

**Report of: Corporate Director for Children, Employment and Skills**

| <b>Meeting of:</b>                              | <b>Date</b>     | <b>Ward(s)</b> |
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| Environment and Regeneration Scrutiny Committee | 4 December 2018 | All            |

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**SUBJECT: Quarter 2 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 second quarter of 2018-19 (1 April to 30 September 2018). A data dashboard showing performance against the KPI's is included as a separate attachment. The report should be read alongside the dashboard for a full understanding of performance in each area.

**2. Recommendations**

- 2.1 To note the progress at the end of Quarter 2 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 is 645 in Quarter Two**, which is 29% above the target of 500 and 13% more than this time last year. To effectively deliver a Team Islington approach to supporting residents into work, we have established a Pathways to Employment Partnership. Convened by the council, 13 of the borough's key employment support organisations have committed to working together to reduce duplication by:
- sharing the details of their local offer,
  - consulting with the Partnership when considering changing or adapting delivery,
  - sharing data regarding their outcomes
  - working collectively to identify and address gaps in provision.
- The successful achievement of our profiled employment target this quarter embodies this joint working with partners. Love London working, voluntary and community sector partners and council services offering employment support were key contributors to the target.
- 3.3 These members have signed up to a memorandum of understanding to develop and implement simple quality control and feedback procedures and implement a 'no wrong door' approach by referring residents between partners. We will now be focusing on developing Service Level Agreements (SLA) so that we have in place measures to monitor the achievement of more collaborative working and accountability around delivery of employment support.
- 3.4 The pathways to employment partnership aims to increase employment for Islington residents by adopting a new approach to tackling the long term worklessness in Islington. Recognising, that in order to break the cycle of poverty we need to equip young people and adults with the skills, experience and opportunities to secure sustainable employment. The scale of the issue is such that the council cannot do this in isolation and so we are redesigning the way that our services work with each other and key partners to ensure a focus on supporting people into employment.
- 3.5 We have established the iWork employment services at 222 Upper Street as a 'Team Islington employment support hub', with staff from a range of partner organisations including Ingeus, The Shaw Trust, Prospects, Advance Personnel Management, Love London Working co-locating to provide residents an opportunity to access the most appropriate service. The intention is that co-location will foster best practise. We have been trialling a new employment contact agent role, to facilitate the referrals between partners and an outreach officer role to engage those who face multiple barriers to employment and need our services the most. We will monitor closely the effects of both roles and aim to see increased referrals and engagement from those furthest away from the labour market.
- 3.6 The targets for 2018-19 have been set to take into account support targeted at our most vulnerable residents and so we continue to track 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.
- 3.7 Supporting parents into work is key to breaking the cycle of poverty, particularly given the high levels of child poverty in Islington which is related to parents on out of work benefits. The job centre only captures figures for lone parents claiming, currently standing at 2,290<sup>1</sup>. council services and partners aim to support at least 425 parents into employment this year. We have already exceeded the profiled target of 213 for quarter 2 with 242 reported outcomes.
- 3.8 The employment challenge remains greatest in relation to those residents with disabilities and long term health conditions. At Q2 we have supported 134 residents into paid employment against a target of 110, this is higher than the same period previous year. In general, we have found that the disabled candidates we support are actually predominantly job seekers allowance claimants, despite having declared health

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<sup>1</sup>DWP Benefit Claimants – working age client group (Nov 16)

conditions. This means we are still not reaching residents whose health condition is sufficiently severe to allocate them disability related benefits. This year we are focusing our efforts to support actual disability benefit claimants, and hearteningly, the outreach officer role which has been developed to engage residents who face multiple barriers to employment and need our services the most, currently has a caseload which is 50% people on disability related benefits.

- 3.9 Our data shows that BAME residents have higher rates of unemployment and economic inactivity. The council has introduced a new measure to monitor targeted employment support and improved outcomes for this group. At quarter 2 we have supported 270 BAME residents into employment and have already exceeded the year-end target of 200.
- 3.10 Unemployed young adults, aged 18- 25yrs remain difficult to engage and there are no accurate statistics in relation to the employment rates, for example, Central Government does not collect/publish statistics for the age group. Council services and partners aim to support at least 360 young people aged 18-25 into employment this year and we are on track to meet this target. At Q2 we had 166 outcomes which is reflective of the fact that September is a transition period for young people at the lower end of the age band. We anticipate higher outcomes later in the year and targets have been profiled accordingly.
- 3.11 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. A Social Value officer is now in post to develop an approach to embed social value in council commissioning and procurement. This quarter figures for residents employed by council contracted suppliers stands at 29, compared to a target of 17 and is 61% above the same period previous year. We are on track to meet the year- end target of 33.
- 3.12 There is no corporate target for supporting residents out of in-work poverty. We know that there are rising levels of in-work poverty due to a prevalence of low paid jobs and low skilled workers with poor progression routes. There are approximately 9,800<sup>2</sup> residents of working age with no qualifications at all. This is exacerbated by the large number of graduates who are employed in lower skilled jobs, which can put downward pressures on the job market with some residents finding it hard to compete or achieve progression at work. We are working with the Adult and Community Learning Service to establish twilight courses to target residents in in-work poverty. Basic Skills classes will be made available to help residents improve either English, Maths or ESOL. Work is underway to identify the best ways of promoting these courses to target groups.
- 3.13 We intend this year to create a methodology for capturing outcomes linked to receipt of the London Living Wage (LLW) by March 2019. We will be hosting a LLW breakfast event on 8<sup>th</sup> November 2018 to encourage more employers to gain LLW accreditation and to inspire more residents to work locally within the borough.

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

- 4.1 **JM2 – Number of Islington residents supported into apprenticeships**  
The 15 apprenticeships start's in Q2 are new roles created by LBI and local authority maintained schools and not the upskilling of existing employees. The new roles include 7 in Housing and Adult Social Services, 4 in Children's Employment and Skills, 2 in Environment and Regeneration and 2 in Resources. The range of apprenticeships are across levels 2-3 and include apprenticeships in Business Administration, Housing and Property Management, Plumbing, Carpentry, Electrical Installation, Events Management and Early Years Education.
- 4.2 We have already exceeded the year-end target for supporting residents into apprenticeships with local employers and are on track for apprentices who have moved on to further employment or training within 3 months of completing their apprenticeship.

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<sup>2</sup> ONS Annual Population Survey (2017)

#### 4.3 **JM3 – Number of Islington residents enrolled on an Adult and Community Learning course**

The council's Adult & Community Learning Service (ACL) is preparing plans to address two key priorities; making lifelong learning more accessible for Islington residents by offering night schools and establishing a joint directorate outreach team to more effectively target provision. The Service will focus on priority groups in line with the Employment Team. ACL is supporting the 'Team Islington' approach by participating in the Pathways to Employment Partnership and support hub to ensure employability is embedded in the curriculum design and offer. Both our curriculum pathways, Vocational and Basic Skills, embed employability into lessons, either as a stand-alone element or contextualised. For example, our ESOL learners are trained on how to write covering letters and how to complete application forms during a language acquisition class. Our Vocational learners on a Food Hygiene course are trained to apply knowledge of food safety to preparing answers for job interviews. We are also working local health and social care partners to map pathways into careers, identifying any gaps in these pathways that can be addressed by ACL, further education providers or bespoke training provision. A next step will be to re-design the curriculum into a more pertinent and up-to-date learning experience enabling faster access into the sector for our learners.

4.4 Adult education nationally, including some of the further education sector, has seen a drop in participation and demand with an underspend nationally in the Adult Education Budget (AEB - the grant allocation awarded to providers). Islington ACL continued our marketing campaigns and our work with partners to promote our curriculum offer in a bid to attract more (and new) learners onto our courses. The service has trialled new methods to reach out to this cohort of learners, from the informal community classes to vocational courses which will help maximise pathways into employment, including Basic Skills. One of our learners studying in the vocational area immediately secured a job in a bakery after completing two of our courses - Food Hygiene and Customer Service. Earlier this year we started work on the development of a refreshed curriculum design. The starting point for this piece of work was inviting various stakeholders complete a skills needs analysis, some of which informed the current provision for 2018/2019.

Notwithstanding a reduction in participation in adult education nationally, ACL has met its ESFA (Education and Skills Funding Agency) targets and is awaiting the release of annual achievement data.

4.5 The introduction of the sub-groups of learners for the service is new and so we have no previous data to compare against. There is no national data or benchmarking of these sub-groups in the Adult Education sector since each Local Authority determines and establishes its priority groups based on their own needs.

4.6 Based on the report produced by the Learning and Work Institute for Islington Council, the "Islington Labour Market Study" in March 2018, where there are substantially more white working age residents in Islington than BAME residents, but the numbers of BAME residents have been rising. The employment rates for BAME residents are substantially lower than for white residents regardless of gender. The employment rates for white residents have been rising, with that for white men rising faster than for white women. This has been the basis of selecting BAME as a sub-group on which to focus. Although the study did not interrogate data on parents or residents with disabilities, the benefits of lifelong learning on these sub-groups are very well-known and have been well researched and publicised nationally. Public policy objectives from increasing social cohesion and mobility to improving productivity, tackling mental and physical health issues and extending working lives for these sub-groups is our rationale. We are scoping out how best to improve and increase enrolments in these groups.

#### 4.7 **JM4 – Number of library visits**

By the end of Q2 2018/19, there were around 523,000 visits to Islington libraries. This was just under the profiled target for this point in the year, and less than half a percentage point below the number of visits during the same period in 2017/18.

4.8 We are working to increase our active membership which will increase our visits. We have developed an outreach programme and library staff are 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. We are developing community use of library spaces for example ACL are using Cat and Mouse Library for Maths, English and ESOL classes. We are also offering a wide range of activities to drive up visits and increase membership. For example – we are rolling out lego clubs to all libraries, a STEM club at Lewis Carroll, Knit and knatter groups at three

libraries, Chess and scrabble clubs etc. This year we are also participating in a number of national initiatives which focus on the benefits of libraries and reading and the role we can play in combating social isolation.

**4.9 JM5 - Number of children taking part in the summer reading challenge**

The Summer Reading Challenge is a national initiative which is designed to get children to read six or more books from the library over the summer holidays. Children receive special rewards each time they finish a book and there's a certificate for everyone who completes the Challenge. These certificates are presented at an award ceremony which all libraries hold, usually during October half term. We have successfully promoted the Summer Reading Challenge and have worked with schools to ensure that we reach as many children and their families as possible. Library staff visit local schools to promote the scheme at assemblies, parents morning and summer fairs.

4.10 900 children took part in the Summer Reading in 2018. This was below the target of 1000. Colleagues across London have also reported that their completer numbers are down this year. This may have been related to the exceptional Summer weather this year, or the theme may not have been as popular or relevant to children as in previous years. However, although we didn't reach our target for completers over 70% of children joining actually read at least 1 book and 52% of starters completed the Challenge, which is our highest ever completer rate.

**4.11 JM6 – Number of schools that have expressed an interest in the cultural enrichment programme (11 by 11) by March 19**

11 By 11 is a commitment to providing all children and young people in Islington with 11 outstanding cultural experiences by Year 11 in school, it is a programme which aims to ensure equality of access to enrichment activities, particularly targeting those who are disadvantaged. This new corporate plan priority and recommendation of the Fair Futures Commission is an evidenced based response to enhancing life skills through engagement with cultural activity. As at quarter 2 we have 10 schools that have expressed an interest in the programme. Developments to date include; a portal for schools to access 11 By 11 offers which will go live on 11 December, activities for the Spring term are currently being sourced from cultural organisations, the Cultural Enrichment Team will work in partnership with School Improvement Service and leading cultural partner organisations to develop a suite of learning resources to ensure that Islington teachers have the necessary skills to make culture central to curriculum delivery.

**4.12 JM7 – Number of secondary schools committed to an outline plan for implementation by March 19**

**JM8 – Sectors with a local business leader committed to supporting the 100 hours by March 19**

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 will help young people to prepare for their future careers and to gain an understanding of the breadth of career options that are available locally. An action plan is underway to map a coordinated approach to this. Islington school's careers leads have been consulted on the approach and we have initiated an overall programme design in collaboration with head teachers through the Islington Community of Schools and with businesses we currently work with.

4.13 Progress at Q2 includes sharing a model of how 100 hours of the world of work can be broken down across different key stages in both primary and secondary school of which we have received positive feedback. Our outline plan for implementation indicates the number of hours and types of activities each individual school is able to commit to. We are beginning by focusing on the six schools with whom we are delivering work funded by the Richard Reeves Foundation to improve their careers education offer, which will align well with the 100 hour's commitment.

4.14 Businesses across the following sectors have agreed to support activities that contribute to the 100 hours World of Work initiative; Health and Social Care, Hospitality, Construction, Digital, Professional, Financial and Legal, STEM, Creative, Sports and Leisure. We will identify individual leads from each of these sectors to publicly endorse the initiative.

**5. Implications**

**5.1 Financial implications:**

N/A

**5.2 Legal Implications:**

N/A

**5.3 Environmental Implications**

N/A

**5.4 Resident Impact Assessment:**

N/A

**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 Q2 2018/19

**Background papers:** None

Final report clearance:

**Signed by:**



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Date: 5 November 2018

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