

Allocating intermediate homes to London's key workers

Housing Policy Practice Note

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CONTENTS

Introduction	2
How this practice note should be used	2
Who is intermediate housing for?	2
Defining key workers	5
Key worker occupations	5
The GLA's core list of key worker occupations	6
Key worker incomes	6
Quantifying London's key workers	9
Using the GLA key worker list in intermediate housing allocations	13
The role of local authorities, housing providers and the GLA	13
Incorporating key worker priority into allocations policy	14
Appendix: Key worker occupations, for the purposes of allocating intermediate housing in London	17
Technical note	28

Introduction

How this practice note should be used

This publication defines the GLA's core list of key workers, classified by occupation (see Appendix). These are roles considered essential to the everyday running of the city. Key worker occupations have a direct role in providing services that Londoners rely on. This includes the provision of care and education, and roles that support public safety, transportation and utilities that underpin and sustain a well-functioning city. Such roles are essential every day, though during emergencies the prominence of these contributions is heightened.

The GLA recognises that local authorities and housing providers choose to prioritise certain households for intermediate homes. The GLA recommends that giving priority to key workers is one way to ensure that London's affordable housing creates wide-ranging benefits for the city.

In setting policy for the allocation of intermediate homes, local authorities and housing providers are encouraged to reference and incorporate this key worker definition, for example through planning agreements made under specific planning permissions.

This publication includes additional guidance for local authorities and housing providers to integrate key worker status into the allocation of intermediate homes.

Who is intermediate housing for?

Intermediate housing is defined as affordable housing which is targeted at people who cannot afford to rent or buy a home that meets their needs on the open market, but are not likely to access low cost rent housing. Intermediate tenures include shared ownership and different forms of discount market rent:

- Shared ownership involves a purchase of a share of the equity of a home, while paying a rent on the remaining share.
- Discount market rents and discount market sale homes must be at least 20% below open market equivalent home, to qualify under the government's definition of affordable housing.
- Since 2017, the Mayor has defined a maximum benchmark 'London Living Rent' rent for each London neighbourhood which relates to one-third of local median household income. Affordable rent homes at or below these benchmarks are considered by the Mayor to be a 'genuinely affordable' intermediate tenure – as they are set in relation to local incomes rather than market rents.

Within the broad definition of affordable housing set by central government, the Mayor's preferred intermediate housing tenures are shared ownership and LLR and such homes are eligible for funding under the GLA Affordable Homes Programme 2021-26.

The GLA has published a [Housing Research Note](#) outlining the evidence base in relation to intermediate housing, while the Annual Monitoring Report of the London Plan considers affordability with reference to income caps on eligibility.

Delivery of intermediate housing

The London Plan 2021 (Policy H6) sets out a requirement for a minimum of 30% of affordable housing to be delivered as intermediate homes which meet the Mayor's definition of genuinely affordable (specifically, shared ownership and London Living Rent).

The 2017 Strategic Housing Market Assessment estimates that 11,870 intermediate homes are needed in London each year between 2016 and 2041 to meet this segment of housing need. 4,609 intermediate homes (including affordable rent homes) were completed in London in 2018/19.

The Mayor's priority is to increase the delivery of new genuinely affordable homes, including intermediate homes in order to fully meet London's housing need. Until that goal is met, policies governing the allocation of intermediate homes can help assure these new homes have the greatest positive impact on London

Policies governing the allocation of intermediate housing

Household income is the primary factor determining eligibility for intermediate housing. Eligibility is capped at £90,000 for shared ownership and £60,000 for intermediate rent, and the London Plan directs boroughs to ensure that a range of provision is available to cater for households earning less than this. The London Plan allows that boroughs may set other eligibility criteria (including lower income caps, and in addition to income) for intermediate homes, reflecting local housing need (4.6.10). These additional criteria can only be applicable for three months for any given home, to ensure that homes are not left vacant.

The policies governing availability of London's intermediate homes are diverse, often concerning local and scheme-specific allocations policies and regimes. Many housing developments were completed prior to the GLA's current planning policy. In all cases, the GLA expects local authorities and housing providers to adopt an equitable and targeted allocation process for all intermediate housing, having regard to regional and local eligibility criteria, and the established definitions of housing need.

GLA public consultation on intermediate housing, August - October 2020

The consultation sought views on how to support London's key workers, with questions asked on the topic of defining a 'core' list of key worker occupations; prioritisation of key workers for intermediate housing; and existing key worker accommodation. Related questions were asked on eligibility and allocations to ensure that intermediate housing is enabled to best meet housing need. A full analysis of the consultation responses on the topic of supporting London's key workers can be found in the [Intermediate Housing: Part 2 Consultation Response Report \(CRR\)](#).

Responses on which occupations should be included in the key worker definition were varied. A large proportion of respondents welcomed the prospect of a core list of key workers on the basis that it would provide greater clarity and transparency around the prioritisation for and allocation of intermediate housing in London. One challenge identified for Londoners is the inconsistency in how intermediate homes are allocated. A further challenge is accessing consistent information about eligibility and prioritisation across boroughs and housing providers.

Defining key workers

Key worker occupations

Key workers are typically defined with reference to the jobs they perform. Categorising key workers therefore depends on recognition of either working in a broad sector (e.g. education), for a specific employer organisation (e.g. police force), or in a specific occupational role (e.g. nurse).

National Planning Policy Framework defines 'essential local workers' as public sector employees who provide frontline services in areas including health, education and community safety – such as NHS staff, teachers, police, firefighters and military personnel, social care and childcare workers. This is coherent with previous policy (see below) in which key worker professions have been traditional public sector roles.

Some local authorities currently prioritise key workers for intermediate housing, using their own local definition or that provided in the NPPF. Definitions and approaches are inconsistent, meaning that key workers may be unaware that they could be prioritised for intermediate housing.

Key Worker Living

In March 2004 central government launched 'Key Worker Living', a scheme to address recruitment and retention problems for public sector key workers in areas of high cost housing. KWL provided two interventions: equity loans, and priority access to newly built intermediate rent and shared ownership homes. While specific eligibility varied locally, key workers were broadly defined as nurses and other NHS staff; teachers in schools and colleges; police officers; prison service and probation service staff; social workers, educational psychologists and occupational therapists employed by local authorities; and selected staff of fire and rescue services. Evaluation of this scheme found that specific recruitment and retention problems were hard to evidence. The impact of the scheme for public service employers was that specific job roles were valued more highly, albeit sometimes at the expense of workplace morale for those in roles that were ineligible.¹ In certain instances, housing providers have found homes with key worker restrictions difficult to re-let, where they are required to keep tightly-defined eligibility criteria.

In response to the recent GLA consultation, respondents noted the need to recognise a range of occupations *within* key sectors, for instance teaching assistants as well as teachers; hospital porters as well as nurses. The changing nature of public service delivery means that key workers may be employed in the private sector as well as the public sector, including on casual 'zero hours' contracts. Some respondents noted the impact that

¹ Adapted from [Evaluation of Key Worker Living – Final Report, September 2006, DCLG](#)

the Covid-19 pandemic has had on understandings of essential work, and stressed the need to include a broader cohort of occupations than that used in NPPF.

Following consultation, the GLA determined that key workers would be defined within the following parameters:

- occupations that are considered essential to the functioning of London in normal times.
- occupations where there is a requirement for an employee to be anchored at their workplace in London to carry out their role.
- to be eligible for intermediate housing, incomes must remain below the income caps defined for intermediate housing within the London Plan.

The GLA is keen to ensure that local authorities and housing providers have flexibility to respond to local need. Therefore they can add to the core list at a local level, and may have reason to prioritise to certain key workers occupations within the core list – for example on housing development sites near a key worker institution, with regard to local need and site-specific circumstances. To be effective, this list should be incorporated within a transparent allocations policy.

The GLA's core list of key worker occupations

The GLA has chosen to adopt and adapt the ONS occupation-based definition of key workers for the purposes of allocating intermediate housing in London. Modifications and clarifications have been adopted following engagement with local authorities, trade unions and employers.

In the context of the Covid-19 pandemic, the ONS developed a measure aligned to the UK government policy decisions for schooling; as such it has become relatively well-established and widely recognised. It is based on established classifications which allows for durable long-term monitoring.²

A full list of occupations is contained in the Appendix. Explanatory notes highlight where modifications and clarifications have been made to the ONS list.

Key worker incomes

Londoners working in defined occupations are considered key workers by virtue of their occupation. Within these occupations, London's key workers span a wide range of earnings.

20 per cent of all London's workers individually earn more than £60,000, which the Mayor has established as the household income cap for eligibility for intermediate rented homes.

² The ONS used Labour Force Survey data to match a combination of the [2010 Standard Occupational Classifications](#) (SOC) and [2007 Standard Industrial Classifications](#) (SIC) to the [UK government definition](#) that was originally developed to support schools in prioritising families for continued in-person education.

Within professions such as teaching and nursing, which cover a number of more specific key worker occupations (see Appendix), the vast majority of individuals earn under £60,000. The median salary for London's nurses is £34,000, and for teaching and education professionals it is £39,000. Within these professions, however, individuals in senior roles can earn in excess of £60,000 gross annual income. In a small number of roles in these professions, earnings exceed £90,000 annually, which is the Mayor's household income cap for eligibility for affordable home ownership homes: shared ownership, and discount market sale tenures.

Some key workers, particularly those on the lowest incomes, are likely to need social rent levels in order to find housing costs affordable. The scarcity of social rented homes means that many low paid key workers are likely to live in households renting homes in the private rented sector, and may be in receipt of in-work benefits to support living costs.

In prioritising households eligible for intermediate homes, local authorities and housing providers may prioritise households (including key worker households) where incomes and housing costs currently combine to make housing acutely unaffordable. Reducing the need to access welfare benefits among households accessing intermediate homes can serve to maximise the impact of affordable housing to society. In all cases, landlords should ensure that anticipated housing costs associated with purchases and new tenancies are affordable to eligible households³.

³ For dwellings to be considered affordable, annual housing costs, including mortgage (assuming reasonable interest rates and deposit requirements), rent and service charge, should be no greater than 40 per cent of net household income (London Plan 2021, Para 4.6.9)

Hammersmith and Fulham's Allocation Policy, 2021

- 'Home Buy Register' open to applicants who live and work in the borough, cannot afford to access open market housing in Hammersmith & Fulham, have a household income below specified thresholds, and do not otherwise qualify for affordable housing for rent under the Council's Housing Allocation Scheme (housing register).
- Confirms income caps, as per the Mayor of London's Annual Monitoring Report, apply to intermediate homes delivered in the borough.
- Establishes affordable thresholds for housing costs: not exceeding 40% of net household income, where net household income shall not exceed 70% of gross household income. Housing costs are made up of monthly mortgage costs (where applicable), rent and service charges.
- Outlines the Council's role with private developers and/or housing associations, to facilitate the delivery of intermediate housing which will be affordable to applicants at a range of incomes, with specified bands at incomes lesser than the overall eligibility cap of £60,000 for intermediate rent.
- Establishes a priority banding system, with the priority given to social tenants whose vacated home the Council would hold nomination rights to, armed services and ex armed service personnel, and key workers living or working in the borough. Households to whom the Council owes a homelessness duty, and are living in temporary accommodation, are the subsequent priority.
- Acknowledges there may be schemes which have attracted specific funding which may require variations on the eligibility and qualifying criteria outlined above.
- Clarifies that the Council's governance framework for changing the prioritisation model and allocation scheme.

Adapted from London Borough of Hammersmith and Fulham's Home Buy Allocation Scheme
<http://democracy.lbhf.gov.uk/ieDecisionDetails.aspx?Id=4284>

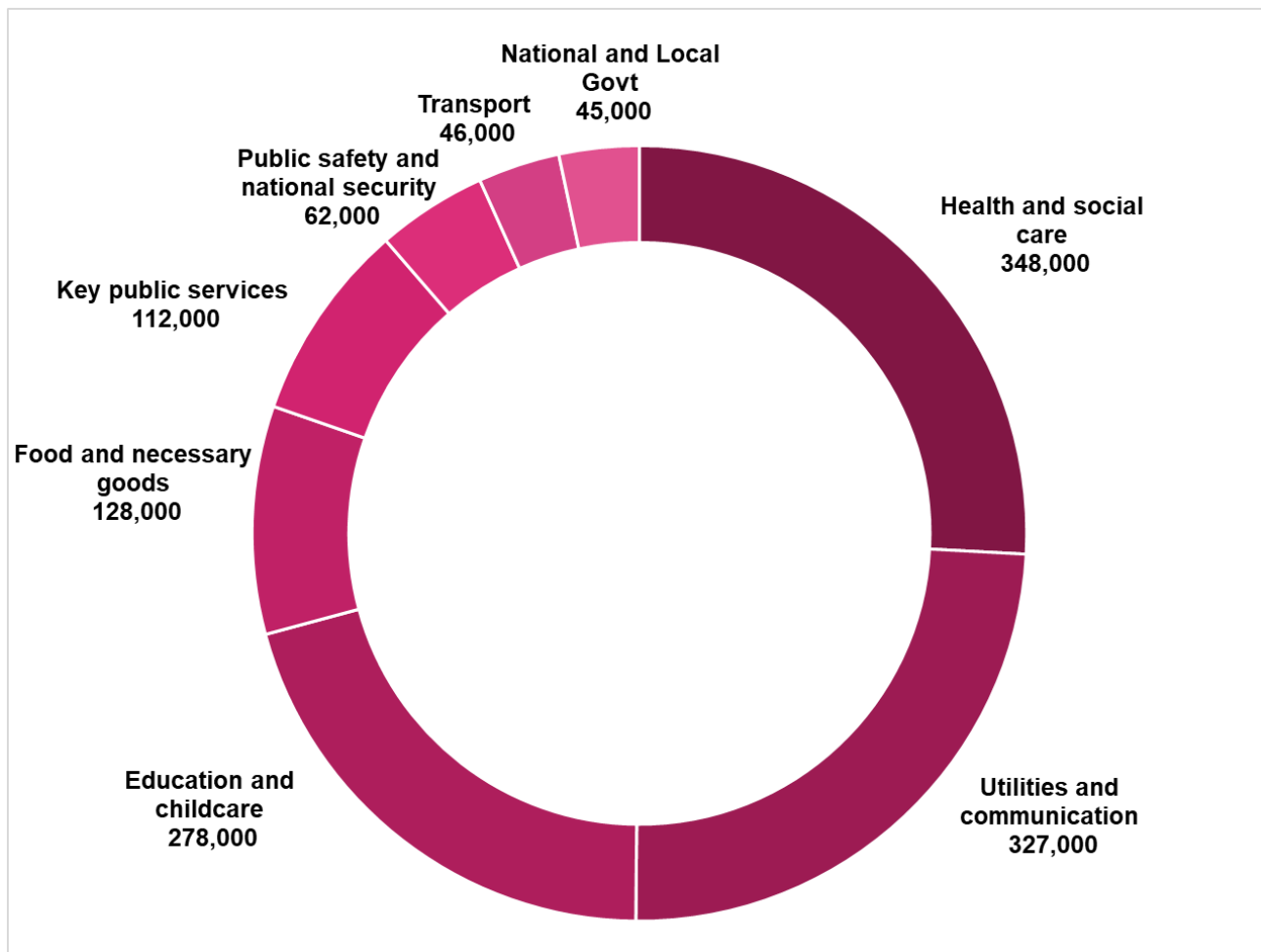
Quantifying London’s key workers

Key workers are a large population in every borough in London, including households with unmet housing needs that match the profile of eligibility for intermediate housing. There are an estimated 1.35 million key workers in London based on the ONS definition⁴.

Overall, 29.8 percent of London residents in work are employed within key worker occupations. This compares with 33 percent across the UK. The proportion of Londoners who are key workers is lower than in all other UK city-regions.

London’s key workers are concentrated in three occupation groups: health and social care, utilities and communication, and education and childcare. The distribution of key workers by sector in London is broadly consistent with the pattern in other city regions and the wider UK.

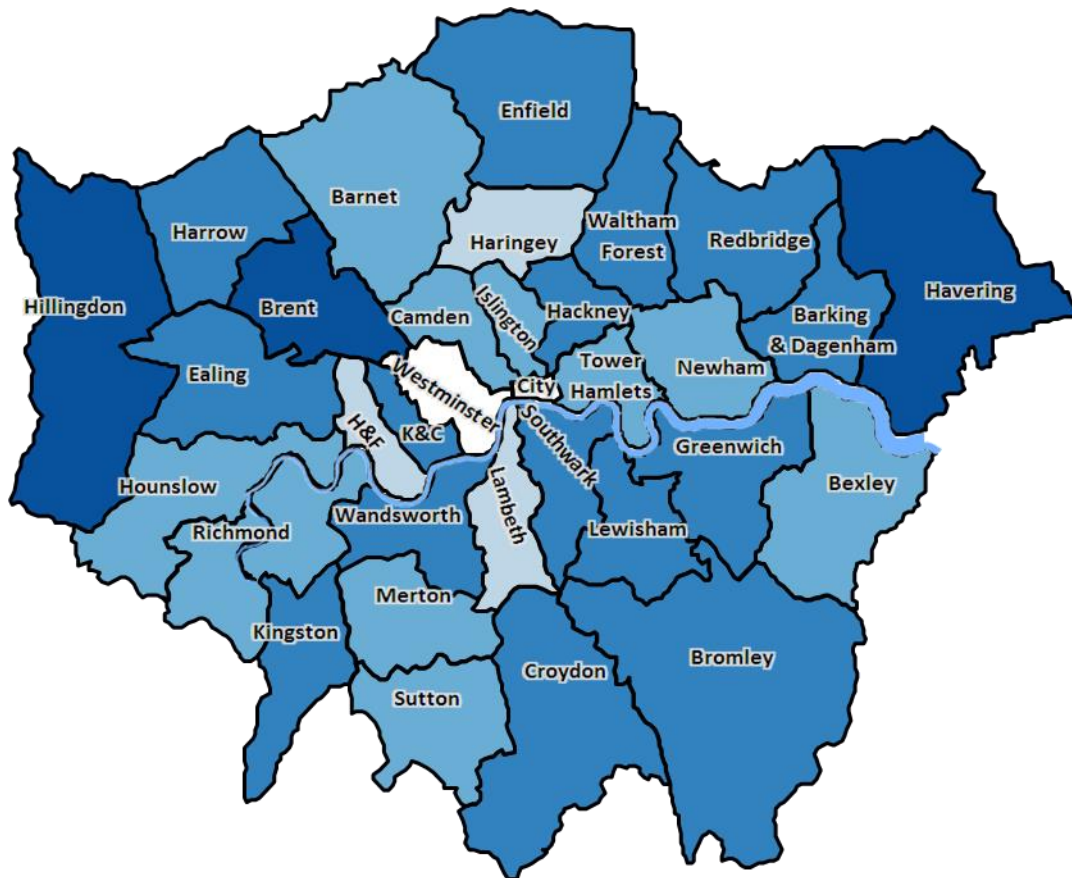
Figure 1 – London’s key workers by occupation group, (ONS, 2019)



⁴ The ONS definition is assembled by ONS from sources including the Labour Force Survey, Annual Population Survey and Annual Survey of Hours and Earnings, with reference to the Standard Occupational Classifications and Standard Industrial Classifications. It should be noted that the GLA definition (see Appendix) is slightly broader than the ONS definition. Thus, data presented in this section is likely to be subject to under-estimates, albeit negligible in scale overall.

London's key workers by borough

Looking at the residents in work by borough, the proportion of working residents working in key worker occupations varies from 23.6 percent in Lambeth to 35.9 percent in Brent. The map below shows boroughs above and below the London-wide proportion of 29.8 percent. Data for Westminster and City of London is not available.



Key workers as % of resident workforce	Boroughs
22.6 - 25.0	3
25.0 - 29.8	12
29.8 - 35.0	13
35.0 - 35.9	3

Table 1 – Percent of borough resident workforce in key worker occupations

Barking and Dagenham	33.1	Hounslow	28.0
Barnet	29.3	Islington	25.9
Bexley	29.0	Kensington and Chelsea	31.1
Brent	35.9	Kingston upon Thames	30.4
Bromley	33.8	Lambeth	22.6
Camden	25.3	Lewisham	33.7
City of London	n/a	Merton	28.2
Croydon	31.7	Newham	25.6
Ealing	30.8	Redbridge	29.9
Enfield	32.2	Richmond upon Thames	26.3
Greenwich	32.8	Southwark	31.4
Hackney	29.9	Sutton	29.0
Hammersmith and Fulham	24.5	Tower Hamlets	27.5
Haringey	23.2	Waltham Forest	31.9
Harrow	31.4	Wandsworth	30.1
Havering	35.0	Westminster	n/a
Hillingdon	35.1		

Demographic makeup of London's key workers

- Key workers in London are slightly more likely to have a disability (as defined under the Equality Act) than other workers.
- Some ethnic groups, particularly Black and Indian Londoners, are more likely to work in a key worker job than White Londoners.
- 34 per cent of women in London work in key worker roles, compared to 25 per cent of men.
- Londoners aged 35-49 and 50-59 are the most likely to work in a key worker role, with 30 per cent of those within these age ranges employed in a key worker role.
- 36 per cent of London's Hindu workforce is a key worker, 31 per cent of Muslims and 29 per cent of Christians.

Source: GLA COVID-19: socio-economic risk factors briefing

<https://data.london.gov.uk/dataset/covid-19--socio-economic-risk-factors-briefing>

Further analysis has been undertaken by the GLA to inform the [equality impact assessment](#) accompanying the GLA's response to its intermediate housing consultation, undertaken in late 2020.

Using the GLA key worker list in intermediate housing allocations

The role of local authorities, housing providers and the GLA

The GLA does not have a direct role in allocating intermediate homes in London. Through the London Plan, the GLA sets strategic planning policy for the city. Borough plans need to be in general conformity with the London Plan, including on issues of how planning policy secures access to affordable housing of different tenures.

The London Plan 2021 asserts that, in addition to the income caps, boroughs may set other eligibility criteria for intermediate homes, reflecting local housing need. However, any local criteria including income caps below the London caps, should automatically cascade out to the London-wide eligibility criteria within three months to ensure that homes are not left vacant.

The key worker occupation list provided in the Appendix is intended as a tool for local authorities and housing providers to integrate into their policies and procedures for allocating intermediate homes in London. The prioritisation of key workers can serve to aid the overall goal of maximising the social impact of affordable housing, addressing an element of local housing need.

London's intermediate homes – both newly constructed homes and existing stock available through re-lets and re-sales – are accessible via arrangements which vary between housing providers and local authorities, and may be specific to a housing scheme. Schemes with intermediate tenure homes have been a part of London's housing provision for several decades, and nominations and allocations protocols are often defined by planning conditions and agreements that pre-date current London Plan policy.

Some local authorities have borough-wide intermediate housing allocations policies, which may include established eligibility and prioritisation criteria, and several boroughs maintain registers of interest. Other local authorities rely on arrangements made scheme-by-scheme with developers and housing providers. Whether boroughs have allocations regimes established or not, the conditions and agreements made when local authorities grant new planning permissions represent a significant opportunity, as these commitments 'run with the land' and remain requirements of the permitted development in the event of any transfer in land ownership.

The Mayor's goal is that allocation of intermediate housing is fair and transparent. Adopting a common core list of key worker occupations across London's boroughs and

new housing schemes can give London's key workers greater consistency in finding a home to meet their needs. To make new intermediate homes visible to the general public on an open access basis, intermediate homes should be made available through the Homes for Londoners online portal (as per 4.6.10 of the London Plan 2021).

The Mayor will issue updated London Plan Guidance concerning the provision of affordable housing, and this will reinforce expectations regarding the allocation of affordable housing including intermediate homes.

Incorporating key worker priority into allocations policy

The GLA's list of key workers is designed to be used in the allocation and prioritisation of intermediate homes in London by both local authorities and providers of affordable housing (rented and low cost ownership homes, such as shared ownership).

In the GLA's definition for the purposes of allocating intermediate housing, key workers are individuals who work in key worker occupations (see Appendix). Care should be taken in establishing eligibility, as the definition requires reference to both a specific occupation (e.g. sales and retail assistant) and a relevant occupational sector (e.g. food and necessary goods). Individuals may hold a specific occupation while working in an occupational sector outside of the key workers scope (e.g. sales assistant within non-essential retail sector).

In integrating the definition of key workers into overall allocations policies and procedures, our engagement with local authorities, housing providers, employers and trade unions has highlighted some potential considerations, outlined below.

The Public Sector Equality Duty

The Equality Act 2010 requires public authorities to comply with the Public Sector Equality Duty in the exercise of their functions. To do this, they must have due regard, in the exercise of their functions, to the need to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act; and advance equality of opportunity between people who share a protected characteristic and those who do not. Public authorities should therefore consider the Public Sector Equality Duty when making any decisions on introducing key worker priority within the allocation of intermediate homes.

To this end, public authorities should note that key workers, defined by occupation (as per the GLA's definition) or otherwise, are a population cohort with a demographic makeup that is different to that in the population as a whole. The data contained in the [equality impact assessment](#) accompanying the GLA's response to its intermediate housing consultation points to the likely impact of key worker prioritisation. It is worth noting that broad key worker definitions are less likely to particularly advantage, or disadvantage, people who share a specific protected characteristic, as the breadth will balance out

imbalances in particular occupations. For example, more than 70% of London's teachers, and less than 15% of London's Fire Bridge staff are women⁵.

Defining local need

In seeking to meet local housing need, and address wider objectives locally, local authorities and housing providers employ a range of criteria within allocations policies for intermediate housing. A range of impacts should be considered, to develop an evidenced picture of overall housing need. Where it is decided to incorporate key worker status into intermediate housing allocations policies, local authorities and housing providers may add to, or prioritise specific occupations within, the GLA's core list.

It is reasonable for priority to be given, among key workers, to those working in key worker occupations where local public services and essential services are facing recruitment and retention issues. Shortage occupations may be defined by reference to the government's Skilled Worker visa route⁶, or understood through engagement with local employers and employment brokers.

Certain aspects of prioritisation that are common in allocations policy, such as the requirement for a connection to the local area, may have a particular impact on the efforts of certain key worker employers to recruit workers from outside London or overseas. The interaction in allocations policy between key worker occupational status and other prioritisation criteria, such as local connection criteria, should therefore be considered carefully.

The GLA encourages local authorities and housing providers to consider whether it is appropriate for local key workers to be prioritised on certain sites near a key worker institution, with regard to local need and site-specific circumstances.

Travelling to work and working from home

It is recognised that London's boroughs, together, largely function as a single labour market. This is evidenced in travel-to-work patterns: of 228 travel-to-work areas defined by ONS in the UK, London is by far the largest, with 8.37 million residents.

In considering the incorporation of key workers into allocations policy, it should be recognised that certain key workers are required or may find it practically necessary to live in close proximity to their regular place of work. This may include occupations such as ambulance staff and emergency medical technicians, or apply to individuals with disabilities which limit their ability to use the transport network. Some key workers, such as

⁵ Trends in the diversity of teachers in England, Education Policy Institute, 2020
<https://epi.org.uk/publications-and-research/diversity-of-teachers/>

⁶ <https://www.gov.uk/government/publications/skilled-worker-visa-shortage-occupations/skilled-worker-visa-shortage-occupations>

social workers or the police, may find it appropriate to live in different local communities, rather than those which they undertake sensitive work with vulnerable people.

In circumstances where key workers work from home with only a very infrequent requirement to attend locations of work within London, this should normally be considered as a factor which removes priority. In other words, an individual working in a key worker occupation in London must have a requirement to regularly attend a place of work in London in order to be prioritised for intermediate housing. This may include being 'anchored' at a single location while attending multiple and changing locations to carry out the functions of the key worker occupation.

Part-time work and multiple key workers within households

It is recommended that key workers are considered to be those working in a key worker occupation where they typically work more than 16 hours per week. Regular work of over 30 hours per week is typically considered full-time, while 16 to 30 hours per week is typically considered part-time⁷.

Key worker status is considered to apply to individuals rather than households. Local authorities and housing providers may be satisfied that any household with any member with key worker status is compatible with the prioritisation afforded in their policy.

⁷ Regular work undertaken under casual or 'zero hours' contracts should be considered valid in terms of eligibility.

Appendix: Key worker occupations, for the purposes of allocating intermediate housing in London

Key Worker Occupations

Sector		Occupation (4-digit SOC title)	Notes
Education and childcare	1184	Social services managers and directors	
	2311	Higher education teaching professionals	
	2312	Further education teaching professionals	
	2314	Secondary education teaching professionals	
	2315	Primary and nursery education teaching professionals	
	2316	Special needs education teaching professionals	
	2317	Senior professionals of educational establishments	
	2318	Education advisers and school inspectors	
	2319	Teaching and other educational professionals n.e.c.	Includes adult education tutor, education consultant, music teacher, nursery manager (day nursery), owner of children's nursery, private tutor, TEFL
	2442	Social workers	Includes psychiatric, mental health, and those working with vulnerable adults
	3231	Youth and community workers	
	3233	Child and early years officers	
4213	School secretaries	Includes clerical assistants and administrators	

Sector		Occupation (4-digit SOC title)	Notes
			Note finance administrators and assistants may fall under SOC 4129
	6121	Nursery nurses and assistants	
	6122	Childminders and related occupations	
	6123	Playworkers	
	6125	Teaching assistants	Include school technicians and classroom technicians
	6126	Educational support assistants	
	6232	Caretakers	
	9244	Security guards and related occupations	Already included by ONS under public safety; repeated for clarity
	1184	School midday and crossing patrol occupations	Includes lunchtime supervisors
	9272 9273 5435	Cooks and kitchen staff; catering managers, stewards and assistants	Additional category to ONS definition
	9233	Cleaners and domestics	Already included by ONS under health and care; repeated for clarity
	9239	Elementary cleaning occupations	Additional category to ONS definition
Food and necessary goods	1121	Production managers and directors in manufacturing	
	1190	Managers and directors in retail and wholesale	
	1211	Managers and proprietors in agriculture and horticulture	
	1213	Managers and proprietors in forestry, fishing and related services	
	1254	Shopkeepers and proprietors – wholesale and retail	
	4133	Stock control clerks and assistants	

Sector		Occupation (4-digit SOC title)	Notes
	5111	Farmers	
	5119	Agricultural and fishing trades n.e.c.	
	5431	Butchers	
	5432	Bakers and flour confectioners	
	5433	Fishmongers and poultry dressers	
	7111	Sales and retail assistants	
	7112	Retail cashiers and check-out operators	
	7123	Roundspersons and van salespersons	
	7130	Sales supervisors	
	7219	Customer service occupations n.e.c.	
	7220	Customer service managers and supervisors	
	8111	Food, drink and tobacco process operatives	
	8133	Routine inspectors and testers	
	8223	Agricultural machinery drivers	
	9111	Farm workers	
	9119	Fishing and other elementary agriculture occupations n.e.c.	
	9134	Packers, bottlers, canners and fillers	
	9233	Cleaners and domestics	Already included by ONS under health and care; repeated for clarity
	9239	Elementary cleaning occupations	Additional category to ONS definition
	9241	Security guards and related occupation	Already included by ONS under public safety; repeated for clarity
	9251	Shelf fillers	
	9259	Elementary sales occupations n.e.c.	
	9260	Elementary storage occupations	

Sector		Occupation (4-digit SOC title)	Notes
Health and social care	1115	Chief executives and senior officials	
	1121	Production managers and directors in manufacturing	
	1181	Health services and public health managers and directors	
	1241	Health care practice managers	
	1242	Residential, day and domiciliary care managers and proprietors	
	2112	Biological scientists and biochemists	
	2150	Research and development managers	
	2211	Medical practitioners	
	2212	Psychologists	
	2213	Pharmacists	
	2214	Ophthalmic opticians	
	2215	Dental practitioners	
	2216	Veterinarians	
	2217	Medical radiographers	
	2218	Podiatrists	
	2219	Health professionals n.e.c.	
	2221	Physiotherapists	
	2222	Occupational therapists	
	2223	Speech and language therapists	
	2229	Therapy professionals n.e.c.	Includes nutritionist, dietician
	2231	Nurses	
	2232	Midwives	
	3111	Laboratory technicians	
3213	Paramedics		

Sector		Occupation (4-digit SOC title)	Notes
	3217	Pharmaceutical technicians	
	3218	Medical and dental technicians	
	3219	Health associate professionals n.e.c.	
	3235	Counsellors	
	3561	Public services associate professionals	
	4162	Other administrative assistants n.e.c.	Includes facilities supervisors and operatives, switchboard operator, receptionist, administration assistant, information systems technician, bed manager.
	4211	Medical secretaries	
	6131	Veterinary nurses	
	6139	Animal care services occupations n.e.c.	
	6141	Nursing auxiliaries and assistants	
	6142	Ambulance staff (excluding paramedics)	Includes technical staff who maintain ambulances, and non-emergency patient transport
	6143	Dental nurses	
	6144	Houseparents and residential wardens	
	6145	Care workers and home carers	Includes support workers and care assistants
	6146	Senior care workers	
	6147	Care escorts	
	6240	Cleaning and housekeeping managers and supervisors	
	7114	Pharmacy and other dispensing assistants	
	9233	Security guards and related occupations	Already included by ONS under public safety; repeated for clarity

Sector		Occupation (4-digit SOC title)	Notes
	9271	Hospital porters	
	9272 9273 5435	Cooks and kitchen staff; catering managers, stewards and assistants	Additional category to ONS definition (SOC)
	9233	Cleaners and domestics	Already included by ONS under health and care; repeated for clarity
	9239	Elementary cleaning occupations	Additional category to ONS definition
	9241	Security guards and related occupation	Already included by ONS under public safety; repeated for clarity
Key public services	2412	Barristers and judges	
	2413	Solicitors	
	2419	Legal professionals n.e.c.	
	2444	Clergy	
	2449	Welfare professionals n.e.c.	Includes support workers
	2471	Journalists, newspaper and periodical editors	
	3234	Housing officers	
	3239	Welfare and housing associate professionals n.e.c.	Includes those in job centres and benefit administration
	3412	Authors, writers and translators	
	3413	Actors, entertainers and presenters	
	3416	Arts officers, producers and directors	
	3417	Photographers, audio-visual and broadcasting equipment operators	
	3520	Legal associate professionals	
	4113	Local government administrative occupations	Includes those registering and maintaining records of all births, deaths and marriages
	4114	Officers of non-governmental organisations	

Sector		Occupation (4-digit SOC title)	Notes
	4131	Records clerks and assistants	
	4212	Legal secretaries	
	5422	Printers	
	5423	Print finishing and binding workers	
	6148	Undertakers, mortuary and crematorium assistants	
	8127	Printing machine assistants	
	9241	Security guards and related occupations	Already included by ONS under public safety; repeated for clarity
National and Local Government	1115	Chief executives and senior officials	
	1116	Elected officers and representatives	Removed from ONS definition
	1139	Functional managers and directors n.e.c.	
	2429	Business, research and administrative professionals n.e.c.	
	3561	Public services associate professionals	
	4112	National government administrative occupations	
	4113	Local government administrative occupations	
Public safety and national security	1115	Chief executives and senior officials	
	1171	Officers in armed forces	
	1172	Senior police officers	
	1173	Senior officers in fire, ambulance, prison and related services	
	1259	Managers and proprietors in other services n.e.c.	
	2426	Business and related research professionals	
	2443	Probation officers	
	3311	NCOs (non-commissioned officers) and other ranks (of armed forces personnel)	

Sector		Occupation (4-digit SOC title)	Notes
	3312	Police officers (sergeant and below)	
	3313	Fire service officers (watch manager and below)	
	3314	Prison service officers (below principal officer)	
	3315	Police community support officers	
	3319	Protective service associate professionals n.e.c.	Includes those undertaking search and rescue operations, and civilian staff of emergency services
	3561	Public services associate professionals	
	4112	National government administrative occupations	
	9233	Cleaners and domestics	Already included by ONS under health and care; repeated for clarity
	9239	Elementary cleaning occupations	Additional category to ONS definition
	9241	Security guards and related occupations	Already included by ONS under public safety; repeated for clarity
Transport	1161	Managers and directors in transport and distribution	
	1162	Managers and directors in storage and warehousing	
	1252	Garage managers and proprietors	
	3511	Air traffic controllers	
	3512	Aircraft pilots and flight engineers	
	3513	Ship and hovercraft officers	
	4134	Transport and distribution clerks and assistants	
	5231	Vehicle technicians, mechanics and electricians	
	5235	Aircraft maintenance and related trades	

Sector		Occupation (4-digit SOC title)	Notes
	5236	Boat and ship builders and repairers	
	5237	Rail and rolling stock builders and repairers	
	6214	Air travel assistants	
	6215	Rail travel assistants	
	7115	Vehicle and parts salespersons and advisers	
	8142	Road construction operatives	
	8143	Rail construction and maintenance operatives	
	8211	Large goods vehicle drivers	
	8212	Van drivers	
	8213	Bus and coach drivers	
	8222	Fork-lift truck drivers	
	8231	Train and tram drivers	
	8232	Marine and waterways transport operatives	
	8233	Air transport operatives	
	8234	Rail transport operatives	
	9120	Elementary construction occupations	
	9233	Cleaners and domestics	Already included by ONS under health and care; repeated for clarity
	9239	Elementary cleaning occupations	
	9241	Security guards and related occupations	Already included by ONS under public safety; repeated for clarity
Utilities and communication	1115	Chief executives and senior officials	
	1121	Production managers and directors in manufacturing	
	1123	Production managers and directors in mining and energy	
	1131	Financial managers and directors	

Sector		Occupation (4-digit SOC title)	Notes
	1136	Information technology and telecommunications directors	
	1150	Financial institution managers and directors	
	1161	Managers and directors in transport and distribution	
	1255	Waste disposal and environmental services managers	
	2122	Mechanical engineers	
	2123	Electrical engineers	
	2124	Electronics engineers	
	2129	Engineering professionals n.e.c.	
	2133	IT specialist managers	
	2134	IT project and programme managers	
	2135	IT business analysts, architects and systems designers	
	2136	Programmers and software development professionals	
	2137	Web design and development professionals	
	2139	Information technology and telecommunications professionals n.e.c.	
	2421	Chartered and certified accountants	
	2423	Management consultants and business analysts	
	2425	Actuaries, economists and statisticians	
	3113	Engineering technicians	
	3131	IT operations technicians	
	3132	IT user support technicians	
	3531	Estimators, valuers and assessors	
	3533	Insurance underwriters	

Sector		Occupation (4-digit SOC title)	Notes
	3534	Finance and investment analysts and advisers	
	3537	Financial and accounting technicians	
	3538	Financial accounts managers	
	4121	Credit controllers	
	4122	Book-keepers, payroll managers and wages clerks	
	4123	Bank and post office clerks	
	4124	Finance officers	
	4129	Financial administrative occupations n.e.c.	
	4132	Pensions and insurance clerks and assistants	
	5221	Metal machining setters and setter-operators	
	5223	Metal working production and maintenance fitters	
	5242	Telecommunications engineers	
	5245	IT engineers	
	5314	Plumbers and heating and ventilating engineers	
	7211	Call and contact centre occupations	
	7214	Communication operators	Including emergency services
	8123	Quarry workers and related operatives	
	8124	Energy plant operatives	
	8126	Water and sewerage plant operatives	
	8134	Weighers, graders and sorters	
	8211	Large goods vehicle drivers	
	8212	Van drivers	

Sector		Occupation (4-digit SOC title)	Notes
	9211	Postal workers, mail sorters, messengers and couriers	
	9232	Security guards and related occupations	Already included by ONS under public safety; repeated for clarity
	9235	Street cleaners	
	1115	Refuse and salvage occupations	

Technical note

The Office for National Statistics (ONS) has defined key workers using a combination of Standard Occupational Classification (SOC) and Standard Industrial Classification (SIC) categories. Note that the SOC was updated in September 2020, and the classification of key workers uses the 2010 version of the SOC, which was the latest available at the time of the ONS analysis to define key worker occupations. The ONS data featured in this policy note has been assembled by ONS from sources including the Labour Force Survey, Annual Population Survey and Annual Survey of Hours and Earnings.

Further detailed guidance on matching occupation titles to SOC codes is available through ONS at https://onsdigital.github.io/dp-classification-tools/standard-occupational-classification/ONS_SOC_occupation_coding_tool.html

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