

Health and Social Care Sector Roundtable Insights

Hampshire Chamber of Commerce is leading efforts to tackle skills shortages via the Local Skills Improvement Plan (LSIP). Through a series of roundtable events, the LSIP has gathered input from four business sectors* to understand the current local landscape, their workforce challenges and skills gaps.
 (*Health and Social Care, Logistics, Construction and Hospitality).

In November 2024, local Health and Social Care sector representatives shared their insights on five key questions. Their discussions gave valuable qualitative data, driving priority actions for the sector's future skills ecosystem.

Sectors of H&SC represented: Residential & Independent living support, NHS Trust CIC and foundation, Mental Health, Charities (mental health/ learning disabilities support) & Training providers

What sector roles are most challenging to fill?

- Mental health support roles
- Supported living assistants
- Non patient facing roles (not known about)
- Carer roles (all sectors)
- Unsociable hours roles
- Maintenance/trades (in house)

Reasons: All bound by the official requirement for basic skills qualification (are they always needed?)

What skills are in most demand for the roles discussed?

- Communication skills – conversation/assimilation for entry level roles
- Strong work ethic/ Resilience (already embedded)
- Empathy
- Driving (home care system)
- Literacy/numeracy basic skills
- Digital literacy
- Ability to balance own wellbeing and work

What has been successful so far in addressing the skills gap?

- Robust work placements and inductions
- Paid time for training
- Quality 1:1s
- Clear training plans
- Mentoring for new/young entrants
- Open talks and roundtables to spread best practise
- Upskilling existing staff (apprenticeships)
- Spreading awareness and positive human stories to inspire progressions and engagement
- Visiting training providers to show opportunities



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What is needed in your sector so that the skills gap challenge can be met more successfully?

- More work placement opportunities in ALL areas
- A joined up approach to support knowledge of pathway from training to employment
- Share communications campaign to promote a broader understanding of roles across the sector, dispel myths, and showcase opportunities
- Greater and consistent employer input with curriculum development; aligning courses to job roles
- Change recruitment methods from just interviews to improve diversity
- Future-focused workforce planning: boosting collaboration between providers and employers in the sector.

How can engagement with skills development and workforce access be maximized ?

- Coordinate an approach to guide the journey through training, employment and career progression
- Create positive marketing campaigns to bust myths and showcase the diverse roles in the sector.
- Collaboration within curriculum development to align courses with job roles
- Collaborative workforce planning to drive initiatives including diverse recruitment
- Expand access to work placements across the sector