

Report of: Director of Children’s Services, Programme Director, Community Wealth Building and Corporate Director, Resources.

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

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SUBJECT: Environment and Regeneration Quarter 4 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 Quarter 4 (1st January to 31st March 2021) 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 4 (1st January – 31st March 2021) 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 4 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	Q4 2020/21	On target	Better than Q4 last year
JM7	Number of Islington residents supported into paid work through Team Islington activity.	1,352	1,318	600	988	Yes	No
	a) Parents of children aged 0-18	433	348	198	223	Yes	No
	b) Young people aged 18-25.	391	381	200	238	Yes	No
	c) Disabled people / those with long-term health conditions.	283	300	150	186	Yes	No
	d) BAME.	597	661	350	491	Yes	No
	e) Council Contracted Suppliers	60	89	100	180	Yes	Yes
JM8	Number of London Living Wage entry level jobs achieved through the Islington working partnership	New indicator	New indicator	150	307	New Indicator	New Indicator
JM9	Monetary value of social value derived through	New indicator	New indicator	New indicator	£157,968	New Indicator	New Indicator

	affordable workspace						
JM10	Assessment by businesses of impact/value added by Inclusive Economy & Jobs	New indicator	New indicator	New indicator	New indicator	New Indicator	New Indicator
JM11	Number of Islington residents supported into apprenticeships with an external employer	167	138	30	67	Yes	No
JM12	Number of Islington residents gaining apprenticeships with council contracted suppliers	23	18	20	9	No	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 March 2021 had successfully placed **3,658** residents into work. In light of the economic downturn this year, we proposed a reduction of our annual target to 600, 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 4 with **988** unemployed Islington residents supported into paid employment exceeding the year-end target of 600 by **65%**. Given the economic climate, working closely with partners, this is an excellent year-end out-turn. **The Islington Working partnership** has signed up to Council priorities on tailored employment support for priority groups; Black & minority ethnic, those with disabilities, parents and young people (18-25). Targets for all priority groups have also been exceeded. The successful achievement of our employment targets reflects our joint working with partner organisations. The overall figure for the year, 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.

4.4 Unemployment in Islington has grown by nearly **150%** since the start of the Covid-19 pandemic to account for **7.8%** of the potential labour force, a higher rate than the UK, but lower than the London

average of **8.5%**. **Youth unemployment** has grown by over **160%** since the start of the Covid-19 pandemic and now stands at **6.8%** of Islington's 18-24 labour force. The prospects for young people are particularly bleak as PAYE employment is now down by 12% across the UK, compared to 1.4% for all other age groups. The Institute for Employment Studies note, this is worse for Black and Asian young people and those at transition points between education and work.

4.5 The **over 50s**, are the age group in Islington most likely to be unemployed. 10.2% were claiming unemployment benefit in February 2021, twice the level of the UK rate and 1.9 percentage points higher than London. The rate has more than doubled since March 2020. This age group has been the most at risk of being furloughed and faces a high risk of long term unemployment.

4.6 8.7% of **men** and 6.9% of **women** were unemployed in mid-February compared to 3.5% and 2.9% in March respectively. While the rate has risen by 139.4% for women, it rose by 147.1% for men over the same period. This mirrors the trend in London with male claimants increasing at a substantially higher rate (260%) than females (211%) since the start of the pandemic. Residents with NVQ2 qualifications or below have experienced the largest increases in unemployment.

4.7 Periodic shutdowns of 'non-essential' businesses in which workers needed to be in physical proximity at their place of work, combined with a loss of tourists and commuters now working from home, effectively switched off demand for large parts of the hospitality, bars and restaurants, retail, arts, entertainment and recreation industries in Islington, accounting for over 40,000 jobs and employing over 20,000 residents.

4.8 There are also now over half a million fewer jobs in hospitality and food, wholesale and retail, arts, entertainment and recreation in the UK since the start of the crisis. Due to the high concentration of these businesses catering for the needs of tourists and commuters, especially in the south of the borough, Islington formed part of the Inner London sub-region that recently recorded the worst loss of employment of any sub-region in the country (6.3%).

4.9 Median pay rates in the hospitality, food and retail sectors are only a few pence per hour above the living wage and a large proportion of workers are on temporary and gig contracts. A large number of these low paid jobs have, however, often provided a first step on the ladder for young people and new migrants looking for a job. They are also disproportionately filled by workers from black and minority ethnic backgrounds. A little less than a third of workers who describe themselves as Pakistani Bangladeshi are employed in hospitality, distribution and food jobs, for example and women form over 56% of the arts, entertainment and recreation sectors. Low paid workers were identified as losing their jobs up to four times faster than higher paid workers due to the Covid-19 pandemic.

4.10 Whilst furlough rates were initially high in all sectors, in hospitality, food, arts, entertainment and recreation more than half of all workers remained off work at the beginning of February 2021 compared to 12% in Professional, Technical and Scientific jobs and only 3% in Finance and Insurance.

4.11 Although 'non-essential' retail has now re-opened and parts of the hospitality and retail sectors are re-opening under fewer restrictions, latest reports confirm that the job hiring market remains subdued with PAYE job starts at 24% below pre-crisis levels in February, a figure believed to be similar for March. Employer surveys and vacancy analyses also indicate considerable spare capacity in companies that is likely to persist for some time, continued economic uncertainty, and firms that are struggling to reconnect with their markets.

- 4.12 Islington's economy has suffered through the Covid-19 pandemic, but we are ambitious for its recovery. We want to re-build an economy that works for everyone and where local people get a share of the opportunity on their doorstep. Many people have lost their jobs and others need to get into work to lift themselves out of poverty. Using the data above, we will provide targeted pathways for local people to get into good quality jobs and enable our young people to access career opportunities and reach their potential. We are working closely with the local college and our employers to ensure they are aware of all measures to support and upskill staff, and have been working with HR and the London Progression collaborative to encourage local SME's use apprenticeships to build a skilled local workforce.
- 4.13 The **Islington working jobs portal** was launched in **March 2021**, connecting local residents to local vacancies. **1,173** residents have registered on the portal. A preliminary survey highlighted residents would like more part time roles advertised on the portal. The iWork service have been focusing on sourcing local part time jobs and now a quarter of the roles on the site offer flexible working opportunities.
- 4.14 The government has announced plans for several new initiatives to tackle widespread unemployment. Ingeus are 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 is a national 12-month programme which will run from October 2020-October 2021. In Islington, Ingeus aim to start 1,042 people on the programme over the course of the year and support 375 paid employment. At the end of Quarter 4, 48 Islington residents have secured paid job outcomes.
- 4.15 The Restart programme is part of the Government's 'Plan for Jobs' to provide universal credit claimants who have been out of work for at least 12 months support to find paid employment. The programme will commence in June 2021 for a three-year period and will be delivered in Islington by Ingeus. Tailored employment support will be provided for up to 12 months which will include career coaching, health and well-being support and skills training.
- 4.16 **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 **223** parents of children aged 0-18 into employment in Quarter 4 achieving the year-end target. This is partly due to improved processes for capturing data on outcomes for parents from partners and the embodiment of the 'Team Islington' approach. The easing of Government lockdown restrictions, in particular the re-opening of schools has resulted in an increase in the number of parents able to actively engage with employment support. The iWork service has adapted its mode of delivery to a blended approach providing support for residents by telephone and on-line service. A recent survey highlighted 98% of clients preferred the new modes of delivery. Parents in particular reported remote appointments provided them with increased flexibility as they no longer needed to factor in travel time to attend face to face appointments or arrange childcare. 2% of those surveyed stated that they would prefer face to face appointments as this is beneficial to their mental health and wellbeing. The service aims to resume in person appointments as soon as it is safe to do so.

4.17 **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 4, **238** young people aged 18-25 were supported into paid employment.

Over the course of the pandemic, the digital divide has affected the most vulnerable young people in the borough, with many not having access to devices to access provision. To address this, the service was swift in securing devices for loan and dissemination to young people. The online mode of delivery has made engagement of youth more challenging, so the team have been taking a blended approach to mitigate this.

To date, 55 young people are participating on the YES Programme, making it on track to achieve its engagement target of 60 during the first twelve months of operation. The team has worked innovatively, blending online and face-to-face engagement, ensuring young people continued to have support during lockdowns. Although feedback on this approach has been positive, online engagement is not a like-for-like substitute for face-to-face delivery. With the impact of COVID-19 compounding inequalities, it is envisaged there will be an increase in the number of young people who will be in need of sustained support as lockdown eases and life returns to a semblance of normality.

4.18 **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 4, **186** residents with a disability/long term health condition were supported into paid employment. Targeted work is paramount in light of 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. National government lockdown restrictions had a severe impact on the labour market and subsequently halted the provision of brokered adjusted job opportunities required for this group. Despite these challenges, 9 residents were supported into employment this year, 5 with autism and 4 with a global learning disability. Employment support for these groups is co-ordinated through the Autism and Learning Disability Employment sub group which meets quarterly and is convened by iWork in collaboration with other council services and partner organisations.

4.19 **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 **491** into paid employment in Quarter 4. 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.

The council is committed to improve our reach into our ethnic minority communities. We have established a forum of BAME organisations 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.

In March 2021 the LIFT (Leading Inclusive Futures Through Technology) was launched. A £7.4m joint project in Islington, Hackney Camden & Tower Hamlets to make sure underrepresented communities and businesses benefit from the Technology, Science and Digital sectors. It aims to address the underrepresentation of some communities in these sectors including women, those with disabilities, lone parents and people from Black and ethnic minority backgrounds.

The programme is being led by Islington Council and delivered in partnership with entrepreneurship not for profit firm Capital Enterprise which has supported more than 3,500 small businesses and created nearly 7,000 in new start-ups since 2014.

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

By the end of Quarter 4, the single largest directorate whose contractors are working with us, is the Adult social care directorate. The Covid Resilience service which set up the Lateral Flow testing sites, explicitly requested that the agency source local residents and as a result this quarter we have reported 83 residents who gained living wage employment. This is a strong indication of what we can achieve as a council if the message to our contractors is loud and clear. Reed who manage our temporary roles, are now working more closely with us, to support our residents to start work in council funded living wage roles. We now need all council commissioners and contract managers to promote the use of the Islington Working portal and the iWork recruitment services, so that our commitment to paying the living wage is genuinely supporting the recovery of our local economy. This is in line with the ambition set out within the council’s recently agreed Progressive Procurement Strategy.

4.21 **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 4 we had achieved **307** LLW outcomes, we only receive reports on Living Wage outcomes from our in-house services and around 25% of our wide network of partners. 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. The anchor institutions working with us on the Living Wage action plan and the Health and Social Care Academy, are already referring new employers to the scheme, and our HR Team have used the sharing of our apprenticeship levy to influence living wage uplifts within three local firms seeking levy transfer

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

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. We have captured all early outputs, whether quantitative or qualitative and assigned a monetary value where possible. The monetary value is calculated using the Social Value Portal’s TOMs evaluation methodology.

Affordable Workspace Programme - Social Value Performance

Workspace	Opening Date	SV Output Total 2020/21 (£)	SV Output Q4 2020/21 (£)	Q.4 Outputs
Space 4	November 2019	£561,292	£157,968	Enterprise Regular workspace users = 46

Outlandish and Founders & Coders				Number of people progressing into work* = 63 Training & Events SPACE4 events = 205 (on line events only) Tech for Better training programme = 3 participants
FC Designer Collective	September 2020	Closed due to lockdown from December 2020 to May 2021	£0**	Enterprise & Employment Jobs created or safeguarded = 0 Designers in store = 0 Training & Events Entrepreneurs receiving support and training = 0 Learners on the Level 1 Stitching Academy course = 0

*Entry into employment or self-employment (London resident NEET into employment expected to last at least 26 weeks). ** While Social Value activities did continue to take place, it was not possible to measure these against the standard metrics.

The last lockdown in December meant that our two operational spaces on Fonthill Road were unable to operate as normal during the final quarter of the year. However, despite this both organisations took immediate action to move as much of their offer on line as possible.

Space 4 Outlandish and Founders & Coders

Outlandish and Founders and Coders adapted quickly to the challenge of COVID and lockdown. Many of their courses were moved on line and they have continued to achieve excellent social value outcomes. The space is now fully re-opened and members have already returned in significant numbers. This has included a successful new partnership with Adult Community Learning, which offers digital and coding 'bootcamps' to local people, funded by the GLA.

FC Designer Collective

The FC Designer Collective retail space was closed throughout the last lockdown, it reopened on 14th April. While the space was closed Fashion Enter has hosted online masterclasses and sewing classes. They have also hosted a meeting with the current FC Designer Collective to elicit feedback on the experiences of designers, provide networking opportunities and co-design future retail/business support projects. Fashion Enter have shared the Andover workshop specifications with the current designer collective and are working on a brochure and communication plan. FC Designers have also attended

online masterclasses and one to one business support. Whilst these activities have generated social value, activity could not be profiled under the TOMs matrix and therefore we have had to register a zero value for this quarter. Social value since re-opening will be captured in the Q1 report for 2021/22.

In advance of the retail space opening on the 14th April, Islington's communications team worked along the Engagement Officer and Fashion Enter to create a community leaflet showcasing the retail space learning and skills as well as the forthcoming Andover garage project launching in late summer 2021. Distribution of the leaflets is in progress in partnership with the local sewing and community organisations.

Since the reopening of the retail space on the 14th April, sewing skills classes have been hosted inside the retail space. The sessions are currently restricted to a maximum of three people due to current COVID-19 restrictions. All sessions have been fully booked and well attended. So far, all participants have been Islington residents. Three local residents attended the first session on 5th May on Using Industrial Sewing Machines. One commented: 'This has given me the opportunity to refresh how to use this type of sewing machine to help with my ladies wear collection. Looking forward to the next session and learning more from the shop manager.'

A new designer has also been introduced to the FC Designer Collective along with three enquiries for workshop space. An in-store event is currently being discussed with Diva Choice to take place in the shop on Saturday 3rd July with the aim of selling to the public across all brands. In addition, discussions are taking place with Buttress and Snatch regarding hosting their Cut the Cotton shirt recycling project at the shop, with the aim of attracting both press and customers.

A communication plan is currently being developed by Fashion Enter alongside the Council Engagement Officer to promote the opening of the Andover Workshop space. This includes the development of a dedicated website for the workspace and retail shop and dedicated Instagram page.

Despite the constraints imposed by lockdown and the pressures on construction posed by Brexit, development of new affordable workspace has continued apace. Two projects currently in development have reached major milestones in their delivery:

- Fit out of 127 Farringdon Road began in January and is now complete. The space is a collaboration between the Council and City University of London and offers just over 4,000sqft of tech accelerator space. The space, which will be branded "Better Space", will shortly open its doors with a formal launch planned for late June. We are currently working with the University to create a local engagement and communications plan to ensure the community is aware and starts to use this superb new asset from day one. We already have an Urban MBA Open Day booked in for June.
- In Finsbury Park, construction of the final element of the Finsbury Park Good Growth Fund Programme is underway. Work to convert the former undercroft garage space on the Andover Estate began in January and is due to complete in July 2021, with opening scheduled for late summer. The formal launch will take place in September. The space will be operated by Fashion Enter, who already run the FC Designer retail space on Fonthill Road. It will offer over 6,000sqft of fully equipped, shared fashion manufacturing space, with the objective of giving new designers somewhere to scale up their ideas and get support from the operator. It is integrally linked with the retail space, as once the entrepreneurs have made their clothes, they will be able to test trade from the retail space on Fonthill Road. As previously reported pre

COVID the retail space had already started to generate social value and the addition of this major new community asset will drive even greater social value for the borough.

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

In response to the Covid 19-pandemic, the Inclusive Economy Team has managed the successful allocation and distribution of over **£7m** in **discretionary** grants to over 1,000 applicants and regularly communicates support opportunities to over **5,000** businesses through the Islington Business Bulletin. Approximately one third of grants have been granted to Black, Asian and Minority owned businesses and over 40% to female owned local small or micro businesses. The Additional Restrictions Grant (ARG) applications are still open and are being assessed and distributed by the Islington Grants team.

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 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 5,500 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.

As part of the economic recovery plan, the council has Local Economy Officers working in Finsbury Park, Archway, Caledonian & Barnsbury, Nags Head, Bunhill and Clerkenwell, 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.

Council Officers have set up Local Economy 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 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. This 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 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'.

In addition, the council is exploring options for a wider cargo bike offer across the borough, helping businesses to adapt to Low Traffic Neighbourhoods and help contribute to Islington's Net Zero 2030 goals.

The council has now developed new local economy strategies in draft, and draft implementation plans for each of the Council's local economy areas/town centres. These will focus on business recovery and

include activities to support local businesses on the high street to create safe and welcoming 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.

The council has shared a short Business Perception Survey with representatives from 3 different traders groups in the borough, (as they represent a much higher number of traders overall).

The survey was limited in scope and when asked '*Can you rate the services of the Inclusive Economy and Jobs Service? (from 1-5 with 5 being the highest)*', the average satisfaction rating was 3.6. This is a useful baseline from which to build a more comprehensive 6-monthly survey for the next in Q2 21/22.

4.24 **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. Whilst 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, we are now working with colleagues to explore whether the employers may seek to move their Kick-start new employees on to apprenticeship programmes rather than lose them. There are some encouraging indications that this could eventually boost apprenticeships locally.

4.25 **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 we have been unable to 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.

We have introduced a new approach to delivering more apprentices through council contracts. Our new Employer Requirement approach – conceived by our iWork team – will mean that the full value of the apprentices' wages the contractors is retained by the council and only paid to the contractors on receipt of a monthly invoice linked to actual payslips. This will allow us to monitor and support our apprentices through the full apprenticeship, secure in the knowledge that their wages are protected. The Employer Requirement commits our contractors to offering a meaningful placement and to working with us to meet all requirements of the qualifications apprentices need to have experience of a range of tasks to achieve a pass. This avoids contractors dropping apprenticeships as soon as the contract with the council finishes. Instead, we are able to guarantee quality apprenticeship experiences, with continuity for all appointed.

5. Quarter 4 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	Q4 2020/21	On target?	Q4 last year	Better than Q4 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 (1,334 for Autumn & Spring terms)	2020-21 Autumn & Spring terms : 716	No	2019-20 Autumn & Spring terms – 1,336	No
	Corporate indicator a) Parents of children aged 0-18	18-19 Academic year - 509	19-20 Academic year - 423	1,100 (733 for Autumn & Spring terms)	2020-21 Autumn & Spring terms :252	No	2019-20 Autumn & Spring terms – 336	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 (400 for Autumn & Spring terms)	2020-21 Autumn & Spring terms : 141	No	2019-20 Autumn & Spring terms – 309	No
	Corporate indicator c) BAME	18-19 Academic year 1,105	19-20 Academic year 1,110	1,540 (1,027 for Autumn & Spring terms)	2020-21 Autumn & Spring term 579	No	2019-20 Autumn & Spring terms – 1,052	No
	Corporate indicator d) Residents engaging with online courses	New indicator	19-20 Academic year - 479	500 (450 for Autumn & Spring terms)	2020-21 Autumn & Spring term 693	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	2,897	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	242,372	Yes	New indicator	N/A
	b) Number of online events and activities	New indicator	New indicator	120	151	Yes	New indicator	N/A
JM3	Number of schools engaged in 100 hours of work programme	New indicator for 19-20	25	40	22	No	25	No
JM4	Number of page views for 100 hours of the world of work	New indicator	New indicator	1,170	4,504	Yes	New indicator	N/A
JM6 *	Percentage of Council apprentices who move on to further	66%	83%	80%	78% (Q2 figure)*	N/A	83%	Stable

	employment or training within 3 months of completing their apprenticeship							
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5.2 **Corporate Indicator JM1 - Number of Islington residents enrolled on an Adult Community Learning Course¹**

ACL performance is tracked over the period of an academic year and Q4 covers the spring 2020-21 term.

Unique learner enrolments continued to be affected due to Covid and having operated for two terms remotely. The Education and Skills Funding Agency have taken the disappointing decision to set a threshold of 90% drawdown so that providers can retain full funding allocations and face no clawbacks. Setting the threshold this high came as a surprise to all within the sector and is something that, Adult Community Learning and Further Education providers, are lobbying against. At present, Islington ACL is predicted to draw down 90% of its allocation, which, if successful, would prevent any funding clawback.

As the lockdown eases, the Service has plans to deliver more face-to-face provision to meet the needs of the most vulnerable in the borough. As part of the ACL recovery plan, 1:1 English, Maths and sewing courses are scheduled to begin early on in the summer term, delivered from First Steps and Jean Stokes Community Centre. As restrictions further lift, the service will expand its delivery to more locations and increase the number of learners in classes as and when it is safe to do so.

Managers are working seamlessly with partners, such as Libraries, Community Centres and Bright Start to form part of a Team-Islington approach to recovery and are determined to make learning available those who may have missed out. In addition to this, discussions continue with external partners, such as Arsenal in the Community, the Light Project Pro International and Jannaty to deliver provision when they are able to accommodate learning sessions. The Easter break saw the return of Family Learning provision being delivered face-to-face, with ACL learning activities supporting the Lunch Bunch initiative.

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

Due to lockdown in Dec. 2020, no Family Learning activities (except Family Kitchen) could be held for an extended period in Q4. As mentioned above, the service has begun to deliver some face-to-face, as Bright Start centres extend activities. It has also recruited a Family Learning Tutor, the role will be embedded within Bright Start, enabling forward-planned sessions that meet the needs of parents in the borough.

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

The Service has planned face-to-face provision, where it will be delivering targeted learning for the most vulnerable residents who are likely to have disabilities and long-term health conditions. In

addition to this, the Service has begun dialogue with the Adult Social Care team, to target adult learning courses at service users .

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

Engagement of BAME communities remains high, with 77% of the enrolled cohort so far coming from said backgrounds.

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 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. The Service will continue to deliver online learning as the primary mode of delivery while lockdown is eased. Face-to-face provision has been planned in the phased return in digital skills, English, Maths and ESOL.

The pandemic has enabled the Service to further the digital aspect of its offer, offering online learning as a mode of delivery; improving the Service's online virtual learning interface; creating a facility for hardware loans and more. It is keen that the lessons learnt over the course of the pandemic are not lost and that this progress contributes to a more fit-for-purpose service for residents in the new post-Covid landscape. Learner and tutor feedback has indicated that higher-level provision is particularly suited to online and blended delivery. Curriculum Managers continue monitoring what provision has worked well over the year and will plan delivery modes accordingly for academic year 21/22.

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 in most of the 2020-21.

The number of new library members exceeded the profiled targets for each quarter. New users continued to join both online as well as in the libraries when they were open. Of the 2,897 new joiners in 2020/21 approximately 1,300 joined during the 3 lockdown periods when the libraries were closed. The remaining 1,597 were a mixture of online joiners as well as users who joined in person when the libraries were open.

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

This was 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 and 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. Throughout 2020/21 the take up of e-resources has continued to be strong - providing much needed resources to library members particularly during the lockdown periods when libraries were closed.

Although this is a new indicator, the service previously recorded usage for these resources so are able to provide some comparison data. In 2019/20 take up of e resources was 117,645.

Uptake in 2020/21 has increased by well over 100%.

	Q1 2020	Q1 2019	Q2 2020	Q2 2019	Q3 2020	Q3 2019	Q4 2020	Q4 2019	Increase In 2020
E Books	5,799	1,885	5,384	1,858	4,932	20,94	6,812	2,441	+177%
E Audio books	6,679	2,109	7,132	2,365	6,668	2,876	8,824	3,503	+170%
Newspapers	38,827	13,865	34,797	18,729	39,290	21,386	42,193	27,592	+90%
Magazines	7,928	3,336	8,146	4,140	8,750	4,643	8,213	4,813	+95%
Digital comics	884	0	367	0	424	0	323	0	+100%
Totals	60,117	21,195	55,826	27,102	60,064	30,999	66,365	38,349	

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. At the end of the 2020-21 financial year, service exceeded the annual target of 120.

We have started to develop a programme of online events many of which have been attended by large number of residents. Activities include weekly under-fives story sessions, reading group, author events, gentle exercise classes, heritage exhibitions etc.

We intend to continue with online events as they enable us to reach a very wide audience, including many residents who would not be able to attend physical events.

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

The closure of schools in January in line with the third lockdown and reopening of schools in March led to lower engagement from schools than in Q4. Despite this the 100hours team supported schools by brokering careers activities for target groups, such as the careers week at New River College PRU, and continued to support Beacon High wellbeing centre to deliver a world of work project for students in Yr10/11. In March the team successfully supported Highgate Hill with National Careers Week by brokering 20 business volunteers to take part in delivering virtual careers activities. Employers such as Berkeley Homes, London Screen Academy and Big Creative took part. Plans for a SEND creative vocational pathways project is also underway , partnership between our SEND schools and a group of local cultural sector employers.

With the easing of lockdown and school recovery beginning to settle and take effect, an increase in schools requesting world of work activities has increased.

Reengaging employers – while being respectful of hardships some employers are going through; the aim is to offer a full menu of in-person world of work activities supported by our employer partners, by September 21 to operate alongside the current virtual offer. Careers Videos are being produced with the help of Media students from City and Islington College, editing the videos as part of their accredited course work. New videos will be added to our World of Work YouTube playlist and to the 100hours careers video menu page.

Beacon High Year 10 work experience, the team has brokered opportunities for Beacon High to run a week-long community work experience project in place of virtual work experience this summer. Employers contributing include Film Fixer, Kings Cross Recruit, Halo Lighting, Great Ormond Street Hospital, London Screen Academy and Arsenal.

SEND Creative Vocational Pathways - in partnership with Cultural Enrichment the 100 hours Team is working with our SEND schools and cultural sector employers with the end goal of helping young people engage successfully with the world of work. The project will take place across two years.

'Your Next Steps' Islington progression event - the team led a virtual event showcasing further education, higher education and apprenticeship post 16 and 18 progression routes. The event took place via Zoom webinar with, introductions from Islington's Young Mayor and the 2020 London Councils Apprentice of the Year. A total of 64 participants attended the event and the youth employment team are offering follow up support to all. A video of the event is currently being edited and will be available online late May. This was run in partnership with the London Enterprise Adviser Network and Capital City College Group, we aim to deliver another event in the Autumn term.

St Mary Magdalene Academy has achieved their Quality in Careers Standard, becoming the first of the cohort of schools taking part in the Richard Reeves funded project to achieve this. We will continue working with Beacon High, Elizabeth Garrett Anderson, New River College and COLA Islington to achieve the standard by the end of the project (July 21).

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

The website has been continually refreshed throughout Q4 with new videos, resources and activities. Menu pages have seen a steady increase in unique visitors, particularly our primary and secondary resource pages which have been added this year to compensate for the lack of bookable activities. Schools closing in January led to a large increase in the amount of unique visitors to our webpages that month. Though this has dropped slightly now schools have reopened, the online menu pages are still attracting visits. The team continue to add new resources to support schools with career planning and post 16 options. Our menu of careers activities and resources continues to grow, with almost 500 unique visitors across all of the pages in March.

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

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.

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

There is no environmental impact arising from monitoring performance.

6.4 **Resident Impact Assessment:**

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010).

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.

7. **Conclusion**

7.1

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:

Date: 20 May 2021

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Stephen Biggs, Programme Director
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Report Author:

Heads of Service for: Employment,
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Employment, Progression and Skills,
Libraries and Heritage, Early Careers
HR.