



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

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	30 th November 2021	All

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SUBJECT: Employment & Skills Quarter 2 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 2 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 2021-22 Quarter 2 (1st July – 30th September 2021) for measures relating to Jobs and Money outcomes in Environment and Regeneration
- 2.2 To note a review of the apprenticeships strategy is currently underway and findings and recommendations to be shared with committee at the meeting in February 2022.

3. Background

- 3.1 A suite of corporate performance indicators were agreed for 2018-22, which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - *Building a Fairer Islington*. 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 2 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 Annual Target	Q2 Cumulative 2021/22	On target	Better than Q2 last year
JM1	Number of Islington residents supported into paid work through Team Islington activity.	1,318	988	1000	1106	Yes	Yes
	a) Parents of children aged 0-18	348	223	330	185	Yes	Yes
	b) Young people aged 18-25.	381	238	300	188	Yes	Yes
	c) Disabled people / those with long-term health conditions.	300	186	250	304	Yes	Yes
	d) BAME.	661	491	600	462	Yes	Yes
	e) Council Contracted Suppliers	89	180	250	127	Yes	Yes
JM2	Number of London Living Wage entry level jobs achieved through the	New indicator	307	200	188	Yes	Yes

	Islington working partnership						
JM3	Monetary value of social value derived through affordable workspace	New indicator	£157,968	TBC	£644,091	New Indicator	New Indicator
JM4	Assessment by businesses of impact/value added by Inclusive Economy & Jobs	New indicator	New indicator	N/A	Annual Indicator	New Indicator	New Indicator
JM5	Number of Islington residents supported into apprenticeships with an external employer	138	67	30	30	Yes	Yes
JM6	Number of Islington residents gaining apprenticeships with council contracted suppliers	18	9	20	19	Yes	Yes
JM7	Percentage of Islington residents supported into paid work through Team Islington activity who are still in work at 13 weeks	New Indicator	New Indicator	50%	80%	Yes	New Indicator
JM8	Percentage of Islington residents supported into paid work through Team Islington activity who are still in work at 26 weeks	New Indicator	New Indicator	To be reported from Q3	To be reported from Q3	New Indicator	New Indicator

4.2 **Corporate Indicator JM1 - 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 have surpassed the target by 19% and at the end of September 2021 had successfully placed **4,764** residents into employment. To achieve the corporate commitment 6 months ahead 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 **1,000** 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, outcomes for those residents still in work at 13 weeks will be reported this quarter. This will also be rolled out and embedded across the Islington working partnership.

Performance has been strong in Quarter 2 with **1106** unemployed Islington residents supported into paid employment exceeding the profiled target of **500** by **55%** and the year-end target of **1000**.

4.4 Ingeus have been a key contributor, achieving **489** of the total outcomes. They are responsible for delivering two Government initiatives in response to the Covid-19 pandemic in Islington. Job Entry Targeted Support (JETS), providing support to the newly unemployed and any resident who has been claiming benefits for 13 weeks or more and Restart which offers support to residents on Universal Credit who have been out of work for 12 months or more. They also continue to deliver the Work and Health Programme in the borough focusing on those with disabilities/long term health conditions). The Chancellor has announced in the budget that all three programmes are being extended.

4.5 **The Islington Working partnership** is a borough wide employment partnership that aims to provide seamless, targeted employment support for local people who need our help the most. The 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) and will play a pivotal role to support any demand for employment support as a result of the end of furlough. Ingeus have been able to fill a gap in provision by developing a programme of support for residents aged 50+ who have been disproportionately affected by the Covid-19 pandemic. The offer provides an employment coach who is aged 50+, bespoke tailored skills training, access to London wide sector based work academies and guaranteed interviews with employers.

4.6 The Islington working jobs portal continues to provide an excellent resource to connect local residents to local vacancies. Residents registered on the portal who are newly unemployed and require minimal support are able to apply for vacancies directly. The portal currently has over **2000 registered** local job seekers and **120 employers**. At any one time, there are approximately **50 live job opportunities** on the portal.

4.7 The iWork service job brokerage team has maintained a strong sectoral focus in Quarter 2, supporting 49 residents into jobs in Health & Social Care and 21 into Construction. The LIFT Programme (Leading Inclusive Futures Through Technology) a joint project in Islington Hackney, Camden & Tower Hamlets is widening our sectoral offer by looking at ways to ensure under-represented communities, including women, those with disabilities, lone parents and people from

Black Asian and ethnic minority backgrounds and businesses benefit from the Technology, Science and Digital sectors.

4.8 Islington has a higher rate of unemployment than the UK (5%), but lower than the London average of 6.6%. The rate of claimant unemployment in Islington at the end of September 2021 was still nearly double the rate at the start of the pandemic (90.3% higher). Unemployment claims cover 5.9% of the potential labour force (11,060 people). This is a fall from a peak of 7.6% in March 2021 when it was 142.7% higher than at the start of the pandemic (14,150 people). Falls in unemployment are likely to be due to an uptick in the economy following the ending of pandemic restrictions, evidenced by one of the largest rises in vacancies in modern history, peaking at over 1.1m vacancies nationwide. There are now **1.45 people for every job advertised in the UK**, which means the country has one of the tightest labour markets on record¹.

4.9 Youth unemployment in Islington has fallen from its peak of 6.7% (2,205 people) in February 2021 and now stands at 4.8% of Islington's 18-24 labour force (1,580 people). This is nearly two thirds lower than the average rate for London (7.9%) and is also substantially lower than the UK rate of 6.5%.

4.10 Although the over 50s remain the age group in Islington most likely to be unemployed and claiming benefit (8.6% of this age group (2,885 people) are looking for work), the unemployment rate has fallen from its 10.2% peak in April 2021 (3,430 people). However, the trend is for over 50s unemployment in Islington to be reducing more slowly than the UK and London rates. In April, at its peak it was 108.2% higher than the UK rate, whereas in September it had climbed to being 120.5% higher than the UK rate. The same trend is being witnessed compared to London, with the Islington unemployment rate for over 50s being 23.2% higher in London at its peak in April before climbing to 26.5% higher in September. This age group has been the most at risk of being furloughed and, like young people, faces a high risk of long term unemployment, the so called 'scarring effect'².

4.11 According to the Institute for Employment Studies, nearly a third of the 'missing million' workers in the UK labour market are older people who have left the labour market citing ill health or retirement. This has been particularly prevalent amongst older women³. Unfortunately it is not possible to break down statistics for long term ill health by gender in Islington and the number of people of all genders citing this as a reason for being economically inactive has indeed fallen between June 2020 and June 2021. However, it is important to note that the rate of decline in unemployment for women in Islington is lower than that for men. Between July and September the male rate fell from 7% (6,995 people) to 6.4% (6,110 people) whereas for women it only fell from 5.7% (5,270 people) to 5.4% (4,950 people) and remained static between August and September.

4.12 At the ending of furlough in September 2021 it is estimated 4,400 people in Islington were working for companies making claims⁴. This covered 4% of female and 5% of male employments eligible for furlough payments in Islington. Although it is not possible to apportion these people to sectors at the local authority level, the highest rates of furlough nationwide were in the Arts, Entertainment, Recreation and Other Services sectors, 9% and 11% respectively. Actual numbers of people with more than 100,000 on furlough in the UK were, in descending order of magnitude, Wholesale, Retail and Repair of Motor Vehicles, Accommodation and Food Services, Administration and Support Services and Professional Scientific and Technical jobs.

¹ [Labour Market Statistics](#), Institute for Employment Studies, (October 2021)

² [Labour Market Profile for Islington](#) – Nomis Statistics, Durham University (October 2021)

³ [Labour Market Statistics](#), Institute for Employment Studies, (October 2021)

⁴ [Furlough by local authority and UK Parliamentary constituency](#), Office of National Statistics, 4th November 2021

- 4.13 In terms of ages of people on furlough in Islington, nearly 10% of women were under 25 (180) compared to only 5.8% of men (140). As expected and indicated in previous reports, larger proportions of people on furlough in Islington were drawn from the over 50s age group, with a little over a quarter of women (26.5% or 520 people) and nearly a third of men (29.8% or 720 people) on furlough at the end of September⁵.
- 4.14 The Office for National Statistics (ONS) estimates that most furloughed employees (87%) have already returned to work with their previous employer. 3% have been made permanently redundant, 3% have voluntarily left their role and 8% have been classified as "other"⁶. Amongst those not re-employed, the jobs recruitment site Indeed has identified '*little change in job search urgency following the end of the Coronavirus Job Retention Scheme.*' In their survey of UK workers conducted in October Indeed found only 7.7% of people aged 18-64 reporting that they were urgently looking for work, a statistically insignificant rise on September's figure of 7.0%⁷. This suggests that Islington employers are unlikely to see a material easing of hiring challenges as a result of the scheme's closure. It is also likely that health concerns and the ability to get by financially are still dampening an urgent job search among the unemployed.

4.15 **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 **185** parents of children aged 0-18 into employment in Quarter 2 exceeding the profiled target of 165 **by 12%**. Parental outcomes have improved, partly due to more engagement with parents as school commenced in September 2021. Results also reflect improved systems and processes to collect data on parental outcomes from partner organisations.

Work is currently underway as a result of a recent review of barriers to parents returning to the workplace, including enhanced marketing of subsidised council childcare places and access to a childcare bursary. The council has committed to £120k investment in childcare bursaries in budget proposals for 2022-23. Parents are now eligible to apply for up to 8 weeks of childcare bursary when starting training or paid employment. The bursary covers 4 weeks deposit and the first 4 weeks fees.

4.16 **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 2, **188** young people aged 18-25 were supported into paid employment. This is a reporting line that is shared between iWork, the Youth Progression and Employment and Skills team. For the Youth Employment Team, the majority of this work falls under the remit of the YES programme; a peripatetic support programme for young people in the borough who are NEET, or at risk of becoming so. The programme has engaged with 98 young people since its inception in November 2020, considerably exceeding the annual target of 60. Of these, 52 have been supported to enter or sustain education employment or training (including 6 into Kick-start roles, 5 apprenticeships and 14 having completed training programmes).

The team's priorities for quarter 3 2021/22 include to continue to broker LBI internal placements and to work with other parts of YEPS and Early Careers to create a pipeline of EET ready young adults for internal Kick-start and Traineeship roles for 2022/23.

⁵ [Furlough by local authority and UK Parliamentary constituency](#), Office for National Statistics, 4th November 2021

⁶ [Business insights and impact on the UK Economy](#), Office for National Statistics, 4th November 2021

⁷ [Indeed Job Search Survey October 2021: Minimal Uptick in Search Urgency After End of Furlough](#), Jack Kennedy, 5th November 2021,

4.17 **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 2, **304** residents with a disability/long term health condition were supported into paid employment exceeding the profiled target of **125**. Outcomes for disabled people are particularly strong this year despite the economic downturn due to the impact of the Covid-19 pandemic. However, it is important to understand the labour market outcomes for specific disability types to ensure any challenges for respective cohorts are not masked in the high outcomes being reported, and that more targeted interventions can be applied. This will form part of an ongoing review to provide specialist support services.

Residents with autism or global learning difficulties require brokered adjusted job opportunities through bespoke programmes e.g. a 12 month placement and training that can result in a paid job. This year there is a target to support 20 residents from this cohort into paid employment. This quarter, 8 residents have been supported into work. This is currently 20% lower than the profiled sub-target of 10. Outcomes will be monitored closely and there is confidence that numbers will improve by the year-end as the labour market show signs of recovery.

4.18 **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 Black Asian and Minority ethnic residents with **462** supported into paid employment in Quarter 2. However, similar to our position on disabled residents it is important that we understand the labour market outcomes for specific cohorts.

Research is now underway with London Metropolitan University to develop an understanding of labour market outcomes for specific communities and how we can set meaningful targets and develop support that is tailored to the needs of this group. The research project is due for completion in January 2022.

The LIFT programme is supporting residents 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. It aims to address the under-representation of some communities in these sectors including women, those with disabilities, lone parents and people from Black Asian and ethnic minority backgrounds.

Community outreach by a dedicated officer has helped to build a pipeline of residents for these opportunities. In Quarter 2 the programme had supported **181 Islington residents** through activities including employability programmes, community events and business support. A total of 5 residents have been placed into full time jobs including Media Internship at Media Brands, Operations Manager at a Charity, Project Support Officer at Home Connections, Promotions Assistant roles at Renegade Music. In addition, 3 people were placed into 10-week London Living wage internships in tech start-ups, all from Black Asian and minority ethnic backgrounds. Internship roles include Back End / Full-Stack Developer, Automation Developer and QA Resource Intern at Interrodata Ltd, AMO Consultancy Services Ltd and Quorbit respectively.

Corporate Indicator JM1e - Council Contracted Suppliers.

4.19 By the end of Quarter 2, **127** residents were supported into jobs with a council contracted supplier. The iWork service have recruited an Employer Engagement officer dedicated to supporting recruitment into council contractors. The work of the new Supply Chain Practitioners Group, an

internal officer group has raised awareness amongst commissioners of the importance of this, and we are beginning to see the impact.

Of the **127** outcomes with a council contractor reported this quarter:

- 75 were directly filled by iWork brokers, and the remainder were the result of contractor own action
- 16 of the 75 were on Section 106 sites, and the remaining 59 were with organisations which receive direct funding from the council
- Two residents actually changed jobs this year, one moving from a job with one contractor to a new job with another contractor, and the other moving from a temporary labouring role into an apprenticeship
- This means only 125 residents were placed in work, but 127 jobs were provided through the council's spend.

In addition, given the job opportunities in the Construction sector, the Council is strengthening its partnership with K&M McLoughlin Decorating. This includes supporting the training facility at Brewery Road and linking them with Council suppliers such as Mears.

4.20 **JM2 – Number of London Living wage entry level jobs achieved through the Islington working partnership**

This is a new measure, introduced from Q3 20/21. This year will therefore be the first full year of data. Performance has been strong in Q2 and we are on track to exceed the year-end target.

4.21 **JM3 - Monetary value of social value derived through affordable workspace.**

There are now two affordable workspaces up and running, so far this year they have delivered **£644,091** in social value outcomes comprising, **Outlandish: £574,840** and **Fashion Enter: £69,251** (this is a retail space so was particularly impacted by the pandemic – but is now recovering).

Collectively, the two workspaces have delivered £1.21m of social value since they opened in November 2019. A 'deep dive' into outcomes for Outlandish and Fashion Enter are reflected in **Appendix A**.

There are new affordable workspaces in development and have reached major milestones in their delivery this quarter:

Better Space – City University:

Better Space have seen their first tenants join the space – 8 socially-focused teams/organisations have signed up to become members (some examples include [BuddyHub](#) and [Tutors United](#) – both social enterprises founded by Islington residents). Better Space is focussed on support to social enterprises, as our dedicated business support partners for those specific types of businesses.

The Better Space Team have hosted a number of events this quarter, including: Apprenticeships for start-ups panel discussion, Meet Founders Impact Venture Capital panel and networking (60VCs and start-ups attended), Year Here training session and an open house week to promote the space (included free co-working provided for 80 users, local suppliers used for catering, Pilates class, LinkedIn session on using its platform and a workshop ran by [Head Held High](#) – a social enterprise founded by an Islington resident).

On the horizon, two new roles are being recruited within the Better Space Team to scale support to local entrepreneurs, support operations and programme delivery. Several events are in the pipeline, including: Circular economy event, grant writing support workshop, peer 2 peer accountability groups,

mentoring programmes, a networking event with participants on the LIFT programme, and a start-up accelerator (leveraging City Venture's expertise). Formal social value reporting begins in January 2022.

White Collar Factory / 160 Old Street / 250 City Road – Town Square Spaces:

The leases and contract for White Collar Factory and 160 Old Street have been signed with Town Square Spaces, and an agreement for lease is being drafted to secure 250 City Road at the end of December 2021. Fit-out activities are underway and the council are planning a press release announcement in December 2021.

Town Square Spaces are beginning to connect with key local stakeholders, organisations and groups following their ecosystem mapping workshop. They are also at the final stages of recruiting their community manager. Formal social value reporting begins in October 2022.

4.22 **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.

The Business Recovery and Grants Team has developed the Business Recovery Programme which aims to facilitate a fairer and more just recovery from the impacts of the pandemic. The **Business Recover Programme consists of 14 different initiatives** to support the re-animation of high streets, unlock economic opportunity for business owners and aspiring entrepreneurs from disadvantaged groups, grow local supply chains and enable businesses to contribute to the council's Net Zero Carbon targets. As these initiatives go into implementation over the coming weeks, a deep dive will be brought as part of the Q3 report to Committee, including a major funding programme for hospitality businesses.

In response to the Covid-19 pandemic the team has **delivered £8.5m in discretionary funding to Micro and Small businesses in Islington since December 2020** to approximately 1100 unique businesses through 1500 grants helping to safeguard thousands of local jobs. The team also provided application support to business owners as well as securing commitments from all grant recipients to support the council with local employment initiatives such as 100 hours of the World of Work and the London Living Wage.

In Quarter 2, Local Economies Officers have visited all major retail corporates to invite them to town centre meetings organised by business groups in partnership with the Local Economies Team, in an effort to obtain more social value and engagement from them. Officers have carried out weekly walkabouts in our town centres to provide one to one support and advice to hundreds of businesses on a range of issues and continue to promote our town centres and highstreets with Twitter and Instagram posts dedicated to each area, as well as through design and partnership in delivery on comms campaigns #ShopLocal and #IslingtonIsOpen which is due to launch on 29 November 2021.

Local Economies Officers have also programme managed the Welcome Back Fund with partners developing a website for fashion traders, an evening market and initiatives to green the borough, as

well as project managing the Manor Gardens Welfare Trust –High Streets for All project designed to give residents in need a closer connection and engagement with their high streets.

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

By the end of Quarter 2, **30** residents were supported into apprenticeships with an external employer. 17 residents were placed into external apprenticeships in Q2, compared to 13 in Q1 and we have already achieved the year-end target. This is a range of apprentices taken on by employers, placed by iWork or one of our Islington Working partners. Targets for 2021-22 have been set lower in comparison to the last two years to reflect the economic impacts of the Covid-19 pandemic.

Despite strong performance, we know there is scope to do more to increase both supply and take up of apprenticeships for Islington residents. We will be working collaboratively across the Community Wealth Building Directorate (CWB) and Human Resources (HR) over the coming months to review our apprenticeships strategy with a view to setting more ambitious targets for both external and internal apprenticeships in the coming years. We will also be working with Anchor Institutions and with commissioners and suppliers to maximise social value (including apprenticeships) as part of our Progressive Procurement Strategy.

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

Following scrutiny of the Q1 report and the under-performance reported, further examination of all council contracts revealed under-reporting in Q1. Therefore, by the end of Quarter 2, **19** Islington residents gained an apprenticeship with a council contracted supplier, of these:

- 16 were placed by iWork's construction team onto local construction sites subject to a section 106 agreement
- 1 was placed with the council's own New Build programme
- 2 other roles were reported to us by contractors- one being taken on by a social care contractor, the other by a grant funded provider

Performance reflects the hard work of the iWork construction team and hopefully provides some indication of recovery in the sector. Whilst we are well above target, we feel there is even more scope to do more to encourage suppliers to take on apprentices as part of the requirements to demonstrate social value as set out in our Progressive Procurement Strategy 2020-27.

In particular, we are looking at the processes to ensure that no apprenticeship opportunity is missed through Council contracts, and that the appropriate support from iWork and its partners is in place to ensure residents move into the opportunities available.

We will be working collaboratively across the Community Wealth Building Directorate (CWB) and Human Resources (HR) to review our apprenticeships strategy with a view to setting more ambitious targets for apprenticeships in the coming years.

4.24 **JM7 & JM8- Percentage of Islington residents supported into paid work through Team Islington activity who are still in work at 13 weeks and 26 weeks**

This is a new performance indicator introduced from April 2021. Currently reporting is based on iWork job outcomes only and of these, those people we are able to contact (we contact people up to three times but not all reply).

Of 163 people placed by iWork into work since April 2021, 100 have reached the 13 week point. We were able to contact 56 of these (44 have not responded).

Of the 56 we spoke to, 45 (80%) were still in employment, whilst 11 (20%) were no longer in work.

We will continue to work with partners to ensure that they also track and report outcomes at 13 and 26 weeks.

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'. It should be noted that these performance indicators report on the numbers of learners entered for academic year 20/21. The period of Quarter 2 finishes at the end of September, when ACL are still enrolling learners for the new academic year. As a result, this report will focus on performance measures for academic year 20/21 and focus on year 21/22 in the Quarter 3 report.

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	Corporate indicator 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	2,000 for 20-21 Academic year 2,000 for 2021-22 (reported from Q3)	2020-21 Autumn - Summer terms : 954	No	1,518	No
	Corporate indicator a) Parents of children aged 0-18	19-20 Academic year - 423	20-21 Academic year 420	1,100 for 20-21 Academic year 700 for 2021-22 (from Q3)	2020-21 Autumn - Summer terms : 420	No	399	Yes
	Corporate indicator b) Residents with disabilities/those with a long-term health condition	19-20 Academic year - 317	20-21 Academic year 175	600 for 20-21 Academic year 450 for 2021-22 (from Q3)	2020-21 Autumn - Summer terms : 175	No	317	No
	Corporate indicator c) Black, Asian and Ethnic Minorities	19-20 Academic year 1,110	20-21 Academic year 776	1,540 for 20-21 Academic year 1,540 for 2021-22 (from Q3)	2020-21 Autumn - Summer terms : 776	No	1,120	No

	Corporate indicator d) Residents engaging with online courses	19-20 Academic year - 479	20-21 Academic year 859	500 for 20-21 Academic year 400 for 2021-22 (from Q3)	2020-21 Autumn - Summer terms : 859	Yes	476	Yes
JM10	Number of schools engaged in 100 hours of work programme	25	22	40 (10 for Q1)	9	No	20	No
JM11	Number of page views for 100 hours of the world of work	New indicator	4,504	2,000 (700 for Q1)	879	Yes	690	Yes

5.2 Corporate Indicator JM7 - Number of Islington residents enrolled on an Adult Community Learning Course¹

During Quarter 2, the service began with online and blended delivery of learning. As a result of social distancing and the closure of one of the key learning centres, Arsenal Learning Zone, the service was unable to have face-to-face enrolment days and family learning days; events that typically attract large numbers of residents, particularly those from priority groups such as parents and those without access to the internet and lower skills.

Enrolment days were carried out online and residents were supported to enrol online by Learning Hub Officers, teachers and managers within the service.

Successive lockdowns and Covid-19 had a greater impact upon the service than in the previous academic year. For this period, learners were recruited, enrolled, taught and assessed almost entirely online. Following this, provision was delivered online. While this mode of delivery worked well in some specific areas, such as Information, Advice and Guidance and higher-level Maths and English courses, lower level learners struggled as they had to navigate technology prior to engaging with their course content. In addition, staff worked much harder for less returns, in terms of learner numbers, gathering evidence and achieving results. Managers worked diligently to manage their own and their line managers' mental health through this difficult period.

Although the service did not meet its target in the recruitment of 2000 unique learners, it was successful in drawing down the 90% of funding from the GLA to ensure that there will be no clawback.

In terms of improvement actions, the lifting of restrictions is hoped to have a positive impact upon learner numbers. Face-to-face initial assessments and more face-to-face delivery with small groups will mean the service is able to reach more learners at lower levels; those who typically found online learning challenging. However, it is important to note that these cohorts of residents are those most likely to be affected by Coronavirus, so their readiness to attend face-to-face learning will remain to be seen.

The service has planned Family Learning activities over the summer period as part of the Bright Start summer offer with an aim to engage with residents over the summer period. The service now

has family learning teachers in post, so will continue working closely with children's centres to deliver provision.

The service is also looking to increase provision following the pandemic. Some of the courses that are planned include L2 Food Safety in Catering and entry level Skills for independent living; introduction to coding; Accessing Islington Services online and an introduction to plant-based cookery. In addition, the service is increasing sub-contracted provision to deliver the Introduction to Business Start Ups and the L2 accredited Business Start Up and Enterprise.

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

Although the number of parents enrolled on courses is not at target, the service has enrolled more parents as a raw number as compared to the same period last year and the proportion of the learners belonging to this priority group has increased considerably, with 28% of learners identifying as parents in 19/20, compared to 44% in 20/21. As improvement action, there is increased Family Learning provision and closer strategic working between ACL and Bright Start taking place, and the number is expected to increase further in academic year 21/22.

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

The number of learners identifying as having a disability or long-term health condition decreased over academic year 19/20. With the majority of provision online, it is possible that those with health issues found it more difficult to access classes, that they were facing difficulties with their health due to the pandemic or that due to the classes lacking a social element, taking up a class was not as appealing.

As an improvement action, the service is in dialogue with the Adult Social Care team to identify residents with mild learning difficulties that could engage in courses. Discussions are taking place in the context of the Pathways to Adulthood strategy that ACL provision is relevant to. It is envisaged that with a targeted approach, numbers of residents with health problems and disabilities will increase.

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

ACL courses always engage a high proportion of residents from black, Asian and ethnic minorities and although the numbers are below target, the proportion of learners from these backgrounds is 81%, which represents an increase on last year, where the proportion was circa 77%. The service will be looking to exploit government-backed initiatives to engage with learners from disparate backgrounds, such as the British Nationals Overseas programme, which funds learning programmes of Hong Kongers settling in the UK, and also efforts as part of Operation Warm Welcome, to provide language tuition for recently displaced Afghans and their families.

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

This is a new indicator, reflecting the service's move to online and blended learning. Academic year 20/21 saw the majority of provision being delivered online, with face-to-face for those unable to access online learning, or for the most vulnerable, where it was appropriate. As a result, the number

of residents accessing classes online was understandably high but will be expected to lower and stabilise as more provision returns to face-to-face and blended modes of delivery.

Where the service has had feedback that online classes meet learners' needs more, due to the increased flexibility and reduced travel times that result in it, the provision will remain online and blended. Some of the areas where this has been the case have included higher level maths, ESOL and theory elements of the Sewing classes.

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

Q2 has seen the relaunch of our 100 hours World of Work activity menu with a hybrid of online and in-person careers activities. We have seen strong engagement from secondary schools this quarter and continue our bespoke work with Beacon High, New River College, Samuel Rhodes and Richard Cloudesley Schools, with more activities scheduled for Q3 & Q4.

At present, primary school engagement is proving more challenging. To improve this, we are promoting our offer through the 11 by 11 menu (which has strong primary take up) and will follow up with all primary schools who request support in Q3. We are also working with primary Head Teachers through ICoS Workstream 4 to build on their best practice in embedding careers in the primary curriculum.

Meetings with 6 primary school teachers have been set up to discuss careers planning, with activities planned to start after half term. Early feedback suggests that it would be easier for primaries to engage if careers activities were aligned with the curriculum and so we shall be scoping proposals to run a range of activities across National Careers Week in March 2022.

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

The number of page views dropped off during the summer holidays but have since increased with the reopening of schools in September and renewed interest in our activity menu. We will continue to add new resources, offers and partner activities to our menu pages and highlight these to schools via our weekly careers bulletin. Our home learning pages remain live and although not required while schools remain operating as normal, they are in place should any new Covid-19 restrictions resulting in a return to hybrid learning being introduced.

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: November 2021

Stephen Biggs, Programme Director
of Community Wealth Building

Report Author:

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

Appendix A - Affordable Workspace Programme - Social Value Performance Q2 2021/22

Methodology

Outputs are categorised using a framework (designed in collaboration with The Social Value Portal) of different Themes, Outcomes and Measures. Each measure has a financial proxy attached to it, which allows the team to quantify the level of social value in monetary terms. Qualitative updates, insights and case studies are also captured from operators.

Please note the total social value figures below are estimates and should be caveated, as some of the retrospective data is under review.

Workspace	Social Value Delivered Cumulative (Q1 & Q2 2021/22)	Social Value Delivered (Total from Contract start date)	Output Details (Q2 2021/22)
SPACE4 (Outlandish / FAC) Contract Started: September 2019	£574,840	£1,136,132 (Previous total £952,616)	46 regular workspace users. 1,440 hours dedicated to supporting unemployed people into work. 74 weeks of apprenticeship training delivered. 342 weeks meaningful work placements delivered. 1 week student internship – paid at LLW and part of university programme in social sciences. 90 hours expert business advice delivered through workshops. 932 hours expert business advice delivered through the Tech for Better Programme. £3,000 spent through the local supply chain. 55 hours community engagement activities delivered.
FC Designer Collective & Workspace (Fashion Enter)	£69,251	£69,251 (Previous total £30,184)	8 designers / regular users in the space. 1 full-time and 1 part-time Islington residents in continued employment

<p>Contract Started: September 2019 (closed between December 2020 – May 2021 due to lockdown)</p>			<p>(both are women and Black Asian Minority Ethnic).</p> <p>STEM careers event hosted at factory for an Islington Secondary School.</p> <p>3 new Islington residents started Level 1 Stitching courses.</p> <p>6 hours of support provided to young people at the Finsbury Park JCP, discussing Kick-start opportunities.</p> <p>41 hours of expert business advice and support (across a number of topics).</p> <p>£7,860 spent through the local supply chain.</p> <p>48 hours dedicated to staff and workspace user wellbeing activities.</p> <p>41 hours of community engagement.</p> <p>£1,050 invested into community engagement activities.</p>
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SPACE4 - Outlandish and Founders & Coders

SPACE4 now has 46 workspace users, more than what they would have had prior to the pandemic. Outlandish have noticed users are wanting more flexible membership packages and their price plans have been adjusted to accommodate this. They also now have 16 users in their upstairs space (which is privately rented / does not form part of the contract).

Two young people have been taken on as part of the Kick-start Programme (one Islington resident and one Haringey resident) and are being paid more than LLW (£16.67 p/h). Both are being trained in web development and digital marketing and will each launch a project to provide low-cost websites and marketing support to local businesses; so whilst gaining new skills, they are delivering value back to the community.

A university student studying political sciences was offered a paid internship over the summer – he has been working with SPACE4 to re-connect to local community centres, groups and to improve their marketing to reach out to under-represented communities.

Founders & Coders have become an accredited apprenticeship provider – the first three months of the apprenticeship training is delivered by Founders & Coders and the remaining 9 months is through an employer. Those who are not taken on as an apprentice will still have routes to employment (i.e. through networking opportunities with employers).

Whilst not a direct result of the contract, Outlandish are liaising with the council's energy services to develop a carbon calculator aimed to help residents and businesses reduce their carbon consumption.

FC Designer Collective - Fashion Enter Ltd

62 people attended the FC Designer Workspace community launch on 2nd December, with council colleagues, councillors, the GLA, community groups and local residents/designers all in attendance. Following from the launch, four studios were allocated to local businesses at affordable rates (some free of charge) with a wraparound support offer.

The space held a residents day on 14th September with 26 attendees – as a result of this open day Fashion Enter received 18 applications for the Level 1 Stitching course.

The official launch event, on 17th September, saw 71 attendees, a further three applications received from local residents to take the Level 1 Stitching course and a further studio allocated to a local designer.

Since the official launch, there have been 22 walk-ins to apply for courses – applications are currently being processed to ensure eligibility. On 20th September three residents started the Level 1 Stitching course – the next start date will be 25th October.

Interviews are currently taking place for the final three studios to rent, one of which includes the local community group One True Voice.