



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

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	17 <sup>th</sup> December 2020	All

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**SUBJECT: Environment and Regeneration Quarter 2 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 2 of 2020-21 (1<sup>st</sup> July to 30<sup>th</sup> September 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 2 (1<sup>st</sup> July – 30<sup>th</sup> September 2020) for measures relating to Jobs and Money outcomes in Environment and Regeneration.

**3. Background**

- 3.1 A suite of corporate performance indicators have been proposed for 2018-22, which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - *Building a Fairer Islington*. These continue to be reviewed, to ensure that they are fit for purpose, both providing Committee with a measure of overall performance, as well as stretching services to meet the exceptional economic circumstances we now face. 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. Quarter 1 performance update – Outcome: Reduce levels of long-term unemployment and worklessness

##### 4.1 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	Q2 2020/21	On target	Q2 last year	Better than Q1 last year?
JM7	Number of Islington residents supported into paid work through Team Islington activity.	1,352	1,318	<b>600</b>	<b>271</b>	<b>Yes</b>	677	<b>No</b>
	a) Parents of children aged 0-18	433	348	<b>198</b>	<b>54</b>	<b>Yes</b>	198	<b>No</b>
	b) Young people aged 18-25.	391	381	<b>200</b>	<b>58</b>	<b>Yes</b>	189	<b>No</b>
	c) Disabled people / those with long-term health conditions.	283	300	<b>150</b>	<b>59</b>	<b>Yes</b>	136	<b>No</b>
	d) BAME.	597	661	<b>350</b>	<b>167</b>	<b>Yes</b>	362	<b>No</b>
	e) Council Contracted Suppliers	60	89	<b>100</b>	<b>25</b>	<b>Yes</b>	53	<b>No</b>
JM8	Number of London Living Wage entry level jobs achieved through the Islington working partnership	New indicator	New indicator	<b>150</b>	<b>To be reported from Q3</b>	New indicator	New indicator	<b>N/A</b>
JM9	Monetary value of social value derived	New indicator	New indicator	<b>New indicator</b>	<b>To be reported from Q3</b>	New indicator	New indicator	<b>N/A</b>

	through affordable workspace							
JM10	Assessment by businesses of impact/value added by Inclusive Economy & Jobs	New indicator	New indicator	<b>New indicator</b>	<b>To be reported from Q4</b>	New indicator	New indicator	<b>N/A</b>
JM11	Number of Islington residents supported into apprenticeships with an external employer	167	138	30	<b>16</b>	Yes	99	<b>No</b>
JM12	Number of Islington residents gaining apprenticeships with council contracted suppliers	23	18	20	<b>1</b>	No	14	<b>No</b>

#### 4.2 **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. We are on track to achieve this target and at the end of March 2020 had successfully placed over 2,600 residents into work. In light of the economic downturn this year, we are proposing a reduction of our annual target to 600, this will still result in over 3,000 residents supported into employment in the three-year period. We anticipate that we will revert to the annual target of 1,000 in 2021-22, which would represent an overall over-achievement against the manifesto commitment, despite the impact of the Covid-19 pandemic.

4.3 Despite the national government lockdown restrictions, performance has remained strong in Quarter 2 with **271** unemployed Islington residents supported into paid employment representing a 55% increase on outcomes for Quarter 1, providing confidence that we will achieve the proposed revised target of 600 at year-end. The overall figure is still down against the same period in 2019-20. Employment outcomes have been significantly affected by the onset of Covid-19 and the impact this has had on the labour market. The iWork service has adapted its mode of delivery to a blended approach providing support for residents by telephone and on-line service. The service has a refreshed

offer that is responsive, with a dedicated focus on retraining and upskilling, pre-employment support and extended in-work support.

- 4.4 We have identified the issue of sustainment in work as a key priority to measure in assessing the effectiveness of employment support services and to ensure that residents have been supported into 'good' employment. There is no corporate target for supporting residents out of in-work poverty. However, 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, further exacerbated by the onset of the Covid-19 pandemic. The council commissioned Shaw Trust 'Get Back on Track' programme has adapted its service model to support residents in work who have been affected by the Covid-19 pandemic with the main objective being job retention and employment rights. The service offers advice on the furlough scheme, redundancy, changes to contractual terms, conditions and managing health and well-being. We have produced a short information pack on the benefits of trade union membership and the sources of employment rights advice in the borough. An outline communications plan has been developed setting out how this information will be circulated to residents and services in the borough.
- 4.5 The iWork service undertakes regular monitoring of sustained outcomes by clients at 1, 13, 26 and 52 weeks. To ascertain if clients remain in employment and providing pastoral support if they are experiencing any challenges. Clients concerned about redundancy in light of the Covid-19 pandemic have been referred to the Shaw Trust for additional support. The construction sector was significantly impacted by the national government lockdown with many apprentices at risk of losing their jobs. To mitigate this, we allocated each apprentice a caseworker who regularly engaged with them during lockdown and provided encouragement when they were furloughed. We also contacted employers to remind them of their commitments under section 106. Once the Construction sector re-opened we were able to place 4 residents back into employment and 4 have been booked in for interviews.
- 4.6 The government has announced plans for several new initiatives to tackle widespread unemployment. Ingeus will be delivering the new Job Entry Targeted Support service (JETS) 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. There are 10,000 places on the programme for the Central London Forward area. In Islington, Ingeus aim to start 1,042 people on the programme over the course of the year and support 375 into paid employment. The iWork Service and Ingeus have already established a referral process to the programme and are maximising integration with other services in the council including Adult & Community Learning and The Family Information Service.

4.7 **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 **54** parents of children aged 0-18 into employment in Quarter 2. Engagement with parents remains a challenge. In order to address the issue of parental unemployment it is important to understand precisely what internal and external circumstances have a material impact on the chances of finding a job and how they form common and differentiated barriers to finding good quality work.

We are aware that although our partners are working with a high number of parents there is an issue with collecting data on parental status. We are taking action to address this by working with partners to identify how to address this gap in information and to ensure that data sharing agreements are signed and in place for future reporting.

We are taking action to address performance of employment outcomes for parents by commencing analysis of the nature of parental unemployment in Islington to inform an improved joined up offer of support across services. This will include ensuring that partners collect as full a picture as reasonable of the circumstances of an individual, to fully support that person as well as help design future interventions.

**4.8 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 2, **58** young people aged 18-25 were supported into paid employment.

Development of the Youth Employability and Skills (YES) programme has continued, with five staff now in post and recruitment underway for skills tutors. The programme has been designed to support the target cohort of NEET 18-25 year olds who are from a care, or youth justice background, or known to key community partners. There is now an established co-ordinated approach with the service and the borough wide youth employment support offer, convened by the council, with key youth and FE partners which include government initiatives such as Kickstart, as part of a wider planned approach to tackle the rise in youth unemployment as a result of the Covid-19 pandemic. Initial conversations with employers have developed and positioned the YES Programme offer as a pre-traineeship/ pre-Kickstart offer of employability to learning partners and businesses, to ensure there is a clear progression route and pathway in to work for young people in Islington.

We are working collaboratively with the council's Early Careers team in HR to establish ourselves as a Kickstart Gateway, in order to offer six month paid work placements to 16-24 year olds within the council and with local employers. We have received a high level of interest from a range of employers offering placements, many are also interested in supporting our youth employment and world of work initiatives and for some there is potential to offer progression opportunities such as apprenticeships. We are engaging with employers and organisations who are keen and committed to supporting residents from our priority groups. We are working closely with other local providers to share knowledge and identify suitable processes for referrals to ensure employers are signposted to the most suitable intermediary organisation.

**4.9 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 2, **59** residents with a disability/long term health condition were supported into paid employment. 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. The Autism and Learning Disability Sub Group have reported only 1 resident with a global learning disability obtaining paid work in Quarter 2. Yearly comparators show, between 7 - 10 employment outcomes would normally be achieved. We continue to work with local disability organisations to support residents into work.

**4.10** A new pilot project 'Preparing for Adulthood' will commence in January 2021. It aims to develop new and better ways of supporting young people with a disability as they leave school and start their adult lives. The new team will look at young people's strengths and interests and help them link with groups and activities in the community as well as with support organisations that can help them continue to develop skills and find work. The team will be based within Adult Social Services in the People Directorate and will co-ordinate with employment support services through the Autism and Learning Disability Employment Sub-Group and Employability Practitioners' Network. iWork will work with the team to maximise opportunities and build on existing good practice in relation to employment support for vulnerable groups.

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

- 4.11 We continue to report strong outcomes for BAME residents with **167** into paid employment in Quarter 2. We know that people from BAME backgrounds have been severely impacted by the onset of the Covid-19 pandemic, as they are more likely to be working in low paid, insecure jobs in shut down sectors in retail, hospitality, catering and parts of the creative industries.

We retain our focus on those most disadvantaged by the labour market and are aware that increasing numbers of unemployed people will push the already disadvantaged further to the back of the jobs queue. We have convened a new forum for BAME organisations to improve our reach into our ethnic minority communities. The forum aims to develop a greater understanding of employment support services that are available in Islington providing the opportunity to hear directly from members of the BAME community who have used employment support provision. Preparations are underway to commence a research project to provide robust evidence on unemployment to enable targets to be set for BAME groups.

#### **Corporate Indicator JM7e - Council Contracted Suppliers.**

- 4.12 By the end of Quarter 2, the vast majority of jobs sourced with council contracted suppliers have been with the Adult social care providers. This is because in Quarters 1 and 2, most other services were working under full capacity, and recruitments were generally frozen. Even the school meals contractors, who have traditionally taken on a large number of our clients, and who are now back at work, are experiencing a downturn as more families are choosing to send in home prepared packed lunches. In general, we have a small number of contractors employing a large number of our clients, with the majority of our jobs coming from the school meals contractor and GLL leisure. This year it is our intention to broaden the number of council contractors that we are working with. We are working with members of the Council's Employment Board to develop an integrated employment offer, looking across corporate contracts to ensure that we optimise the employment outcomes for residents across all commissioned services. This is in line with the ambition set out within the council's recently agreed Progressive Procurement Strategy.

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

- 4.13 This is a new performance indicator and this will be the first year that we have reported on London Living Wage (LLW) jobs secured for our local job seekers. At present, we are only reporting on outcomes recorded on our in-house database, and we can see that 78% of outcomes were paid at LLW. For future reporting, we hope to increase the number of partners who report on LLW, but this will be reported as a proportion of the returns, a significant number of our partners do not have the systems to report on this accurately. We aim to see an increase in local jobs offered at LLW, as we work with local employers to progress our strategy for Islington to become a London Living Wage borough.

#### **JM9 - Monetary value of social value derived through affordable workspace.**

- 4.14 This indicator is due to be reported in Quarter 3 and is currently under review to ensure the programme is reporting the most appropriate measure of social value impact. The Affordable Workspace Programme continues to make good progress. There are now two operational workspaces, with another three due to be operational late spring 2021. Two spaces, are due to come on line towards the end of next year.

Following a successful launch in September The FC Designer Collective, Fonthill Road incubator space has started to attract good levels of interest from local designers and young people interested in a career in fashion. Despite limited engagement activities due to the Covid-19 national lockdown, Fashion Enter has continued to promote the community designers retailing from the space via social media and mailing list. They supplied fabric and materials for community-led PPE projects with over 500 masks produced. 40 job vacancies have been promoted via the Employment Practitioners Network (EPN) and 25 courses promoted via engagement activities. Community engagement held at the

Andover estate resulted in over 10 residents signing up to join the programme and 7 women to the sewing group.

Following press releases from a shop launch event, nine new local designers have joined the programme. Classes are now taking place in the retail shop with a maximum of four pupils to adhere to current social distancing requirements. Footfall has been severely reduced by the impact of Covid-19 and sales have been lower than anticipated. Due to the current restrictions on retail, trading imposed by the second 'lockdown' the shop is now closed until early December.

Covid-19 has significantly impacted the number of customers and beneficiaries using the operational spaces, in particular the retail incubator. However, the programme recognises that these spaces are going to be a crucial component of local economic recovery, so will continue to support operators and make sure they are fully integrated with the wider council approach to business support and local wealth building. Likewise, because of the same drivers, despite being a difficult market in which to develop and bring forward new spaces, the Council will continue to make best efforts to deliver the spaces currently in development.

Outlandish and Founders & Coders, Fonthill Road Techspace - As updated previously the lead tenant for this space is Outlandish who are a digital workers co-operative. They are partnering with Founders and Coders CIC who are a UK-based non-profit that develops and runs tuition-free, peer-led training programmes in web development. Both organisations have been steadily increasing activity and take up of space in the new hub. Covid has had an impact on user numbers but in general terms, levels has remained steady, which is perhaps a reflection of a rapidly changing jobs market. There are still some final works to be delivered through the Good Growth Fund which include a new lift and entrance, which will make the unit fully accessible.

In summary, Covid-19 has impacted the number of customers and beneficiaries using the spaces that are operational, in particular the retail incubator. However, we recognise these spaces are going to be a crucial component of local economic recovery, so will continue to support our operators and make sure they are fully integrated with the wider council approach to business support and local wealth building.

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

4.15 The council has set up a dedicated business support website, which is updated frequently with the latest information and advice on safe operations, financial assistance and business support initiatives, as well as a new business support email service to provide businesses with rapid response advice during the pandemic.

The council has also put together a mailing list of over 3,000 businesses with business bulletins sent to businesses weekly during lockdown and bi-weekly throughout the crisis. This bulletin updates businesses with the latest government and council information in relation to COVID 19 and wider business support.

The council has Local Economy Officers working in Finsbury Park, Archway, Caledonian & Barnsbury and Nags Head, and these officers are providing help and support, signposting businesses to the relevant information sources and triaging queries to colleagues across the council, in addition to facilitating town centre meetings, which are held on a quarterly basis.

Local Economy Officers have set up What's App Groups in their local areas, which provide fast and convenient access to information for traders associations and other business groups, whilst also establishing a peer-to-peer business support network.

The council has responded to the effects of the coronavirus crisis by compiling a directory of local businesses currently offering a remote ordering and/or home delivery service. This directory is regularly updated and is hosted on our Islington Life Website. The council has partnered with 'My

Virtual Neighbourhood’ to progress to a more professional and usable directory offer with coverage right across the borough.

The council has provided access to a cargo bike service where local businesses can take part in a free trial, receiving a credit of £250 worth of deliveries with local cargo bike company ‘Pedian’.

The council is engaged with local Mutual Aid Groups in most areas, sharing information and promoting local businesses wherever possible.

The council is delivering a substantial ‘Shop Local’ communications package in an effort to drive business to our local traders. This is a flexible campaign which has adjusted its message according to the latest government restrictions while all the time encouraging residents to support local businesses.

The council is currently developing new local economy strategies with action plans for each of the Council’s local economy areas/town centres. This will include activities to support local businesses on the high street to create welcoming and sustainable town centres, as well as trying to make sure the wealth in our local economies is shared as fairly as possible through good employment and encouraging anchor institutions (large organisations/businesses rooted to the borough) to prioritise local supply chains.

**JM11 - Number of Islington residents supported into apprenticeships with an external employer.**

4.16 We are continuing to see very low numbers of new apprenticeships being created by employers, which is evidence of low confidence in the current economic climate. Similar reports are received from other London boroughs. We anticipate this will continue to be a problem as we are seeing a number of employers who have an interest in supporting young people being diverted into offering placements under the new government Kick-start programme instead.

The Kickstart Scheme has been introduced by the government and provides funding to create new job placements for 16 to 24 year olds on Universal Credit who are at risk of long-term unemployment. Employers of all sizes can apply for funding to create paid work opportunities lasting 6 months.

**JM12 - Number of Islington residents gaining apprenticeships with council contracted suppliers.**

4.17 This is proving to be a challenging ambition during the Covid-19 impacted recession, and it is likely that we will not achieve the stretch target we had set ourselves during a more optimistic period. However, this will continue to be a key ‘ask’ within council contracts, as part of the enhanced Social Value approach set out in the new corporate Progressive Procurement Strategy.

**Quarter 2 performance update – Outcome: Help residents get the skills they need to secure a good job**

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

5.	PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q2 2020/21	On target?	Q2 last year	Better than Q2 last year?
5.1	JM1	<b>Corporate indicator</b> Number of Islington residents enrolled on an Adult &	(18-19 Academic	(19-20 Academic	2,000	<b>Revised 19-20 Academic</b>	No	18-19 Academic Year - 1,507	<b>Stable</b>

	Community Learning Course, with sub-targets for:	year) 1,507	Year) 1,504		<b>Year – 1,504</b>			
	<b>Corporate indicator</b> a) Parents of children aged 0-18	(18-19 Academic year) 509	(19-20 Academic Year) 423	1,100	<b>Revised 19-20 Academic Year – 423</b>	No	18-19 Academic Year - 509	<b>No</b>
	<b>Corporate indicator</b> b) Residents with disabilities/those with a long term health condition	(18-19 Academic year) 344	(19-20 Academic Year) 317	600	<b>Revised 19-20 Academic Year – 317</b>	No	18-19 Academic Year - 344	<b>Stable</b>
	<b>Corporate indicator</b> c) BAME	1,105	(19-20 Academic Year) 1,110	1,540	<b>Revised 19-20 Academic Year – 1,110</b>	No	18-19 Academic Year - 1,105	<b>Stable</b>
	<b>Corporate indicator</b> d) Residents engaging with online courses	New indicator	479	500	<b>Revised 19-20 Academic Year – 479</b>	N/A	New indicator	<b>N/A</b>
JM2	<b>Corporate indicator</b> Number of new library members since library closures, with sub-target for:	New indicator	New indicator	1,200 (600 for Q2)	<b>1,425</b>	Yes	New indicator	<b>N/A</b>
	<b>Corporate indicator</b> a) Take up of e-resources (e-audio books, e-newspapers and magazines)	New indicator	New indicator	180,000 (90,000 for Q2)	<b>114,689</b>	New indicator	New indicator	<b>N/A</b>
	Number of online events and activities	New indicator	New indicator	New indicator	To be reported from Q3	New indicator	New indicator	<b>N/A</b>
JM3	Number of schools engaged in 100 hours of work programme	New indicator for 19-20	25	40 (20 for Q2)	<b>21</b>	Yes	14	<b>Yes</b>
JM4	Number of page views for 100 hours of the world of work	New indicator	New indicator	1,170 (780 for Q2)	<b>1,625</b>	Yes	New indicator	<b>N/A</b>

5.2	JM6	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	66%	83%	80%	<b>78%</b>	N/A	80%	<b>Stable</b>
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**Corporate Indicator JM1 - Number of Islington residents enrolled on an Adult Community Learning Course<sup>1</sup>**

The Service reported 1,505 learners in the 19/20 return to the GLA. The service was on course to exceed unique learner numbers on the previous academic year but lockdown led to the shifting of provision to a blended mode, supporting learners to continue their learning through the use of laptops, mobile devices and the telephone. A direct consequence of the closure of physical learning centres was that the service could not run family learning events, nor summer recruitment events, which are key events in the ACL calendar.

5.3 The lockdown took effect in the final week of the Spring term. In order to enrol learners onto courses for the following term, the Service went live with the online Webenrol system, a facility that enables remote enrolment. Residents were supported to enrol with help from their tutors and learning hub officers, with healthy numbers of residents re-enrolling from one term to the next. The service updated marketing during this period to promote online delivery and updated its website to show residents how it was supporting them during the pandemic.

**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 the impact that the pandemic had on learning venues and on parents themselves. The service found that throughout lockdown, some parents were struggling with the compound pressures of childcare, home schooling and managing a household at a time of national upheaval. These concerns coupled with the closure of learning venues led to a challenging enrolment period for parents and young families.

5.4 These challenges led to the Service adapting the Family Learning offer, delivering sessions on family resilience during lockdown and family-centred sessions, such as "Big Little Moments" and "Small Talk". Take up for these courses however, was not significant.

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

5.5 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.

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

5.6 The 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 1,110 figure is on a par with figures for the previous academic year. The ESOL team have risen to the challenge in delivering low-level ESOL provision, and have made progress but there is work that remains to be done. The Service participated in a Council-led meeting with BAME community organisations, where a former ACL ESOL learner spoke of her experience with ACL and her subsequent employment. Having a practical example of a BAME resident's success was an effective endorsement of the service.

**Corporate Indicator JM1d - Number of residents engaging with online courses**

5.7 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**

5.8 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 or in person since some of the libraries have reopened. The number of new library members of 995 in Q2 is above the profiled target of 300 for this quarter.

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

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 2 figure of 55,826 was above the profiled target of 45,000 for quarter 2 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 2 period in 2020 and 2019.

	Q2 2020	Q2 2019
E books	5384	1858
E Audio books	7132	2365
Newspapers	34797	18729
Magazines	8146	4140
Digital Comics	367	0
Totals	55826	27102

During Q1 and Q2 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

5.9 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 and promote our online offer and from Q3 we will report on the number and range of Library and heritage events and activities delivered online .

### **JM3 - Number of schools engaged in 100 hours of work**

Quarter 2 target of 20 schools engaging with 100 hours of world of work was met with 21 schools engaging with the programme between April and September. School engagement was lower during Q2 due to the impact of Covid, school closures and summer holidays. This continued to impact the programme with all of the activities and resources offered virtually rather than face to face. As students were studying from home until September, we supported them with regular enrichment activity packs and through sharing our partner resources. This was distributed through the Islington School Improvement Home Learning web page, which became a central hub for parents and young people to find home learning resources. Additionally, the team ran a workshop through Islington's Summersiversity programme about Covid and career choices to directly reach young people during the summer holidays.

5.10 Schools have remained engaged in the programme through heads briefings, governors briefings, and well attended careers network sessions with school careers leads. We have received requests for bespoke careers support from five secondary schools so far during the autumn term, and have been working with businesses to develop online activities and resources for both primary and secondary schools which are available on a newly refreshed WoW website.

We have identified priority groups going in to Q3 including New River College PRU, Children in Need, Beacon High Wellbeing Centre and Children Looked After. Work is underway to plan bespoke workshops for these groups as part of an overall enrichment offer.

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

5.11 The cumulative total of page views for 100 hours of world of work was 1,628 at the end of September 2020. Though promotion of home learning resources continued throughout the summer holidays, we did see a drop off in page views. As of September we have launched our new activity and resource menu pages, which contributed a large number of the total page views. These pages are updated weekly and promoted to schools regularly. We are promoting World of Work online resources via our new careers bulletin aimed at careers leads and advisers, and also our youth employment bulletin.

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

6. All four apprentices who completed their apprenticeships in the previous quarter progressed into further employment within the council in quarter 2. Overall progression for this year stands at 78%, which represents 7 out of 9 apprentices having progressed into employment. 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.

6.1 From Quarter 3, responsibility for pastoral and progression support for council apprentices will move to the council's Human Resources team who will provide updates in future reports.

## **6.2 Implications**

### **Financial implications:**

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

**Legal Implications:**

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

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

There is no environmental impact arising from monitoring performance.

**Resident Impact Assessment:**

6.5 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. 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.

7.1

**Conclusion**

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:**

Date: 25 November 2020

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