

Serco and Learning and Work Institute Partner on Research to Drive Inclusive Welsh Labour Market

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Serco, a leading provider of public services, is collaborating with the Learning and Work Institute on a significant research initiative focused on fostering a more inclusive labour market in Wales.

This strategic partnership comes at a pivotal time, as the UK Government's 'Get Britain Working' White Paper progresses towards granting greater employment support powers to the Welsh Government. The joint research project aims to generate innovative solutions to support individuals in Wales to secure sustainable employment.

The research, with findings expected by the end of the current year, will incorporate direct insights from individuals furthest removed from the Welsh job market through a series of focus groups, workshops, and comprehensive data analysis.

This initiative builds upon the findings of the Learning and Work Institute's previous report, 'Which way now for employment support in Wales?', which highlighted a higher rate of economic inactivity among working-age individuals in Wales compared to England and Scotland.

Serco brings extensive experience in supporting the Welsh job market, having successfully delivered the Department for Work and Pensions Restart Scheme across Wales since 2021. To date, the scheme has supported the referral of 34,900 individuals, with 6,900 achieving long-term sustainable employment. In 2024, Serco's Employability Services division integrated with Serco Skills and Training Services to form

'Employment, Skills and Training', enabling the company to provide comprehensive support for job seekers and address skills shortages and business needs through upskilling programs.

Andy Bowie, Serco's Director of Employability, commented: "We are pleased to partner with the Learning and Work Institute to tackle the critical challenges within the Welsh labour market. This research will be instrumental in developing informed and effective strategies that not only address current disparities but also build a foundation for a prosperous and inclusive economic future for Wales."

Joshua Miles, Director for Wales at the Learning and Work Institute, stated: "Effective policy is rooted in a deep understanding of people's lived experiences. This research will be crucial in providing a direct perspective from those furthest from the labour market. Through this initiative, we aim to combine local and international insights to produce a comprehensive report with actionable policy recommendations, ultimately transforming employment support and addressing the unique challenges faced by individuals in Wales."