



## Report of: Corporate Director of People Services

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	25 June 2019	All

Delete as appropriate:		Non-exempt
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## SUBJECT: Quarter 4 2018/19 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 final quarter of 2018-19 (1 January to 31 March 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 4 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 2018/19 was 1,352, above the target of 1000.** 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.

3.3 iWork, the Council's internal employment service who offer 1-2-1 tailored coaching and mentoring support to get unemployed Islington residents into jobs have established the 'Islington working employment support hub' at 222 Upper Street with staff from a range of partner organisations including Advance Personnel Management, Community Access Project, Department for Work and Pensions, Hillside Clubhouse, Ingeus, Love London Working, Prospects and the Shaw trust co-locating to provide residents with the opportunity to access the most appropriate service. The intention is that this provides 'one front door' to employment support in Islington and firmly embeds partnerships with specialist services, to foster a culture of best practice.

3.4 The 'Islington Working' partnership has:

- Established a single point of contact into the Islington Working partnership via a contact agent role at iWork and the Help on Your Doorstep employment referrals system.
- Produced The Islington directory, which is available on the council's website and provides a further resource for residents to be able to access a wider range of employment support now available in the borough.
- Introduced new support to meet a gap in provision for deaf jobseekers.
- Developed an agreed way of working, set out in terms of reference and memorandum of understanding.
- Tested with Help on Your Doorstep an Outreach Navigator model of resident engagement.

- Aligned the work of the Employability Practitioners' Network and the Aspire Youth Network with overall borough employment strategy.
- Established an Employer Engagement Sub Group to maximise the benefit to residents of links with employers both inside and outside the borough.

3.5 In the coming year we will focus our collective efforts on developing service level agreements so that we have in place measures to monitor quality assurance, undertake local evaluation exercises to demonstrate collaborative working, accountability, quality and impact of the delivery of employment provision in the borough.

3.6 The targets for 2018-19 have been set to take into account support for targeted residents who face a range of barriers to overcome to secure good employment. 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, for the first time, BAME.

3.7 Supporting unemployed 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. Council services and partners aim to support at least 425 parents into employment this year. The latest data shows that in 2018/19, 433 unemployed parents have been supported into paid work. Of these 113 were supported directly by iWork, 73% of whom were from BAME backgrounds, and 84% of whom were female.

This has been enabled by close working with relevant council services including Bright Start and Early Help, as well as a strong relationship with Parent House, a key VCS organisation offering targeted support for parents.

3.8 Engagement with unemployed young adults aged 18-25 is 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 360 young people aged 18-25 into employment this year. At the end of the year we had 391 outcomes.

3.9 The figures for the number of parents and young people supported into work through Team Islington activity have shown seasonal variation, as there is an additional six-monthly data collection that helps to increase the totals in quarters 2 and 4. However, the profiled targets currently reflect an even split across the year. We will be looking to build this seasonal variation into our profiled targets for 2019/20 and beyond. Officers from People Directorate have commenced an analysis of EET support for vulnerable young people aged 16-25. This will inform a coherent overview of the available support offer, identify gaps in provision and outline areas for greater impact through joint working. An update will be available at the next reporting period.

3.10 The employment challenge remains greatest in relation to those residents with disabilities and long-term health conditions. By the end of the year we have supported 283 residents into paid employment against a target of 220.

3.11 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 the end of quarter 4 we have supported 597 BAME residents into employment, which is well above the target of 200.

3.12 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 60, compared to a target of 33, with 23 of these into apprenticeships (target 11).

**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**

53 Islington residents have supported into Council apprenticeships in 2018/19, meeting the target of 52. The 53 apprenticeship starts are new roles created by LBI and local authority maintained schools and not the upskilling of existing employees. A breakdown of the starts per directorate is shown in the table below.

Directorate	No of apprentices recruited in 2018/19
People Services	8
Environment & regeneration	17
Housing	16
Public Health	1
Resources	8
Local Authority maintained Schools	3

The range of apprenticeships are across levels 2, 3 & 4 and include apprenticeships in Business Administration, Customer Service, Cleaning & Support Services, Housing and Property Management, Facilities, Horticulture, Carpentry, Plumbing, Electrical installation, Teaching Assistant, Early Years Educator, Events Management, Transport Planning Technicians, Project Management and Data Analysis.

Recent information returned from London Councils indicates that Islington has the fourth highest number of council apprentices employed of any London Borough.

4.2 Over the reporting period 41 apprentices completed their apprenticeship with the council. Of these 27 (66%) moved into further employment or training within 3 months of completing, 3 (7%) were unemployed, 9 (22%) were unknown and 2 (5) were unable to work due to medical reasons.

Of the 3 that are unemployed, 1 is not currently working due to complex benefits situation in the Household; 2 did not complete their qualification but are engaging with support services.

Multiple attempts have been made to contact the 7 that are listed as unknown.

Unfortunately phone numbers are no longer current and there have been no response to emails sent.

4.3 We have exceeded the year-end target for supporting residents into apprenticeships with local employers. 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**

ACL have made contact with community organisations across Islington to determine need and start conversations about priorities for classes. A focus for this work has been on ESOL for Refugee Groups, people with Mental Health challenges and learners with literacy and numeracy needs. Ongoing discussions Libraries, Bright Start, iWork and other LBI departments ensure that limited resources are used in the most effective way to benefit learners.

A particular focus of this work has been in Finsbury Park (FP) ward, identified as an area of significant deprivation. ACL are closely involved with the Strategic Employment and Skills group delivering a Good Growth Fund project in FP ward with a particular focus on employment in the Sewing & Garment-making and Tech sectors. From September 2019 ACL will be running an accredited level 1 Fashion (sewing) course at Durham Road Community Rooms as part of the project which will support the network of informal non-accredited sewing groups that exist in the area.

We have introduced regular weekly initial assessment sessions at First Steps learning centre for ESOL, maths and English. Prospective learners can now book an initial assessment and be enrolled onto a class (spaces permitting) throughout the academic year.

A challenge for ACL is to be more responsive to the need they find. At present, recruitment for new sessional staff is very slow and we find ourselves unable to respond to partners requests for courses at the moment. We currently have learners waiting for classes to start at four venues.

ACL are working with Camden ACL to deliver a MHCLG-funded project to identify ESOL need in the boroughs. The project (called ESOL Advice Service) has been running for 18 months in Camden and rolled-out into Islington this year. We hope that this will become a pan-London project.

#### 4.5 Adults with entry level basic skills are more likely to be unemployed or in low paid employment and unable to move out of low pay poverty. 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 evening classes and establishing a joint directorate approach, more effectively targeting provision to Islington residents.

Employability is embedded in the ACL curriculum offer (Ofsted requirement) both for the Vocational and Basic Skills curricula. Employability is either embedded into lessons or as a stand-alone element. ACL is working with local health and social care partners (employers and providers) to map pathways into careers, identifying any gaps in these pathways that can be addressed by ACL, further education providers or bespoke training provision. For example, ESOL learners are shown how to write covering letters and how to complete application forms during a language acquisition class.

Adult education nationally has seen a drop in participation and demand. 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. The Council's corporate communications team is refreshing ACL's communications strategy to raise awareness of provision available through different media outlets (e.g. Twitter, Facebook, Instagram). ACL are investigating rebranding of the service for academic year 2019-2020.

The Service will focus on priority groups in line with Employment target groups. ACL is supporting the 'Team Islington' approach by participating in the borough-wide Employment Partnership and support hub.

- 4.6 Notwithstanding a reduction in participation in adult education nationally, ACL has met its ESFA (Education and Skills Funding Agency) targets for the 2017/18 academic year. QAR 2017/18 (FINAL) – 93.3% achievement. 2018/19 ACL are on target to achieve the Adult Skills Budget draw down funding.

2019/2020 ESFA funding has been devolved to the GLA and the Islington allocation has remained the same. There are no major changes regarding funding eligibility 2019-2020. Learners earning less than the London living wage of £19,890 will have their training fully funded from 2019/20.

- 4.7 As at the 3<sup>rd</sup> of May 1,162 Islington residents have enrolled on an Adult & Community Learning Courses, with 2,472 enrolments and 2,726 learning aims. Although this is below the cumulative target for this point in the year, ACL are on track to achieve our Adult Skills Budget target figure. Further action is being taken to increase the number of community learning enrolments as well as individual learner numbers. Figures are based on academic years, and so the final figures for the year will not be available until after the Summer term has finished.
- 4.8. ACL is exploring how to identify learners who were previously NEET and tracked, who are now 19+ and did not achieve level 2 English and Maths, with a view to approaching these learners offering Functional Skills English and Maths, to reduce unemployment within this cohort. Poor basic skills is the biggest barrier to learners accessing apprenticeships, especially 19-25 young adults. ACL is also working with internal partners, the Virtual School and YOS, to refer learners to ACL Functional skills provision. Islington residents 19+ who have been unsuccessful in applying for apprenticeship due to poor literacy and numeracy skills should be referred to ACL.
- 4.9 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. In 2018/19, 73.4% of learners accessing provision at ACL were from the BAME cohort, this is above the demographic for the Islington area. 80% of learners on ACL courses are female.

With the closure of Aqua (MIS) Management Information Systems on 31<sup>st</sup> March 2019, ACL changed to Learner Track MIS. This has improved recording and reporting on learner data. On line enrolments and on line registers have helped with course management recording attendance and monitoring retention.

4.10 **JM5 – Number of library visits**

By the end of 2018/19, there were around 1,065,700 visits to Islington libraries. This was above the number of visits in 2017/18, and above the target for 2018/19.

4.11 During 2018/19 we saw a large increase in visits at our new Cat and Mouse Library – visits were up by 56% (total of 14,420 extra visits). Alongside this we continue to offer 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. We continue to develop 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 have rolled out Lego clubs to all libraries, a STEM club at Lewis Carroll, Knit and Natter 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.

4.12 **JM8 – 100 hours of the world of work - Number of secondary schools committed to an outline plan for implementation by March 2019 and JM9 – Sectors with a local business leader committed to supporting the 100 hours initiative by March 2019**

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. The 100 hours World of Work programme will engage children and young people from the early stages of primary school through to secondary school, to prepare for their future careers and gain an understanding of the breadth of career options that are available locally.

Islington schools 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. Key developments over the last year include:

- Development a web-based menu, which offers a simple way for schools to book employer led career activities that are brokered and collated by the council.
- Delivery of employer led career activities across all secondary schools, brokered by iWork, including employability days, workplace visits and assembly talks.

School	Number of activities	Pupil experiences
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Arts & Media Islington	5	840
Central Foundation Boys School	7	600
COLA Highgate Hill	7	387
COLA Highbury Grove	1	120
COLA-I	1	140
Elizabeth Garrett Anderson	4	350
Highbury Fields School	12	1100
Holloway School	7	691
New River College	5	108
Samuel Rhodes School	10	74
St Aloysius	15	965
St Mary Magdalene Academy	5	1160
The Courtyard	1	20
<b>Total</b>	<b>80</b>	<b>6555</b>

- Planning for activities with primary schools in the Summer term, including Careers Carousels, visits and classroom talks. These will inform a wider programme of activity with primary schools in 2019/20 academic year.
- 30 businesses have signed up to offer activities through the 100 hours World of Work online menu, across the following sectors:

<b>Sector</b>	<b>No. businesses</b>
Apprenticeship support	1
Construction & Engineering	4
Creative Production	4
Financial and Professional	3
Health & Social Care	3
Higher Education	1
Hospitality	1
Media and journalism	1
Public Services	2
Retail	2
Sports, leisure, travel	3
STEM	2
Tech/Digital	3

- A further 14 businesses have supported career related activities in schools over the last year, and we will continue conversations to establish a standing offer from these businesses through the 100 hours World of Work 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 has also secured a direct grant, to provide additional consultancy for schools 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.
- Secondary school Careers Leaders are engaged through a council-convened network that meets on a termly basis to share practice and deliver relevant CPD.

4.13 Bespoke offers for priority groups are being developed, and a schedule of activities has been agreed with the Virtual College, with the first activity to commence in July 2019 during school summer holidays.

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 and follow up sessions have been held with a visit to Ted Baker head offices scheduled for June 2019. 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 Q4 2018/19

**Background papers:** None

Final report clearance:

## **Signed by:**

Carmel Littleton, Corporate Director of People  
Services

Date

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