

# How to build a Resilient Workforce

Using Skills Support for the Workforce/Redundancy funding

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Delivered by

**serco**

Co-financed by



Education & Skills  
Funding Agency



**European Union**  
European  
Social Fund

# Serco is a leading provider of public services

- Skills Support for the Workforce (SSW) is part of Serco's Employment, Skills and Enterprise (ESE) business unit – experts in the delivery of local employment, skills, training and business support services which improve the productivity of individuals and businesses and boost local economies
- We have been delivering the Skills Support for the Workforce programme across England since 2013 – supporting more than 7,000 businesses and 30,000 individuals to access and benefit from funded training to date
- Serco manages the SSW programme in partnership with the Local Enterprise Partnership in each region and aligned to their local priorities e

Delivering SSW in  
**15 LEP**  
regions across England

**+7,000**  
Businesses have  
benefitted from funded  
training for their workforce

**+30,000**  
Learners have been  
supported through SSW

# Overview of SSW/SSR

- Over the past 6 months a lot has changed, the way we work, where we work, how things are processed and processes. This might be a call for your business and its staff to learn new skills?
- The focus of the SSW programme is to:

**Provide recognised accredited qualifications and training**

Bespoke training that is tailored to the needs of the business

**Enhance your employees' skills**

Upskill, reskill and progress your workforce

**Increase the competitiveness of your business**

Through higher quality outputs, increased efficiencies, productivity and staff motivation

**Boost the local economy**

Training is aligned to LEP priorities in each area to meet the skills gap

- SSR supports those made recently redundant/ at risk of redundancy, to access funded skills training, retraining and careers guidance to help get back into employment.

# Eligibility - Skills Support for the Workforce

- Businesses: the focus is on small and medium size businesses (SMEs) with less than 250 employees.
- Individuals: must be aged 16 or over and able to live and work in the UK.
- Skills Support for Redundancy (SSR) offers training for individuals at risk of redundancy or recently made redundant.
  - Individuals must be aged 16 or over and able to live and work in the UK.
  - Individuals must be employed and at risk of redundancy or unemployed due to redundancy within the last 3 months.

*I would urge businesses or individuals that may be facing redundancy, to get in touch with our team and take advantage of the funded training on offer. We look forward to enabling many more businesses to take advantage of SSW training to upskill their staff and grow their businesses."*

Rob Matts,  
Head of SSW

# How does it work?

## *For Employers*

### Employer Support Process

Skills Support for the Workforce





# Supply Chain

- Today we are joined by Paul Riddick from TCHC one of our leading providers joining us today to speak about how we work collaboratively together, and Paul will also be joined by Stephen James Managing Director TradeArc Services who has accessed SSW funding who will discuss the process and how it has benefited his business.
- We have 6 providers that are part of the SEMLEP Supply chain that deliver a wide range of training such as: **HR/People Management/Personnel Skills, Business & Finance Skills, Team Leading/Team Building Skills, Leadership & Management Skills, Customer Care/Service Skills, IT - Software Skills, Marketing / Digital Marketing Skills, Sales & Retail Skills, Catering & Hospitality Skills, Cleaning, Health & Social Care Skills, Education Offer Health, Public Services and Care, Early Years – Children, Manufacturing and Engineering Skills, Warehousing and Distribution Transport Operations and Maintenance, Construction Skills and Functional Skill.**

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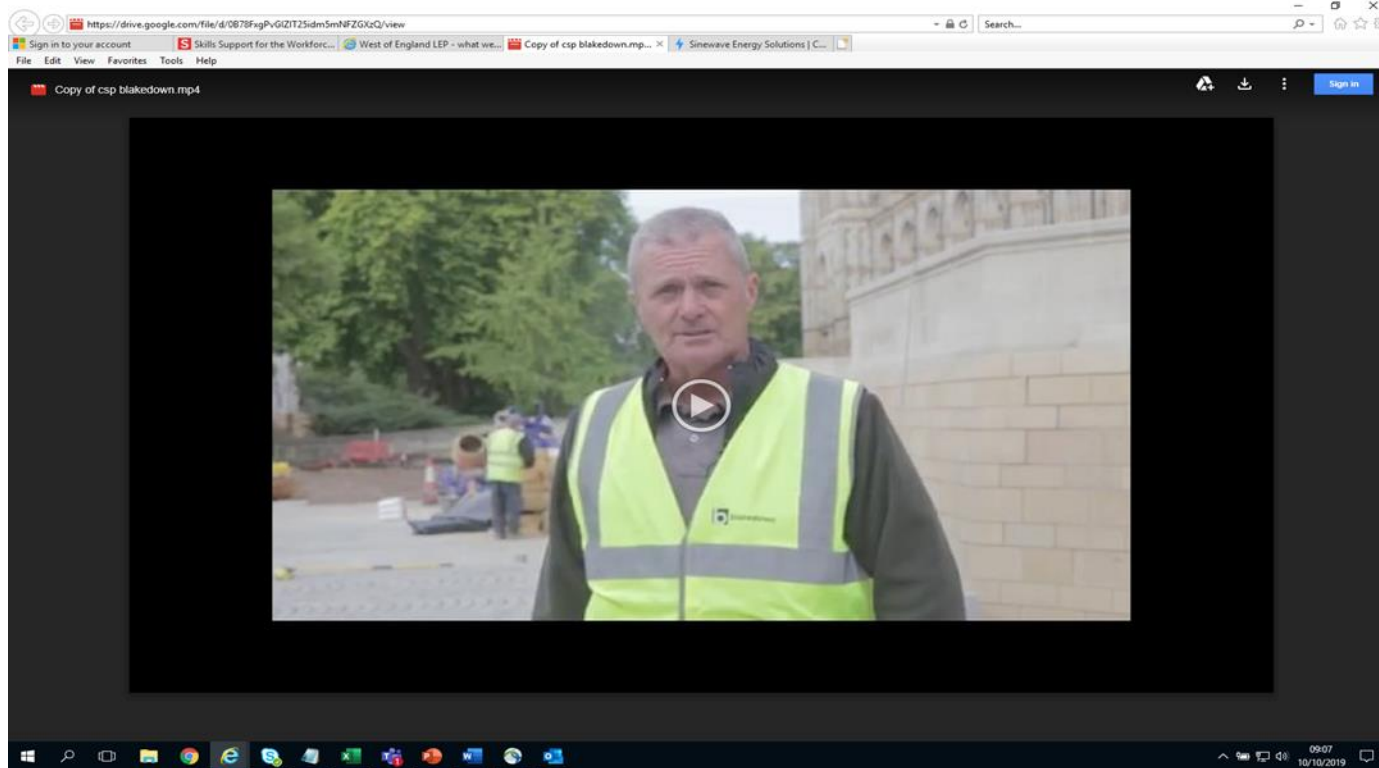
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# Success Stories



<https://drive.google.com/file/d/0B78FxxgPvGIZIT25idm5mNFZGXzQ/view>

Contact our skills team today to talk  
about training for your business:

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