



**Resources Department
Town Hall, Upper Street, London, N1 2UD**

AGENDA FOR THE ENVIRONMENT AND REGENERATION SCRUTINY COMMITTEE

Members of the Environment and Regeneration Scrutiny Committee are summoned to a meeting, which will be held in Committee Room 4, Town Hall, Upper Street, N1 2UD - Islington Town Hall on **7 October 2019 at 7.30 pm.**

Enquiries to : Ola Adeoye
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Despatched : 29 September 2019

Membership

Councillor Dave Poyser (Chair)
Councillor Roulin Khondoker (Vice-Chair)
Councillor Rowena Champion
Councillor Tricia Clarke
Councillor Paul Convery
Councillor Mouna Hamitouche MBE
Councillor Anjna Khurana
Councillor Clare Jeapes
Councillor Caroline Russell

Substitute Members

Councillor Satnam Gill OBE
Councillor Nurullah Turan

Quorum is 4 members of the Committee



A. Formal Matters **Pages**

1. Apologies for Absence
2. Declarations of Substitute Members
3. Declarations of Interest

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

- *(a) **Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.
- (b) **Sponsorship** - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.
- (c) **Contracts** - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.
- (d) **Land** - Any beneficial interest in land which is within the council's area.
- (e) **Licences**- Any licence to occupy land in the council's area for a month or longer.
- (f) **Corporate tenancies** - Any tenancy between the council and a body in which you or your partner have a beneficial interest.
- (g) **Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

4. Minutes of Previous Meeting 1 - 8
5. Chair's Report
6. Order of Business

7. Public Questions

For members of the public to ask questions relating to any subject on the meeting agenda under Procedure Rule 70.5. Alternatively, the Chair may opt to accept questions from the public during the discussion on each agenda item.

B. Items for Decision/Discussion **Pages**

1. Scrutiny Review - Presentation (Behavioural Science to Improve Outcomes) - To follow
2. Annual Report of the Executive Member for Economic Development 2018/19 9 - 52
3. Quarter 1 Performance Indicator Report (2019/2020) -Employment and Skills 53 - 64
4. Quarter 1 Performance Indicator Report (2019/2020) - Environment & Transport - To follow
5. Work Programme 2019/2020 65 - 66

C. Urgent non-exempt items (if any)

Any non-exempt items which the Chair agrees should be considered urgent by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D. Exclusion of press and public

To consider whether, in view of the nature of the remaining items on the agenda, it is likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

E. Confidential/exempt items **Pages**

F. Urgent exempt items (if any)

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Environment and Regeneration Scrutiny Committee will be on 12
November 2019

London Borough of Islington

Environment and Regeneration Scrutiny Committee - 5 September 2019

Minutes of the meeting of the Environment and Regeneration Scrutiny Committee held at Committee Room 4, Town Hall, Upper Street, N1 2UD - Islington Town Hall on 5 September 2019 at 8.00 pm.

Present: **Councillors:** Poyser (Chair), Khondoker (Vice-Chair), Champion, Clarke, Hamitouche, Jeapes and Russell

Councillor Dave Poyser in the Chair

299 **APOLOGIES FOR ABSENCE (Item 1)**

Apologies were received from Councillors Convery and Khurana.

300 **DECLARATIONS OF SUBSTITUTE MEMBERS (Item 2)**

There were no declarations of substitute members.

301 **DECLARATIONS OF INTEREST (Item 3)**

There were no declarations of interest.

302 **MINUTES OF PREVIOUS MEETING (Item 4)**

RESOLVED:

That the minutes of the meeting held on 25 June 2019 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

303 **CHAIR'S REPORT (Item 5)**

The Chair welcomed Keith Townsend, the new Corporate Director Environment and Regeneration, informing members that over the summer months he had met with representatives of the Islington Clean Air Parents where they discussed the scrutiny process and issues around air quality in the borough. He also indicated that he had met officers from the Communication Department, and subsequently with both the outgoing Director and the new Corporate Director, Environment and Regeneration about the scrutiny.

Cllr Poyser thanked officers and Cllr Webbe for arranging a site visit to observe the Waltham Forest Mini Holland project, which he and many members had been able to attend, as an example of a healthy street initiative.

Cllr Poyser also informed the meeting that prior to the meeting he had attended a meeting of Xtinction with Cllrs Khondoker and Clarke.

In response to a question about Member's being allowed to scrutinise and

contribute to the Transport Strategy before its adoption by Council in February, the Executive Member for Environment and Transport acknowledged that members and the wider public would be invited to contribute to the strategy however at this stage in light of the Council's ambitious target regarding the 2030 zero emission, it was important at this stage for both officers and Executive to be focussed.

A request that Environment and Regeneration Scrutiny Committee have an opportunity to view the final version of the strategy before its adoption by Council in February was noted.

The Chair advised informed the meeting that in light of the Council's recycling team being named the Recycling Team of the year, the committee would like to express their thanks to Matthew Homer, the Street Scene Strategy Manager and his team for their wonderful works.

Members were informed about two events being held which relates to the committee's scrutiny topic, a seminar being held in London on Wednesday 3 October titled - 'Using behavioural insights to improve resilience to the climate crisis' and an event in Wigan called 'The Deal Conference' on Monday 7 October. Interested members were advised to contact the committee clerk with further details.

304 ORDER OF BUSINESS (Item 6)

The order of business would be as per the agenda.

305 PUBLIC QUESTIONS (Item 7)

None

306 SCRUTINY REVIEW - DRAFT SCRUTINY INITIATION DOCUMENT AND PRESENTATION (BEHAVOURIAL CHANGES) (Item B1)

The Committee received a presentation from Lynn Stratton, Head of Strategy, Marketing and Communications, which was supplied with the agenda. Kevin Townsend, Corporate Director, Environment and Regeneration Services introduced the Draft Scrutiny Initiation Document.

The following main points were noted during the discussion:

An overview of nudge theory

- Behavioural science or in some cases referred to as 'Nudge Economics' was developed by two US academics as an approach to improving decisions about health, wealth and happiness.
- Members were advised that central to the 'nudge' concept is that people are helped to think appropriately and make better decisions by being offered choices that have been designed to enable those outcomes.
- The core principles of 'nudge' are that the choices offered to encourage a shift in behaviour should be easy, attractive, social and timely.

- Members were advised that to determine what works best, initiatives need time to be tested.
- Members were advised that the scope of the review should be narrowed down to certain areas and then trialled to observe effectiveness. The Committee should agree on focused behaviours and audiences that could be influenced to make big difference.
- Members were advised that besides employing nudge techniques to influence behaviour change, some forms of enforcement and incentives may also be required. The review would consider how to encourage positive behaviours and discourage negative behaviours.

Changes to the Scrutiny Initiation Document

- The Corporate Director, Environment and Regeneration welcomed the opportunity of the review topic especially within the Service and advised that the actions and campaign should focus around a narrow cohort of which behaviour would require change and useful to pilot it within a narrow geographical area.
- As part of the review exercise, academic experts will be invited to share their experiences on how it works. Evidence will also be provided of best practice in other public sector organisations. A visit to Wigan Council may also be considered. The invitation to an event focusing on behaviour change and the environment was also circulated – A seminar in central London about Behavioural Insights
- Various issues were raised regarding Planning including developers not being clear on what type of scheme to build in certain areas of the borough, the use of green roof gardens etc. The Corporate Director advised this was – more a matter of improving communication than behaviour change.
- The Corporate Director proposed that the following topics could usefully be explored as part of the Scrutiny: recycling behaviour - in particular food waste; short journey personal car use; take up of Angelic Energy and flytipping (residential and businesses). He confirmed that the council is part of a London-wide pilot which is considering innovative ways to combat fly-tipping that he would share some of the generic techniques used during the pilot in London-wide fly tipping exercise with members.
- Members agreed to amend the list of topics to be explored by the Scrutiny Initiation Document to the above. They also asked that schools and council staff should be among the target audiences encouraged to change their behaviour.
- Finally it was noted that austerity was a factor affecting the council's ability to deliver change.

RESOLVED:

That the Scrutiny Initiation Document be agreed subject to the changes noted above.

Councillor Webbe, Executive Member for Environment & Transport presented the Islington Transport Strategy 2019-2041 to the Committee.

The following points were made:

- Public consultation ends in September 2019 with the view that it will be considered and adopted by Executive winter 2019/20.
- The Strategy aims to provide a healthy, efficient and sustainable modes of transport which will be affordable, accessible and enjoyable by all residents. The transport environment will be free from barriers to walking, cycling and public transport.
- The Executive Member advised that the council aims to build on its legacy by providing a safe travel environment within the borough. Members were reminded of the brand new public space that was built at Archway; designated school streets to discourage car movement around schools; building car-free developments; introduction of parking permit charges based on CO2 emissions and diesel parking surcharges and Bunhill 2 which aims to heat homes.
- In summary, the Executive Member informed the meeting about the 11 objectives of the strategy, the initiatives introduced to address the objectives and the targets.
- In response to a question of addressing the high volume of vehicular movement by big businesses and specifically the Emirates on match days, the Executive Member reiterated to Members that the Strategy sets the framework after which Action Plans will address local issues. Members were advised that the Strategy provides permission to develop Liveable Neighbourhoods, reduce the impact of traffic and parking and work with business to discuss sustainable mode of transport.
- On the issue of reducing car dependence and making public transport accessible and affordable, the meeting was informed that following discussion with the Mayor of London the hopper fare has been introduced on London buses travel. The meeting was informed that although the authority does not control bus routes it will continue to work with TFL and the Mayor of London. The authority encourages car club and the use of electric cars. Buses 43 and 134 are now electric which is to be welcomed.
- On the question about the 20mph speed limit on the borough roads not being enforced, the meeting was advised that the council has no power to enforce it or issue fixed penalty notices but will be raising the issue with the Mayor of London.
- In response to the suggestion that the resident roamer parking scheme should be scrapped because it is not aligned with the council's ambition to reduce net carbon emissions to zero, the meeting was informed that there were no plans to scrap the scheme which exists to support those families that need the scheme to stay in place. The air quality impact of roamer parking will be reduced by the uptake of EVs.
- With regards to the council's healthy street initiative and the possibility of incorporating low cost measures like those observed during the visit to the Mini Holland project, the Executive Member advised that the strategy set out

the criteria of what a healthy street should be like and where such street do not meet the criteria, an action plan would be put in place to fulfil the vision.

- In response to concerns that the Transport Strategy does not encourage cycling but improving other modes of transport, the Executive Member advised that this Strategy is about a radical shift away from the use of cars to sustainable modes of transport and where vehicles are used the Council will be encouraging the use of cleaner vehicles. The Council is aiming not to issue car parking permits in the long run for its residents.
- With regard to concerns that the Strategy is not evidence based and doubts about the data on which the strategy is based, the Executive Member advised that data utilised is from the office of the Mayor of London and will be checked.
- In response to concerns that the Strategy favours the use of cars rather than cycling, the Executive Member emphasised that although Islington is not an anti-car borough, the Strategy builds on what the council has done in ensuring that Islington residents live in a healthy environment. Members were reminded that Islington remains has second lowest levels of car ownership in the country and that the Strategy seeks to reduce the total number of parking permits issued and investigate phasing out permits for diesel and petrol vehicles.

308

ANNUAL PERFORMANCE REPORT OF THE EXECUTIVE MEMBER FOR ENVIRONMENT AND TRANSPORT - 2018/2019 (Item B3)

Councillor Webbe gave a presentation on the work of the Environment & Transport Directorate. A copy of the presentation would be interleaved with the agenda.

In the discussion the following points were made.

- Members were informed that energy costs for 3200 vulnerable households had been reduced by installing low-cost energy saving measures through the Council's 'Energy Doctor in the Home' service and the Council's Warmth on Prescription Scheme initiative had resulted in a saving of 25 tonnes of CO₂ annually.
- Angelic Energy presently has 6,900 individual meter points on supply and outperforms the Big Six energy suppliers on standard variable, cheapest fixed direct debit and pre-pay tariffs
- With regards to Seasonal Health Interventions Network (SHINE), there has been 8,560 interventions covering Energy Doctor home visits, Warm Home Discount referrals and fuel debt relief.
- Members were reminded that within the last 3 years SHINE funding has tripled and expanded across all London Boroughs. SHINE is funded by EDF and GLA.
- The Executive Member informed the meeting of the various energy services such as Bunhill District Services which provides cheaper energy to 800 homes; the Solar Together London which has led to the installation of 27 new solar PV and the Energising Small Business fund.

- On the issue of air quality, meeting was advised that consultation on the new Islington Air Quality Strategy and Action Plan 2019-2023 has now been completed and will be presented to Executive for adoption in October.
 - The Council continues to lead amongst the 16 London borough's with its Healthy Streets Every Day project to encourage street scape improvements, traffic regulations, car free events etc.
 - The Council has expanded school's pollution monitoring to nurseries and will be commencing auditing schools for air quality. In addition, the Council has delivered several air quality projects focussed at business such as Clean air villages, Zero Emissions Network and a Business Low Emission Neighbourhood in Archway.
 - Islington Council is working towards banning lorries(HGVs) from driving through residential roads and aiming to ensure that its own vehicles are as environmentally friendly as possible.
 - Public consultation on the new draft Transport Strategy takes place between August –September 2019 with a view that the final strategy be recommended for adoption by Executive in November.
 - The Council's recycling team had won the Recycling Team of the Year at the annual MRW National Recycling Awards
-
- In response to concerns that the report does not have data about monitoring progress on vision zero, the Executive Member indicated that this would be available in the future.

RESOLVED:

That the report be noted.

309 WORK PROGRAMME 2019-2020 (Item B4)
RESOLVED:

That the work programme be noted.

The meeting ended at 10.15 pm

CHAIR

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ISLINGTON

Annual Report of the Executive Member for Inclusive Economy and Jobs

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Councillor Asima Shaikh
Environment & Regeneration Scrutiny Committee

7 October 2019

Agenda Item B2

Outline

1. An 'Inclusive Economy' in the context of Islington
2. Islington Council's approach to an inclusive economy
3. Inclusive Economy and Employment Strategy – vision and objectives
4. Progress and achievements so far, and plans for next 12 months
5. Timeline for strategy development



Islington's inclusive economy commitments

- Building on the Manifesto, the council's Corporate Plan 2018 -22 envisions:

A place where everyone, no matter what their background, has the same opportunity to reach their potential and enjoy a good quality of life.

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- To help achieve this by:

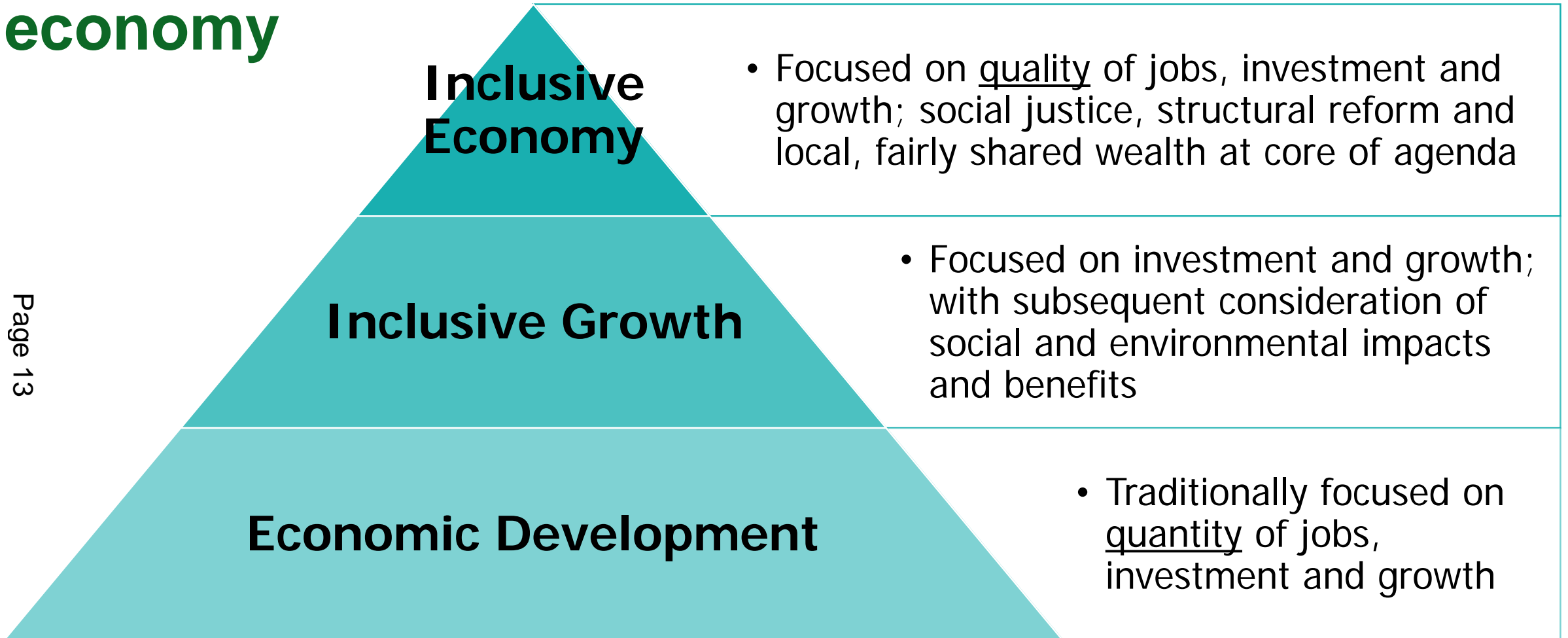
Delivering an inclusive economy, supporting people into work and helping them with the cost of living.



Inclusive Economy Strategy – emerging narrative

- Rooted in 2011 Islington’s Fairness Commission
- Initiated an Inclusive Economy programme, based on a **community wealth building approach**, to build an inclusive economy – one where:
 - Inequality is declining rather than increasing – with a focus on **equality, social justice and prosperity** for all;
 - There are more **good jobs for local people** – secure, well-paid and with opportunity – especially for poor and excluded communities;
 - **Wealth is broadly owned and locally rooted**, involving a broader range of organisations, communities and individuals – and money generated in the local economy stays in the local economy;
 - Investment in people and infrastructure builds more **resilient and sustainable communities** with as the threat of climate change looms.

Islington: Towards an inclusive economy



Emerging goals for an inclusive economy ISLINGTON

Through a new Inclusive Economy Strategy, we will **reduce inequality and poverty** by:

For people:

1. Increasing the number of residents being actively supported into work and entrepreneurship
2. Supporting residents as they progress in their work and expanding the number of middle-skilled job roles.

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For businesses and organisations

1. Tackling the concentration of wealth by growing the number of more widely owned businesses (co-operatives, mutuals, etc.)
2. Enabling local businesses to be responsible and have positive impact, in Islington and beyond
3. Promoting advice, development support and inclusive finance to enable social enterprises and cooperatives to grow and thrive.



Emerging goals for an inclusive economy

(cont...)

For places:

1. Creating a network of affordable workspaces for micro and small business
2. Safeguarding the viability and developing the vibrancy of town centres and street markets
3. Building the vitality of Islington business clusters and expanding their local impact and opportunities for residents
4. Addressing climate change and environmental justice

For the local communities:

1. Increasing the amount of money that stays in the local economy, by using the Council's power as an economic agent and working with partner anchor institutions
2. Intervening to tackle the most severe consequences of gentrification and building community assets
3. Growing participation in the local economy to deal with change, such as Brexit and increased automation.

Headline achievements over last year – INCLUSIVE ECONOMY

- **Commissioned affordable workspaces providers** in Finsbury Park:
 - An operator to help over 300 local residents develop skills, get jobs and start businesses in garment design and production over five years
 - Outlandish to help approximately 300 local residents develop skills, get jobs and start businesses in tech.
- A new council-wide approach being developed to get **more ‘social value’** from our contracts with third party suppliers, including more opportunities to local small businesses
- First borough-wide **micro and small business survey** with over 500 respondents
- Launched the first-ever **fashion look-book for Fonthill Road** and established a network of sewing and garment making groups
- Implemented Traffic Management at **Chapel Market** to make it a safer, more accessible shopping venue, and hosted international policymakers to showcase inclusive approach
- Winning £350,000 from the Mayor of London to deliver a £700,000 programme to re-purpose council buildings to support young people into work in Caledonian Road

Headline achievements over last year – EMPLOYMENT AND SKILLS

- 1,352 Islington residents supported into paid employment (highest ever figure)
- Islington Working partnership – newly formed strategic employment support partnership. 10 services collocated with iWork in an ‘Employment Hub’ at 222 Upper Street, offering a single front door
- 100 hours World of Work – scaling up of business engagement with schools to prepare young people for future careers, over 6,500 pupil experiences delivered across primary and secondary
- March 2019 ‘Employment Month’ celebrated five years since the Employment Commission
- Adult and Community learner won the National Learning for Work award at the 2018 Festival of Learning awards

Celebrating our recent success



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London Councils Apprenticeship Awards 2019

Apprentice of the Year (Supply Chain)

Usama Mohamed, Apprentice Site Manager – Osborne Group
Currently working on regeneration of the Andover Estate

Finsbury Park resident, supported by iWork and Jubba Youth & Community Association

Objectives – detailed actions delivered over last 12 months

1. Support residents into employment

Employment targets & outcomes 2018-19:

Measure	Target 18-19	Actual 18-19	
Support Islington residents facing additional barriers into employment	1,000	1,352	<ul style="list-style-type: none"> We lead a 'Team Islington' approach to coordinating employment support that benefits long term unemployed and those most in need.
Of which:	425	433	<ul style="list-style-type: none"> Close working with Bright Start service and VCS groups including Parent House
<ul style="list-style-type: none"> Parents (children aged 0-18) 			
<ul style="list-style-type: none"> Residents with disabilities or long term health conditions 	220	283	<ul style="list-style-type: none"> Key partners include Mental Health Working, Community Access Project, and the 'Work and Health' programme with Ingeus collocated in 222
<ul style="list-style-type: none"> Young people aged 18-25 	360	391	<ul style="list-style-type: none"> Strong relationships with youth providers through the 'Aspire' network, and improved reach with disengaged young people through Targeted Youth Service and key community partners including Jubba Youth
<ul style="list-style-type: none"> BAME 	200	597	<ul style="list-style-type: none"> Council led forums including Employment Clusters and Employability Practitioners Network offer greater links with community groups

Employer Engagement and Sector focused achievements

- New **Health and Social Care Academy** brings together local employers and anchor institutions to promote good work and local recruitment, raise the profile of the sector, and widen participation.
- Building on high numbers of **construction apprenticeships** over the year, Islington led on work with Central London partners to develop innovative **Apprenticeship Passport** scheme to be launched in 2019/20 – major innovation in the sector.
- **Tech and Digital**: developing better links with tech organisations and community providers to build a pipeline for Affordable Workspaces.
- **Employment month** in March 2019 celebrated progress made since Employment Commission, with event at Emirates Stadium, health and social care jobs fair, jobs and apprenticeship road shows.

2. Support residents to acquire the skills they need to take full advantage of employment and entrepreneurial opportunities

Adult and Community Learning

- 1497 residents enrolled and successfully completed a range of accredited courses with an overall achievement rate of 92%
- ACL courses continue to lead to employment in a range of vocations, including health and social care, administration and hospitality, with four currently employed at the Council
- An Adult and Community learner was nominated for the Learning and Work Institute Award for Learner of the Year, the second year in a row an ACL learner has been recognised at an external award ceremony
- Over 1 million visits to Islington libraries, with over 122,000 free computer sessions accessed by residents
- Winter Reading challenge completed by 482 children and summer Reading challenge completed by 900 children
- Reading Ahead challenge completed by 53 readers - support for people who struggle to read - in partnership with ACL, CIC and Centre for Refugees

Apprenticeships and Young People

- **167** residents into apprenticeships with external employers (highest figure recorded).
- Shortlisted for London Councils award – Supply chain apprentice of the year.
- A comprehensive programme of apprenticeship promotion, delivered across all secondary schools as well as youth partners. **National Apprenticeship Week** saw workshops delivered across community settings, including a parents' session at Muslim Welfare House.
- Closer working with **Youth Offending Service** including new employment coach collocated and 'Employment Pathways' programme for YOS young people.
- **100 hours World of Work** – 6,550 school pupils benefited, 30 employers committed to the initiative.

3. Maximise opportunities for the growth of micro and small businesses, including the provision of affordable workspace

- A Micro and Small Business survey has investigated challenges and identified opportunities to enable businesses to thrive in Islington
 - Over 500 responses from all sectors and all areas of borough
 - Analysis ongoing and will underpin focussed inclusive business support programme
- Provided advice and promoted opportunities for new businesses, including a series of workshops on understanding business rates and preparing for Brexit
- Led a campaign against central government's business rates hike. Campaign resulted in an increased threshold for Small Business Rates Relief, the promise of a digital service tax to tackle unfair competition from online retailers, and an HM Treasury inquiry into the impact of business rates
- New Local Plan has strengthened planning policies to protect employment spaces and deliver more affordable workspace to benefit local businesses and people looking for work

Protect and increase the supply of employment space, especially for micro and small businesses

- Commissioned two operators for affordable workspaces which will incubate new garment and socially purposed technology businesses to strengthen these economic clusters in Finsbury Park
- Pioneered use of a tool to measure the amount of social value operators will provide in return for managing workspace for a peppercorn rent
- Designed and implemented a new procurement strategy in April 2019 to commission affordable workspace providers for sites that are ready for occupation, including the White Collar Factory in Old St, 127 Farringdon Road and 250 City Road
- Developed new standards for improving the quality of affordable workspaces secured through the planning process (see Affordable Workspace Policy B4 in the Local Plan)

Support and strengthen inclusive economic activity in the borough's business clusters

The picture shows new affordable workspace at 113-115 Fonthill Road; secured by the council through the London Mayor's Good Growth Fund, and kitted out for a social innovation mission to create and market 'Tech for Good': - a new economic cluster with the promise of 'good work' for Islington residents



4. Ensure that the borough's town centres, high streets and street markets continue to be successful places for local businesses to trade and thrive

4 Ensure that the borough's town centres, high streets and street markets continue to thrive

- Making sure our town centres and markets are accessible (both easy to get to and easy to get around, especially for the mobility impaired), for example by conducting walkabouts in town centres and developing street improvement action plans, e.g. for Caledonian Road
- Improving the public realm, such as working with TfL to complete the removal of the Highbury Corner gyratory, re-designing Old St roundabout and creating attractive public spaces like Navigator Square in Archway
- Welcoming new businesses and providing them with business rates, Brexit, advice on refuse contracts, ways to support the police in tackling crime, and accessing public services faster through the Cleaner Greener Contact List
- Working through Town Centre Management Groups to liaise with businesses and the police; organising walkabouts to identify and target actions against crime and ASB including moped mobile phone theft, aggressive begging, fly tipping and littering

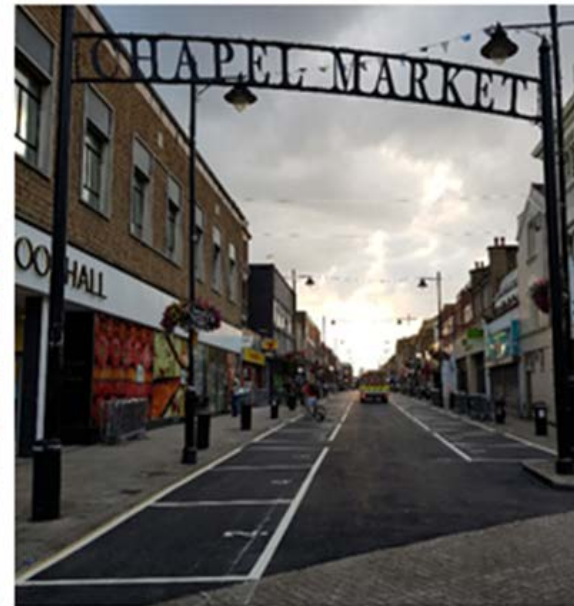
Supporting Our Street Markets – Marketing, Events, Networks

- **Islington in Bloom** Flower Planting Event – residents and visitors learnt about urban gardening with over 500 participants
- A **Christmas Warmer Event at Chapel Market** to coincide with Angel.London's Angel Day
- A **Market Trader of the Year** Competition celebrating a trader who has given 50 years of service to Chapel Market
- Ensuring new street food traders provide opportunities for local people to learn new skills
- Hosted **international conference workshop** with street market policymakers, practitioners and activists to share best practice and develop new ideas to showcase Chapel Market and its inclusive markets programme



“Before and After at Chapel” – New Infrastructure and a New Approach for Inclusive Street Markets

- Chapel Market has been re-designed in accordance with Transport for London’s **Healthy Streets standards**
- The street is now more pedestrian friendly with a new pitch layout, street re-surfacing with more space and better access for shoppers
- A new marketing and recruitment campaign is underway using social media channels to attract new street traders, targeting people from disadvantaged backgrounds
- Embarking upon a **new branding and marketing campaign** to elevate Chapel Market’s profile



Fonthill Road Fashion Village – an inclusive garment making cluster in the heart of Finsbury Park

- Working in collaboration with traders to develop a high quality marketing campaign for Fonthill Road Fashion Village – the Look Book (see opposite)
- A network of sewing and garment making groups established in Finsbury Park Town Centre
- Assisting 25 small business owners in marketing and business technology strategies
- A new local forum to support businesses on community safety issues with direct communication channels to relevant LBI staff
- A campaign to re-establish Fonthill Road as a creative garment making district kicked off with a festive pop up market in Fonthill Road

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 ISLINGTON



Mental Health Music Charity "Key Changes" Entertain with Local Dancers from the Andover Estate for the Fonthill Road Festive Pop Up Market



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FONTHILL ROAD FESTIVE MARKET

FASHION'S BEST KEPT SECRET

[f @FonthillRoadLondon](#)
[t @FinsburyParkLdr](#)
[i @thecollective_market](#)

FONTHILL ROAD FESTIVE MARKET

FASHION'S BEST KEPT SECRET

Saturday 1st December 11am-6pm

Street Food **Fashion** **Live Music/DJ**
Finsbury Park Festive Lights Switch On 5pm

▶ **FREE WORKSHOPS 12-4pm** Drop in workshops - limited spaces, arrive early to book a time-slot
 Origami Tree Decoration Screen Printed Tote Bag Festive Botanical Decoration

▶▶▶ LIVE PERFORMANCES

11.00am Famous Eno	4.30pm Community Choir & Guest Speaker
3.00pm Key Changes	5.00pm Finsbury Park Festive Lights Switch On
4.00pm The Finsbury Park Singers	5.15pm Kekeli African Dance Ensemble

Free Tea & Coffee available

[f @FonthillRoadLondon](#)
[t @FinsburyParkLdr](#)
[i @islingtonLife](#)
www.finsburyparklondon.co.uk
www.islingtonlife.london/

CITY OF NORTH ISLINGTON

Community Events that Promote Local Business – The Archway Summer Fair

- Secured £2,000 sponsorship from Peabody Estates for the Archway Summer Fair to promote local businesses and enable local residents to have a go at market trading for the day
- Over 1,000 people attended the fair, with people coming from across London – free arts and crafts activities throughout the day
- A community engagement event for local councillors to hear community views on Archway's future
- Comments from local people attending the event...
 - “It brings in lots of people and provides an opportunity for them to enjoy themselves and find out what is happening locally.” *M Murat, local resident*
 - “Encourages a sense of togetherness through music. Puts Archway on the map. Gives locals an event to talk about.” *Steve Quinn, local trader*



Other Archway Town Centre Events

- **More than £27,000** of additional funding from private sources for the Archway events programme, with additional support in kind from local organisations
- A Vinyl Market, which promoted female managed record label, Rocket Girl, and Little Record Stall, Youth Stalls/teenage trader stalls with the Copenhagen Youth Project, kick started a new business. **Provided CANDI students with real world experience** through designing marketing materials and publicity plans for the event, and facilitated a resident to try trading again after ceasing trading
- Equipment now secured as part of an events legacy, for the community to be able to hold their own events - directly enabled four community events to happen so far
- Created a residents' training programme on events production and market trading. This will include the development of a tool kit for the community to be able to host their own events, and free market pitch
- Created an online promotional page for local organisations and the '#ItsHappeningInArchway' tag

Inclusive Economy Partnerships in Action – The Archway Town Centre Group (ATCG)

- Archway Town Centre Groups agreed **‘inclusive’ tiered membership fee** with small and independent businesses paying less than larger businesses
- 5 new businesses joining the ATCG in the last year
- Installing greening initiatives in Archway, including **three parklets installed in the Archway Town Centre**, which have encouraged visits to shops nearby
- The Archway Card now includes a 10% discount offer from participating businesses, encouraging ‘Shop Local’ and offering greater savings to local residents
- A new **‘slow shopping’ initiative** which encourages retailers to give time for people with Alzheimer’s and other mentally debilitating diseases to shop in a more relaxed environment



Here are just some of the achievements of the Archway Town Centre Group (ATCG) over the last 10 years.

10 YEARS

Archway Town Centre Group

- Created The Archway London website & loyalty card to promote local businesses
- Helped with funds towards Christmas lighting in Archway
- Held annual events to put Archway on the map
- Obtained an electric pool car and cargo bike for ATCG Members
- Worked with Islington Council on £250k improvements to shop fronts & visual merchandising
- Teamed with Islington Council to secure £227k for air quality & greening initiatives
- Collaborated with Islington Chamber of Commerce to not extend parking times
- Successfully reduced parking fees & improved signage by working with Islington Council
- Partnered with Islington Council to lobby for national reductions in business rates
- Established regular walkabouts with the police
- Created a WhatsApp group crime awareness group for businesses
- Held regular meetings to keep businesses abreast of latest local developments, planning applications, council and TFL initiatives

None of this would have been possible without local businesses getting together to meet as the Archway Town Centre Group. By joining the ATCG, you'll help boost the voice of business in Archway and continue our work in protecting Archway, it's businesses and environment.

For more information and to sign up, email info@archwaylondon.com

Additional info:

Website: www.archwaylondon.com
Email: info@archwaylondon.com
Phone: 020 3887 6363

ATCG Annual Membership Fees	
REGISTERED CHARITY	£25
MICRO (0-5 employees)	£95
SMALL (6-20 employees)	£120
MEDIUM (21-30 employees)	£240
LARGE (31+ employees)	£360

Building the Future of Nag's Head Town Centre

- More **designing-out-crime initiatives**, for example in the Nag's Head where measures have been installed around Bowman's Place and Argos including lowering a high wall which obstructed views next to the Holloway Road entrance to Pollard Close
- Town Centre stakeholders input into planning applications in order to protect the mixed retail and business offers of Islington's town centres
- Using Twitter to promote town centre traders. Promoting the town centre at London Met Freshers Fair to introduce students to local shops in Nag's Head (opposite)
- Dissemination of the **Clean Islington app** to Nag's Head traders enabling them to initiate quick responses from Islington on issues like waste dumping



Supporting community spirit – Streets Feast Event in Finsbury Park – a partnership with Streets Kitchen and Haringey Council

Over 40 services gave support and advice inc:

- Free Medical checks, Shower Facilities and haircuts, and fresh clothing
- Free Veterinary Service
- Free Food & Refreshments with live music

Streets Fest supported by local businesses inc. *Loriana* and *Love Fashions* on Fonthill Road, *Mindshop* on Stroud Green Road, *Manpreet* from The Junction Food Hall on Seven Sisters Road and *Holloway Road Morrisons*



5. Using the council's role as an economic agent to ensure that our practices maximise social value

5. Using the council's role as an economic agent, ensure our practices maximise social value: the last 12 months

- Conducted **three workshops** with Heads of Service to co-produce a corporate social value strategy and a series of 'asks' related to council priorities that commissioners can use to secure social value
- Established the **Islington 'London Living Wage' Place action group** – to seek accreditation for LLW across the borough
- Welcomed a visit from **Manchester City Council** who have pioneered work on social value
- Piloted a **new tool to embed a new contract management approach** that will ensure affordable workspace brings long term social value benefit



Actions planned for next 12 months

1. Employment: the next 12 months

- Use the council's **Employment Board** to establish a Team LBI integrated approach to generating good employment outcomes for our priority groups.
- **Strengthen our data collection**, analysis and reporting so that Islington has a shared evidence base our borough wide partnership can rely upon, ensuring resources are targeted to those residents who need them most.
- Establish Islington as London's first **Living Wage Place**, with key stakeholders already committed.
- Develop our approach to engaging and supporting **vulnerable young people**, built upon solid data insights and using a place-based localities model.
- A refreshed approach to outreach to further extend our **engagement with BAME communities**.

2. Skills: the next 12 months

- Launch a **Skills Strategy** which generates a team Islington approach to supporting residents to acquire the skills they need to secure a good job.
- Continue work with employers and schools to ensure that every child has had **100 hours experience of the world of work** by age 16, focussing on young people most in need.
- Utilise the council's levers including the new build housing programme and partnerships with Central London boroughs to **drive the quality of apprenticeships** and introduce the apprenticeship passport.
- Support digital skills, via bespoke courses and the online learning platform 'ACL Gateway'
- Offer a wider range of course type, including evening and blended learning courses, meeting the needs of more Islington residents
- Work more closely with employers to provide more local workforce courses and promote the Adult and Community Learning Weeks
- Engage with residents, community organisations, education and training providers to build pathways for residents into new **affordable workspaces**.



3a. Support and advice to micro and small businesses: the next 12 months

- Launch of inclusive business support programme, providing support to small businesses on local supply chains, London Living Wage, etc.
- Offer monthly support sessions to small businesses to help them access additional council services including iWork, Energy Conservation Management, Inclusive Design and external funding opportunities
- Work with commissioners to ensure contracts encourage bids from small, local businesses
- Develop new guidance for small businesses on embedding social value in their bids to further maximise contract opportunities



3b. Protect and increase the supply of employment space, especially for micro and small businesses: the next 12 months

- Delivering a new Local Plan, which gives the council more power to acquire affordable workspace of greater sizes, and with longer leases from developers, as well as a range of smaller spaces suitable for grow-on use for micro and small business.
- Commissioning six more affordable workspace sites to increase the availability of affordable workspace for micro and small businesses.
- Investigating how the council itself can be an affordable workspace provider and deliver even more space, with the flexibility to act responsively to the market.
- Continue to lead the field in London by developing further our social value model, ensuring maximum benefit to local residents and businesses.
- Lead joint bid to Strategic Investment Pot with neighbouring councils on an approach to connecting local residents to jobs in major economic clusters

4a. Supporting Our Street Markets – Marketing, Events, Networks: next 12 months

- A campaign to recruit traders to Chapel Market specialising in household staples. Areas targeted include: local businesses including fishmongers, greengrocers and butchers and wholesalers based in market hubs like New Covent Garden and Billingsgate
- Customer journey analysis to inform a new marketing for Chapel Market
- A major bid to the London **Mayor's Good Growth Fund** to strengthen a traditional, socially inclusive Chapel Market that:
 - Provides economic opportunity for local residents and small businesses;
 - Is accessible and affordable to local residents and visitors;
 - Brings out Chapel Market's proud Victorian heritage;
 - Uses the very latest environmentally sensitive design to improve market logistics and storage in order to make it easier for traders to do business;
 - Provides new affordable commercial space for traders.

4b. Ensure that the borough's town centres, high streets and street markets continue to thrive, the next 12 months

- Commission a **new retail study of our town centres** to better understand how they can survive and thrive in the context of new challenges
- Convene and facilitate Town Centre Management Groups to build their capacity in order to enable them to manage town centres, and **integrate a community wealth building approach**
- Work with London Councils to promote a **borough wide business directory** that will put businesses in touch with potential suppliers on their doorstep in order to keep more money working in the local economy
- Build on **work with universities** so that they increase the amount of goods and services they get from local suppliers whilst ensuring that they offer work and training opportunities to local residents
- Continue to run inclusive events to promote Islington's businesses, and promote the services of other council departments such as Street Environment Services, providing businesses with the key to access them when they're needed

5. Using the council's role as an economic agent to ensure that our practices maximise social value: the next 12 months...

- Islington will become an **accredited 'Living Wage Place'** in which the council leads on ensuring that companies in low paid sectors operating in the borough sign up to becoming London Living Wage employers
- Contribute to new Procurement Strategy 2020-25 to include increased guidance on social value, and nurture a **network of social value champions in Islington** with training to ensure that commissioners are fully supported to maximise social value in contracts
- **Increasing social value weighting** in council contracts, and providing technical support to local businesses to increase their chances of winning council business
- More **collaboration with local 'anchor institutions'** across public, voluntary and private sectors, with the aim of facilitating more employment and business opportunities for disadvantaged local people, using our land and money to build wealth in the community
- Work with universities and other partners to **increase mission-led innovation to address poverty and climate change**

6. Other emerging priorities: the next 12 months...

- Develop greater synergies between Adult Social Care, embedding inclusive economy objectives in commissioning and delivery model
- Beginning work, on an **Islington Green Industrial Strategy**, to transition Islington's business community to a zero carbon future by 2030
 - Stimulating and supporting green innovation, for example through the council's 'Tech for Good' programme in Finsbury Park
 - Use of new affordable workplaces – some themed for green innovation and offering support to developing a zero waste, circular economy
 - Based on evidence from the council's Micro & Small Business Survey, develop other incentives to support circular economy and greener businesses
- Initiating work on responsible business practice and inclusion which will aim to identify and realise opportunities for employees to take over businesses in economic clusters when owners retire.

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Report of: Corporate Director of People Services

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	7 October 2019	All

Delete as appropriate:		Non-exempt
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SUBJECT: Quarter 1 2019/20 Performance Report – Employment, Skills and Culture

1. Synopsis

- 1.1 Each year the council agrees a set of performance indicators and targets, which, collectively, help to monitor progress in delivering our corporate priorities and working towards the goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the council's scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report sets out a progress update for those indicators related to Employment, Skills and Culture for the first quarter of 2019-20 (1 April to 30 June 2019). A data dashboard showing performance against the KPI's is included as a separate attachment (Appendix A). The report should be read alongside the dashboard for a full understanding of performance in each area.
- 1.4 Red, amber and green colour bandings are used in the dashboard to represent performance compared to the profiled targets and performance at the same point during previous years. The green banding is used where performance is better than the profiled target and where performance is better at the same point during the previous year. Amber is generally used where performance is within 5% of the profiled target or performance at the same point last year. However, where a measure is based on low numbers, a 10% amber banding may be used. The red banding reflects performance that is more than 5% off target or below performance during the previous year (or 10% where low numbers are involved).

1.5 For conciseness and to avoid repetition, only measures where new data is available since previous reports to Scrutiny are included within the narrative of this report.

2. Recommendations

2.1 To note the progress at the end of Quarter 1 against performance indicators for Employment, Skills and Culture which fall within the remit of the Environment and Regeneration Scrutiny Committee.

3. Employment: Reduce levels of long term unemployment and worklessness

3.1 The council's corporate plan 2018-22 sets out an objective to 'Deliver an inclusive economy, supporting people into work and helping them with the cost of living'. As part of delivering this objective, the council has set a target of supporting 4000 residents into employment over the next four years.

3.2 **JM1 - The number of people supported into paid work through 'Team Islington' activity in Q1 2019/20 was 244, against the profiled target of 200.** To effectively deliver an 'Islington Working' approach to supporting residents into work, we have established an Employment Partnership. The partnership aims to increase employment for Islington residents by co-location and sharing information on vacancies and other local opportunities. Local partners have signed up to this way of working to create a coherent and comprehensive offer to residents who are unemployed or require in-work support. Understanding that early intervention with families and raising aspirations amongst young people is essential to avoid future generations of workless households. This approach means that collectively we are able to place resources where they can have the most impact to create an integrated employment service in Islington.

The Islington working partnership has agreed to take a more strategic approach to ensure that employment provision in the borough meets the needs of identified priority groups. We work collectively to support the following groups; parents of those aged 0-18, people who have declared a disability or long-term health condition, young people aged 18-25 and, BAME.

The Islington Working partnership has also committed to the following objectives, with a governance structure in place to monitor delivery:

- Establish Islington working as a visible well understood partnership
- Work as a collective to address gaps in current provision or weaknesses in expertise or approach
- Maximise our influence and engagement with employers
- Use data to measure what we are doing and what we still need to do

We continue to focus efforts on measures to monitor quality assurance and undertake local evaluation exercises of employment support practice. A data sharing agreement for the partnership has been drafted and is currently being reviewed by the council's Information Governance panel. Implementation of the agreement will allow for more timely and accurate monitoring of the collective impact of the partnership.

We have agreed a new measure to monitor the council and partners' progress in ensuring that residents supported into employment remain in work at 13, 26 and 52 weeks. In addition to formal monitoring of sustainability, this commitment will also ensure that employment coaches are able to offer pastoral care for residents who need some additional support.

3.3 The target for 2019/20 for Islington residents supported into paid employment was set to align with the manifesto commitment to support 4000 residents into work over the next 4 years. This does mean that the annual target of 1,000 is below last year's target of 1,250. Our aim is to improve the impact of our collective effort, by supporting residents to secure good employment and by developing a more targeted approach to engaging priority groups.

3.4 2018/19 saw excellent performance on these measures and all of the employment targets were met. Performance has been strong over Q1 and we are confident that targets will be met over the course of the year.

We want to increase engagement with parents and will be working more closely with schools to identify effective outreach to parents of older children. We will also have an Islington working partner co-located in Bright Start centres to embed employment support and as part of wrap round support for parents.

3.5 Engagement with unemployed young adults aged 18-25 is often a challenge, in part, because there are no accurate statistics for employment rates for this group available locally. Council services and partners aim to support at least 396 young people aged 18-25 into employment this year. At the end of Q1 we had 93 outcomes against a profiled target of 40, and this represents an improvement on the same period last year.

3.6 Officers from People Directorate have commenced an analysis of employment support for vulnerable young people. We want to understand the effectiveness of the current support available and identify gaps in provision, so that we can have greater impact through joint working. We know that around 700 18-25 year old residents are claiming out of work benefits, proxy measures suggest the actual figure of 18-25 year olds not in employment or training and not claiming benefits may be two or three times this amount. Analysis of available data has helped to identify particular areas in the borough with higher levels of youth unemployment; this will be supplemented by further qualitative research into the lived experience of unemployed young people, to inform a place based approach that more effectively reaches those young people who are not already engaged in council services.

3.7 By the end of Q1, we have exceeded the profiled target for the number of disabled people supported into work by council services and partners. 76 residents went into employment against a target of 49. We have several approaches to working with disabled clients including the commissioned council funded project Mental Health Working, a project that provides specialist employment support to people with mental health conditions living in Islington. Other key contributors are the Community Access Project (CAP), iWork Service and Ingeus.

- 3.8 Our data shows that BAME residents have higher rates of unemployment and economic inactivity. At the end of quarter 1, we have supported 171 BAME residents into employment, against a profiled target of 100. In October 2019 we will be convening a workshop with attendees from a range of community organisations in the borough to explore how employment support pathways can work better for BAME residents.
- 3.9 There are two measures to monitor the council's progress in deriving social value from its purchasing power: Islington residents supported into jobs with council contracted suppliers and residents securing apprenticeships with council contracted suppliers. This quarter figures for residents employed by council contracted suppliers stand at 30, compared to a target of 8, with 10 of these into apprenticeships (target 4 by the end of the first quarter).

4. Help residents get the skills they need to secure a good job

4.1 JM2 – Number of Islington residents supported into apprenticeships & JM3 – Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship

2 Islington residents have been supported into Council apprenticeships in the first quarter of 2019/20, against the target of 13. The 2 apprenticeship starts are new roles created by LBI and not the upskilling of existing employees. The apprenticeships are across levels 2 & 3 and are in Horticulture and Business Administration respectively.

The council recruit apprentices on a cohort basis, with cohorts starting in Autumn (September/October) and January. Therefore, low numbers for quarter 1 are to be expected.

The council's HR Service leads the council's in-house apprenticeship programme, the team is liaising with hiring managers across the council to create and recruit to a range of apprenticeship positions and we have a potential 19 posts due to start in September/October, subject to successful pre-employment checks. These roles range from levels 2 to level 7 and include apprenticeships in Business Administrator, Housing & Property Management, Accounting, Data Analysis, Associate Project Management and Solicitor.

- 4.2 Over the reporting period, 5 apprentices completed their apprenticeship with the council. Of these 4 (80%) moved into further employment or training within 3 months of completion, all with roles at Islington Council. The progression of the one remaining apprentice is unknown, due to a change in contact details.
- 4.3 The Council's iWork team supported 28 residents into apprenticeships with an external employer in Q1. The sector with the largest proportion of apprentices recruited externally remains construction, due to commitments secured by the council through section 106 planning agreements and council contractors.
- 4.4 **JM4 – Number of Islington residents enrolled on an Adult and Community Learning course**

Over academic year 2018/19, ACL enrolled 1,497 learners across both accredited and non-accredited (community) learning provision, which was 100 learners less than the previous year and a reflection of a national trend of decline in adult learner numbers. Despite slowing down in the rate of decline this year, addressing how to engage more learners will

be one of the over-arching priorities of the service in 2019/20. The primary importance of Adult and Community Learning and a reinvigorated team leading ACL has led to a renewal of relationships across the council and with partners, the Service's ambition is to maintain a target of reaching 2,000 learners for academic year 2019/20.

It should be noted that ACL is forecast to meet or exceed the target for learners on accredited courses during 2018/19, which would place the service in a favourable position going forward. 2019/20 will see the devolution of the Adult Education Budget to the Greater London Authority. Communications from the authority have confirmed that changes will be minimal and regular reviews will take place throughout the year to ensure smooth running.

In addition to this, achievement rates for the last few years have been consistently high, Islington is in the top 5 ACL services in London based on Department for Education National Achievement rates. This reflects the dedication and hard work on the part of teachers, learners and managers and is a demonstration of the quality of the service. As well as strong outcomes, learners often make positive progression onto further training and employment.

- 4.5 ACL's approach to engage more learners will include more efficient, more effective working with internal partners and external partners; improved marketing; better tracking of applicants and learners; developing different modes of learning and improved forward planning.

The Summer ACL Inset day was used as an opportunity to set the strategic direction for 2019/20, where the three-year trend was unpacked with the team and the urgency of working together to meet learner number targets for the upcoming academic year stressed. Staff commented that it was positive to have had a meeting that set-out the current position and identified upcoming priorities to work on together. Inset days, Head of Service emails and team meetings will be some of the opportunities taken to update the team and keep them abreast of progress against targets.

The service has also highlighted five potential weeks within the academic year that will be used as ACL Learning Weeks, where the entire team will be promoting the service in for example, libraries and Bright Start centres to attract new learners and deliver short Community Learning based provision. Centres where there is currently no ACL provision will be prioritised so as to have as wide an impact as possible.

Key internal partners that have been identified as priorities are the Bright Start team, iWork, Communities and libraries. Each area has been allocated an ACL lead, with the Quality manager taking the lead with Bright Start and Communities and the Head of Service taking a lead with Libraries.

Meetings between the Quality Manager and the Head of Communities have resulted in the identification of a number of community centres that could benefit from an ACL offer. The aim is to have an offer in place by the Spring term. As highlighted in the previous scrutiny paper, ACL are delivering an accredited Level 1 Fashion course at Durham Road Community Rooms in Finsbury Ward. This course is part a wider Strategic Employment and Skills focus in this locality.

ACL is aiming to be a seamless part of the libraries offer, offering community learning classes at themed events that take place at Islington libraries. ACL forming part of the Libraries' Week with a digital theme; organising sessions for a health week, to take place in January, and a possible Family Learning Event involving the Reading Agency.

ACL and iWork are developing additional courses with Health and Social Care employers to ensure a sightline into work for residents who are looking to get into, or already in, work in the field of Health and Social Care and want to progress. ACL seeks to offer these courses through the blended learning (a mixture of face-to-face and online learning) platform Learning Curve with a view to courses going live in January 2020.

The marketing of ACL courses has been as a cited area for further work. A key part of this has been the instigation of a 'soft' rebrand of the service, with the following objectives:

- To raise awareness of ACL's courses amongst potential learners
- To raise the profile of the service internally, and with partners
- To address the barriers and capitalise on the motivations of potential learners
- To inspire potential learners to sign up for courses.

A comprehensive plan to address these objectives will be delivered during 2019/20 academic year.

- 4.6 2018/19 saw in the introduction of Learner Track as a Management Information System for the department. The system brings with it significant advances as compared to the older system, Aqua. Online applications will mean that applicants can be tracked from the moment they express an interest, allowing the department to analyse applications, ascertain conversion rates (applicants to enrolments) and have formal centralised records of those expressing an interest in ACL courses. Residents who are not proficient in their ICT skills will continue to be supported to apply for courses using hard copy enrolment forms that are widely available at a range of ACL delivery locations.

The system includes a renewed register system that facilitates the real time tracking of attendance and tutor communications with learners via email and text. The system's performance dashboard enables analysis of attendance, retention, pass and achievement rates in real time – data that will be used to identify areas of development in management and team meetings, as well as in Quality Reviews.

- 4.7 ACL seek to continue to offer weekly initial assessment sessions for ESOL, English and Maths introduced last year in order to meet need and maximise provision in these areas. Offering alternative modes of provision, such as evening classes and blended learning courses, in order to meet resident's needs and maximise participation is another area the service is seeking to develop in the upcoming year. ACL are offering evening provision in ICT and ESOL and have been assessing for English and maths during 2018/19. Although take up has been slow, the department has decided to put on an additional class where possible, as doing so may feed demand.
- 4.8. The service has revisited its Quality Calendar, revising dates to enable more forward planning of curricula. This will result in the speedier incorporation of curricula onto the Management Information System, which will enable residents to apply for courses sooner and the department to enrol learners, new and progressing, before the beginning of the following academic year.

- 4.9 The service is currently undertaking the robust process of Self-Assessment Review, with Curriculum Managers writing up their respective analyses of their areas. The department's approach is to assess academic year 2018/19 under the Common Inspection Framework and write the Quality Improvement Plan for 2019/20 under the new Education Inspection Framework – an approach that the Quality Manager has rationalised well and that makes sense for the provision.

Although achievement data is not final for use in the SARs, initial judgements on the effectiveness of leadership and management; quality of teaching and learning; personal development, behaviour and welfare of learners and outcomes for learners show the service to be good overall, with key strengths including strong teaching and learning that inspires and challenges learners to meet their disparate needs; a curriculum offer that presents a range of suitable pathways that prepare learners for their next steps.

Some of the key areas for development include more effective use of the Virtual Learning Environment and increasing Community Learning provision. The resulting Quality Improvement Plan will collate these areas in one place and identify actions to improve.

4.10 **JM5 – Number of library visits**

By the end of June 2019, there had been 263,359 visits to Islington libraries. This was above the number of visits during the first quarter of 2018/19, although it was slightly below the profiled target set for Q1 2019/20.

- 4.11 Visits to Central Library are down on 2018/19. This is linked to the closure of the Reference Library to enable us to carry out renovation works. In Q2 we will also be closing the Central Library for 3 weeks to complete the renovation. This will inevitably have an impact on visit figures.

We are working hard to increase visit figures and our active membership. We have a large programme of events and activities to support our objectives and increase take up of the service. We are also working to increase our active membership and have developed an outreach programme with library staff doing regular visits to a wide range of community settings, for example children's centres, community centres, leisure centres and local schools, in order to talk to residents and organisations about the services we offer.

4.12 **JM8 – 100 hours of the world of work - Number of schools engaged with the programme**

The council has committed to ensuring that all young people in Islington benefit from 100 hours' experience of the World of Work by age 16. This builds upon the work that has been in action since the recommendations of the Employment Commission in 2014 to develop a high quality careers offer in schools that is industry led, in order to create change for the next generation.

Key developments over the last quarter have included:

- Introduction of a web-based menu that schools are using to book employer led career activities that are brokered and collated by the council.

- Delivery of 16 activities brokered by iWork for 8 schools, which reached 420 young people.
- New activities were introduced for primary schools across key stages 1 and 2, with a variety of sectors including Construction (working with Mears), Tech (Three Discovery Centre) and Health and Social Care (NHS and London Air Ambulance). These will inform a wider programme of activity with primary schools in 2019/20 academic year.
- In June students and teachers from 11 primary schools and 2 secondary schools took part in the City of London Careers Festival 2019 in June. Activities and workshops delivered by Microsoft, London Met, Barbican, Google, PWC, Mace and others.
- 30 businesses are currently signed up to offer activities through the 100 hours World of Work online menu.
- Collaboration with the Richard Reeves Foundation to support schools in accessing grant funding. This will build capacity within schools to deliver careers education and experiences of work. iWork is delivering additional consultancy for schools funded by the foundation to develop programmes of employer led activities that support the 100 hours World of Work alongside a plan for achieving the Quality in Careers Standard. 5 out of 6 schools have received a stage 1 certificate for the quality award.
- A 100 hours World of Work Breakfast Event is scheduled to take place in November 2019 at the Institute of Physics. The aim of the event is to recruit schools not already involved, recruit more employers from priority sectors, to celebrate the good work already happening to highlight the benefits of the programme to all parties involved.

4.13 Bespoke offers for priority groups continue to be developed and a schedule of activities has been agreed with the Virtual College for looked after children, with the first activity to commence in Autumn term 2019.

A range of employers have committed to offering work experience placements to year 10 New River College Students for early July. Employers offering placements include Outlandish, Soapbox, Museum of London, Inmarsat, King Square Nursery, K&M, Freightliners Farm.

4.14 A new relationship has been established between Ted Baker and New River College PRU. A programme of activity began in March 2019 with T-shirt production workshops, with follow up sessions and a visit to Ted Baker head office taking place in June. Ted Baker have committed to supporting NRC next year including further workshops and donations of equipment.

5. Implications

5.1 Financial implications:

Not applicable.

5.2 Legal Implications:

Not applicable.

5.3 Environmental Implications

Not applicable.

5.4 Resident Impact Assessment:

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

A Resident Impact Assessment has not been completed because, although there are some equalities data-monitoring measures within this report, this is part of a regular set of reporting and no major changes to service provision have been recommended. A Resident Impact Assessment would be completed if there was a recommendation or decision to make a substantial change to an existing service, or to launch a new service, in light of the findings of this report. The information contained within this report may, however, form part of the evidence base for future Resident Impact Assessments as required.

6. Reason for recommendations

6.1 In accordance with its remit:

Scrutiny Committee is asked to discuss the progress set out in the report.

Appendices

- Appendix A: Data Dashboard for Q1 2019/20

Background papers: None

Final report clearance:

Signed by:

Carmel Littleton, Corporate Director of People
Services

Date

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Appendix A: Data Dashboard

PI No.	Indicator	Frequency reported	Latest data for period	YTD / Latest Figure	Profiled target (expected position this point in year)	Target 2019/20	2018/19	Same period last year	Direction of travel
Reduce levels of long term unemployment and worklessness									
JM1	Number of Islington residents supported into paid work through Team Islington activity; with sub-targets for:	Quarterly	Apr 19 - Jun 19	345	200	1,000	1,352	261	↑
	a) Parents of children aged 0-18	Quarterly	Apr 19 - Jun 19	73	47	468	433	119	↓
	b) Young people aged 18-25	Quarterly	Apr 19 - Jun 19	93	40	396	391	71	↑
	c) Residents with disabilities / those with long term health conditions (E)	Quarterly	Apr 19 - Jun 19	76	49	245	283	72	↑
	d) BAME	Quarterly	Apr 19 - Jun 19	171	100	500	597	127	↑
	e) Council Contracted Suppliers	Quarterly	Apr 19 - Jun 19	30	8	40	60	7	↑
Help residents get the skills they need to secure a good job									
JM2	a) Number of Islington residents supported into Council Apprenticeships	Quarterly	Apr 19 - Jun 19	2	13	52	53	12	↓
	b) Number of Islington residents supported into Apprenticeships with an external employer	Quarterly	Apr 19 - Jun 19	42	25	100	167	50	↓
	c) Number of Islington residents gaining apprenticeships with council contracted suppliers	Quarterly	Apr 19 - Jun 19	10	4	15	23	15	↓
JM3	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	Quarterly	Apr 19 - Jun 19	80%	75%	75%	66%	70%	↑
JM4	Number of Islington residents enrolled on an Adult & Community Learning Course with sub-targets for:	Termly	2018/19 academic year	1497	2000	2,000	1,497	New Indicator	New Indicator
	A) Parents of children aged 0-18	Termly	2018/19 academic year	509	1100	1100	509	New Indicator	New Indicator
	B) Residents with disabilities / those with long term health conditions	Termly	2018/19 academic year	352	600	600	352	New Indicator	New Indicator
	C) BAME	Termly	2018/19 academic year	1098	1540	1540	1,098	New Indicator	New Indicator
JM5	Number of library visits	Quarterly	Apr-Jun 19	263,359	269,089	1,076,355	1,065,699	263,093	↑
JM6	Number of children completing the summer reading challenge	Annually	Summer 2018	900	1000	945	New Indicator	New Indicator	New Indicator
JM8	100 hours of the world of work - Number of schools engaged with the programme	Quarterly	Apr-Jun 19	12	8	30	New Indicator	New Indicator	New Indicator

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ENVIRONMENT & REGENERATION SCRUTINY COMMITTEE

SCRUTINY TOPICS AND WORK PROGRAMME 2019/20

7 OCTOBER 2019

- 1) Scrutiny Review: Presentation – Applying Behavioural Science to improve outcomes
- 2) Annual Report of the Executive Member for Economic Development - 2018/19
- 3) Q1 Performance Report (2019/20) – Environment & Transport
- 4) Q1 Performance Report (2019/20)- Employment & Skills
- 5) Work Programme 2019/2020

12 NOVEMBER 2019

- 1) Procurement of Council Fleet Vehicles/ULEZ and its impact
- 2) Household Recycling –12 month report back
- 3) Scrutiny Review
- 4) Work Programme 2019/2020

13 JANUARY 2020

- 1) Scrutiny Review: Witness Evidence
- 2) Q2 Performance Report (2019/20) – Environment & Transport
- 3) Quarter 2 Performance Report (2019/20)- Employment & Skills
- 4) Work Programme 2019/2020

4 FEBRUARY 2020

- 1) Air Quality – Officer update
- 2) Scrutiny Review: Witness Evidence
- 3) Work Programme 2019/2020

16 MARCH 2020

- 1) Scrutiny Review: Draft Recommendations
- 2) Housing Services for Vulnerable Review – Officer update
- 3) Work Programme 2019/2020

21 APRIL 2020

- 1) Scrutiny Review: Final Report
- 2) Q3 Performance Report (2019/20)- Employment & Skills
- 3) Q3 Performance Report (2019/20) – Environment & Skills
- 4) Work Programme 2019/2020

9 JUNE 2020

- 1) Work Programme 2020/2021
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