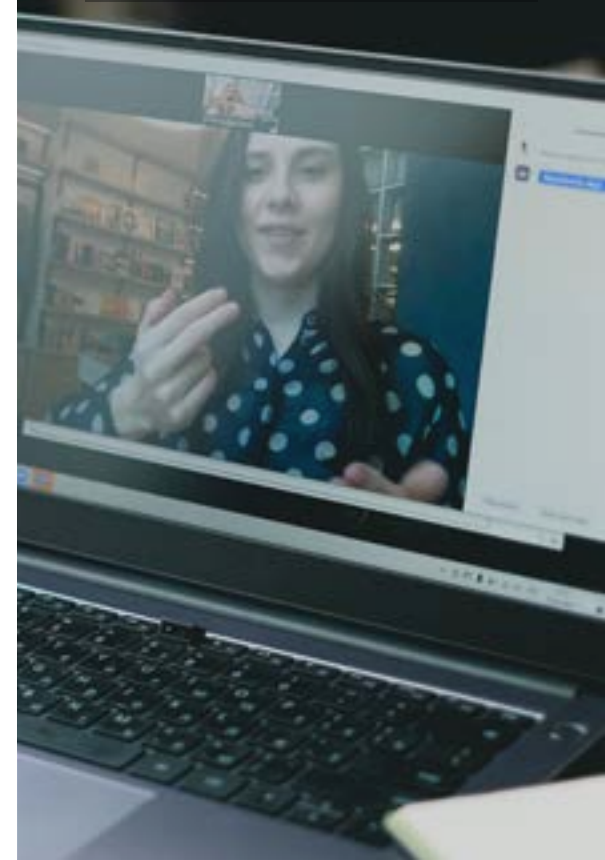
London Futures

Employability programme helping Londoners aged 18-25 transition into work

NEXT - CareTrade

Employability programme for neurodiverse individuals 25+

"Loneliness and isolation at work, not being included in discussions, not having other friends."



Nickel Support

Employment support programme

Palace for Life - Foundation

Official charity of Crystal Palace F.C. with a range of football and community programmes

Project SEARCH

12 month training opportunity for adults aged 18-24 with learning difficulties

Richmond Hillcroft and Adult Community College

RHACC have an exciting range of supportive courses for adults with special educational needs and disabilities (SEND) with full-time and part-time courses to help you prepare for work and life.

Richmond Mencap

12 week Job Club ran by Mencap

Richmond upon Thames College

Courses and training for students with special education needs.

Richmond Wellbeing Service

Offers free talking therapy to help you feel better

SCOPE

Careers advice and programmes for people with a disability

Shepherd's Star

Encouraging and empowering adults facing barriers to develop their practical skills and confidence

South Thames College Group

Training and work experience for people with disabilities

Status Employment

Career support including paid work experience and self-employment academy

Support To Work

Free online and telephone support programme helping people in England get into work

Talent Match

Helping people gain the skills and confidence to get a job and build a

career

The Autism Project

2-year employability programme for people with autism aged 18-25

The Change Foundation

Helping young people with a disability find employment

Toucan Employment

Supporting people into employment. One-to-one support

Work Fit

Service supporting people with down's syndrome find paid work

Work Start

Work experience and qualifications via Orchard Hill College

Working Well

Employment service in Kingston supporting those with Autism/Aspergers, learning disabilities and mental health conditions

The skills and employment system is complicated. Did you know there's over 500 organisations and practitioners in South London?

The South London Integration Hub focusses on the Mayor's "No Wrong Door" approach to employment and skills support. It addresses the information and communication failures, and the structural and service limitations in the skills and employment system.



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www.croydon.gov.uk



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For further support and more Information please email admin@southlondonpartnership.co.uk or go to our website <https://www.southlondonpartnership.co.uk>

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