

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

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	8 th March 2021	All

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SUBJECT: Environment and Regeneration Quarter 2 & 3 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 is combined of Quarter 2 and Quarter 3 of 2020-21 (1st July to 31st December 2020) and sets out 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 & 3 (1st July – 31st December 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	Q3 2020/21	On target	Q3 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	473	Yes	1087	No
	a) Parents of children aged 0-18	433	348	198	103	Yes	313	No
	b) Young people aged 18-25.	391	381	200	115	Yes	307	No
	c) Disabled people / those with long-term health conditions.	283	300	150	115	Yes	213	No
	d) BAME.	597	661	350	278	Yes	543	No
	e) Council Contracted Suppliers	60	89	100	38	No	78	No
JM8	Number of London Living Wage entry level jobs achieved through the Islington working partnership	New indicator	New indicator	150	80	Yes	New indicator	N/A
JM9	Monetary value of social value derived	New indicator	New indicator	New indicator	£403,324	New indicator	New indicator	N/A

	through affordable workspace							
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
JM11	Number of Islington residents supported into apprenticeships with an external employer	167	138	30	25	Yes	130	No
JM12	Number of Islington residents gaining apprenticeships with council contracted suppliers	23	18	20	1	No	18	No

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 December 2020 had successfully placed **3,143** residents into work. In light of the economic downturn this year, we proposed a reduction of our annual target to 600, which has resulted in over 3,000 residents supported into employment in the three-year period. This will revert to the annual target of 1,000 in 2021-22, which would enable us to meet the target of 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 3 with **473** unemployed Islington residents supported into paid employment, 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 and using our strong sector teams to lead on recruitment in health and social care and construction.

- 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 to adapt 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 emphasise their commitments under section 106. Once the Construction sector re-opened we were able to place 6 residents back into employment and are still supporting 2 who need to be placed.
- 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. The programme has already enrolled 189 residents, with 10 securing paid job outcomes.
- 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 **103** parents of children aged 0-18 into employment in Quarter 3. Engagement with parents remains a challenge, school closures have had a significant impact on the number of parents able to actively seek employment. Parents are being encouraged to enrol with local training providers to develop their skills. iWork actively engages with key council services such as the Family Information Service and Bright Start Centres to promote the employment support offer and encourage referrals.

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. Given that tackling child poverty is a key corporate objective, 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. We will be re-establishing an employment task and finish group to develop a plan for an integrated employment support offer for parents and work with our partners to ensure they 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.

In addition to efforts to support people into work, we also recognise the need for advice and support to help those in work remain in their jobs and progress. The Council-funded Get Back on Track service is delivered by Shaw Trust and is targeting support to residents whose jobs have been directly impacted by the Covid-19 pandemic. The service offers specialist Human Resources and Legal advice furlough, changes to job descriptions or working conditions, and redundancy. The service has recently commenced work with Council colleagues in the schools teams in order to promote the service to parents who need to understand their rights when asking employers for flexibility in relation to home-schooling demands

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 3, **115** young people aged 18-25 were supported into paid employment.

The new Youth Employability and Skills (YES) programme is now operational, it has been designed to support target cohorts of NEET young people who are from a care, or youth justice background, or known to our community partners. Since its commencement in November month, the team has held introductory sessions with employers, targeted services and youth and community partners. 40 employers have already committed to providing world of world of world experiences and 35 young people are now engaged.

Our Youth Employment Manager has convened a network of youth and FE partners to ensure there is a co-ordinated approach to a borough wide youth employment and training support offer, particularly in response to Government initiatives such as Kick-start.

The Council has submitted a bid to become a Kick-start Gateway Organisation having identified 40 roles across the council and with external employers that will provide six month paid work placements to 16–24-year-olds.

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 3, **115** 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. Residents with autism or global learning disabilities have been adversely affected by the Covid-19 pandemic. In Quarter 3, 6 people with autism or global learning disabilities have been supported into work this financial year. 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 and are exploring how support schemes like Kick-start, which provides funding to employers to provide jobs of 6-month duration for 16–24-year-olds who are on universal credit can be made accessible to this group.

A new pilot project 'Preparing for Adulthood' commenced 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.

Partnership work is underway between the council, DWP, Peabody and the London Deaf Information Service to support deaf residents into employment. Support is provided by BSL Interpreters using virtual toolkits to provide a pathway to employment.

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

We continue to report strong outcomes for BAME residents with **278** into paid employment in Quarter 3. 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.

The Council has funded Muslim Welfare House to employ two outreach workers on a part time basis for six months to engage with people in Finsbury Park and connect them with employment, training, and other services. Outreach work started in November and has successfully engaged over 50 people. While some are in a position to take up training and employment support offers, many others have specific barriers including homelessness, addiction and complex immigration rights issues. They are being referred to specialist support services.

4.11 Corporate Indicator JM7e - Council Contracted Suppliers.

By the end of Quarter 3, many jobs sourced with council contracted suppliers have been with the Adult social care providers. This is because during the various lockdowns, most other services have been working under full capacity, and recruitments were generally frozen. Even the school meals contractors, who have traditionally taken on many our clients, and who were briefly back at work, have experienced a downturn as more families chose to send in home prepared packed lunches. Even in usual times, we have traditionally only worked closely with a very small number of our contractors. Part of our approach to recovery 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 look across key 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.

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

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. In quarter 3 we had achieved 80 LLW outcomes, but we only receive reports on Living Wage outcomes from our in-house services and around 25% of our wide network of partners. For future reporting, we hope to increase the number of partners who report on LLW, but this will continue to 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.

4.13 JM9 - Monetary value of social value derived through affordable workspace.

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 further spaces, are due to come on line towards the end of 2021.

This indicator relates to an estimation of the monetary value of the social value delivered by workspace operators participating in the Councils Affordable Workspace Programme. Operators do not have formal targets until year 2 when their space is established. However, we have attempted to capture all early outputs, whether quantitative or qualitative and assign a monetary value where possible. The monetary value is calculated using the Social Value Portal’s TOMs evaluation methodology. We will report against targets for Fashion Enter next quarter.

4.14 Affordable Workspace Programme - Social Value Performance

Workspace	Opening Date	SV Output (£)	Outputs
Space 4 Outlandish and Founders & Coders	November 2019	£403,324	<p>Enterprise</p> <p>Regular workspace users = 66</p> <p>Employment</p> <p>New jobs created= 2.5</p> <p>Number of people progressing into work* = 48</p> <p>Training & Events</p> <p>SPACE4 events =800 attendees at 67 events</p> <p>Founders and Coders = 400 attendees at 30 drop-in events</p> <p>Founders and Coders provided:</p> <p>full time training for = 48 participants (595 hours per participant)</p> <p>Tech for Better training programme = 16 participants</p>
FC Designer Collective	September 2020	Space closed due to Covid restrictions. This indicator will be reported next quarter	<p>Enterprise & Employment</p> <p>Jobs created or safeguarded = 3</p> <p>Designers in store = 10</p> <p>Training & Events</p> <p>Entrepreneurs receiving support and training = 13</p>

			Learners on the Level 1 Stitching Academy course = 3 (2 due to start shortly)
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*Entry into employment or self-employment (London resident NEET into employment expected to last at least 26 weeks)

4.15 **Other Qualitative Outputs and Outcomes**

SPACE 4 - Founders and Coders will be moving towards becoming an apprenticeship provider in 2021, with support from Outlandish. During the lockdown, in June 2020, SPACE4 and Outlandish, in partnership with Islington Council, delivered COVID-19 online business support tutorials and webinars around digitalising business operations to 75 businesses which help to promote the sustainability/continuity of local businesses by helping them get online.

4.16 **FE Designer Collective** - In July 2020, Fashion Enter provided free fabric to the Finsbury Park Sewing Group which enabled them to create 800 face masks for vulnerable people living in the borough. The participants in the sewing group were able to develop their sewing skills and will have access to the free training opportunities Fashion Enter will be providing in the workspaces in 2021 - 15 members of the sewing groups were involved. One of the designers has been offered a job in the shop one day a week.

4.17 Following a successful launch in September The FC Designer Collective, Fonthill Road incubator space 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. 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 seven women joined the sewing group.

4.18 Following press releases from a shop launch event, ten 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 current 'lockdown', the shop is now closed until such time as restrictions are lifted.

4.19 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.

4.20 **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.

4.21

City University will open the affordable workspace at the Ray Building in May 2021, with a specific focus on start-ups which deliver social impact, and are social enterprises. By the start of 2022, we anticipate two more spaces at City Road and White Collar Factory will be operational.

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.

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

The council continues to run 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. Shifts have been doubled recently for officers as there has been a steep rise in the number of businesses requesting information on grants.

The council has also put together a mailing list of over 3500 businesses with 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 Economies Officers are also acting as the first point of call for assisting businesses on grants related queries from businesses in our town centres and high streets.

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' and now also 'Near Street' to progress to a more professional and usable directory offer, with coverage right across the borough, and a better local shopping experience for residents. These platforms will be launched in the next few weeks, aiming to benefit businesses once lockdown is eased enough to allow retail shopping in person while making sure to promote safe shopping messaging.

The council continues to provide 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 working with local Mutual Aid Groups (MAGs) in most areas, sharing information and promoting local businesses wherever possible, even encouraging spend by the MAGs locally.

The 'Shop Safely Pledge' which forms part of our '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 has now developed new local economy strategies in draft, and once approved by councillors they will be followed 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.

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

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 several employers who have an interest in supporting young people being diverted into offering placements under the new government Kick-start programme instead.

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

This is proving to be a challenging ambition during the Covid-19 impacted recession, and it is likely that we will not achieve the target we had set ourselves during a more optimistic period. However, this will continue to be a key 'ask' within council contracts in 21/22, as part of the enhanced Social Value approach set out in the new corporate Progressive Procurement Strategy.

5. Quarter 3 performance update – Outcome: Help residents get the skills they need to secure a good job

5.1 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	2020/21 Target	Q3 2020/21	On target?	Q3 last year	Better than Q3 last year?
JM1	Corporate indicator Number of Islington residents enrolled on an Adult & Community Learning Course, with sub-targets for:	18-19 Academic year 1,507	19-20 Academic year 1,504	2,000 (500 for Autumn term)	2020-21 Autumn term – 523	Yes	2019-20 Autumn term – 1,03	No
	Corporate indicator a) Parents of children aged 0-18	18-19 Academic year - 509	19-20 Academic year - 423	1,100 (300 for Autumn term)	2020-21 Autumn term – 199	No	2019-20 Autumn term - 274	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 (150 for Autumn term)	2020-21 Autumn term – 92	No	2019-20 Autumn term - 204	No

	Corporate indicator c) BAME	18-19 Academic year 1,105	19-20 Academic year 1,110	1,540 (350 for Autumn term)	2020-21 Autumn term - 428	Yes	2019-20 Autumn term - 737	No
	Corporate indicator d) Residents engaging with online courses	New indicator	19-20 Academic year - 479	500 (400 for Autumn term)	2020-21 Autumn term - 442	Yes	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 (900 for Q3)	2,473	Yes	New indicator	N/A
	Corporate indicator a) Take up of e-resources (e-audio books, e-newspapers and magazines)	New indicator	New indicator	180,000 (135,000 for Q3)	174,753	Yes	New indicator	N/A
	b) Number of online events and activities	New indicator	New indicator	120 (60 for Q3)	68	Yes	New indicator	N/A
JM3	Number of schools engaged in 100 hours of work programme	New indicator for 19-20	25	40 (30 for Q3)	21	No	16	Yes
JM4	Number of page views for 100 hours of the world of work	New indicator	New indicator	1,170 (930 for Q3)	2,760	Yes	New indicator	N/A
JM6 *	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	66%	83%	80%	78% (Q2 figure)*	N/A	80%	Stable

5.2 Corporate Indicator JM1 - Number of Islington residents enrolled on an Adult Community Learning Course¹

Islington Adult Community Learning reported 1,505 learners in the 19/20 return to our main funder, GLA. The service was on course to exceed 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 using 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 face to face recruitment events, which are key in the ACL calendar.

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 an online Web enrol system, a facility that enables remote enrolment. Residents were supported to enrol with help from ACL staff, with healthy numbers of residents enrolling and re-enrolling. 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.

Quarter 3 20/21 is the beginning of the academic year for ACL. New learners were supported with personalised careers advice and guidance in preparation for enrolment onto courses remotely. The entire ACL staff team has been engaged with supporting residents to enrol and be confident accessing online learning and crucially, to provide hardware loans to residents who would otherwise be digitally excluded. Following on from enrolment, teachers have demonstrated ingenuity, resilience and genuinely personalised support despite challenges that operating remotely present.

Currently, English, Maths, ESOL, Community Learning and Family Learning are being delivered online, courses all enrolled greater numbers of higher-level learners than the previous year.

Due to the lockdown of March 2020, the service was unable to access learning sites and learner portfolios, leaving a significant number of learners in a state of not having completed their qualifications. This mainly impacted the Vocational, Digital and Employability curriculum.

As a result, these areas were prioritised in the phased return to face-to-face delivery in Autumn 2020. Following a term of 1:1 support and intensive work, the expected number of learners on these programmes succeeded in completing and attaining qualifications. In the sign off these qualifications, the External Verifiers commented on the high quality of the teachers' work.

The Service secured additional Covid recovery funding from the GLA for staff training and learner support and hardware loans. In addition to this, the Service was successful in leading a bid with local tech co-operatives Founders and Coders and Outlandish, resulting in an innovative coding programme to support the newly unemployed into work in the Tech sector. Additional funding has made the delivery of 1:1 digital support possible, with 45 residents having enrolled on sessions to year end.

Although the number of learners has exceeded the profiled target, the Service would expect to have done so by a far greater degree so must continue expending every effort to recruit learners throughout the academic year.

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

This corporate target for the 2019-20 academic year has not been met, due to the impact that the pandemic had on access to 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.

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".

From commencement of the 2020-21 Autumn term parents with children 0-18 have been enrolling across all curriculum areas. Due to lockdown, Family Learning provision moved online, and the service responded with a series of wellbeing sessions aimed at parents and delivered in collaboration with the Peel Institute. The Service continues working with Bright Start strategically, interweaving recovery plans to support parents through the crisis.

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

Engaging and enrolling residents with long-term health conditions and those with disabilities onto ACL courses during the pandemic is a challenge due to issues of digital exclusion and the impact upon health and wellbeing upon the most vulnerable.

The service has secured some hardware for loans to residents facing digital exclusion and has also developed signed videos, available on the Council YouTube Channel, promoting provision. ACL, Libraries and Adult Social Care teams are planning a joint digital inclusion pilot to better engage with this cohort of residents.

The service has highlighted priority provision for a return to face-to-face, to engage vulnerable residents safely at the earliest opportunity.

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

In academic year 19/20, 74% of ACL 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 has risen to the challenge to extend ESOL provision and has 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.

The commencement of the 20/21 academic year engagement of BAME residents remains strong across all curriculum areas. Numbers of residents engaged in ESOL classes, where the service engages with a high proportion of BAME learners, has seen an increase.

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

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.

Q3 / Autumn term. The Service is delivering courses via a blended mode of delivery, with very few face-to-face classes in learning centres, so has invested in technology such as software updates and hardware to make online learning accessible for residents. The service is planning for significant online delivery for the remainder of the academic year, so is investing in hardware to support residents facing digital exclusion.

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

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 either joined online in order to access our online resources when libraries were closed or in person when some of the libraries were open.

The number of new library members in Q2 and Q3 exceeded the profiled targets for each quarter.

In Q2, 995 new users joined the libraries, above the profiled target of 300 for the quarter. New users continued to join both online as well as in the Libraries when they were open and the number of new library members of 1048 in Q3 was also above the profiled target of 300 for this quarter.

5.8 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 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 has meant that residents were able to access e-books, e-newspaper and magazines etc. while the library buildings were closed.

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.

Take up of e-resources continued to be strong, 60,064 was above the profiled target of 45,000 for quarter 3 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 and 3 periods in 2020 and 2019.

	Q2 2020	Q2 2019	Q3 2020	Q3 2019
E books	5,384	1,858	4,932	2,094
E Audio books	7,132	2,365	6,668	2,876
Newspapers	34,797	18,729	39,290	21,386
Magazines	8,146	4,140	8,750	4,643
Digital Comics	367	0	424	0
Totals	55,826	27,102	60,064	30,999

5.9 JM2b - Number of online events and activities

This is a new indicator agreed to be reported from Quarter 3 and is presented as a sub-target for the “New library members since library closures” indicator.

We have developed a range of online activities to ensure that residents can continue to access the service even though buildings are currently closed. Activities include weekly under-fives story sessions, reading group, author events, gentle exercise classes, heritage exhibitions etc.

5.10 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 workshops through Islington’s Summerversity programme about Covid and career choices to directly reach young people during the summer holidays.

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.

Quarter 3 target of 30 schools engaging with 100 hours of world of work was not met, with 21 schools engaging with the programme between April and December. This quarter saw renewed interest from schools booking careers activities as part of 100hrs WoW. There has been a significant increase in demand from secondary schools in direct response to increased concern from young people about the future world of work. We have focussed on meeting this need, as a result the YTD figure did not increase. Requests for careers support from secondary schools have included world of work activities for year 8's, 'meet the professional', STEM career support, and national careers week activities. The Service has been working with businesses to develop new and exciting online activities and resources for both primary and secondary schools which are available on a newly refreshed WoW website.

The Service is planning further engagement with primary schools. To achieve this, the team is developing primary-focussed resources and recruiting employer partners to engage new primary schools in Q4.

The development of high-quality bespoke activities for priority groups, partnership work with New River College PRU (primary and secondary), Children in Need, Beacon High Wellbeing Centre and Children Looked After, continues. Work is underway to deliver virtual careers insight sessions, a community engagement programme (summer term), and contribute to curated careers weeks for these groups as part of an overall enrichment offer. The team is supporting the Islington Heritage team to deliver their Islington Stories programme, embedding modern day equivalent jobs in the world of work within it.

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

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.

The cumulative total of page views for 100hours of work of work was 2,760 at the end of December. Q3 has seen a large increase in the number of unique page views over Q2, with young people returning to school in September. The world of work menu, specifically, has seen an increase in page views. Updating the menu with new resources and activities has been a key priority of Q3 and new additions to the web pages have been promoted through the careers bulletin, via social media and directly to schools. This high level of page views is anticipated to continue in to Q4, though more traffic may be directed to our home learning pages if schools are closed.

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

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 MS Teams and a reintroduction of face-to-face support for those who most needed it phased in over the summer.

During Q2, responsibility for pastoral and progression support for council apprentices moved to the council's Human Resources team. The Council's HR team delivers an apprenticeship programme from creating posts with line managers up until the point the apprentices' contract ends. Under this move to

HR, the pastoral support role will have a focus on developing an enhanced personal and professional development offer for apprentices whilst they are on programme to support their progression. This is in addition to the dedicated support already provided to apprentices nearing the end of their apprenticeship contract which includes support navigating the redeployment pool, applying for posts, career development 1-1's with the National Career Service and Reed and referrals to iWork and YEPS colleagues where apprentices have not identified an EET destination. HR will be providing reports on the immediate destination of apprentices following the end of the apprenticeship contract and not 3 months after an apprentice has potentially left the council as HR do not retain caseload responsibility after an apprentice has left the council.

*Due to the above change, JM6 figures only show the performance up to the end of Q2.

6. **Implications**

6.1 **Financial implications:**

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

6.2 **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.

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

6.3 There is no environmental impact arising from monitoring performance.

Resident Impact Assessment:

6.4 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).

6.5 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.

Conclusion

7. 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.

7.1

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: 23rd February 2021

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Heads of Service for: Employment,
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Employment, Progression and Skills,
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