

**People Directorate
222 Upper Street, London N1 1XR**

Report of: Corporate Director, People and Programme Director, Community Wealth Building.

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	16 th November 2020	All

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SUBJECT: Environment and Regeneration Quarter 1 2020/21 Performance Report

1. Synopsis

- 1.1 The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. Progress on key performance measures is reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2 This report sets out quarter 1 of 2020-21 (1st April to 30th June 2020) progress against targets for those performance indicators that fall within the Jobs and Money outcome area, for which the Environment and Regeneration Scrutiny Committee has responsibility.

2. Recommendations

- 2.1 To note performance against targets in 2020-21 Quarter 1 (1st April – 30th June 2020) for measures relating to Jobs and Money outcomes in Environment and Regeneration.
- 2.2 To note responses to queries raised by the Committee when it discussed the Q3 and Q4 reports.

3. Background

- 3.1 A suite of corporate performance indicators has been agreed for 2018-22, which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - *Building a Fairer Islington*. Targets are set on an annual basis and performance is monitored internally, through Departmental Management Teams, Corporate Management Board and Joint Board, and externally through the Scrutiny Committees.

3.2 The Environment and Regeneration Scrutiny Committee is responsible for monitoring and challenging performance for the following key outcome area: Jobs and Money which covers delivering an inclusive economy, supporting people into work and helping them with the cost of living.

4. Outstanding issues and queries from Q3 & Q4 2019/20 Performance Reports

4.1 The Committee discussed the Q3 & Q4 2019/20 performance reports at its meeting on 29th June 2020.

4.2 The pandemic has resulted in an increase in Universal Credit claimants, and with the furlough scheme closing at the end of October; the Committee was advised of an expectation of an increase in unemployment. The Director of Employment and Skills advised that a report will be brought back to Committee in the Autumn updating members on how the Service is supporting its adult residents. Support for adult residents claiming UC /recently unemployed, is referenced to throughout the report, and specifically in section 6.2.

5. Quarter 1 performance update – Outcome: Reduce levels of long-term unemployment and worklessness

5.1 Key performance indicators relating to 'Reduce levels of long-term unemployment and worklessness'

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21	On target?	Q1 last year	Better than Q1 last year?
JM7	Number of Islington residents supported into paid work through Team Islington activity.	1,352	1,318	600	123	Yes	345	No
	a) Parents of children aged 0-18	433	348	198	24	Yes	73	No
	b) Young people aged 18-25.	391	381	200	27	Yes	93	No
	c) Disabled people / those with long-term health conditions.	283	300	150	31	Yes	76	No
	d) BAME.	597	661	350	94	Yes	171	No
	e) Council Contracted Suppliers	60	89	100	7	No	30	No
JM8	Number of London	New	New	150	To be	New	New indicator	N/A

	Living Wage entry level jobs achieved through the Islington working partnership	indicator	indicator		reported from Q3	indicator		
JM9	Monetary value of social value derived through affordable workspace	New indicator	New indicator	New indicator	To be reported from Q3	New indicator	New indicator	N/A
JM10	Assessment by businesses of impact/value added by Inclusive Economy & Jobs	New indicator	New indicator	New indicator	To be reported from Q4	New indicator	New indicator	N/A

5.2 **Corporate Indicator JM7 - Number of Islington residents supported into paid work through Team Islington activity**

The Council's corporate plan 2018-22 set out an objective to 'Deliver an Inclusive Economy', supporting people into work helping them with the cost of living. As part of delivering this objective, the Council has set a target of supporting 4,000 residents into employment over a 4-year period. The target of **600** for 2020-21 is below last year's target of 1,000. This is to reflect the current economic consequences of the Covid-19 pandemic, which requires a refreshed employment support offer that is responsive, with a dedicated focus on retraining and upskilling, pre-employment support and extended in-work support.

Despite lockdown, performance has been strong this quarter with **123** unemployed Islington residents supported into paid employment. While the overall figure is down against the same period in 2018-19, outcomes have been affected by the onset of Covid-19, both as a result of the impact on the labour market, with many businesses 'shuttered' and also with significant challenges in collecting data from partner organisations.

The sectors most affected by Covid-19 were those in which workers needed to be in physical proximity at their place of work and were not classed as 'key workers'. The government lockdown effectively 'switched off' the demand for their services and some have still not fully recovered from the shock. In Islington these initially hardest hit sectors were predominantly, but not exclusively classed under 'Accommodation and Food Services' and 'Arts, Entertainment & Recreation' accounting for approximately 25,000 jobs in the borough. Anecdotally, we have heard of employers who are still recruiting, being overwhelmed by the volume of applications, and we experienced anomalies such as former Heads of Marketing applying for care assistant roles. Apprenticeships have also been significantly affected with some employers unwilling to create apprenticeship opportunities at this time.

In response to the Covid-19 pandemic. The iWork Adult employment service at 222 Upper Street has adapted its mode of delivery to a blended approach providing support for residents by telephone and on-line service; this is working well and has had no impact on customer service. In the first 2 weeks of the government lockdown, the service saw a 70% reduction in demand. The closure of schools and other childcare provisions as well as health concerns were a significant factor. A targeted approach was taken to develop re-engagement with clients, this included virtual toolkits and encouragement to sign up to the range of online courses provided by Adult & Community Learning.

Amongst other interventions, we have worked with the Department for Work and Pensions successfully to promote the iWork offer to new universal claimants (UC). We have also issued targeted communications to council tenants claiming UC as well as distributing the Islington working bulletin, sent out twice weekly to over 4,400 recipients providing information on employability support and vacancies. This has resulted in the service experiencing an increase in referrals. Many clients have advised that their health and well-being have been negatively impacted during the lockdown period. We are working to ensure that a full assessment of each client's specific needs is conducted so that they receive the most appropriate specialist support.

The full impact of Covid-19 on the number of unemployed residents will not become clear until the end of the furlough scheme when we will have a better understanding of how many residents are able to return to work and how many will need employment and skills support to move back in to employment. HMRC data indicates that In Islington, 22,800 workers, approximately 17% of the total workforce were estimated to be on furlough at the end of May 2020. By the end of July, the number of workers on furlough in Islington had climbed by over 36% to 31,100. We are currently working across our Islington Working Partnership to ensure that we can direct the expected influx of 'newly unemployed' residents affected by the end of furlough to the best possible service for them.

The National Careers Service has been running regular webinars for residents on a range of sectors including training in Construction, Retail and Health & Social Care, and REED are offering online webinars on interview success and effective CV writing. Prior to Covid-19, these opportunities were unavailable online, but have proven extremely beneficial with high numbers of residents accessing them. The Shaw Trust has also been able to adapt their service to provide support to residents furloughed or made redundant so that they understand their employment rights.

The government has recently announced plans for several new initiatives to tackle widespread unemployment. Ingeus will be delivering the new Job Entry Targeted Support service, which will offer support to the newly unemployed and work with any resident who has been claiming benefits for 13 weeks or more. This will be a national 12- month programme, which will run from October 2020- October 2021.

A joint local communications and community engagement campaign between the College, ACL and iWork commences in November to promote free training and employability support offer for residents.

Corporate Indicator JM7a - Number of Islington resident Parents of children aged 0-18 supported into paid work through Team Islington activity.

Council services and partners supported 24 parents of children aged 0-18 into employment in Q1. Engagement with parents has been a challenge; and external factors such as school closures have resulted in a steep decline in the number of parents able to actively pursue employment opportunities. We have also encountered data collection issues from key partner organisations due to changes in their service delivery model and priorities in response to Covid-19.

We are taking action to address performance of employment outcomes for parents and will be commencing analysis of the nature of parental unemployment in Islington to inform an improved, joined-up offer of support across services. We continue to encourage parents to learn new skills by registering for on-line courses with Adult and Community Learning (ACL). We will work with Bright Start, Early Help and ACL colleagues to analyse the nature of parental employment in Islington and work with Council services and partners to provide a more co-ordinated service for this target group.

5.4 **Corporate Indicator JM7b - Number of Islington resident young people aged 18-25 supported into paid work through Team Islington activity**

By the end of Quarter 1, 27 young people aged 18-25 were supported into paid employment. The low numbers reflect the decline in engagement due to the government restrictions in response to the covid 19 pandemic. A number of key youth employment partners were offering a reduced service throughout this period, with some furloughing all staff.

The new Youth Employability and Skills (YES) team has now been recruited, with most in post by end of October, dedicated English and Maths skills tutors will in place by end of November. The YES programme includes employment and training advice, coaching, skills tuition (English, Maths, employability and digital skills) and paid work experience opportunities. The team will begin working with young people in November 2020, focusing particularly on working with care leavers, young people with experience of the youth justice system, and those known to community partners but not engaged with council services.

The team will form part a coordinated borough wide youth employment support offer, convened by the council, with key youth and FE partners and include government initiatives such as Kickstart, as part of a wider planned approach to tackling the extraordinary rise in youth unemployment.

5.5 **Corporate Indicator JM7c - Number of Islington resident Disabled people / those with long term health conditions supported into paid work through Team Islington activity**

By the end of Quarter 1, 31 residents with a disability/long term health condition were supported into paid employment. We need to retain our focus on those most disadvantaged by the labour market and continue to work with local disability organisations to support residents into work. Targeted work is paramount considering the Covid-19 pandemic to ensure that we do not see the unemployment gap for our disabled and BAME residents widen further.

5.6 **Corporate Indicator JM7d - Number of BAME Islington residents supported into paid work through Team Islington activity.**

By the end of Quarter 1, we have supported **94** BAME residents into employment. At a time when unemployment is predicted to spiral to unprecedented levels due to the impacts of the Covid-19 pandemic, it is important that Islington's employment support resources are targeted to where they

are needed most. We know that people from BAME backgrounds are more likely to be working in low paid, insecure jobs in shut down sectors in retail, hospitality, catering, food and parts of the creative industries, and are therefore likely to be severely impacted.

The Council and partners have already taken several early actions to support BAME communities into 'good quality' work. In order to build confidence in relation to employment and employment support by sharing information with BAME groups on the Islington economy, we have recently established a dedicated network for organisations with links to BAME communities. This group will be a two-way forum, through which the Council can disseminate opportunities, but also, importantly, through which groups can shape service delivery to ensure that we reach the most economically excluded residents to find work placements in LBI. For example, this will likely include running cultural awareness training for mainstream services and increasing the use of community locations for outreach.

The new Youth Employability and Skills (YES) programme will work with targeted council services to support vulnerable cohorts of young people including care leavers and those with experience of the youth justice system, both of whom have an overrepresentation of BAME young people and in particular those from a Black background. Furthermore, the team will work closely with youth and community partners who have strong links within BAME communities, to identify and support young people who may not otherwise approach the council for support and carry out outreach work directly within community settings. Interventions with and EET outcomes for BAME young people across both the YES programme and Progress team will be monitored as part of a regular reporting process.

Corporate Indicator JM7e - Council Contracted Suppliers

5.7

The Government lockdown had a significant impact on the number of jobs we have been able to secure with council contractors. We usually work closely with the school's meal provider and construction contractors, but these operations all closed during lockdown and recruitment ceased. However, throughout this period, we have continued to work closely with Adult Social Care to ensure we are supporting social care providers to recruit residents to access good jobs in the sector. All vacancies have been managed by our Health and Social Care resource hub, who ensures all candidates are given a full pre-screening interview, including an insight into the issues around Covid-19 safety, risk levels, and the use of Personal protective equipment (PPE). Performance was good in quarter 1 with 16 residents supported into employment in Health and Social care, 11, secured roles working with our own contractors.

We have continued to work closely with social care contractors during quarter 2 and are have now re-established talks with the school meals and construction contractors; we expect to report a significant increase in outcomes by the end of Quarter 2. We have already built up strong relationships with our Health and Social Care and Construction contractors, through our strong sectoral work, but the councils newly approved Procurement strategy, will now support us in extracting further social value from our contracts, adding to our existing jobs and training offer.

JM8 - Number of London Living Wage entry level jobs achieved through the Islington working partnership

5.8

We are introducing an indicator on London Living Wage for our Islington Working Partners for the first time this year and reporting on this will start in Quarter 3. Our continued focus on working with our contractors also means that we are supporting residents into Living Wage roles, given that they are subject to the Council's requirement to its contractors to pay the Living Wage.

Similarly, the terms of our contract with Ingeus, who are delivering the Central London Works programme on behalf of Islington along with 11 other central London boroughs, requires them to support residents into Living Wage work to achieve the full performance related payment for outcomes. Our iWork coaches track residents they have supported into work, and this year they will have a renewed focus on supporting people to move on into better-paid work if their first job was under living wage. However, we may find that the negative impact of Covid-19 and the high numbers of job seekers may work against our efforts in relation to London Living Wage this financial year.

5.9 **JM9 - Monetary value of social value derived through affordable workspace**

This indicator will be reported from Quarter 3. The programme is making good progress with two affordable workspaces now open on Fonthill Road as part of the Mayor's Good Growth Fund Round 1 Programme. A further workspace at Farringdon Road is about to be commissioned.

The FC Designer Collective retail incubator launched on the 25th September is now operational. It currently has designer clothing on display from eight local designers and makers. The next phase of the programme will deliver a major fashion-manufacturing hub, known as FC Designer Workspace, on the Andover Estate. The entrepreneurs using this workspace will then have the opportunity to sell their clothing at the FC Designer Collective retail space. This is due to be operational in the spring of next year.

Also, as part of the Good Growth Programme, a tech hub has been operational since September 2019. Located above Fashion Enter on Fonthill Road, it is now well established and a hive of activity. The Council is operating this space in partnership with Outlandish, Funders & Coders and Space 4. It provides touchdown and desk space for tech start-ups supporting businesses and individuals, offering mentoring and free training for the community.

The other new workspace about to complete is 127 Farringdon Road, where the council is partnering with City, University of London to deliver an innovative new workspace called Better Space, which will have a capacity to accommodate around eighty entrepreneurs. Located in the LinkedIn building, this space is complete and will be operational in January of next year.

Four additional spaces are being delivered through the S106 Affordable Workspace Programme are in various stages of development and we will provide an update in the next report.

Importantly, all these spaces have agreed Social Value outputs, including jobs and training for local people, as well as a range of community and supply chain engagement. As these workspaces become fully operational, the contract management framework will allow the Council to demonstrate the monetary value of the Social Value derived from these partnerships.

5.10 **JM10 - Assessment by businesses of impact/value added by Inclusive Economy & Jobs**

This is a new corporate indicator for 2020-21 that will be reported on from Quarter 4. The service is currently developing new action plans for each of the Council's local economy areas. This will include activities to support local businesses on the high street to create a welcoming and sustainable town centre, as well as local community wealth building initiatives. Further work is ongoing in relation to local performance measures as part of the action plans, and it is anticipated that an annual survey will be developed to track stakeholder satisfaction in the services provided, to enable full corporate reporting of performance on JM10 with sub-targets/measures.

6. Quarter 1 performance update – Outcome: Help residents get the skills they need to secure a good job

6.1 Key performance indicators relating to 'Help residents get the skills they need to secure a good job'

PI No.	Indicator	2018/19 Actual	2019/20 Actual ¹	2020/21 Target	Q1 2020/21	On target?	Q1 last year	Better than Q1 last year?
JM1	Corporate indicator Number of Islington residents enrolled on an Adult & Community Learning Course, with sub-targets for:	(18-19 Academic year) 1,505	(19-20 Academic Year) 1,518	2,000	19-20 Academic Year – 1,518	No	18-19 Academic Year - 1,505	Yes
	Corporate indicator a) Parents of children aged 0-18	(18-19 Academic year) 509	(19-20 Academic Year) 399	1,100	19-20 Academic Year – 399	No	18-19 Academic Year - 509	No
	Corporate indicator b) Residents with disabilities/those with a long term health condition	(18-19 Academic year) 344	(19-20 Academic Year) 317	600	19-20 Academic Year – 317	No	18-19 Academic Year - 344	Stable
	Corporate indicator c) BAME	1,105	1,120	1,540	19-20 Academic Year – 1120	No	18-19 Academic Year - 1,105	Yes
	Corporate indicator d) Residents engaging with online courses	New indicator	476	500	19-20 Academic Year – 476	N/A	New indicator	N/A
JM2	Corporate indicator Number of new library members since library closures, with sub-target for:	New indicator	New indicator	1,200	430	Yes	New indicator	N/A

¹ Adult Community Learning indicators JM1 and its sub-categories JM1a to JM1d are reported in academic year terms. The quarter 1 reporting period coincides with the 2019-20 Academic Term reporting (Autumn '19, Spring and Summer '20 terms combined).

	Corporate indicator a) Take up of e-resources (e-audio books, e-newspapers and magazines)	New indicator	New indicator	180,000	59,233	Yes	New indicator	N/A
JM3	Number of schools engaged in 100 hours of work programme	New indicator for 19-20	25	40	20	Yes	12	Yes
JM4	Number of page views for 100 hours of the world of work	New indicator	New indicator	1,170	690	Yes	New indicator	N/A
JM5a	Number of Islington residents supported into apprenticeships with an external employer	167	138	30	7	Yes	42	No
JM5b	Number of Islington residents gaining apprenticeships with council contracted suppliers	23	18	20	0	Yes	10	No
JM6	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	66%	83%	80%	60%	N/A	80%	No

6.2 **Corporate Indicator JM1 - Number of Islington residents enrolled on an Adult Community Learning Course²**

The service was on target the previous term and although the total number of enrolments of 1,518 was above last year's figure, COVID-19 affected service's ability to run some of the planned provision that would take place in children's centres and in parks, such as family learning during the late spring and summer term. This affected the service to reach annual target of 2,000.

The Service has shifted its mode of delivery to a blended approach, delivering provision via online sessions, email, phone calls and hard copies sent to learners. The new ACL Website has an updated facility that enables learners to enrol online. Learning Hub Officers will support residents to do this if they have difficulty and 1:1 digital skills session will be available to support those at risk of digital exclusion. This will comprise of skills development and the issuing of Chromebooks, should residents lack the hardware to get online. Having developed systems by necessity, the service will be taking stock of good practice and developing the quality of delivery to ensure that improvement is constant.

ACL has a robust recovery plan, which has been talked through with unions, Public Health, Health and Safety colleagues and ACL staff. The plan will endeavour to support residents who are most in need of support during these difficult times, while maintaining safety as a priority. The Service has maintained close contact with its main funder, the Greater London Authority given that the impact of Covid-19 will be unfolding during that academic year.

The vulnerable learners the Service is used to working with are likely to be those who are most worried about returning to face-to-face delivery and are also the most likely to be digitally excluded. 1:1 digital skills sessions and Chromebook loans are some of the ways in which the Service will meet their needs. The first phase of the return to face-to-face will consist of digital support sessions, funded by an additional grant allocation awarded by the Greater London Authority, completion of student work from academic year 19/20 that could not be completed remotely, and English, Maths and ESOL initial assessments for low-level and digitally-challenged learners.

The GLA has released funding for an intervention that meets the needs of residents who are newly unemployed or face increased difficulty as a result of the pandemic. ACL has devised an innovative plan with two local Tech training co-operatives, Founders and Coders and Outlandish. The programme will be aimed at the newly unemployed and provide a clear pathway into employment within a sector that is considered stable in the current climate. This exciting provision will represent a significant extension of the ACL offer, making the service relevant to a new cohort of residents.

Over the course of the academic year, the Service will bid for any additional funding made available to tackle digital exclusion and projects in responding to the needs arising as a result of the pandemic.

6.3 **Corporate Indicator JM1a - Number of parents of children aged 0-18 enrolled on an Adult & Community Learning Course**

This corporate target has not been met, due to a number of factors, but mainly due to the impact that Covid-19 has had on the Service's capacity to deliver face-to-face provision for parents in children's centres. Due to lockdown and social distancing guidance, most family learning provision could not be held in the Summer term, when the Service typically delivers Family Learning in parks and other outdoor venues.

A planned tranche of Family Learning provision in the Summer term was cancelled due to COVID-19. This will likely affect the service's ability to reach this target at academic year-end and, at the same time, the target of 2000 unique adult learners for the academic year.

Over the course of the academic year, the Service worked at a strategic level more closely with Bright Start Management, with an aim of rationalising the Family Learning curriculum offer. Although this work was disrupted by Covid, the two services have maintained close communications during lockdown and plan to phase in face-to-face delivery collaboratively.

Staffing issues also impacted upon the Service's ability to deliver Family Learning provision. A new Family Learning tutor has joined the team and the other tutor has now returned to work. They are working with the Curriculum Team Leader and Manager to make a digital offer. However, a strong start to the year has put the Service in good stead comparatively to last academic year, so the service has seen an increase in the number of learners on academic year 18/19.

Throughout lockdown, the service adapted delivery to meet the needs of parents, delivering provision in conjunction with the Peel Institute around mental health and wellbeing themes. The Service continues its dialogue with the Bright Start team and deliver provision that meets the needs of residents and would expect improvements to this performance indicator as lockdown is eased and learning activities can once again take place in children's centres. The Bright Start recovery plan highlights October 2020 as a potential return to face-to-face delivery within centres.

6.4 **Corporate Indicator JM1b - Number of residents with disabilities/those with a long-term health condition enrolled on an Adult & Community Learning Course**

The 2019-20 annual target was not met, which is likely due to issues relating to COVID and the implications that the pandemic had on the confidence of those with long-term health issues and disabilities. The Service was quick to respond with a digital hardware offer for the digitally excluded, which included the delivery of Chrome Books to residents. For some of the digitally excluded, their exclusion was due to a skills deficit, rather than simply not having hardware.

The Service is reflecting upon support mechanisms for the digitally excluded and those with disabilities and plans to integrate support at the earliest opportunity to do so. When lockdown is eased and there is increased confidence surrounding people's health and well-being, the service would expect to see this improve. Initial delivery will be, for the most part, 1:1 for learners with the greatest need.

6.5 **Corporate Indicator JM1c - Number of BAME enrolled on an Adult & Community Learning Course**

2019-20 Annual target was not met but 74% of learners are BAME which is similar to last year's percentage and in terms of numbers of BAME residents enrolled on ACL courses, the 1,120 figure

exceeds the same period in the previous year. The ESOL curriculum team have reported that it has been difficult to engage with some beginner ESOL learners, where some have found accessing online learning challenging due to the language barrier. ACL has plans to address this as a priority once face-to-face delivery is possible.

Corporate Indicator JM1d - Number of residents engaging with online courses

6.6 This is a new corporate performance indicator. As with many other educational providers, the pandemic has forced the Service to innovate and deliver learning through online means. Staff are making use of Moodle, MS Teams and Zoom to deliver classes remotely and are using a V mark on registers to denote Virtual Learning. Although these changes were made in response to the pandemic, they are representative of a new service-level approach to delivery and highlight a renewed digital focus of the curriculum. As a result, the number of residents engaged with online courses has been included as a corporate indicator for 2020-21, where remote learner engagement includes learning by telephone and posting of learning resources.

Corporate Indicator JM2 - Number of new library members since library closures

6.7 The previous corporate indicator reporting number of library visits was replaced by the number of new library members and its sub-target JM2a since the library closures due to Covid-19. These new library members joined online in order to access our online resources. The number of new library members of 430 in Q1 has been above the profiled target of 300 for this quarter.

Corporate Indicator JM2a - Take up of e-resources (e-audio books, e-newspapers and magazines)

6.8 This is a new corporate indicator for 2020-21 that is presented as a sub-target for the “New library members since library closures” indicator.

The quarter 1 figure of 59,233 was above the profiled target of 40,000 for quarter 1 and almost half the last year annual total figure of 120,069. Although new, the service has previously recorded these figures and below table shows a comparison of the take up of e-resources in quarter 1 period in 2020 and 2019.

	Q1 2020	Q1 2019
E books	5,799	1,885
E Audio books	6,679	2,109
Newspapers	38,827	1,3865
Magazines	7,928	3,336
Digital Comics	884	-
Totals	59,233	21,195

During Q1 the Library and Heritage service worked hard to move the service online. We successfully increased the take up of e resources as well as online joiners. This meant that residents were able to access e books, e newspaper and magazines etc while the library buildings were closed. We moved some of our usual activities online for example gentle exercise classes. The Heritage team had several very successful online exhibitions including WW2 and Regents canal. Going forward we will continue to develop our online offer.

JM3 - Number of schools engaged in 100 hours of work

6.9 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 work underway from the recommendations of the Employment Commission in 2014 to develop a high-quality careers offer that is industry led, in order to inspire and equip the next generation.

Q1 has coincided with the widespread closure of schools and many of our partner employers. This has led to changes in the 100hrs WoW programme to reflect the fact that students were being home schooled, including the cancellation of all 100hrs WoW activities booked in for Q1. Targets for the programme have been adapted to reflect the changes in how the programme has been delivered.

Q1 update

School engagement is measured through 100hrs activity menu bookings, School Liaison activity bookings and attendance at the termly careers network meeting (Secondary schools only). As we had to stop taking new bookings due to schools closing at the end of Q4, these figures are lower than our initial targets. 12 schools (6 primary and 6 secondary) had activities planned for Q1 which had to be cancelled. Initial discussions had also taken place with 23 primary schools in Q4 to plan for new World of Work activities that tie directly into school's curriculums. Unfortunately, conversations with employers about these activities had to be put on hold in Q1, we hope to pick these up again once lockdown is eased further.

Engagement in the careers network meeting was high despite the move to online meetings. 10 out of a possible 13 schools attended in Q1. Due to the success of the meeting an additional careers network meeting took place in Q2. At both careers network meetings CPD was offered around embedding careers into recovery curriculums and how best to make use of online careers resources. City and Islington College also presented and updated the network on their post 16 offer and guidance for enrolment and virtual learning.

Targeting vulnerable groups

The WoW team engaged with the Virtual School, sharing online resources around employability, CV building and job profiles. Early discussions took place around offering a bespoke online workshop focussed on career choices, however it was felt this was unnecessary at the time as the students were already engaging well with the online resources already shared. The workshop content was adapted in to a 'Coronavirus & Career Choices' session to be piloted as part of Islington's Summersiversity programme in Q2. Working with the youth service, further out of school World of Work activity targeted at vulnerable young people is planned.

The Courtyard School has been supported by WoW to improve online careers resources available for their students to access from home. This has included sharing presentations around interview skills and case studies of career journeys.

Digital Engagement

New employers have been brought on to the 100hrs WoW programme and existing partners have been encouraged to provide digital opportunities for young people to get involved in while learning from home. Through the home learning webpage, the WoW team created, virtual work experiences work experience, employability and skills festivals, careers fairs, and employer partner activity packs have been produced. One activity pack from BDP was adapted into a week of virtual work

experience for Elizabeth Garrett Anderson with the inclusion of an online careers talk from an Architect.

WoW employer partners have contributed to our new online careers video and case study library. Our first careers video went live in June – a structural engineer career profile (female stem ambassador), and we have several in the pipeline including council colleagues and business volunteers with the aim to cover a range of sectors and job profiles. We are developing the resource to suit both primary and secondary ages.

Weekly careers-focussed primary activity packs were created throughout Q1. Due to the issue of some young people not having access to technology, all of the packs were printable. These activity packs tied in with school improvement home learning themes and aimed to introduce younger students to jobs they may not have come across before. All of these activity packs will continue to be available for download in the future.

JM4 - Number of page views for 100 hours of the world of work

- 6.10 This is a new PI put in place in response to the shift towards online provision following Covid-19 related closures.

690-page views / 489 unique page views

We continued to contribute to and promote home learning resources over the summer period with an anticipated drop off over the school summer holidays. We are building our online careers video resource, aiming for 1 new video per week. Working alongside School Improvement and Cultural Enrichment, we developed online resources released weekly on dedicated home learning pages aimed at families.

- 6.11 **JM5a - Number of Islington residents supported into apprenticeships with an external employer**

The Council's iWork team and employment support partners across the borough supported 7 residents into apprenticeships with an external employer in Q1.

- 6.12 **JM5b - Number of Islington residents gaining apprenticeships with council contracted suppliers**

Quarter 1 has seen a complete standstill in terms of new apprentices starting with council contractors. This is because all the anticipated starts were in construction, and the impact of lockdown resulted in offers being withdrawn, and existing apprentices going on to furlough. In Quarter 2, we have begun to see some signs of recovery, and we are again in conversation with council contractors about taking on new apprentices. Initially, we will be prioritising those apprentices who lost their placements on sites as a result of the lockdown ; - we are currently holding a list of 8 residents in this position, who we are hoping to place before they have missed too much of their apprenticeship learning.

JM6 - Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship

- 6.13 The target for council apprentices who move on to further employment or training within 3 months of completing their apprenticeship is an annual target of 80%. The current percentage stands at 60% based on five people completing LBI apprenticeships, three of whom having progressed into

employment or training. Of the two who did not progress into further employment, one is unavailable to work, while the other is being supported by iWork to apply to external positions. Pastoral and progression support for council apprentices continued throughout the lockdown period, with virtual support by telephone, email and Skype and a reintroduction of face to face support for those who most needed it phased in over the summer.

7. Implications

Financial implications:

7.1 The cost of providing resources to monitor performance is met within each service's core budget.

Legal Implications:

7.2 There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

Environmental Implications and contribution to achieving a net zero carbon Islington by 2030:

7.3 There is no environmental impact arising from monitoring performance.

Resident Impact Assessment:

7.4 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).

7.5 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.

8. Conclusion

8.1 The Council's Corporate Plan sets out a clear set of priorities, underpinned by a set of firm commitments and actions that we will take to work towards our vision of a Fairer Islington. The corporate performance indicators are one of a number of tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining good quality services.

It is evident that the Covid-19 crisis has had, and will continue to have, significant impact on progress against targets for those performance indicators that fall within the Jobs and Money outcome area. As the economy and labour market change, it is likely that a corresponding evolution of the performance reports to this Committee will be needed to ensure that it is able to provide oversight and challenge to the relevant Services.

Signed by:

Carmel Littleton, Corporate Director of People
Services

Date: 5th November 2020

Stephen Biggs, Programme Director of
Community Wealth Building

Report Author: Heads of Service for Employment, Skills and Libraries
Tel: 020 7527 3241
Email: c/o Dionne.gay@islington.gov.uk