

Habia Skills Survey of the Hairdressing Industry

March 2007

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Habia Skills Survey for the Hairdressing Industry

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Executive Summary

1.1 Background to the Project

Habia is the government approved standards setting body for hair, barbering, beauty, nails, spa therapy and African Caribbean hairdressing and creates the standards that form the basis of all qualifications including NVQs, SVQs and Apprenticeships, as well as Codes of Practice.

In 2006, Habia launched a skills survey into the hairdressing industry to follow up on previous sector research carried out in 2004. The skills survey is designed to provide an overall picture of the industry and allow Habia to plan initiatives that support future growth and raise standards further.

The results will be used to create programmes and initiatives designed to ensure that new recruits have the skills employers require and that training programmes help businesses develop staff to meet client demand.

The first stage of the project was a UK-wide postal survey. The second stage included discussion and confirmation of the results from the postal survey with the Habia Hair forums.

1.2 Methodology

During a series of discussions with the Habia UK Hairdressing Forum, Habia defined the themes for the research and designed a draft questionnaire. The draft questionnaire was tested with the forum that represents the views of a cross section of the hairdressing industry. Habia then produced the final version of the questionnaire.

The questionnaire was designed using SNAP software and posted on the Habia website for respondents to complete and submit in July 2006. The closing date for receipt of the questionnaires was 15 September 2006.

In addition, the questionnaire was mailed out to a total of 1000 hairdressing salons in the UK. A stratified sample was taken from the Experian database and the survey was promoted by drawing on contacts of the Habia Hairdressing Forum including promotion via industry association the National Hairdressers Federation (NHF). Habia promoted the survey to key contacts in Habia's industry forums, to Habia members, via the Habia website and to trade press.

At the closing date in September, 80 questionnaires were received and the deadline for receipt of the questionnaire was extended until 1 December 2006 to allow follow-up calls to be conducted to the mailing contacts.

At the closing date of 1 December 2006, a further 19 questionnaires were received bringing the total number of respondents to 99 representing 108 businesses.

The results were then analysed and reviewed by the Hairdressing Forum. The Hairdressing Forum agreed the results to be a fair representation of the industry.

2. Results

A total of 99 questionnaires were received representing 108 businesses, with a geographical spread across the UK.

The main findings from the survey for hairdressing are set out in the tables below.

INDUSTRY PROFILE
<p>62% single salon 13 employees per salon on average 1 self employed person per salon on average 49% of respondents did not use a computer in their business</p>
STAFFING, RECRUITMENT AND SHORTAGES
<p>77% female staff 72% full time staff 28% part time staff 68% of businesses employ the same or increased number of employees than in the previous 12 months 77% of businesses anticipate they will employ the same or an increased number of employees in the next 12 months</p> <p>Difficulty in recruiting across all job roles Apprentices were the most common recruits in the previous 12 months, reported by over half of all respondents 29% and 24% of hard to fill vacancies were for senior stylists and stylists respectively</p> <p>Current vacancies 22% Stylists 18% Senior stylists 16% Apprentices</p> <p>Overall vacancy rate is 20%</p>
TRAINING AND DEVELOPMENT
<p>All job roles undertook training in the previous year Likely decrease in training across all job roles for the next 12 months 56% have a training budget 43% have a written training plan 22% spent between £1000 and £4999 on training during the past 12 months</p> <p>Factors limiting/presenting a barrier to training 61% cost to employer 41% can't afford staff time out of the salon</p> <p>Experience of training in the last 12 months</p> <ul style="list-style-type: none"> • 25% FE majority of respondents rated as poor • 22% Private training provider majority of respondents rated as good • 34% manufacturer majority of respondents rated as good • 70% rated the training experience overall to be good

NATIONAL MINIMUM WAGE

51% NMW had impacted on their business during past 12 months
44% still employ the same number of employed status trainees
30% have fewer employed status trainees

SERVICES AND SKILL GAPS

46% reported a skill gap in their organisation

Main hairdressing services currently offered

99% colouring, 97% perming, 96% colour correction, conditioning treatments and style and finish.

Main hairdressing services skill shortages:

28% Indian head massage
28% hair extensions
21% plaiting and braiding
19% chemical straightening

Other services currently offered:

63% barbering
39% beauty therapy
31% self tanning

Other services skill gaps:

11% artificial nail services
5% were barbering, natural nail services, specialist spa treatments, injectable treatments and teeth whitening

Business skills gaps:

52% marketing
50% business planning
45% retail sales

ENGAGEMENT WITH HABIA

72% aware of Habia prior to completing the survey
84% would assist in further research
58% would like to receive further information about Habia's products and services

BUSINESS CONFIDENCE

Previous 12 months

69% experienced the same or growth in the number of client visits during the previous 12 months
73% experienced the same or growth in spending during the previous 12 months

Next 12 months

73% anticipate the same or growth in the number of clients during the next 12 months
70% anticipate the same or growth in client spend during the next 12 months

4 Conclusion

The conclusions derived from the skills survey and discussed by the hairdressing forum are as follows:

Industry profile

This is an industry in which single salons employing on average thirteen employees (one employee self-employed) per salon dominate.

IT is seen to be a useful tool for running their business by nearly half of the respondents.

Staffing recruitment and shortages

The hairdressing industry is female dominated, with more full time than part time staff.

Employers have experienced growth in the number of staff employed during the last twelve months and are confident of a growth in the number of staff employed during the next twelve months.

This industry experiences recruitment difficulties with an overall vacancy rate of 20%.

Technical job roles (stylists and senior stylists) were the job roles most in demand during the last twelve months reflecting the demand for current vacancies.

Training and development

There is a likely decrease in training expected for next year amongst all of the job roles. When asked about the reasons for the decrease the majority of employers state the cost to the employer and not being able to afford staff time out of the salon.

When asked about the quality of their training experience the majority of employers rated their experiences as good, in particular those of manufacturers and private training providers. A concern is that the majority of the respondents using further education colleges rated their training experiences as poor

Many employers do plan their staff training and encouragingly a third of respondents had a written training plan. Just over half have an allocated training budget and a quarter of respondents spent between £1000 and £4999 on staff training in the past 12 months.

National Minimum Wage

The National Minimum Wage (NMW) has impacted on over half the respondents businesses during the past 12 months.

Services and skill gaps

The growth of the hairdressing industry and technical skill gaps suggest priority skills areas for promotion of National Occupational Standards (NOS) and Level 2 and 3 NVQ/SVQ courses.

Skills planned for staff development by the respondents, Indian head massage, bridal/special occasion hair, hair extensions and Clipping all have existing NOS at Level 3.

Diversification into barbering and beauty therapy treatments is popular, indicated by the future skills planned for staff development by the respondents.

Business planning, marketing and increasing retail sales are business skills that need to be upskilled across the sector.

Engagement with Habia

There is a strong awareness of Habia in the industry

There is willingness to assist Habia with further research and to find out more about Habia products and services.

Business Confidence

The industry is apparently buoyant and employers anticipate continued growth for the next year. Continued business growth will depend upon an adequate supply of suitably trained and competent staff.

5 Recommendations

From the results of this research and review by the Habia forums, the following actions are recommended for Habia and other stakeholders to consider undertaking:

Low survey return rate: Increase the return rate in future surveys by working with learning provider staff to obtain completed questionnaires from employers during monitoring visits.

Skills Shortages: Encourage improvements in recruitment and induction to aid retention. Seek ways of encouraging and facilitating hairdressers who have left the industry to raise a family, to return to work in salons.

Hairdressing skills gaps: Raise awareness among employers of the NOS units, training, qualifications and support materials available for skills shortage areas, particularly Indian head massage, hair extensions (working with suppliers) and plaiting and braiding. Encourage learning providers to offering these units if not doing so already. Most FE colleges will be able to access the IHM unit through their beauty department but specialist hairdressing providers may need to buy in this provision.

Barbering skills gaps and shortages: Ensure the barbering recommendations extend to the hairdressing industry as a whole.

Skills of lecturers and trainers: continue to encourage improvements in quality of training through promoting relevant CPD courses and by working with Ofsted in England and HMIs in Wales, Northern Ireland and Scotland.

Business skills gaps: Promote existing support materials from Habia; encourage learning providers to offer relevant learning opportunities, particularly in marketing, business planning and retailing as part of technical skills training courses.

Drop in number of employed status trainees: Investigate whether the decrease in employed status work based learners is matched by an increase in full time trainees, and the implications for learning provision.

Barriers to take up of learning: Educate employers and individuals that the direction of Government policy is that employers and individuals should contribute more to the cost of learning, particularly beyond Level 2. Develop and promote on line learning as a way of accessing learning without needing to leave the business premises, bearing in mind that about half the industry currently do not use a computer for business purposes.

1. Introduction

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1.2.1 Methodology

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The results were then analysed and reviewed by the Hairdressing Forum. The Hairdressing Forum agreed the results to be a fair representation of the industry.

The main messages analysis and a more detailed analysis of the data form the basis of this report.

2. Results

2.1 Industry profile

The majority of the respondents were from single salons businesses (62%) or one of a group or chain of salons (15%) depicted by chart 2.1a. 8% of the respondents were from franchises and the 'other respondents' were from further education colleges. Of those respondents stating franchisor/group head office one respondents was responsible for 3 salons and one for 5 salons.

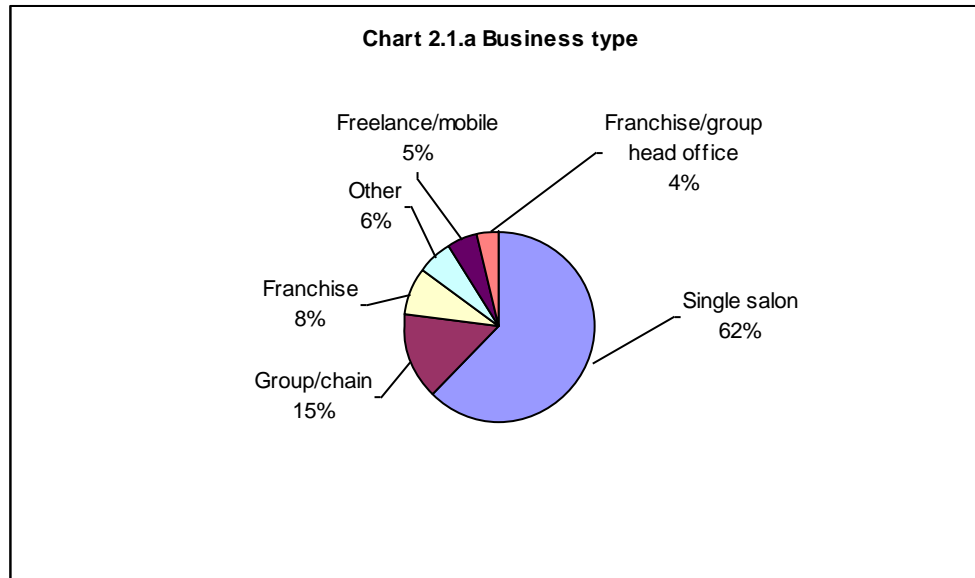
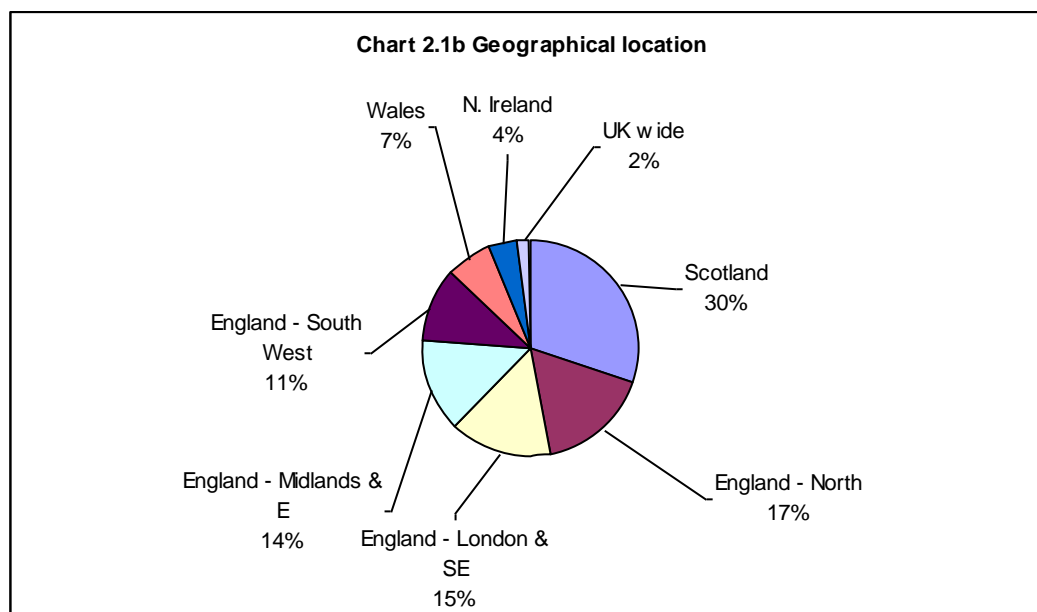
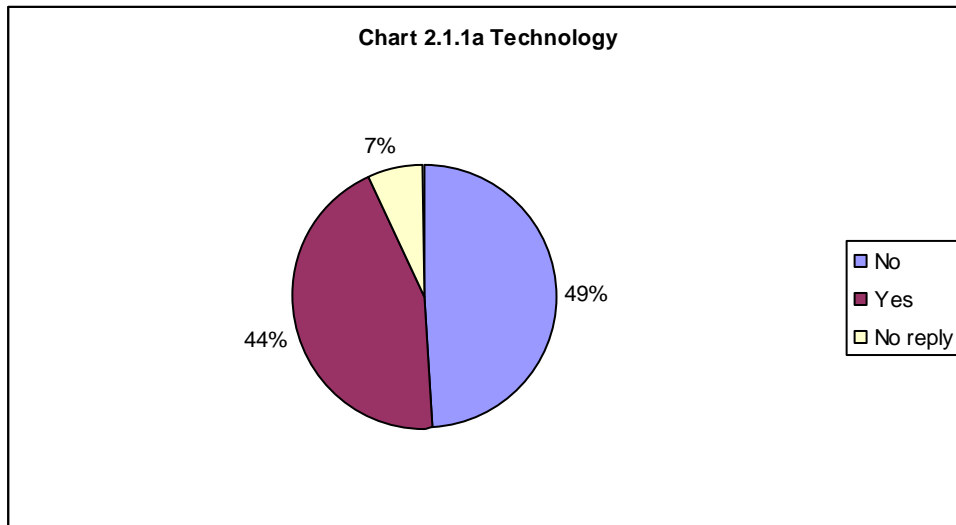


Chart 2.1b shows the geographical split of the respondents.



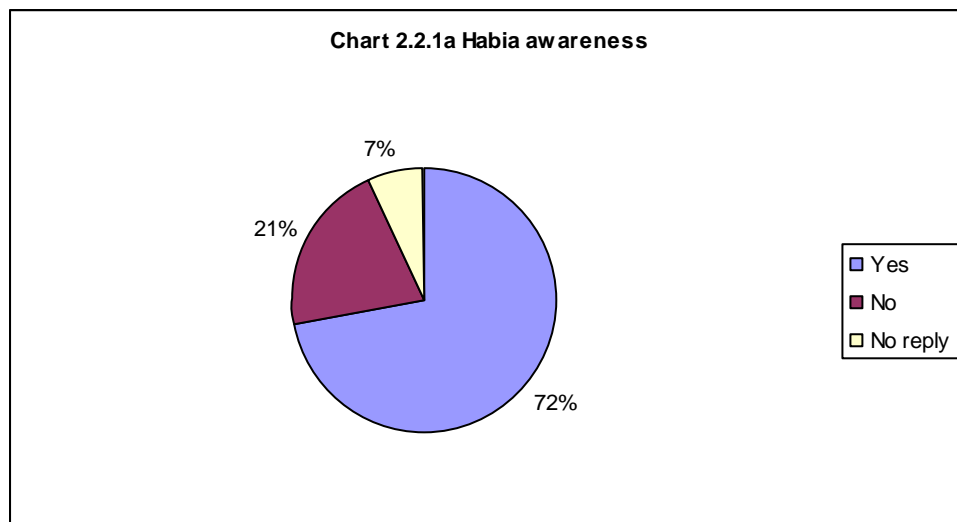
2.1.1 Technology

Half of the respondents do not use a computer in their business (49%).



2.1.2 Interaction with Habia

More than three times as many of the respondents had heard of Habia (72%) than had not heard of Habia (21%) prior to completing the questionnaire (Chart 2.1.2a). Encouragingly, 84% of the respondents would consider assisting Habia with further research and 58% of the respondents requested further information about Habia products and services with 24% of the respondents already receiving information from Habia.



2.2 Employers and their staff

Of the 737 staff currently employed in the respondents' businesses the majority are female (77%) and males (23%), with more staff in full time employment (72%) than part time (28%).

The respondents were asked to state how many of these were self employed, the average worked out at one person per salon and the average number of staff employed per salon was 13.

Chart 2.2a and Table 2.2b illustrate the breakdown of staff across the different job roles and working hours.

A full list of the other job roles referred to by respondents can be located in Annex 2.

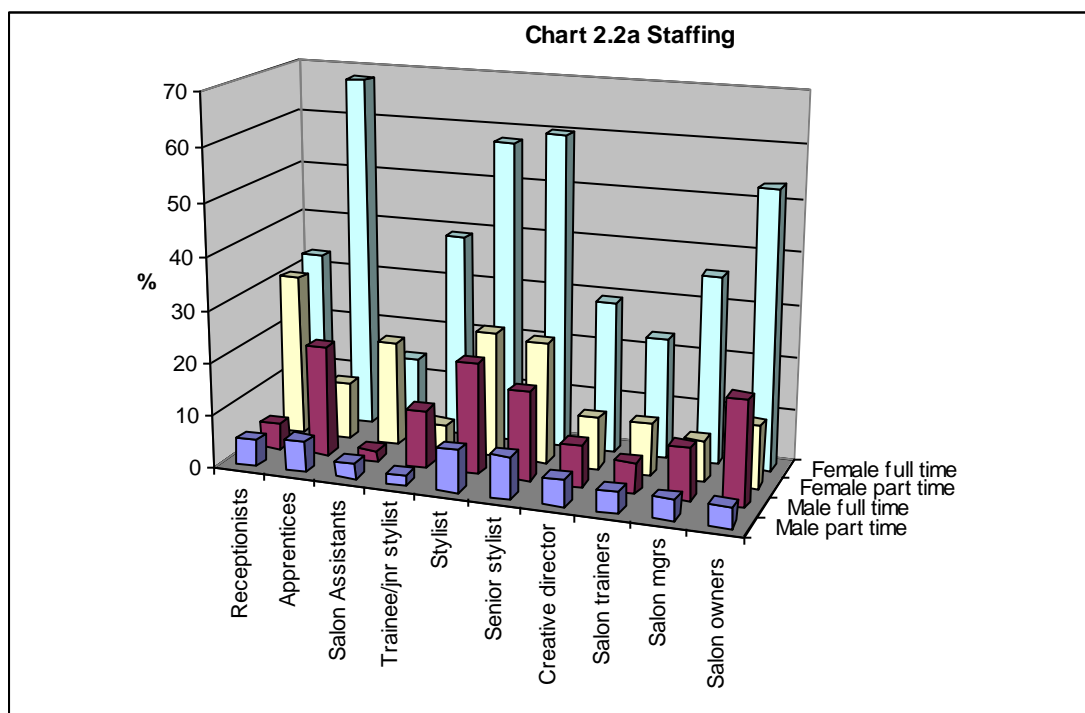


Table 2.2.b

	Male part time	Male full time	Female part time	Female full time
Receptionists	5	5	31	33
Apprentices	6	21	11	68
Salon assistants	3	2	20	14
Trainee/jnr stylist	2	11	5	39
Stylist	8	21	24	58
Senior stylist	8	17	23	60
Creative director	5	8	10	29
Salon trainers	4	6	10	23
Salon mgrs	4	10	8	36
Salon owners	4	20	12	53
Total	49	121	154	413

2.3 Recruitment and shortages

Employers were confident of increasing employee numbers for next year. Chart 2.3a represents the responses to the question “Does your business employ more or less staff than one year ago?” Actual numbers had stayed the same or increased over this 12 month period in 68% of businesses (33% increased, 35% same), illustrating a positive growth trend.

This positive trend continues. Chart 2.3b illustrates that 77% of employers are expecting to employ the same or a higher number of staff in 12 months’ time than were employed at the date of this survey (42% more, 35% same).

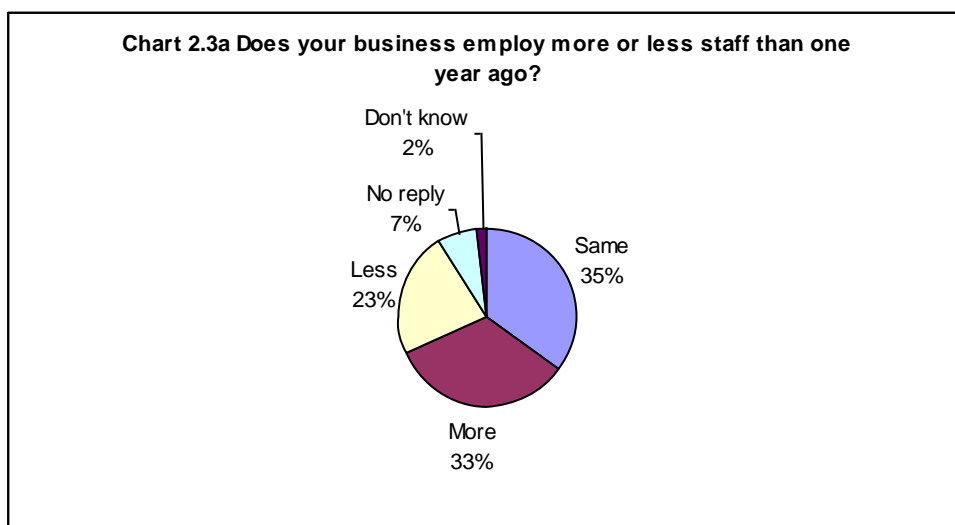


Chart 2.3b Do you expect your business to employ more or less staff in one years time compared to now ?

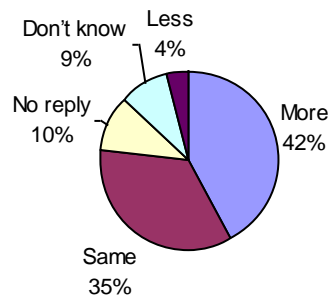


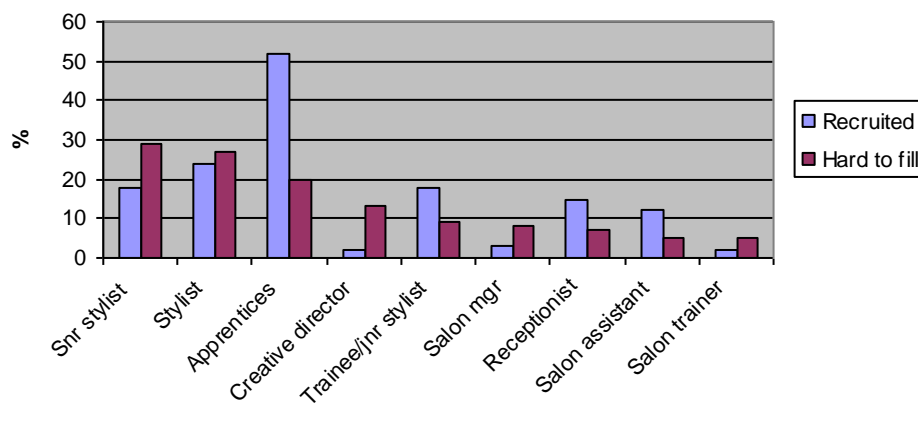
Chart 2.3.c illustrates the recruitment data as a percentage of the 99 businesses.

Employers experienced difficulty when recruiting across all job roles.

Apprentices were the most common recruits reported by employers in the previous 12 months. In ranked order the figures were apprentices (52%), stylists (24%) and senior and trainee/junior stylists (18%).

The most hard to fill vacancies were for senior stylists (29%) and stylists (27%).

Chart 2.3c Recruitment as a % of recruiting businesses



Reflecting the data above, stylists (22%) and senior stylists (18%) are the most common current vacancies in the sector, followed by apprentices (16%) and receptionists (9%); with a fairly even split between the remaining job roles, as illustrated by Chart 2.3d.

Other job roles currently being recruited for were:

- Beauty therapists x 3 (2 difficult to recruit)
- Barber x 2 (difficult to recruit)
- PA's, admin & HR staff x 1
- Area Manager x 1

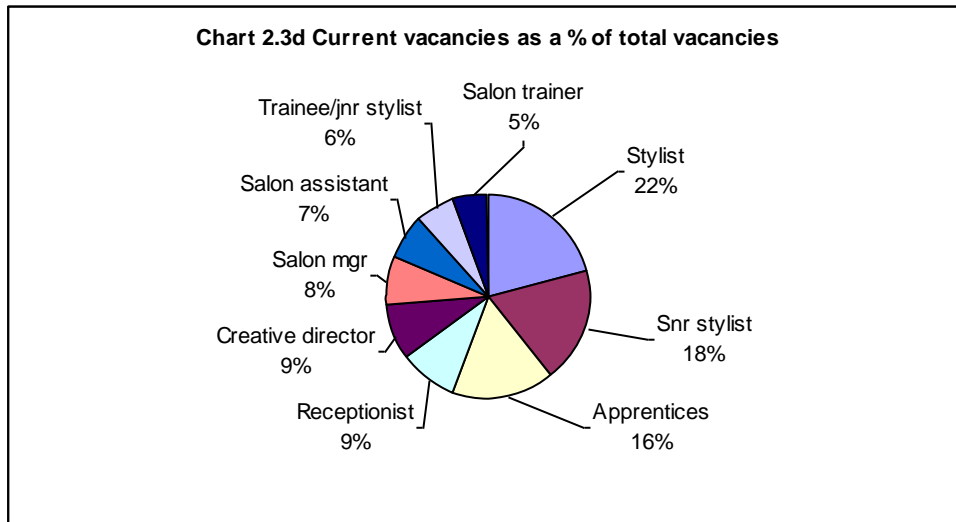


Chart 2.3e shows the number of vacancies in each job role as a percentage of existing employees in that category. Table 2.3f illustrates an overall vacancy rate of 20%, which suggests that employers in the hairdressing industry experience recruitment difficulties.

The high vacancy rate for stylists (24%) and senior stylists (21%) reflects the difficulty experienced by employers when recruiting for this job role. The most in-demand job role at present is that of a stylist (24%).

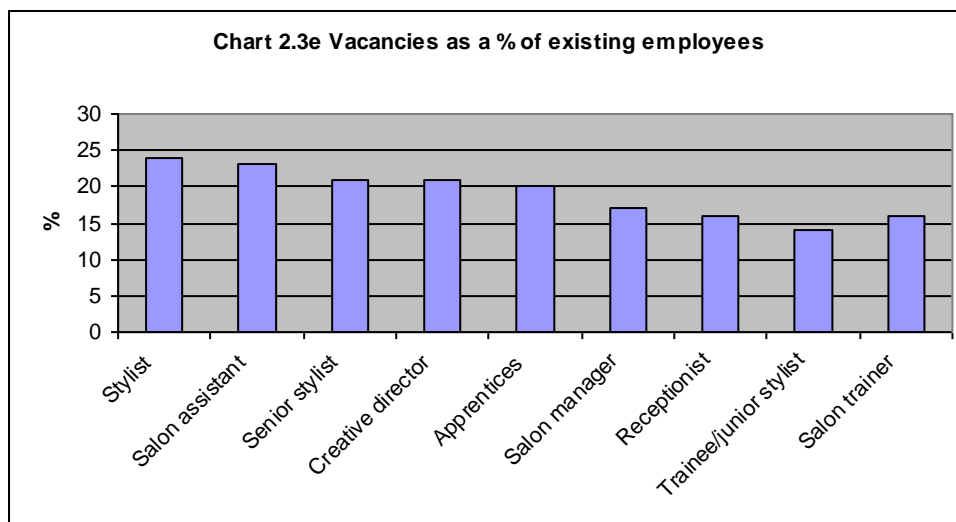


Table 2.3f

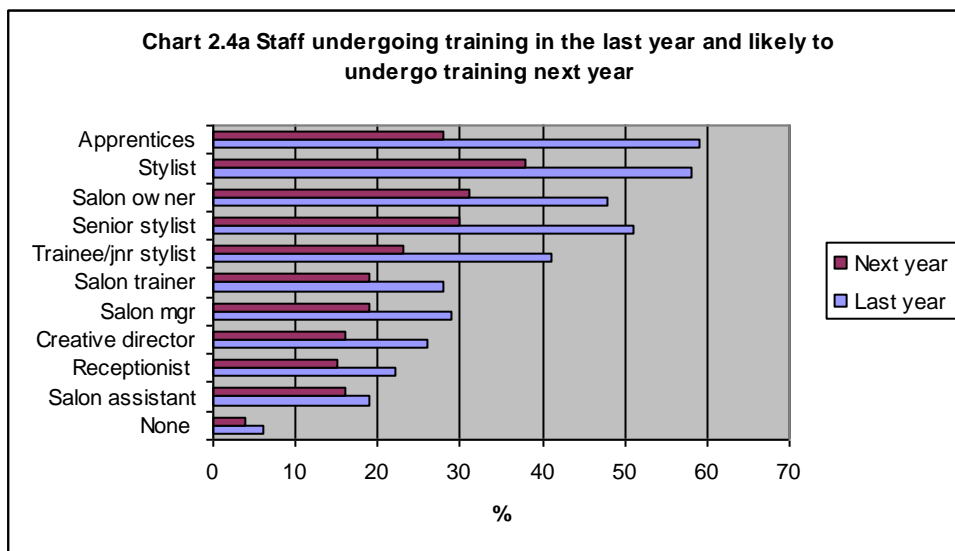
	Number of vacancies	Number of existing employees	Vacancies as a % of existing employees
Receptionist	12	74	16
Apprentices	21	106	20
Salon assistant	9	39	23
Trainee/junior stylist	8	57	14
Stylist	27	111	24
Senior stylist	23	108	21
Creative director	11	52	21
Salon trainer	7	43	16
Salon Manager	10	58	17
Total	128	648	20 (Mean)

2.4 Training & Development

Employers were asked to state which categories of staff have undertaken training in the last year and those that are expected to undertake training over the next year.

Training was undertaken across all job roles in the past year. After apprentices, the most training was undertaken by stylists (58%) and senior stylists (51%).

Chart 2.4a shows a likely decrease in training for next year across all job roles compared with the previous year.

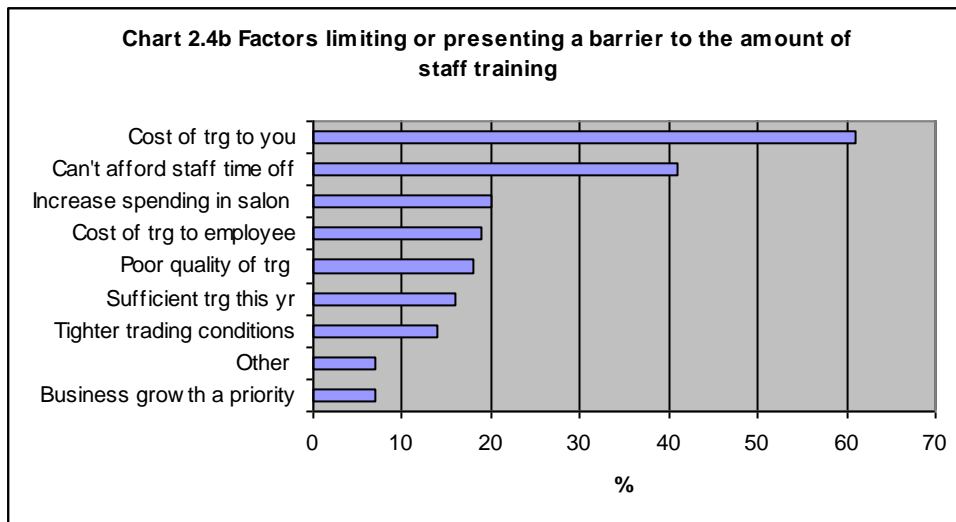


The respondents were asked about the factors limiting or presenting a barrier to the amount of staff training. The majority of respondents stated that the cost of training to them limited the amount of staff training (61%) followed by not being able to afford staff the time out of the salon (41%).

Of the respondents commenting on the factors limiting training the following comments were received:

- Difficult to find/travel/availability x 3
- Time x 3
- We offer training in-house x 3
- Staff retention x 2
- Local government financial assistance for work based learning x 1

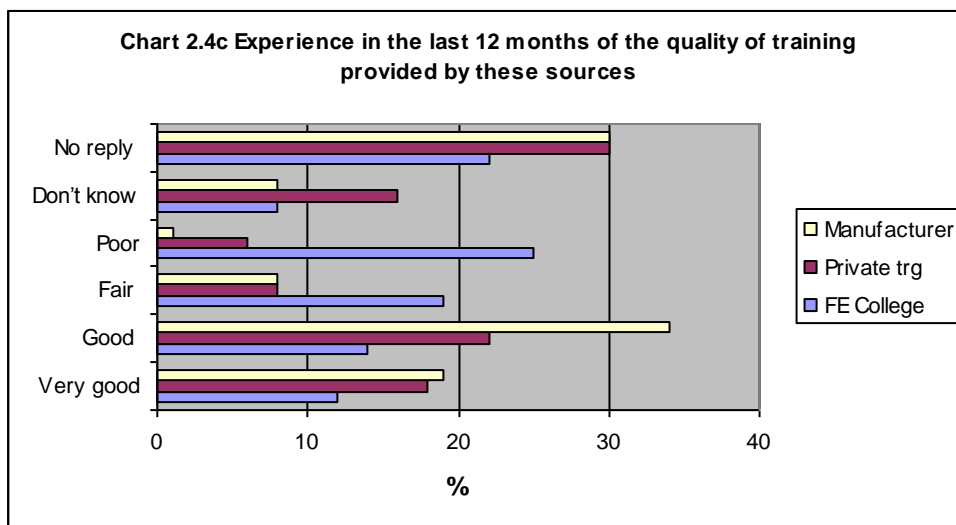
Habia Skills Survey for the Hairdressing Industry



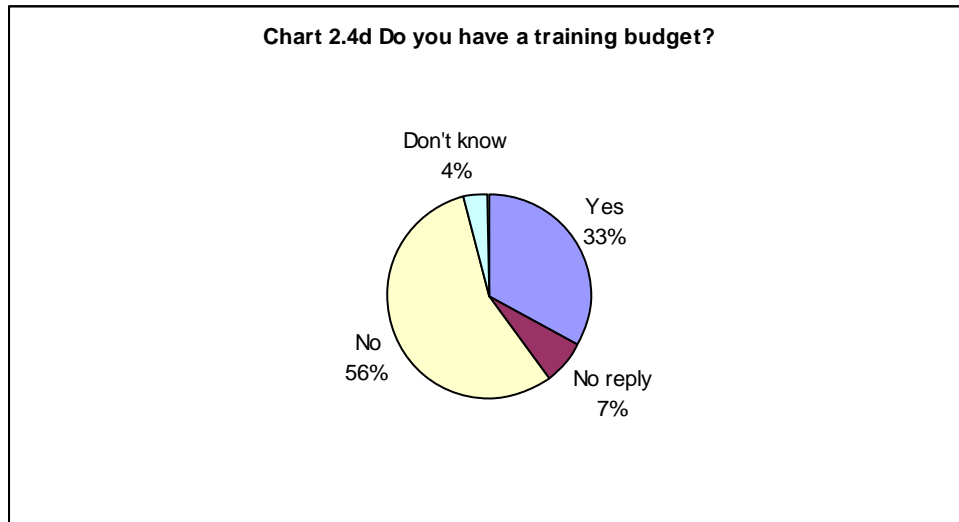
The respondents were asked to comment on their experience of the quality of training in the last 12 months as provided by further education (FE) colleges, private training schools and manufacturers.

A quarter of respondents commenting on FE colleges found the quality of training offered to be poor, compared to 6% for private training colleges and 3% for manufacturers.

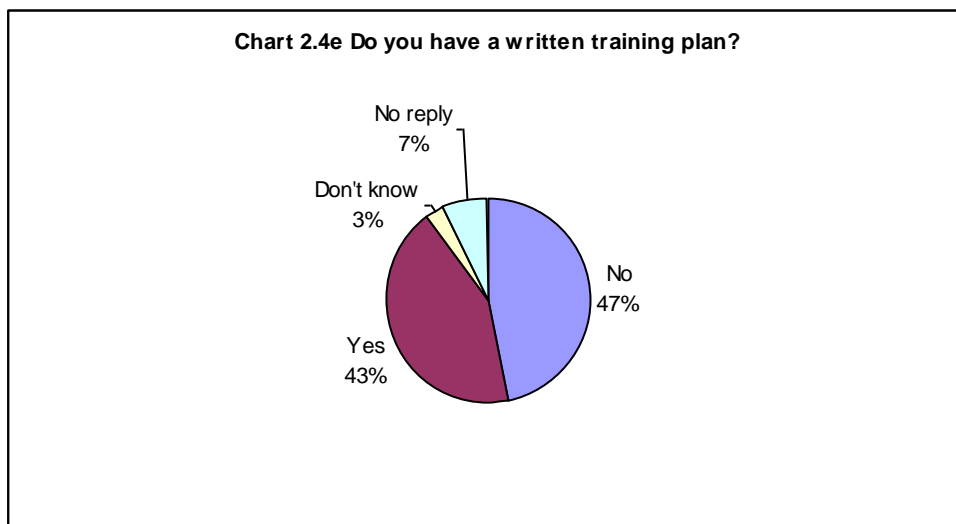
Across all the categories the majority of the respondents rated the quality of training offered as good or very good.



The majority of the respondents do not have a training budget (56%) illustrated by chart 2.4d.



A similar number of the respondents did have a written training plan (48%) as did not (47%), illustrated by chart 2.4e.

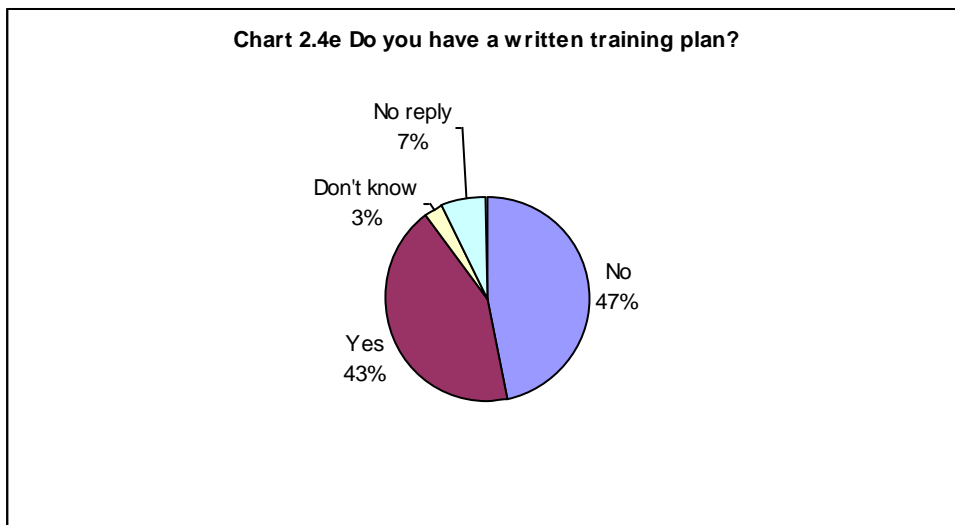


The respondents were asked how much their business has spent on staff training in the last 12 months. Chart 2.4f illustrates that the majority of the respondents (22%) spent between £1000 and £4999 on staff training during the past year, followed by between £240 and £499(16%).

The respondents were asked to comment on the improvements they would like to see in training provision.

A full list of responses can be found in annex 2.

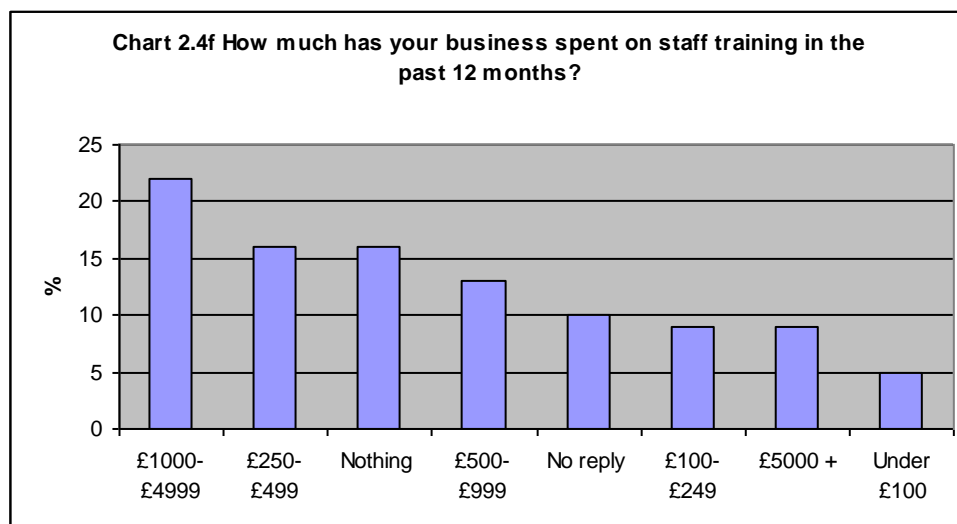
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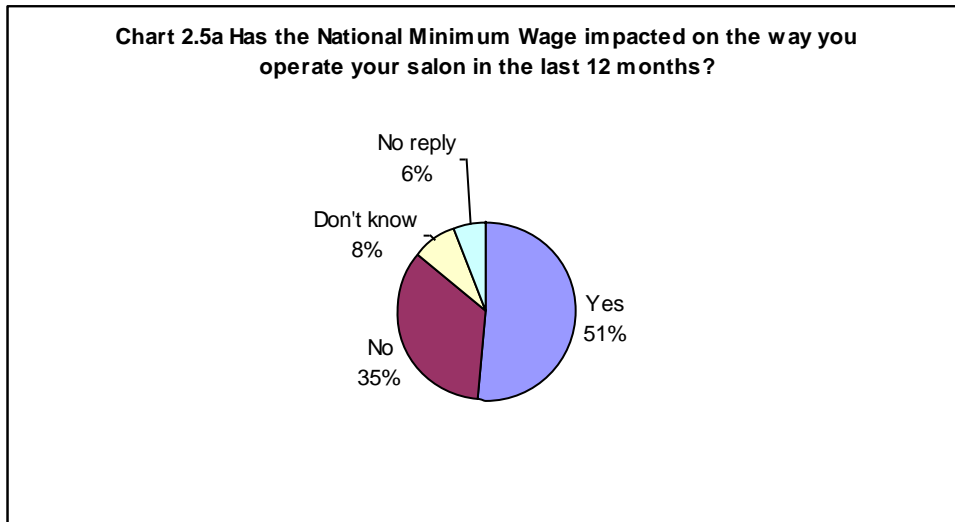


2.5 National Minimum Wage

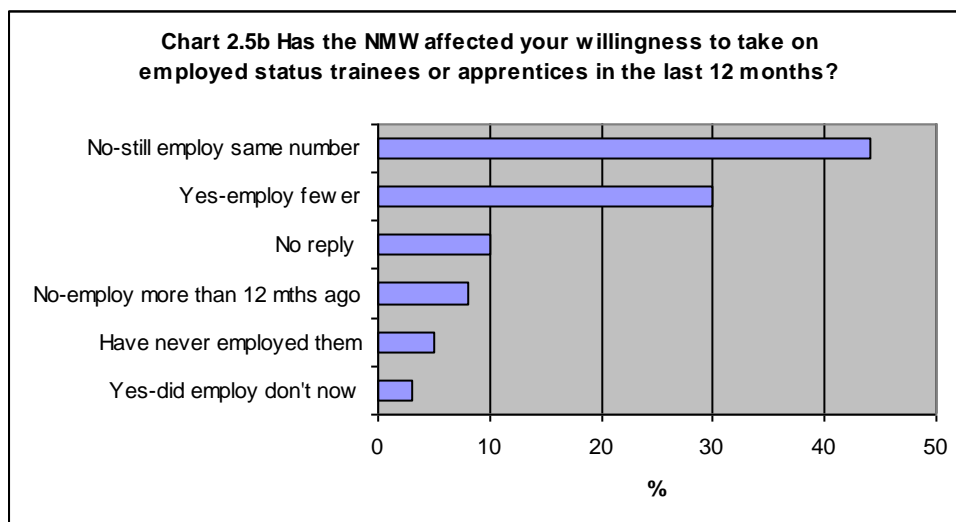
The respondents were asked to comment about whether the National Minimum Wage (NMW) has impacted on the way they operate their salon in the last 12 months.

The majority of the respondents stated that the NMW had impacted on their business (51%).

Of those stating it had impacted on their business their full comments are listed in Annex 2.



The respondents were asked whether the NMW had affected their willingness to take on employed status trainees or apprentices in the last 12 months the majority of the respondents stated that they still employ the same number or more (52%). However, a third did employ trainees but now employ fewer (30%) or none at all (3%).



2.6 Services and Skills Gaps

2.6.1 Hairdressing Services

A mixed response was received from the respondents when asking whether a skill gap exists in their organisation with 46% agreeing and 41% disagreeing.

A skills gap is an internal problem, which could be solved by staff training, whereas a skill shortage is an external problem affecting the availability of suitably supplied people for recruitment.

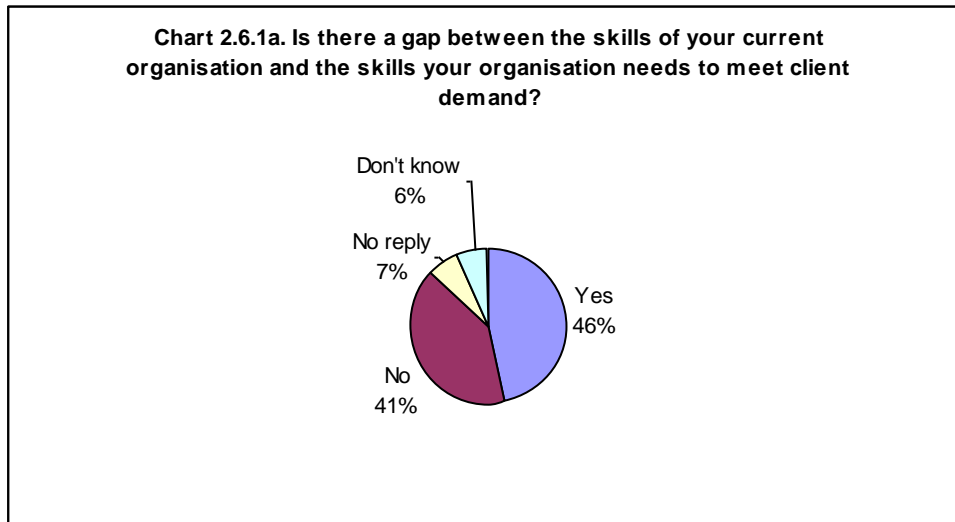


Chart 2.6.1b illustrates the hairdressing services currently offered by the respondents as a percentage of the respondents.

The most popular hairdressing service currently offered by the respondents is colouring (99%), followed by perming (97%) and colour correction (96%), conditioning treatments (96%) and style and finish (96%).

'Other' hairdressing services currently offered by respondents are:

- Wig/additional hair retailing x 4
- Children's hairdressing services x 1
- Scalp treatments x 1
- Dreadlocks x 1
- Roller setting x 1

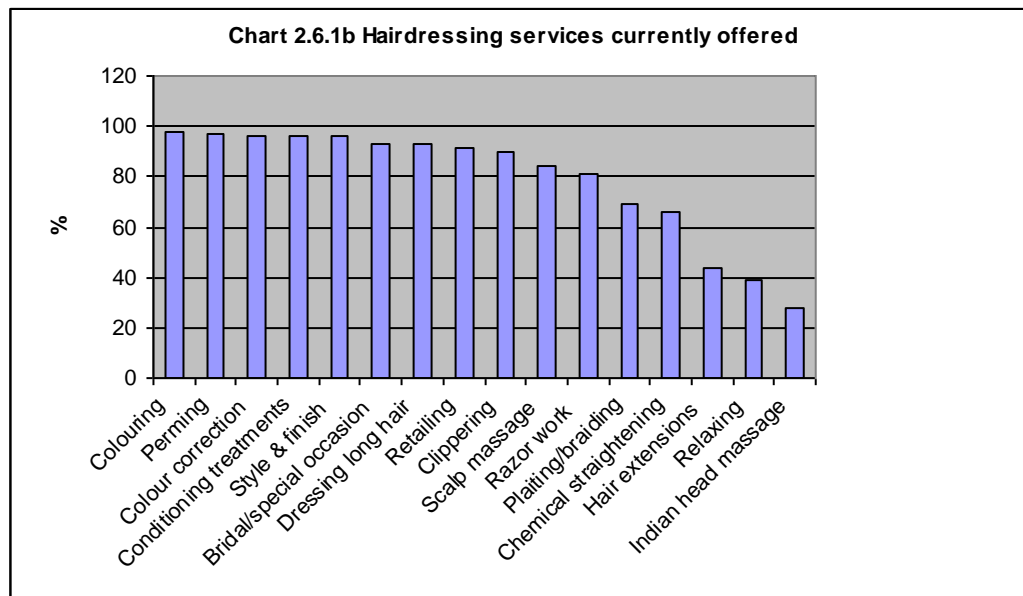


Chart 2.6.1c and Table 2.6.1d portray the hairdressing services the respondents plan to offer, either using existing staff or by recruitment, as a percentage of the respondents.

The majority of the respondents expressed their interest in developing new skills by training existing staff. In particular the respondents expressed interest in Indian head massage (28%), hair extensions (28%), plaiting/braiding (21%) and chemical straightening (19%).

Other hairdressing services the respondents commented on as planning to offer are:

Tanagra hair repairing system x 1

African Caribbean Hairdressing x 1

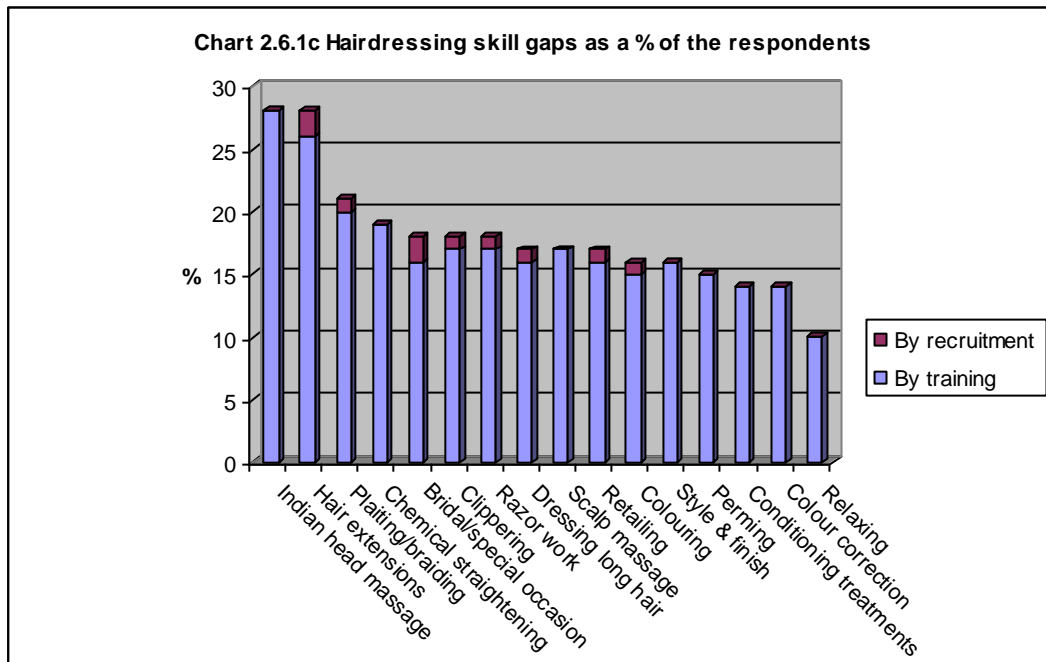


Table 2.6.1d

Skills gap	Code	% of businesses planning to offer through training	% of businesses planning to offer by recruitment	Total % of businesses with skills gap
Indian head massage	B	28	0	28
Hair extensions	B	26	2	28
Plaiting/braiding	A	20	1	21
Chemical straightening	A	19	0	19
Bridal/special occasion	B	16	2	18
Clipping	B	17	1	18
Razor work	B	17	1	18
Dressing long hair	B	16	1	17
Scalp massage	A	17	0	17
Retailing	A&B	16	1	17
Colouring	A&B	15	1	16
Style & finish	A&B	16	0	16
Perming	A&B	15	0	15
Conditioning treatments	A	14	0	14
Colour correction	B	14	0	14
Relaxing	A&B	10	0	10

Code	Description
A	L2 Hairdressing National Occupational Standards
B	L3 Hairdressing National Occupational Standards

NB: National Occupational Standards can be downloaded free of charge from www.ukstandards.org

2.6.2 Other Services

Chart 2.6.2a illustrates the services other than hairdressing services currently offered, as a percentage of the respondents.

The most popular services were barbering (63%), beauty therapy treatments (39%) and self tanning (31%).

The respondents commented on 'other' services they currently offer:

Reflexology x 3
Hot stone massage x 3
Juice bar x 1
Non-surgical face lift x1

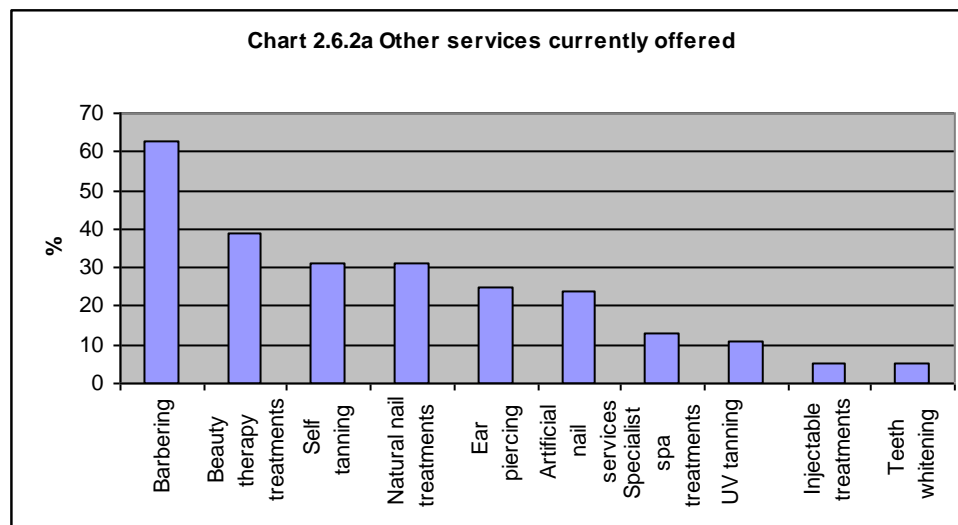


Chart 2.6.2b and Table 2.6.2c illustrate the 'Other Services' that the respondents plan to offer as a percentage of the respondents. There was particular interest from respondents in developing further skills in artificial nail services (11%) mainly by recruitment (8%).

One respondent commented on 'other' services they plan to offer:

IPL skin rejuvenation X 1

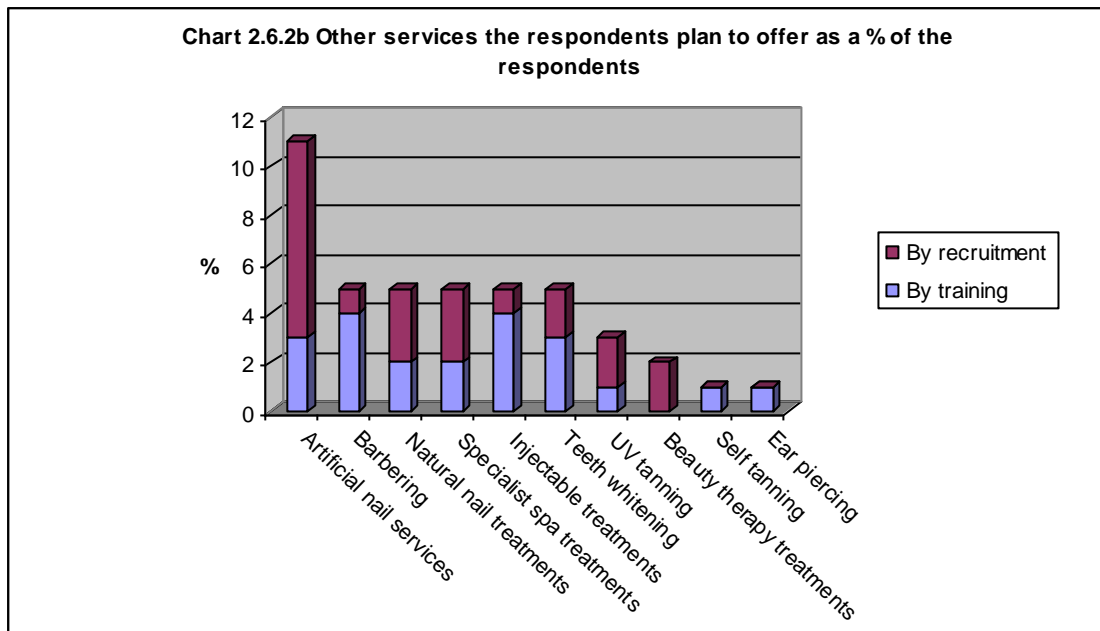


Table 2.6.2c

Skills gap	Code	% of businesses planning to offer through training	% of businesses planning to offer by recruitment	Total % of businesses with skills gap
Artificial nail services	D&E&F&G	3	8	11
Barbering	J&K	4	1	5
Natural nail treatments	E&F&G&H	2	3	5
Specialist spa treatments	I	2	3	5
Injectable treatments	Healthcare Commission	4	1	5
Teeth whitening	NC	3	2	5
UV tanning	F	1	2	3
Beauty therapy treatments	D&E&F	0	2	2
Self tanning	F	1	0	1
Ear piercing	E	1	0	1

Code	Description
A	L1 Hairdressing National Occupational Standards
B	L2 Hairdressing National Occupational Standards
C	L3 Hairdressing National Occupational Standards
D	L1 Beauty Therapy National Occupational Standards
E	L2 Beauty Therapy National Occupational Standards
F	L3 Beauty Therapy National Occupational Standards
G	L2 Nail Services National Occupational Standards
H	L3 Nail Services National Occupational Standards
I	L3 Spa Therapy National Occupational Standards
J	L2 Barbering National Occupational Standards
K	L3 Barbering National Occupational Standards

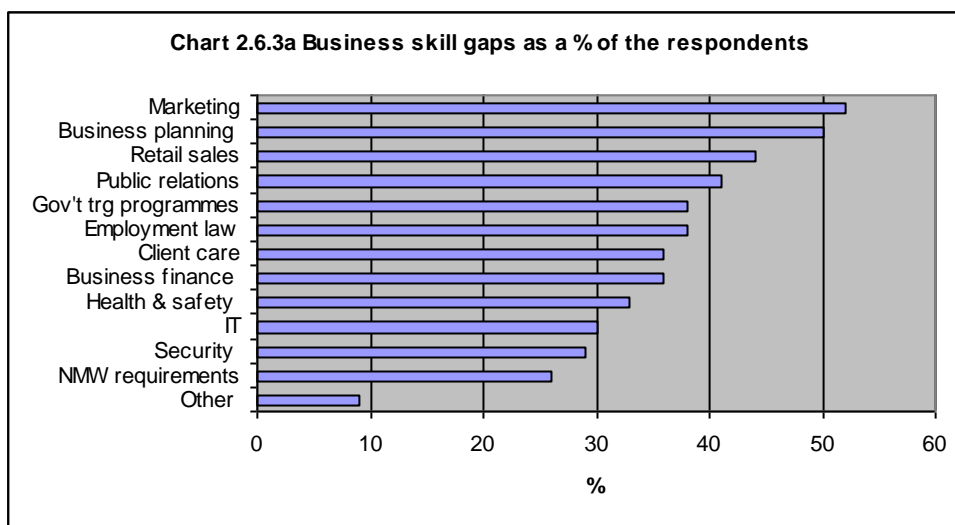
NB: National Occupational Standards can be downloaded free of charge from www.ukstandards.org

2.6.3 General Business Skills

The final skill area investigated was general business skills. The respondents were asked to select from a list of business skills those skills that they would benefit from receiving more knowledge about to improve their businesses operation and profitability.

Chart 2.6.3a shows the results as a percentage of the respondents. The most reported skills gap was in marketing (52%) followed by business planning (50%) and increasing retail sales (44%).

The one other response received was for 'more links with local industry and colleges'.



Skill gap	No. of businesses with gap	% of businesses with gap
Marketing*	52	52
Business planning	50	50
Retail sales*	44	44
Public relations*	41	41
Employment law*	38	38
Gov't trg programmes	38	38
Business finance	36	36
Client care*	36	36
Health & safety*	33	33
IT*	30	30
Security *	29	29
NMW requirements	26	26
Other	9	9

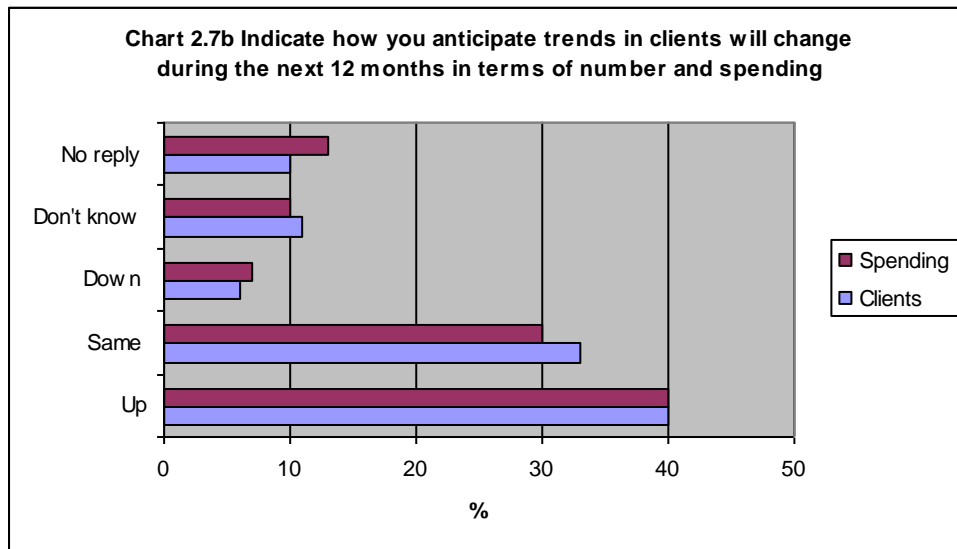
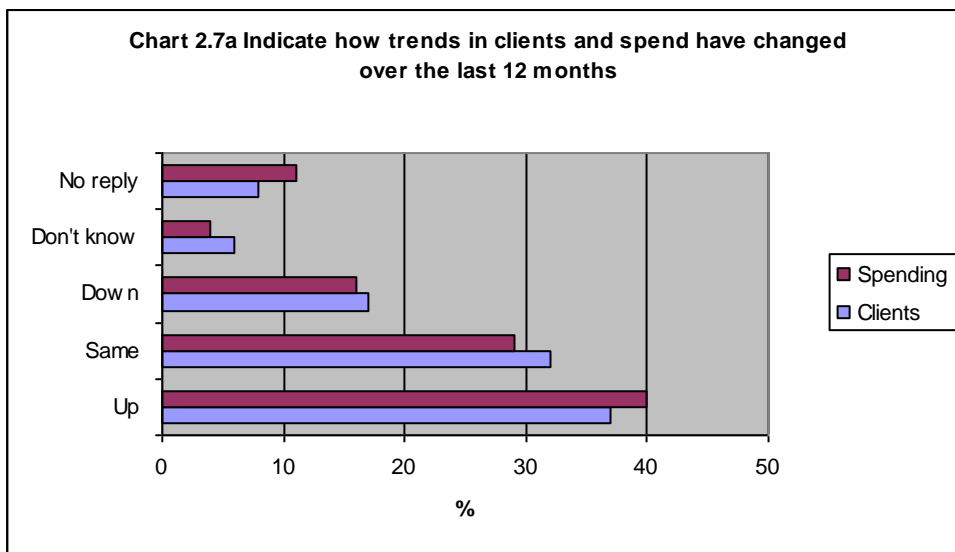
* Habia has support materials available for these areas

2.7

Business Confidence

Employers were confident of an increase in the number of client visits and spend for next year. Chart 2.7a represents the responses to the question “Indicate how trends in clients have changed over the last 12 months in terms of number and spending”. Actual numbers of clients had stayed the same or increased over this 12-month period in 69% of businesses (37% increased, 32% same), and a growth in spending in 69% of business (40% increased, 29% same), illustrating a positive growth trend.

This positive trend continues. Chart 2.7b illustrates that 73% of employers are expecting an increase in client visits (40% increased, 33% the same) and 70% expect an increase in spending (40% increase, 30% the same) in 12 months’ time than at the date of this survey.



3. Conclusions

The main findings from the skills survey are set out in table format below. The conclusions derived from the survey follow each section.

INDUSTRY PROFILE
62% single salon 13 employees per salon on average 1 self employed person per salon on average 49% of respondents did not use a computer in their business

This is an industry in which single salons employing on average thirteen employees (one employee self-employed) per salon dominate.

IT is seen to be a useful tool for running their business by nearly half of the respondents.

STAFFING, RECRUITMENT AND SHORTAGES
77% female staff 72% full time staff 28% part time staff 68% of businesses employ the same or increased number of employees than in the previous 12 months 77% of businesses anticipate they will employ the same or an increased number of employees in the next 12 months Difficulty in recruiting across all job roles 24% of vacancies were for stylists 18% of vacancies were for both senior and junior stylists Current vacancies 22% reported vacancies for Stylists 18% Senior stylists 16% Apprentices Overall vacancy rate is 20%

The hairdressing industry is female dominated, with more full time than part time staff.

Employers have experienced growth in the number of staff employed during the last twelve months and are confident of a growth in the number of staff employed during the next twelve months.

This industry experiences recruitment difficulties with an overall vacancy rate of 20%.

Technical job roles (stylists and senior stylists) were the job roles most in demand during the last twelve months reflecting the demand for current vacancies.

TRAINING AND DEVELOPMENT
All job roles undertook training in the previous year Likely decrease in training across all job roles for the next 12 months 56% have a training budget 43% have a written training plan 22% spent between £1000 and £4999 on training during the past 12 months Factors limiting/presenting a barrier to training

61% cost to employer
41% can't afford staff time out of the salon

Experience of training in the last 12 months
25% FE majority of respondents rated as poor
22% Private training provider majority of respondents rated as good
34% manufacturer majority of respondents rated as good
70% rated the training experience overall to be good

There is a likely to be a small decrease in training for next year amongst all of the job roles. When asked about barriers to training the majority of employers stated the cost to the employer and not being able to afford staff time out of the salon.

When asked about the quality of their training experience the majority of employers rated their experiences as good, in particular those of manufacturers and private training providers. A concern is that the majority of the respondents using further education colleges rated their training experiences in the last twelve months as poor

Many employers do plan their staff training and encouragingly a third of respondents had a written training plan. Just over half have an allocated training budget and a quarter of respondents spent between £1000 and £4999 on staff training in the past 12 months.

NATIONAL MINIMUM WAGE

51% NMW had impacted on their business during past 12 months
44% still employ the same number of employed status trainees
30% employ fewer employed status trainees

The National Minimum Wage (NMW) has impacted on over half the respondents businesses during the past 12 months. The decrease in employed status trainees is of concern.

SERVICES AND SKILLS GAPS

46% reported a skill gap in their organisation

Main hairdressing services currently offered
99% colouring, 97% perming, 96% colour correction, conditioning treatments and style and finish.

Main hairdressing services skill shortages:
28% Indian head massage
28% hair extensions
21% plaiting and braiding
19% chemical straightening

Other services currently offered:
63% barbering
39% beauty therapy
31% self tanning

Other services skill gaps:
11% artificial nail services
5% were barbering, natural nail services, specialist spa treatments, injectable treatments and teeth whitening

Business skills gaps:
52% marketing
50% business planning

45% retail sales

The growth of the hairdressing industry and technical skill gaps suggest priority skills areas for promotion of National Occupational Standards (NOS) and Level 2 and 3 NVQ/SVQ courses.

Skills planned for staff development by the respondents include Indian head massage, bridal/special occasion hair, hair extensions and clippers. All have existing NOS at Level 3.

Diversification into barbering and beauty therapy treatments is popular, indicated by the future services to be offered. Respondents anticipated having to recruit new staff with these skills. However, these skills are in short supply in the barbering and beauty therapy industries as shown by the parallel skills surveys.

Business planning, marketing and increasing retail sales are business skills that need to be upskilled across the sector.

ENGAGEMENT WITH HABIA

72% aware of Habia prior to completing the survey

84% would assist in further research

58% would like to receive further information about Habia's products and services

There is a strong awareness of Habia in the industry

There is willingness to assist Habia with further research and to find out more about Habia products and services.

BUSINESS CONFIDENCE

Previous 12 months

69% experienced the same or growth in the number of client visits during the previous 12 months

73% experienced the same or growth in client spend during the previous 12 months

Next 12 months

73% anticipate the same or growth in the number of clients during the next 12 months

70% anticipate the same or growth in client spend during the next 12 months

The industry is apparently buoyant and employers anticipate continued growth for the next year. Continued business growth will depend upon an adequate supply of suitably trained and competent staff.

4. Review by Habia Forums

The results of this survey were reviewed by the Habia UK Hairdressing Forum, Habia Cymru and Habia Scotland. Forum members are representatives from industry, employer associations, learning providers, manufacturers and industry media.

Forum members considered the results gave a reasonable but perhaps understated representation of the skills situation in the hairdressing industry across the UK. Evidence of continued growth in the industry was supported by member's experience. However, several reported while still growing, the rate was flatter than previously. Members commented that the average size of respondents at 13 was high for the industry as a whole and that salons over the VAT threshold would be over represented. Salons of this size would be expected to be more pro-active and involved in training and development than smaller salons operating under the threshold typically with a static client base and stable staff.

5. Recommendations

From the results of this research and review by the Habia forums, the following actions are recommended for Habia and other stakeholders to consider undertaking:

Low survey return rate: Increase the return rate in future surveys by working with learning provider staff to obtain completed questionnaires from employers during monitoring visits.

Skills Shortages: Encourage improvements in recruitment and induction to aid retention. Seek ways of encouraging and facilitating hairdressers who have left the industry to raise a family, to return to work in salons.

Hairdressing skills gaps: Raise awareness among employers of the NOS units, training, qualifications and support materials available for skills shortage areas, particularly Indian head massage, hair extensions (working with suppliers to develop generic guidance and to support trainers in learning more than one system) and plaiting and braiding. Encourage learning providers to offering these units if not doing so already. Most FE colleges will be able to access the IHM unit through their beauty department but specialist hairdressing providers may need to buy in this provision. Monitor how well these skill gaps are being addressed through the introduction of the new Diploma in England and equivalent programmes in medium to long term.

Barbering skills gaps and shortages: Ensure the barbering recommendations extend to the hairdressing industry as a whole.

Skills of lecturers and trainers: continue to encourage improvements in quality of training through promoting relevant CPD courses and by working with Ofsted in England and HMIs in Wales, Northern Ireland and Scotland.

Business skills gaps: Promote existing support materials from Habia; encourage learning providers to offer relevant learning opportunities, particularly in marketing, business planning and retailing as part of technical skills training courses. Monitor how well business skill gaps are being addressed through the introduction of the new Diploma in England and equivalent programmes in medium to long term.

Drop in number of employed status trainees: Investigate whether the decrease in employed status work based learners is matched by an increase in full time trainees, and the implications for learning provision.

Barriers to take up of learning: Educate employers and individuals that the direction of Government policy is that employers and individuals should contribute more to the cost of learning, particularly beyond Level 2. Develop and promote on-line learning as a way of

Habia Skills Survey for the Hairdressing Industry

accessing learning without needing to leave the business premises, bearing in mind that about half the industry currently do not use a computer for business purposes. Explore means of educating trainers and lecturers in the use of on-line learning.

Annex 1 Questionnaire

Habia is looking for your views about issues affecting your industry, such as, skills shortages and government policy including the National Minimum Wage. Please complete this survey by Friday 15 September 2006 to express your views

The results of this survey will be used to influence government programmes to provide new recruits with the skills employers require and to help businesses develop their staff to meet client demand.

You could also be the winner of one of our fantastic prizes: A two-day advanced cutting course at the Andrew Collinge Academy in Liverpool (worth £315) or a one-day observation at the Vidal Sassoon Advanced Academy in London (worth £300). All completed questionnaires with contact details will be entered into the prize draw.

Habia is the government approved standards setting body for hairdressing, barbering, beauty therapy, nail services, spa therapy and African Caribbean hair and creates the standards that form the basis of all qualifications including NVQs, SVQs and codes of practice. Habia regularly conducts skills surveys to ensure that standards are updated to meet industry trends in techniques and equipment and to take into account new legislation.

To return this questionnaire to Habia please click on the 'submit' button at the end of this survey.

ABOUT YOUR BUSINESS

Q1 Indicate your business type - tick one box that best describes your business

- Single salon business
- Franchise business
- One of a group or chain of salons
- Freelance/mobile
- Franchisor/group head office - please state
number of salons represented _____
- Other - please state _____

Q2 Where is the main location of your business? - tick one box

- England - London & South East
- England - Midlands & East
- England - North
- England - South West
- Northern Ireland
- Scotland
- Wales
- UK wide

SKILL GAPS

Q3 Thinking of your employees generally, is there a gap between the skills of your current employees and the skills your organisation needs to meet client demand? (NB. A skills gaps is an internal problem which could be solved by staff training, whereas a skills shortage is an external problem affecting the availability of suitably skilled people for recruitment.)

Yes

No

Don't know.....

Q4 Indicate the HAIRDRESSING SERVICES currently offered by your business and the services your business plans to offer to meet client demand - tick all appropriate

	Currently offered	Plan to offer by training	Plan to offer by recruitment
Bridal/special occasion hairdressing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical straightening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Colour correction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Colouring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conditioning treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dressing long hair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hair extensions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indian head massage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Perming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plaiting/braiding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Razor work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relaxing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retailing hairdressing products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scalp massage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Style & finish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Please state any additional hairdressing services currently offered by your business that are not listed in Q4.

Q6 Please state any additional hairdressing services you plan to offer in your business that are not listed in Q4.

Q7 Indicate the OTHER SERVICES currently offered by your business other than hairdressing services and the services your business plans to offer to meet client demand - tick all appropriate boxes.

	Currently offer	Plan to offer by training	Plan to offer by recruitment
Artificial nail services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Barbering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beauty therapy treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ear piercing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Injectable treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural nail treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self tanning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist spa treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teeth whitening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UV tanning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Please state any additional 'other services' currently offered by your business that are not listed in Q7.

Q9 Please state any additional 'other services' you plan to offer in your business that are not listed in Q7.

Q10 Would your business benefit from more skill or knowledge in any of the following?- tick all appropriate.

- Business planning
- Business finance.....
- Health & safety
- Client care
- Retail sales.....
- IT
- Marketing
- Public relations
- Security of premises and staff safety
- Employment law and personnel practice
- Government training programmes
- National minimum wage requirements
- Other - please state _____

NATIONAL MINIMUM WAGE

Q11 Has the National Minimum Wage impacted on the way you operate your salon in the last 12 months?

- Yes
- No
- Don't know

Q12 If YES, in what way?- please state below

Q13 Has the National Minimum Wage affected your willingness to take on employed status trainees or apprentices in the last 12 months?- tick one box.

- No - I didn't employ them but I do now
- No - I employ more than 12 months ago.....
- No - I still employ the same number
- Yes - I employ fewer
- Yes - I did employ them but now I don't.....
- Have never employed them.....

YOUR STAFF

Q14 How many staff (including self-employed and part-time) work in your business including yourself?- Please state number.

Q15 Excluding the salon or group owner(s), how many of these are self-employed?

For Q16 to Q25 please fill in the NUMBER of each category of staff in your business (including yourself) in terms of gender and full/part-time (place staff members in their main category). Part-time means 16 hours or less per week.

Q16 Fill in the NUMBER of RECEPTIONISTS working in your business into gender and working hours category - leave blank if none

Female full-time	_____
Female part-time	_____
Male full-time	_____
Male part-time	_____

Q17 Fill in the NUMBER of APPRENTICES working in your business into gender and working hours category - leave blank if none

Female full-time	_____
Female part-time	_____
Male full-time	_____
Male part-time	_____

Q18 Fill in the NUMBER of SALON ASSISTANTS working in your business into gender and working hours category - leave blank if none

Female full-time	_____
Female part-time	_____
Male full-time	_____
Male part-time	_____

- Q19 Fill in the NUMBER of TRAINEE or JUNIOR STYLISTS working in your business into gender and working hours category - leave blank if none**
- Female full-time _____
- Female part-time _____
- Male full-time _____
- Male part-time _____
-
- Q20 Fill in the NUMBER of STYLISTS working in your business into gender and working hours category - leave blank if none**
- Female full-time _____
- Female part-time _____
- Male full-time _____
- Male part-time _____
-
- Q21 Fill in the NUMBER of SENIOR STYLISTS working in your business into gender and working hours category - leave blank if none**
- Female full-time _____
- Female part-time _____
- Male full-time _____
- Male part-time _____
-
- Q22 Fill in the NUMBER of CREATIVE DIRECTORS working in your business into gender and working hours category - leave blank if none**
- Female full-time _____
- Female part-time _____
- Male full-time _____
- Male part-time _____
-
- Q23 Fill in the NUMBER of SALON TRAINERS working in your business into gender and working hours category - leave blank if none**
- Female full-time _____
- Female part-time _____
- Male full-time _____
- Male part-time _____
-
- Q24 Fill in the NUMBER of SALON MANAGERS working in your business into gender and working hours category - leave blank if none**
- Female full-time _____
- Female part-time _____
- Male full-time _____
- Male part-time _____
-
- Q25 Fill in the NUMBER of SALON OWNERS working in your business into gender and working hours category - leave blank if none**
- Female full-time _____
- Female part-time _____
- Male full-time _____
- Male part-time _____

Q26 If you employ any other staff not listed in Q16-Q25 please state their job title and working hours below.

BUSINESS CONFIDENCE

Q27 Does your business employ more or less staff than one year ago - tick one box.

More Same
 Less Don't know

Q28 Do you expect your business to employ more or less staff in one year's time compared with now? - tick one box.

More Same
 Less Don't know

Q29 Indicate how trends in clients have changed over the last 12 months in terms of number and spending - tick appropriate boxes, to show if the hairdressing industry is growing or not.

	Up	Same	Down	Don't know
Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spending (in real terms taking into account inflation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30 Indicate how you anticipate trends in clients will change during the next 12 months in terms of number and spending - tick all appropriate boxes, to show if the hairdressing industry is growing or not.

	Up	Same	Down	Don't know
Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spending (in real terms taking into account inflation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TRAINING & DEVELOPMENT

Q31 Indicate which categories of staff have undergone training in the last year (including yourself) and those likely to undergo training next year- tick all appropriate.

	In the last year	Likely next year
Receptionist	<input type="checkbox"/>	<input type="checkbox"/>
Apprentices	<input type="checkbox"/>	<input type="checkbox"/>
Salon assistant	<input type="checkbox"/>	<input type="checkbox"/>
Trainee or junior stylist	<input type="checkbox"/>	<input type="checkbox"/>
Stylist	<input type="checkbox"/>	<input type="checkbox"/>
Senior stylist	<input type="checkbox"/>	<input type="checkbox"/>
Creative director	<input type="checkbox"/>	<input type="checkbox"/>
Salon trainer	<input type="checkbox"/>	<input type="checkbox"/>
Salon manager	<input type="checkbox"/>	<input type="checkbox"/>
Salon owner	<input type="checkbox"/>	<input type="checkbox"/>
None	<input type="checkbox"/>	<input type="checkbox"/>

Q32 If you employ additional staff not listed in Q31 please state their job role and likelihood to undergo training below.

Q33 What factors limit or present a barrier to the amount of staff training you do? - tick all appropriate.

- Cost of training to you
- Cost of training to the employee
- Poor quality of training
- Cannot afford staff to have the time off
- Sufficient training took place this year
- Increased spending on products & equipment
- Tighter trading conditions.....
- Business growth a priority over training
- Other - please state _____

Q34 What is your experience in the last 12 months of the quality of training provided by these sources (please tick one box for each)

	Very good	Good	Fair	Poor	Don't know
Further Education college	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private training school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manufacturer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other - please state _____					

Q35 What improvements would you like to see in training provision?

Q36 Do you have a training budget? - please tick one box

- Yes
- No
- Don't know

Q37 Do you have a written training plan? - please tick one box

- Yes
- No
- Don't know

Q38 How much has your business spent on external training for staff in the last 12 months? - please tick one box

- Nothing
- Under £100
- £100-£249.....
- £250-£499.....
- £500-£999.....
- £1000 -£4999.....
- £5000+

Q39 If you purchase hairdressing training materials such as books and/or DVDs, where do you purchase these products? - please tick all appropriate.

- Habia mail order
- Other mail order
- Online Habia.....
- Online other.....
- Trade exhibitions/shows
- Local bookshop
- Other - please state _____

Q40 Is there a subject area you would like to purchase a book, DVD or video for, that you have been unable to find? - please state below

Q41 Which books, DVDs and videos have you bought in the past three years? - please state title and author below.

Q42 Would you be interested in attending a Habia practical training course? - please tick all appropriate boxes

- Barbering
- Cutting.....
- Colouring
- Hair extensions
- Perming
- Would not attend

RECRUITMENT / SHORTAGES

Q43 Which of the following categories of staff were recruited to your business last year? Additionally, please indicate if there was any difficulty in recruiting the right people with the right skills or qualifications for the job - tick all appropriate.

	Recruited	Hard to fill
Receptionist	<input type="checkbox"/>	<input type="checkbox"/>
Apprentices	<input type="checkbox"/>	<input type="checkbox"/>
Salon assistant	<input type="checkbox"/>	<input type="checkbox"/>
Trainee or junior stylist	<input type="checkbox"/>	<input type="checkbox"/>
Stylist	<input type="checkbox"/>	<input type="checkbox"/>
Senior stylist	<input type="checkbox"/>	<input type="checkbox"/>
Creative director	<input type="checkbox"/>	<input type="checkbox"/>
Salon trainer	<input type="checkbox"/>	<input type="checkbox"/>
Salon manager	<input type="checkbox"/>	<input type="checkbox"/>

Q44 If you have recruited additional staff not listed in Q43 please state their job role and any difficulty in recruitment below.

Q45 To give an idea of the number of current vacancies, indicate the number of staff your business is actively recruiting now - please write in the number.

Receptionist	_____
Apprentices	_____
Salon assistant	_____
Trainee or junior stylist	_____
Stylist	_____
Senior stylist	_____
Creative director	_____
Salon trainer	_____
Salon manager	_____

Q46 If you are recruiting additional staff not listed in Q45 please state the job role and number of staff below.

ABOUT YOU

Q47 Do you use a computer to run your salon? - tick one box
 Yes No

Q48 Prior to completing this questionnaire, had you heard of Habia? - tick one box
 Yes
 No

Q49 Would you be willing to participate in further surveys?
 Yes No

Q50 Do you want to receive more information from Habia (including the results of this survey)? If you tick 'yes' the information you provide will be kept on a database and used by Habia to send you the results of this survey and information about Habia products and services. The information will not be shared with any third party. If you tick 'no' the information you have provided will not be added to our database. Habia is registered under the terms of the Data Protection Act 1994, which ensures the security of the information we hold and of our contacts.

Already receive information

Yes

No

Q51 If you would like to receive a copy of the survey results and to give Habia some information about yourself so that we can put your replies into greater context, please complete your contact details below.

Name _____

Business name _____

Number/street _____

Town _____

County _____

Postcode _____

Telephone number _____

Mobile telephone _____

Fax _____

Email _____

Website _____

Q52 Habia will publish a list of respondents to this questionnaire in the annex of the final research report for this questionnaire. Please tick here if you do NOT want your organisation to be listed.

Do NOT list my organisation.....

PLEASE SUBMIT YOUR COMPLETED QUESTIONNAIRE TO HABIA BY FRIDAY 15 SEPTEMBER 2006.

Annex 2

Q1b. Indicate your business type – Other Please state

Type	Number of respondents
College	2
Salon group / online store	1

Q5. Please state any additional barbering services currently offered by your business that not listed in Q4.

Service	Number of respondents
Wig/additional hair retailing	4
Children's hairdressing services	1
Scalp treatments	1
Dreadlocks	1
Roller setting	1

Q6. Please state any hairdressing services you plan to offer that are not listed in question 4.

Service	Number of respondents
Tanagra hair repairing system	2
African Caribbean Hairdressing	1
Clipper pattern work	1
Beauty skin mapping	1

Q8. Additional 'other' services currently offered by your business

Services	Number of respondents
Reflexology	3
Hot stone massage	3
Juice bar	1
Non-surgical face lift	1
Shiatsu neck and shoulder massage	1

Q9. Please state any additional 'other' services you plan to offer in your business.

Services	Number of respondents
IPL skin rejuvenation	1

Q10. Business skills – other

Services	Number of respondents
More links with local industry and colleges	1

Q12. Has the National Minimum wage impacted on the way you operate your salon in the last 12 months – If 'yes' in what way.

Impact	Number of respondents
Influenced the age of trainees that are recruited	13
Increased wage bill	9
Limits number of apprentices	7
Struggle with VAT bill	1
Problem with L2 claiming MNMW as not 'floor' ready then extra year to train to L3 standard	1
Less skilled team members	1
Shorter contracts for over 18 years old	1
Decrease in staff training budget	1
Exclude health insurance from salary package	1
Rush training from 3 to 2 years	1
More care taken when recruiting	1
Awareness of not breaking the law	1

Q26. If you employ additional staff please list their job role and working hours.

Job role	Number of respondents
Beauty therapist full time	14
Beauty therapist part time	8
Admin staff full time	4
Book keeper part time	2
General manager full time	1
Beauty manager full time	1
Nail technician full time	1
Barber full time	1
Shampoo technician part time	1
Customer service full time	1
Cleaner – 2 hrs per week	1

Q32. If you employ additional staff not listed in Q31 please state their job role and likeliness to undergo training

Job role	Number of respondents	Likeliness to undergo trg
Beauty therapists	11	All
Office administration	3	No
Cleaner	1	No
General manager	1	Yes
Salon assistant	1	Yes
Technicians	1	Yes

Q33. Factors limiting training

Factor	Number of respondents
Difficult to find/travel/availability	3
Time	3
We offer training in-house	3
Staff retention	1
Local government financial assistance for work based learning	1

Q35. What improvements would you like to see in training provision?

Improvement	Number of respondents
Higher standards – poor NVQ training	13
More up to date teaching techniques particularly in colleges	11
Local venues	7
Funding to encourage small businesses	6
Less focus on textbooks in college	3
Cheaper training options	2
FE needs to be similar to industry – stronger IV and EV assessment – skills of students not reflecting high standards of qualification	2
Better communication with FE colleges to communicate awarding body changes	2
A single high level qualification to become a hairdresser	1
NMW extended	1
Courses on running a business – so busy with	1

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clients focus is lost	
Return to funded trainees	1
Complete overhaul of L2 – stylists need to be job ready	1
Government stopped funding over 19's now paying and funding trainees	1
More specialist courses	1
Five year apprenticeships	1
Younger teachers at college	1
Revision of 16-18 government finance	1

Q44. If you have recruited additional staff not listed in Q43 please state their job role and any difficulty in recruitment.

Job Role	Number of Respondents	Difficulty experienced
Beauty therapists	3	2 hard to recruit
Barber	2	Yes all
PA's, admin & HR staff	1	None stated
Area Manager	1	None stated

Annex 3

Training Materials from Habia

Support materials are available from Habia to support the delivery of NVQ/SVQ in hairdressing and the skills gaps identified in this report by telephoning 0845 6 123555 or online at <http://secure.habia.org>

A selection of these materials covering the main skill gaps identified by the survey are listed below:

Technical Skill Gap	Suggested resources
Indian Head Massage	Indian Head Massage Muriel Burnham-Airey/Adele O'Keefe - £18.99 Indian Head Massage Francesca Gould - £13.95 Indian Head Massage Amarjeet Bhamra - £19.00 Indian Head Massage DVD Helen McGuinness - £19.99
Bridal/special occasion hairdressing	The Bridal Hair Book Trevor Sorbie - £35.00 Bridal Hair Pat Dixon/Jacki Wadeson - £32.00
Plaiting and braiding	Patrick Cameron Book 1, Book 2, Book 3, Book 4 and Book 5 Patrick Cameron
Clipping	Men's Hairdressing Maurice Lister - £24.99 Extreme Sculpting DVD Adee Phelan/Pat Wood
Hair extensions	eXtensions Theresa Bullock - £25.99

Other skill gaps	Suggested resources
Barbering	Men's Hairdressing Maurice Lister - £24.99 Professional Men's Hairdressing Guy Kremer/Jacki Wadeson Milady's Standard Textbook of Professional Barber Styling Milady - £41.00
Beauty therapy treatments	Beauty Therapy Foundations – Level 2 Lorraine Nordmann - £21.99 Professional Beauty - Level 3 Lorraine Nordmann - £26.99
Self tanning	Professional Beauty - Level 3 Lorraine Nordmann - £26.99

Business Skill Gap	Suggested resources
Business planning	Salon Management Martin Green - £20.99
Marketing	Client Care Pack

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	Habia - £44.50 Selling Skills Pack Habia
Increasing retail sales	Client Care Pack Habia - £44.50 Selling Skills Pack Habia

Resources for tutors:

Selling Skills Pack – Habia

Learning Support Pack for Hairdressing/Beauty Therapy - Habia

Resources for salon owners:

Client Care Pack - Habia

Security in the Salon – Habia

Health & Safety Implementation Pack – Habia

Employment Law for Salons- Habia

Annex 4

List of respondents

Please note this is not a list of all respondents as the respondents opting not to be listed have been removed.

imagine hair and beauty
 hair at home
 Coatbridge College
 Xposure
 Look Fantastic
 Hair Oasis
 The Hair Shop
 Charlie Miller Hairdressing
 Enigma
 Andrew Collinge
 Toni & Guy
 Hair by Alan d
 Nicky's for Hair
 Changes
 Phoenix Hair & Beauty Ltd
 The Cutting Room
 Changing Grooms Hair & Beauty
 Renee Hair Design
 Haircare
 Simply Hair
 Headmasters
 Hair & Beauty Works
 Saks Hair & beauty
 John's hair Salon
 Studio 72
 Choppin Block
 The Cutting Edge
 Chop & Change
 Ellen Conlin Hair & Beauty
 Images Hair & Beauty
 Hair by Andrew
 Jodies hair & Beauty
 Number 8 Hairdressing
 Hazr Hair & Beauty
 Christopher Boyton
 Janet Adamson Hairdressing
 Renella
 Ahead of Time
 Peppers Hair & Beauty
 Sarah Hodge
 Fusco's
 Joyce Corine Hair Studios
 Tracey Smith Ltd
 Damask Hair
 Jon Stone
 Carnegie Hairdressing
 Abakus
 Hallidays Hair & Beauty
 Iain Stewart
 Capelli

Freedom Hairdressing
Ishii Hairdressing and Beauty
Salon Eve
Stephen Stewart
Eclipse Hair Specialists
Gadsby