



**Report of: Interim Director of Children's Services, Corporate Director, Community Wealth Building and Corporate Director, Resources.**

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Environment and Regeneration Scrutiny Committee	12 <sup>th</sup> October 2021	All
<b>Delete as appropriate</b>		Non-exempt

## **SUBJECT: Employment and Skills Quarter 1 2021/22 Performance Report**

### **1. Synopsis**

- 1.1 The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the Council's Corporate Plan. Progress on key performance measures is reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2 This report sets out 2021-22 Quarter 1 progress against targets for those performance indicators that fall within the Jobs and Money outcome area, for which the Employment and Skills has responsibility.

### **2. Recommendations**

- 2.1 To note performance against targets in 2021-22 Quarter 1 (1<sup>st</sup> April – 30<sup>th</sup> June 2021) for measures relating to Jobs and Money outcomes in Employment and Skills.

### **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	2019/20 Actual	2020/21 Actual	2021/22 Target	Q1 2021/22	On target	Better than Q1 last year
JM 1	Number of Islington residents supported into paid work through Team Islington activity.	1,318	988	1000	371	Yes	Yes
	a) Parents of children aged 0-18	348	223	330	67	No	Yes
	b) Young people aged 18-25.	381	238	300	88	Yes	Yes
	c) Disabled people / those with long-term health conditions.	300	186	250	157	Yes	Yes
	d) BAME.	661	491	600	181	Yes	Yes
	e) Council Contracted Suppliers	89	180	250	58	No	Yes
JM 2	Number of London Living Wage entry level jobs achieved through the Islington working partnership	New indicator	307	200	86	Yes	New Indicator

JM 3	Monetary value of social value derived through affordable workspace	New indicator	£157,968	TBC	£391,324	N/A	New Indicator
JM 4	Assessment by businesses of impact/value added by Inclusive Economy & Jobs	New indicator	New indicator	N/A	N/A	N/A	New Indicator
JM 5	Number of Islington residents supported into apprenticeships with an external employer	138	67	30	13	Yes	Yes
JM 6	Number of Islington residents gaining apprenticeships with council contracted suppliers	18	9	20	1	No	Yes

4.2 **Corporate Indicator JM1 - Number of Islington residents supported into paid work through TeamIslington 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 have surpassed the target** and at the end of June 2021 had successfully placed **4029** residents into employment. To achieve the manifesto commitment before the end of the expected term and despite the economic downturn due to the impact of the Covid-19 pandemic is an **excellent achievement**. This result reflects the embodiment of the **Islington working partnership** and joint working with partner organisations.

4.3 This year we have set an annual target of **1000** Islington residents into paid employment. We have identified the issues of sustainment in work as a key measure in assessing the effectiveness of employment support services and have developed a '*new performance indicator*' to track clients at 13 and 26 weeks which will be reported from Quarter 2. This will also be rolled out and embedded across the Islington working partnership. 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).

- 4.4 Performance has been strong in Quarter 1 with **371** unemployed Islington residents supported into paid employment exceeding the profiled target of **300** target of by **24%**. Employment Support is delivered in Islington by a wide range of services. The iWork service offers 1-2-1 tailored coaching and mentoring support to get unemployed Islington residents into jobs they want to do, providing targeted job searching, job applications, tailored CVs and interview practice, constructive feedback, childcare support, discretionary payments and pastoral support.
- 4.5 Contact agents provide initial contact for the Islington working partnership through a telephone and email in box response service. This is the primary route for residents seeking employment support and provides a single front door for the client. The contact agent's specialism is their ability to direct clients to the best possible local service, either an in-house employment coach or to an Islington working partner.
- 4.6 The launch of the **Islington working jobs portal** which connects local residents to local vacancies has further expanded this offer. There are approximately **2000** residents registered on the portal and **110** employers. The portal provides an additional resource to support the anticipated demand for employment support as furlough comes to an end in September 2021. Residents registered on the portal who are newly unemployed and require minimal employment support are able to apply for vacancies directly. The portal has provided the contact agents with additional capacity to support residents furthest away from the labour market, who require dedicated employment support.
- 4.7 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 (acting as an intermediary between employee and employer), redundancy. In Quarter 1, 59 residents registered with the programme and 27 were supported to sustain employment.
- 4.8 Restart a new Government initiative commenced in Islington in June 2021. This is a national programme and forms part of the Government's Covid-response, 'Plan for Jobs'. For delivery purposes the country has been divided into twelve Contract Package Areas (CPAs). Islington falls within the Central and West London CPA and the programme will be delivered by Ingeus. It will offer employment support to residents who are on Universal Credit and have been out of work between 12 and 18 months. Performance information will be available and reported from Quarter 2.
- 4.9 Ingeus will also be the delivery partner for 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. Tailored employment support will be provided for up to 12 months which will include career coaching, health and well being support and skills training. There is concern that this programme is mandatory with sanctions likely to be applied. We will be monitoring this closely. Ingeus have assured us that they will be reluctant to propose sanctions, but the decision ultimately rests with the Department for Work and Pensions (DWP).
- 4.10 From its peak in March 2021, unemployment in Islington has followed a universal downward trend, falling for the fourth consecutive month on record, from 7.6% of the working age population making unemployment related benefits claims in March, to 6.5% in July. This is higher than the UK rate (5.5%), but lower than the rate for London (7.3%), both of which have also witnessed falls.

More males as a percentage of the working age population in Islington are unemployed than females (7.2% of males compared to 6.1% of females). In both cases this was lower than the figures for

London and the UK.

- 4.11 In relation to youth unemployment, Islington is performing much better than the London and UK average, with a rate of 5.4% of young people out of work claiming unemployment benefits compared to 8.9% in London and 7.2% for the UK.
- 4.12 Islington fares less well in the level of over 50s unemployment. 9.3% of people in the working age population over 50 are claiming unemployment related benefits compared to 7.4% in London and 4.2% in the UK. The Institute of Employment Studies found people still on furlough were more likely to be older workers. It also underlines an increasing digital and technological skills divide emerging amongst older workers, as described in further detail by the Centre for Ageing Better in their report 'Covid-19 and the digital divide: supporting digital inclusion and skills during the pandemic and beyond.'
- 4.13 Furlough rates in the borough are at 7% of the eligible workforce, which is lower than the London average of 10%, but continues to be quite a high percentage compared to some other parts of the UK. In July 2021, 7,000 people in Islington were on furlough - 8% of eligible men (3,700) and 6% of eligible women (3,300). Compared to other parts of London, this was the lowest percentage rate, equivalent to the national average. For comparison, Hounslow and Newham each witnessed 12% of eligible workers still on furlough in July.
- 4.14 Given that the government subsidy will phase out completely in September, there is a possibility that the ending of furlough could still translate into a rise in unemployment. If the decline continues at the same rate of 20% each month, then by the time furlough is phased out an additional 3,500 people could still be on furlough at the end of September when the scheme finally ends. This would raise the claimant count by nearly 30% to over 16,000 people and bring the rate up to 8.6% from its current level of 6.7%. However, it may also be the case that there is an acceleration in people coming off furlough by the end of September, thereby reducing the potential claimant count. Approximately half of people on furlough in Islington are employed in sectors that rely upon demand from outside visitors, hospitality and food services, arts, entertainment and recreation and business support services.
- 4.15 As we emerge from the Covid-19 pandemic we know that Islington's economy has suffered. Pre pandemic economic effects remain and new challenges are arising. We are ambitious for Islington's economic recovery and plans are now fully underway, which is being blended with an approach to reframe the economy, taking advantage of new relationships forged during the pandemic to build back better to **achieve a fairer, more inclusive, more democratic, innovative and greener economy** built on the principles of social and environmental justice. This will see more local residents into good jobs, protect our high streets and forge a better future for everyone in Islington.
- 4.16 **Corporate Indicator JM1a - Number of Islington resident Parents of children aged 0-18 supported into paid work through Team Islington activity.**
- Council services and partners supported **67** parents of children aged 0-18 into employment in Quarter 1. Whilst the Q1 position is below the profiled target we hope to recover by year end to hit our target. We anticipated that this quarter would see less engagement across the board, Some cohorts have actually achieved better outcomes than we anticipated but those experiencing systemic barriers such as childcare have been affected in the way we had expected. Parental outcomes should begin to improve from September when children go back to school. We will continue to work with employers to negotiate flexible working hours and have re-established links with Bright Start Centres to engage more parents across the borough and increase referrals.

Some parents actively engaging with iWork and Islington working partners have reported finding remote engagement preferable to face to face appointments as they do not need to arrange childcare facilities or factor in additional travel time. There are a few clients who would prefer face to face appointments and we aim to have a blended approach available in place from October 2021.

#### 4.17 **Corporate Indicator JM1b - Number of Islington resident young people aged 18-25 supported into paid work through Team Islington activity**

By the end of Quarter 1, **88** 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.

Engagement and enrolment of young people onto the YES programme has been strong, with the programme having already surpassed the annual target set. It is envisaged that the increase in face-to-face delivery will bring about further engagement opportunities that the Programme Manager is planning for. Overarching KPIs for the programme include:

- 106 young people have been referred to the programme by local partners and agencies.
- 76 young people in total have been enrolled against the target of 60 to end November 2021.
- 66 are currently enrolled (23 from our youth offending cohort, 15 community referrals and 28 care leavers).
- 21 young people are being supported to sustain their work or training placements.

The following priorities had been identified for the next three months:

- 100 hours of the World of Work: Convert new expressions of interest across the council to broker and deliver world of work tasters, placement and entry-level roles.
- LBI as an employer: to continue to work closely with HR Early Careers and make referrals to Kick-start and apprenticeship programmes.
- To develop a second careers taster week collaboratively with HR Early Careers.
- To develop a YES 'best practice for placements' guide for employers.
- To increase referrals for care leavers.
- To increase take-up of Functional Skills offer for 19+ age group, where possible.
- Localities: To increase referrals from Cally partners.

#### 4.18 **Corporate Indicator JM1c - Number of Islington resident Disabled people / those with long term health conditions supported into paid work through Team Islington activity**

By the end of Quarter 1, **157** residents with a disability/long term health condition were supported into paid employment. Outcomes for disabled people are particularly strong this quarter and reflects the strong focus placed on support for this group. Disabled residents have lower employment outcomes compared to average and have been disproportionately affected by the Covid-19 pandemic.

- 4.19 The Islington working partnership have a renewed focus on developing greater awareness of and expertise in supporting those with disabilities and long term health conditions. The Work and Health Programme delivered by Ingeus is currently the largest employment support programme operating in the borough and focuses both on helping residents to get jobs and take action to improve their health. In Quarter 1 the programme supported 121 Islington residents into work.
- 4.20 Recognising the adverse effect of the pandemic on those declaring they have mental health challenges. The Council has renewed its funding for Mental Health Working (MHW). The programme delivered by Hillside Clubhouse offers specialist support to residents who are out of work and experiencing mental health issues. In Quarter 1 MHW supported 15 residents into work. Whilst the Work and Health Programme and Mental Health Working are the Council's key partners in supporting those with disabilities or health conditions, we also maintain close links with other disability organisations including Scope and Mencap.
- 4.21 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 this challenge, 7 residents with autism or a global learning disability residents with autism or a global learning disability (GLD) started work in Quarter 1. Specialist support services including Caretrade, Kaleidoscope, The Elfrida Society, and Courtyard School have been significant contributors to these outcome.
- 4.22 Partnership work is underway between the council, DWP and the London Deaf Information Service to meet a gap in provision to support deaf residents into employment. BSL Interpreters provide support using virtual toolkits to provide a pathway to employment.
- 4.23 **Corporate Indicator JM1d - Number of Black, Asian and Minority Ethnic Islington residents supported into paid work through Team Islington activity.**
- We continue to report strong outcomes for BAME residents with **181** 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. Highlight of work with the forum in Quarter 1 include:
- The introduction to three 'navigator' teams that can help residents connect with a whole range of services from employment to mental health to debt advice to housing and more. Those teams are based in Help on Your Doorstep, Age UK Islington, and Manor Gardens Centre.
  - Circulated information to Black, Asian and Minority ethnic groups on how to bid for and deliver Council contracts through the Council's procurement process.
  - Commenced a programme of outreach whereby the new LIFT programme Community Engagement Officer meets grassroots community groups in groups and on a 1-1 basis to explain the programme and build relationships.

- Delivered an information session on health and social care jobs with the Swahili speakers' group Stepping Stone.
- Encouraged all groups to sign up to the Islington Working twice-weekly e-bulletin and Islington Working portal

4.24 In March 2021 the LIFT (Leading Inclusive Futures Through Technology) programme 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, Asian and ethnic minority backgrounds.

4.25 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.

4.26 Residents are being supported through targeted employability programmes to boost career prospects and prepare them for careers in tech, paid internship programmes with tech start-ups, and enterprise programmes that support people to start or grow their own businesses. Community outreach by a dedicated officer has helped to build a pipeline of residents for these opportunities. By the end of Quarter 1 the programme had supported **228** residents from BAME backgrounds through activities including employability programmes, community events and business support. We have placed **11** residents from our target audience into a full-time job, apprenticeship or work experience.

4.27 We have designed a research proposal to work with the London Metropolitan University with support from the Runnymede Trust to develop an understanding of labour market outcomes for Black and minority ethnic communities in Islington. The research will inform how we set meaningful targets and develop support that is tailored to the needs of this group. In the interim we have set ourselves a target to support 600 residents from Black & Minority ethnic communities into paid employment.

#### 4.28 **Corporate Indicator JM1e - Council Contracted Suppliers.**

We continue to find that the single largest directorate whose contractors are working with us, is the Adult social care directorate. This has been a growing trend, linked to our strong partnership working through our Health and Social Care Academy. We have now presented to management teams in Housing, Public Health and Youth & Communities, to further promote the message that we can achieve a huge impact if the message to our contractors is loud and clear. In addition, we have begun to work closely with Reed who manage our temporary roles, so that we are better placed to support our residents to start work in council. 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. We have been working to raise awareness of this with council commissioners, and in the past quarter 27% of the roles on the portal were in some way funded by Islington council grants. This is in line with the ambition set out within the council's recently agreed Progressive Procurement Strategy, and the imminent publication of our draft Social Value guidance for commissioners.



**JM3 - 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 2021/22**

Workspace	Opening Date	SV Output Total 2020/21 & 2021/22 (£)	SV Output Q1 2021/22 (£)	Detailed Outputs
Space 4 Outlandish and Founders & Coders	November 2019	£9,616	£391,324	<p><b>Enterprise</b></p> <p>Regular workspace users = 64 total</p> <p>6 Unemployed People took Founders &amp; Coders (FACs) full time course (360 hours each)</p> <p>7 Apprentices from local firms on FACs full time course</p> <p>24 people took part in FACs pre-apprenticeship training and drop in sessions</p> <p>113 took part in FACs online training (meet ups)</p> <p>90 staff hours delivering Space4 workshops</p> <p>16 'Tech for Better' Projects delivered by FAC</p> <p>30 hours meeting and working with local VCS and community groups</p>
FC Designer Collective	September 2020 (closed due to COVID lockdown from	£30,184		<p><b>Enterprise &amp; Employment</b></p> <p>Regular workspace users = 10 total (designers now in the retail space)</p>

	December 2020 to May 2021)		£30,184	<p>91% of users are from BAME and women's groups</p> <p><b>Training &amp; Events</b></p> <p>2 residents completed the level 2 stitching qualification</p> <p>15 hours - Provision of expert business advice to VCSEs and SMEs (Training)</p> <p>3 Hours - Provision of expert business advice to VCSEs and SMEs (Business advice/Development)</p> <p>2 Hours - Provision of expert business advice to VCSEs and SMEs (Public Relations)</p> <p>12 Hours - Provision of expert business advice to VCSEs and SMEs (Market research)</p> <p>10.25 Hours - Provision of expert business advice to VCSEs and SMEs (Marketing)</p> <p>4 Hours - Provision of expert business advice to VCSEs and SMEs (Writing or editorial)</p> <p>16 Hours – MIND Mental Health Training for senior staff</p>
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Both Space4 and FC Designer Collective have now re-opened following lockdown. Whilst both are open to the public, it should be noted that footfall is still much reduced on pre-COVID rates.

#### **Space 4 Outlandish and Founders & Coders**

Outlandish and Founders and Coders have achieved good outcomes post COVID. The space is busy and vibrant and they took the opportunity during the quiet months to make some aesthetic improvements to the space. They have also taken occupation of the upper floor of the building which will allow them to further expand their operations in the locale.

#### **FC Designer Collective - Fashion Enter Ltd. (FEL)**

FEL figures for Q1 represent outputs from the retail space only. Whilst this space does have several sewing machines which have been useful for limited training and clothing alterations, we expect a significant increase in outputs and outcomes for the next quarter once the FC Designer Workspace on the Andover Estate is open. This new space will greatly enhance both the range and number of local people FEL can access and accommodate in the future. The new space provides over 5000sqft of state of the art studio space equipped with cutting table, sewing machines, pressers, photo studio and individual studios to let.

In the meantime, FEL is undertaking extensive communications with local sewing and community groups including Minority Matters, Holloway Neighbourhood Group, Islington Refugee Forum, The Islington Turkish, Kurdish and Cypriot Woman's Welfare group, MEWSO, KMEWO, IMECE Woman's centre and Jannaty Women charity. Many of these groups include BAME minority groups and women. Once in the workspace these groups have free access to the space at dedicated times, will be provided with free fabric and threads, those that are unemployed or on low income will have access to a free Level 1 accredited course.

FEL is working closely with local job centres, youth centres and organisations such as the Princes Trust, Islington Community Network, and Action for Children, Voluntary Action Islington, and the Maya Centre for Women, One Housing Group, Islington Somali Community and Islington Refugee Forum. Accredited training from Level 1 will be available at the workspace as well as functional skills in Maths and English and employability skills. FEL understands not everyone is academic and this is where a practical, hands-on skill can be taught both through formal qualifications but also with vocationally based short courses which can lead to employment, or for the right individual set up their own business with the support and guidance from FEL.

### **New Affordable Workspace in Development**

Despite the constraints imposed by lockdown and the pressures on construction posed by Bruit, development of new affordable workspace has continued apace. Several 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, is branded "Better Space", is now open and building up local engagement and workspace users. 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. In June the space hosted a successful early engagement event with Urban MBA and the London Co-Working Assembly. We will report outputs for this space from the next quarter.
- The programme has now appointed an operator for a further three affordable workspaces spaces, Town Square Spaces Ltd, subject to final contracts. Two spaces, White Collar Factory and 160 Old Street will be open by the end of the year and a third space at 250 City Road, will be open by the spring of next year.

The programme has also secured an additional £100,000 funding through the Mayor's Good Growth Fund Round 1 to deliver internal enhancements to Space4 on Fonthill Road, which will create additional capacity and enhance the user experience.

4.30 **JM4 - Assessment by businesses of impact/value added by Inclusive Economy & Jobs.**

This is a new corporate indicator for 2021-22 that will be reported on from Quarter 4. The service has developed new action plans for each of the Council’s local economy areas. The plans include activities to support local businesses on the high street to create a welcoming and sustainable town centre, as well as local community wealth building initiatives. Further work is ongoing in relation to local performance measures as part of the action plans, and it is anticipated that an annual survey will be developed to track stakeholder satisfaction in the services provided, to enable full corporate reporting of performance on JM10 with sub-targets/measures.

4.31 **JM5 - Number of Islington residents supported into apprenticeships with an external employer.**

The number of Islington residents supported into apprenticeships with an external employer has been low in Quarter 1. However, a new Mayoral drive connected to the Greater London Authority (GLA) sector academies may help to address this. We are hopeful that interest in apprenticeships will begin to increase from January 2022. We continue to work with colleagues to explore whether the employers may seek to move their Kick-start new employees on to apprenticeship programmes rather than lose them.

4.32 **JM6 - Number of Islington residents gaining apprenticeships with council contracted suppliers.**

The number of Islington residents gaining apprenticeships with Council contracted suppliers has been significantly impacted by the Covid-19 pandemic and subsequent government lockdown restrictions. Some employers ceased to take on new apprentices and others made the decision to terminate the contracts of their existing apprentices, as they found the remote working arrangements challenging to manage and train junior staff. 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. In particular we will be working closely with the contractors on the councils three year New Build contract to create and fill sustainable, higher level apprenticeships.

5. **Quarter 1 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	2019/20 Actual	2020/21 Actual	2021/22 Target	Q1 21-22	On target?	Q1 last year	Better than Q1 last year?
JM7	<b>Corporate indicator</b> Number of Islington residents enrolled on an Adult & Community Learning Course, with sub-targets for:	19-20 Academic year 1,504	20-21 Academic year 954	<b>2,000 for 20-21 Academic year</b>  2,000 for 2021-22 (reported from Q3)	<b>2020-21 Autumn - Summer terms : 954</b>	No	1,518	No

	<b>Corporate indicator a)</b> Parents of children aged 0-18	19-20 Academic year - 423	20-21 Academic year 420	<b>1,100 for 20-21 Academic year</b> 700 for 2021-22 (from Q3)	<b>2020-21 Autumn - Summer terms : 420</b>	No	399	Yes
	<b>Corporate indicator b)</b> Residents with disabilities/those with a long-term health condition	19-20 Academic year - 317	20-21 Academic year 175	<b>600 for 20-21 Academic year</b> 450 for 2021-22 (from Q3)	<b>2020-21 Autumn - Summer terms : 175</b>	No	317	No
	<b>Corporate indicator c)</b> Black, Asian and Ethnic Minorities	19-20 Academic year 1,110	20-21 Academic year 776	<b>1,540 for 20-21 Academic year</b> 1,540 for 2021-22 (from Q3)	<b>2020-21 Autumn - Summer terms : 776</b>	No	1,120	No
	<b>Corporate indicator d)</b> Residents engaging with online courses	19-20 Academic year - 479	20-21 Academic year 859	<b>500 for 20-21 Academic year</b> 400 for 2021-22 (from Q3)	<b>2020-21 Autumn - Summer terms : 859</b>	Yes	476	Yes
JM10	Number of schools engaged in 100 hours of work programme	25	22	40 <b>(10 for Q1)</b>	<b>9</b>	No	20	No
JM11	Number of page views for 100 hours of the world of work	New indicator	4,504	2,000 <b>(700 for Q1)</b>	<b>879</b>	Yes	690	Yes

## 5.2 Corporate Indicator JM7 - Number of Islington residents enrolled on an Adult Community Learning Course<sup>1</sup>

ACL performance is tracked over the period of an academic year and the entire year has been affected by prolonged COVID measures. Quarter 1 of 2021-22 coincides with the summer term of

academic year 2020-21. The enrolment numbers will continue to increase during the summer and a final revised figure for the full academic year will be confirmed in Quarter 2 report.

The enrolment of 2,000 learners was a target agreed prior to pandemic and the service enrolled 954 residents for the period of the end of June, with some outdoor Family Learning provision planned for the July. Despite not having met Council targets, the service has achieved 91% of its GLA target, ensuring that it will achieve its funding in full.

To manage the performance of residents enrolled on courses, the service will:

- Liaise with partners, such as Bright Start and local schools to identify opportunities to develop provision.
- Deliver summer programmes of face-to-face support (including digital drop in and employability)
- Market courses through the Council's end of furlough support campaign
- Conduct face-to-face enrolments for the new academic year
- Deliver more courses that will prepare residents for a post-covid employment landscape, such as Essential Digital Skills; Setting up your own Business and Level 3 Health and Social Care.

### 5.3 **Corporate Indicator JM7a - Number of parents of children aged 0-18 enrolled on an Adult & Community Learning Course**

The Service engages parents with children 0-18 across all curriculum areas. The service had engaged with 420 parents by the end of June, and while below the target, this number was higher compared to the previous academic year, representing a good achievement given that outdoor Family Learning could not take place during summer 2020. Due to lockdown, Family Learning provision moved online, but uptake on courses offered was low. April marked the beginning of face-to-face Family Learning since the first lockdown. These were well-attended and this resulted in an increase in numbers from April to June 2021. Additional face-to-face provision is planned for the rest of the summer and the service anticipates further increase in numbers of parents engaging.

The Service is continuing its work with Bright Start strategically, interweaving recovery plans to support parents through the crisis.

### 5.4 **Corporate Indicator JM7b - Number of residents with disabilities/those with a long-term health condition enrolled on an Adult & Community Learning Course**

People with this demographic have been worst affected by the pandemic. Despite this, the service has enrolled 175 residents with disabilities and long-term health conditions onto courses and digital drop in sessions. As the world returns to a 'new normal', the service will increase engagement with this cohort by:

- Joint working with partners, such as Adult Social Care and the Light Project Pro International, to talk directly to these cohorts and take direct expressions of interest
- Increased paper-based marketing in community spaces that these cohorts are likely to access, such as libraries and community centres
- Ensuring all promotional and learning materials are accessible
- Promoting the provision's USP of intimate learning in a covid-safe environment.

## 5.5 **Corporate Indicator JM7c - Number of Black, Asian and Ethnic Minorities enrolled on an Adult & Community Learning Course**

The target for this measure was based on the ratio of 77% of overall enrolments. Although the hard figure of 776 at the end of June 2021 is below the target number, proportionally, 81% of learners enrolled were from Black, Asian and ethnic minorities, exceeding the target profile of 77%.

With the mitigating actions in place to support increase in enrolments, service will expect to see the number of Black, Asian and ethnic minority figures to increase.

## 5.6 **Corporate Indicator JM7d - Number of residents engaging with online courses**

The service exceeded the annual target of 500 residents engaging with online courses in 2020-21 academic year with 859 residents as at the end of June 2021. The service has continued to engage learners via blended means of delivery, making use of Microsoft Teams, Zoom, its Virtual Learning Environment (MOODLE) and the telephone. Learner feedback has indicated that higher level learners tend to prefer courses online, due to the convenience and flexibility the mode offers, and lower-level learners prefer face-to-face. For academic year 21/22, the service will be delivering a range of face-to-face and online courses, meeting the needs of learners and having taken lessons learnt over the pandemic. Due to further COVID measures in the past year, planned classroom learning has not been possible and therefore virtually all learning remained online.

## 5.7 **JM10 - Number of schools engaged in 100 hours of work programme**

Schools' virtual careers activities declined in Q1 as many careers leads reported students getting fatigued with online activities alongside challenges with 'school bubble' closures. In response, in person activities were offered (where possible) and a significant increase in face to face events are anticipated for the start of the new academic year. In total, 9 schools have been engaged this quarter against a target of 10, with a further increase expected at the end of Q2 (Sept) and Q3 when schools are back and collaborating with the programme.

At present, a review of the 100 hrs activity menu is underway alongside an enhanced level of employer engagement. Both are designed to ensure a wide range of employers and opportunities for all year groups, particularly primary aged children, by the start of autumn term. This will include some targeted careers activity to support SEND young people and work with New River PRU, due to go live in September.

## 5.8 **JM11 - Number of page views for 100 hours of the world of work**

The team has been regularly updating its web pages with new content including partner careers fairs, online resources and bookable activities for the autumn term. There has also been a push on promotional activity of the menu through social media channels. As students return to school, we expect to see a further increase in visitors to the career resources and activity pages, with a decline in the use of the home learning site.

## 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: 7 September 2021

Cate Duffy, Interim Director of  
Children's Services

Stephen Biggs, Programme Director  
of Community Wealth Building

Dave Hodgkinson, Corporate  
Director, Resources

Report Author:

Heads of Service for: Employment,  
Adult Community Learning, Youth  
Employment, Progression and Skills