



## Report of: Corporate Director, Community Wealth Building, and Director of Children’s Services

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Environment and Regeneration Scrutiny Committee	Tuesday 14 <sup>th</sup> June 2022	All

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### SUBJECT: Employment & Skills Quarters 1-4 (Cumulative) 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 4 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.

There is presently a suite of 20 indicators to measure the Council’s performance in boosting skills and securing quality employment for residents. Working with the Islington Working Partnership across the borough we have exceeded all employment targets this year. We have been particularly strong in delivering job outcomes for our priority groups; parents, young people aged 18-25 and those from Black Asian and Minority Ethnic communities. Ingeus has been a key contributor delivering approximately 70% of outcomes for those with a disability or long term health condition. Despite the challenges faced due to Covid-19, Brexit and reductions in tourist visitors and commuters, the council’s collaboration has succeeded in getting more residents into work than expected. In addition, more than £1.25m in social value has been harvested from Islington’s growing portfolio of affordable workspaces, which the council has negotiated through planning agreements.

#### 2. Recommendations

- 2.1 To note performance against targets in 2021-22 Quarter 4 (1<sup>st</sup> January – 31<sup>st</sup> March 2022) for measures relating to Jobs and Money outcomes in Environment and Regeneration.

### 3. Background

- 3.1 A suite of corporate performance indicators was agreed for 2018-22, which help to 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 - Reduce Levels of Long-Term Unemployment and Worklessness

#### 4.1 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 and helping them with the cost of living. As part of delivering this objective, the Council set a target of supporting **4,000** residents into employment over a 4-year period. The target for this year was **1,000** residents placed in paid employment. We have surpassed the target by supporting **2,120** residents this year and by the end of March 2022 had successfully placed **5,778** residents into employment. This reflects the embodiment of the **Islington Working Partnership** who this year have collectively contributed **82%** of the overall outcomes (1,738 people), with the remaining **18%** (382 people) being supported into paid employment by council services.

- 4.2 Ingeus has been a key contributor, achieving **1,008** (48%) 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. To exceed the corporate commitment despite the economic downturn due to the impact of the Covid-19 pandemic is an excellent achievement. In doing so, we have taken full advantage of a labour market rebounding from Covid-19 with a high demand for workers.

- 4.3 The council's in-house employer engagement team has leveraged our role as a buyer of goods and services in Islington, to create and demand good quality jobs and entry level opportunities for our residents. The main sectoral focus has been on Health and Social care and Construction. The team has been able to secure opportunities through the council's role as a main provider of social care services. The Council is Islington's largest corporate landlord and public housing developer, and we have been able to secure roles in the Construction sector by exploiting opportunities arising through new build and refurbishment programmes. Work and training placements have also been delivered through social value requirements imposed upon our contractors and in house with our own teams. The LIFT (Leading Inclusive Futures Through) programme has facilitated opportunities in the tech, digital and life science sectors.

- 4.4 We continue to track sustainment in work as a key measure to assess the effectiveness of employment support services at 13 and 26-week intervals. Outcomes achieved by the Council's iWork service are reported this quarter. A key focus in 2022-23 will be to ensure that this is also rolled out and embedded across the Islington Working Partnership.
- 4.5 The Inclusive Economy and Jobs (IE&J) service is operating in a challenging labour market in which the unemployment rate currently stands at 4.9% of the economically active population. This is 1.8% above the level it was before the start of the pandemic (3.1%). Despite this, unemployment has fallen in every month since March 2021, from 7.6% then to 5.2% in December 2021, before dropping to its current level of 4.9%. More males are claiming unemployment benefit than females (5.3%/4.4%). Although the unemployment count for over 50s workers has fallen from more than 1 in 10 workers in April 2021; at 7.1% it is 28% higher than the London average and more than double the UK rate (3.3%). Figures for long term unemployment are not available for Islington. However, we know that the figure is about a sixth higher than before the pandemic across the UK, driven by increases in the 25 to 49 age group.
- 4.6 In place of rising levels of unemployment, we have seen a shortage of labour due to a reduction in inward migration brought about by Brexit, a pick-up in demand for products and services since the pandemic, and older people dropping out of the labour market in Islington and across the UK. By the end of December 2021, for example 31,500 people in Islington were economically inactive and not wanting a job, compared to 27,800, 18 months before in March 2020.
- 4.7 There has been a rise in those not wanting to work of 13.3% (3,700 people) compared to before the pandemic and is higher than the increase in people claiming out of work benefits (3,305 people) between March 2020 and now. Although we do not know the ages of these people dropping out of the labour market in Islington, in the UK this growth in worklessness is driven by fewer older people in work and more people out of work due to long-term ill health. There are now 610,000 older people economically inactive in the UK than pre-pandemic (IES, March 2022 Briefing).
- 4.8 Labour shortages are evident in rising numbers of vacancies. Islington has seen a 150% increase in posted vacancies in the year to March 2021 (EMSI, March 2022). Across the UK there is now estimated to be one vacancy for every person who is unemployed (IES, 2022). In Islington, vacancies have been highest in the NHS where the number has grown six times over since March of last year and demand for nurses has grown eight times over. There is also a high demand for teachers and teaching assistants, software professionals and programmers, sales and marketing agents, professionals, and chefs (EMSI, 2022).
- 4.9 In terms of the qualitative aspects of employment, it may be considered that higher vacancy rates feed into higher wages. This could act as a counterweight to rises in the cost of living brought about by inflation, which was running at 7.2% in April (OBR (Office for Budget Responsibility, 2022). However, despite nominal pay growth across the UK being strong at 4%, because of inflation the year-on-year fall in regular pay is the largest since 2013 and is likely to deteriorate further as inflation continues to rise (IES, 2022). Across a range of private sector industries including hospitality, technology, professional jobs, and finance, pay is growing strongly. However, pay growth remains well below inflation in public sector industries like health, education and public administration where pay settlements of 2-3% fall behind costs of living and labour shortages. Pay is also weak in retail, and the arts and transport/ storage, which together account for 13.7% of jobs in Islington.
- 4.10 Corporate Indicator JM1a - Number of Islington resident parents of children aged 0-18 supported into paid work through Team Islington activity**

The year-end target of **330** has been exceeded by **41** (12.4%) this year to support **371** parents into work. The **Islington Working Partnership** played a pivotal role in achieving the target, with council services supporting approximately one third of the total outcomes. We are aware that this number could also be higher as although our partners are working with a number of parents there still remains an issue with collecting data on parental status. We are working with partners to identify how to address this gap in information including amending their internal reporting systems to capture more detailed characteristics of those they are supporting into work. One of those characteristics should include the jobseeker's parental status.

In Quarter 4, 38 parents found work with our contractors and as a minimum all were placed into London Living wage paid roles. Of the 38 placed, 11 had been out of work for over two years, an excellent achievement given the anticipated increase in long term unemployment in Islington. In 2022-23 we will have a focus on outreach and engagement and are piloting a dedicated outreach worker role to go into community settings such as nurseries and schools to engage more parents.

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. This is being launched in June 22. 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.

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

The number of Islington residents aged 18-25 that have been supported into paid work is currently **341**, exceeding the profiled target of **300** by **41** (13.7%). This reflects a collaboration across Islington's network of youth providers and council services to create a breadth of support and interventions to ensure no young person is left behind. There has been a particular focus on engaging our most vulnerable young people who are not in employment, education or training (NEET) through targeted programmes of support. The government-sponsored Kick-start programme, which draws to a close this quarter, has been brokering 6-month paid internships for those most at risk of long-term unemployment and has successfully placed a further three young people into work, bringing the total to 27.

Our Health and Care programme which has been engaging our looked after children in activities to facilitate access to opportunities in the Healthcare sector, is also winding down this quarter having worked intensively with 19 young people, 10 of whom continue to be supported by the team. A further nine young people have been placed into the sector through our Health and Social Care hub. 27 young people were meanwhile supported by our Construction team to find work with council contractors or on our Section 106 sites, and of these, 20 gained apprenticeships.

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

Council services and partners supported **513** Islington residents with a disability or long-term health condition into employment, exceeding the year-end target of **250**. This reflects the work of the **Islington Working Partnership** in particular the three employment support programmes run by **Ingeus** who collectively supported **357** (70%) of the total outcomes. The council commissioned

service Mental Health Working provides a specialist education, training and employment support service for residents with mental health conditions. This year they supported **32** people into work.

The Autism and Learning Disability Employment sub group supported **21** residents with a learning disability into employment. These residents encounter severe barriers to employment. Adults with a learning disability and/or autism continue to be the group with the highest levels of unemployment in Islington as across the country. Strong partnership working has brought the number of adults with a learning disability who are known to Adult social services and in employment to a total of 57 across the borough. In 2022-23 we will focus on ways to better support this group. The specialist employment support service currently in Adult Social Care has moved to the Council's iWork team which has already started to improve our collaborative working and broaden understanding of the adjustments needed to secure employment for these residents.

#### 4.13 **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 **1,061** people supported into paid employment by the end of Quarter 4 exceeding the year-end target of **600**.

The Council has recently completed work with London Metropolitan University to explore the nature of unemployment for specific Black, Asian and Minority Ethnic communities in the borough. The research comprised both quantitative and qualitative analysis through a series of focus groups. The final report provided recommendations on how to better connect and support residents from marginalised communities, along with a specific targeted approach. The research highlighted that those most in need of support are residents who describe themselves as African (particularly North and East African), Black Caribbean, Turkish, Bangladeshi, and Other Black. In 2022-23 in addition to a yearly target for Black Asian and Minority Ethnic residents we will have specific targets for specific sub groups.

An update on progress against the recommendations will be provided for future committee reports.

#### 4.14 **Corporate Indicator JM1e - Council Contracted Suppliers**

We have exceeded the year-end target for jobs with council contracted suppliers through the combined efforts of the iWork for Business teams and contract managers across the council. **273** people obtained jobs, exceeding the target of 250 by 9.2%. Most of the results reported were linked to the iWork for Business sector specialisms, with outcomes being either in Construction or Social Care. Of these 110 (40%) were directly placed by the iWork services, 14 (12%) declared a disability, 27 (25%) declared that they were Muslim, 69 (63%) had been unemployed over a year and 18 of these (16%) had been unemployed over 5 years. 70% described themselves as Black, Asian or Minority Ethnic.

We also sourced a total of 19 jobs with our school catering company. These jobs are particularly sought after by parents returning to work. Most of the long term unemployed gained jobs with our school catering company, but we also placed five into social care and one into construction. These outcomes are well above the average employment rates for these communities and reflect the council requiring contractors to pay the Living Wage. They also evidence the benefits of working intensively with our contractors, supporting them to engage with local communities and recruit locally – delivering additional social value for the borough.

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

Performance has remained strong in Quarter 4, and we exceeded the year-end target of **250** by **9.2%**, supporting **422** people into employment paying the London Living Wage. This strong performance is partly due to our work with council contractors and Ingeus contracts which incentivise the provider to obtain London living wage salaries for their clients. A key focus in 2022-23 will be to ensure that capturing this data is rolled out and embedded across all Islington working partners.

This year in July we mark the first-year anniversary of Islington accrediting as a London Living Wage Place. We continue to highlight the need for a living wage with our town centre networks and with the employers who use our job brokerage service and Islington Working Portal. We are expanding this approach across our integrated care sector and have already found that some agencies who are not contractually obliged to pay the living wage are choosing to do so to compete in the local labour market. Labour shortages arising from Brexit have seen increased wages in the jobs advertised on the Islington working portal by local retailers and hospitality venues.

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

There are now four Affordable Workspace Operators which are up and running so far this year. By the end of Quarter 4 they had provided a total social value of **£1,275,677** to the people of Islington.

Outputs are categorised using a framework designed in collaboration with The Social Value Portal and are grouped under 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. Output measures fall primarily under Employment, Education and Skills, Business Support, Workspace Management and Community/Other (which includes climate impact and promoting ethical procurement.). Qualitative updates, insights and case studies are also captured from Operators.

Two of our Operators are in the third year of their contract. Outlandish has delivered **£843,900** and Fashion-Enter **£230,886**. Fashion-Enter's social value output was impacted by the Covid-19 lockdown restrictions and the delayed opening of their workspace. Outlandish, on the other hand, has benefited from the demand for online service support in the wake of the pandemic. Better Space achieved a Social Value of **£165,688.00**.

#### **Social Value highlights include:**

**Outlandish:** has hired two employees to run the LIFT OFF Programme, a service that provides support on building simple WordPress websites, digital marketing support and training to help clients become self-sufficient. One employee is an Islington resident, and the other is from one of the council's target groups. Both are paid above the London Living Wage.

Outlandish is particularly passionate about developing skills and employment opportunities for Individuals who have been through the criminal justice system. Breakthrough and Beyond Recovery work from this workspace. Beyond Recovery also works from the workspace supporting individuals with addiction and mental health challenges. This support is offered to individuals who are still in prison. Service recipients who have been successful are given the opportunity to act as peer mentors. Breakthrough works with individuals while they are still in prison, providing them with the skills needed to re-enter the workforce.

Outlandish connected Breakthrough with a member of Better Space, Inspiring Interns and Graduates. Together the two organisations who work from two different workspaces, one in Finsbury Park and the other in Clerkenwell, are working together to provide support to one of the council's target groups that experiences significant barriers to employment.

**Fashion Enter:** has employed one Islington Resident and is now in the process of hiring another.

In January with the council's support, Fashion Enter started business support meetings provided by CENTA. The designers have immense praise for the support they are receiving from Sally Leonard of CENTA. In February, four Islington residents commenced the Perfect Pattern Cutting Level 1 course and two Islington residents started the Stitching Academy Level 1 course (these courses are offered free of charge to Islington Residents.)

At the end of March three designers came together in the workspace to launch their Modesty Wear Range to mark the beginning of Ramadan. Their collections are available for sale from the Designer Collection Shop on Fonthill Road.

**Better Space:** They have seen a growth in members and overall activity and usage of the space. This has enabled them to hire two new staff members as Better Space community assistants to help welcome and on-board members and develop stronger links and opportunities with the local community. This has taken Better Space's complement of staff to four (two are Islington Residents and three are women.) They were able to utilise support from LIFT and iWork to help promote the vacancies and have successfully hired an Islington resident and another referred through LIFT.

**Town Square:** has opened its doors at the White Collar Factory location in Old Street. This site has generated a lot of interest. Building on the success of the Start Up Club earlier this year, Town Square is running four sessions during May and June, which range from Financing & Funding to Building a Social Media Brand for your business. Another two sites at 160 Old Street and 250 City, also run by Town Square Road will also be opening during 2022.

27 Dingley Place recently came into the Affordable Workspace portfolio and the team is the process of appointing an operator. The team is hoping to have three more sites up and running by the end of 2023.

Now that the Affordable Workspace is into its third year the Team is exploring ideas to see how the operators can come together to streamline community events and how the council's partners within Inclusive Economies such the Lift Programme, iWork, VCS (Voluntary Community Services), Co-operate Islington and Local Economies can better align and complement the services offered. The Affordable Workspace Programme Team is launching its first Social Impact Report in early summer, giving the Council and our Operators an opportunity to reflect and build on the successes of the last three years.

#### 4.18 **JM4 – Assessment by businesses of impact/value added by Inclusive Economy & Jobs**

This is a new corporate indicator for 2021-22, the results of which are taken from an annual survey. The aim is to track stakeholder satisfaction in the services provided and enable full corporate reporting of performance. We commissioned QDP, an independent surveys specialist, to

administer the survey on our behalf. High level results including equalities monitoring are available in **Appendix B**.

The number of survey responses is a significant increase on the same period previous year where representatives from 3 different traders groups in the borough responded to a short Business Perception survey.

There were 103 respondents to the Business Survey. Over half the respondents had contacted the council for business support or advice in the last two years, and 80% of those were aware of the support of the Inclusive Economy and Jobs Service. Advice and support on business grants was the top reason for contacting Inclusive Economy and Jobs. Over half the businesses did not respond on the 'how do you rate the services of Inclusive Economy and Jobs' question, but of the remainder, 75% (33) scored the service as 'Excellent, Very Good or Good' and 25% (10) scored the service as 'Fair or Poor'.

QPD and Local Economy Officers reported difficulty with engaging businesses to complete the survey, and that can in part be attributed to the higher than usual volume of correspondence that has gone out to businesses from the council in relation to changing Covid-19 rules and contact on multiple grants in particular. Businesses were asked to list their top 3 priorities for support from the council and those that featured most highly were the need for business support/grants, support and advice on business rates, including on relief where possible, and promotion of high streets and local economies to help drive footfall. More detailed analysis of the survey will be provided in the next committee report.

#### 4.19 **JM5 - Number of Islington residents supported into apprenticeships with an external employer**

In the first two quarters of 2021-22, apprenticeships continued to be impacted by sector shutdowns, which resulted in lower numbers of starts and delays to training. However, the position picked up from Quarter 3 and, during Quarter 4 we have continued to exceed targets. Performance has been strong in Quarter 4 with **61** apprentices placed against a profiled target of **30**. Most of the apprenticeships have been secured through our iWork for Construction council team working closely with developers on our Section 106 sites and the council's own contractors. At least a third of apprenticeships achieved were delivered by our **Islington Working Partnership** which includes social care contractors and the **Aspire Youth employment network**.

We will continue to focus on apprenticeships in 2022-23 as we want to support local employers to address their skills shortages through investing in their workforce. We are doing this through the offer of a levy transfer to smaller employers who pay the living wage. We have found that employers are keen for employees to be able to hit the ground running so we are developing a strong communications campaign to re-engage more employers with the benefits of apprenticeships. We are also continuing to raise this with schools as we have not seen high demand for information about apprenticeships through our 100 hours of the World of Work programme despite an event in February 2022 for parents being well received with 30 attending.

An updated apprenticeships strategy is currently under development.

#### 4.20 **JM6 - Number of Islington residents gaining apprenticeships with council contracted suppliers (subset of JM5)**

By the end of Quarter 4 we had placed **32** Islington residents into apprenticeships with council contractors exceeding the profiled target of **20**. This was primarily due to the work of the iWork Construction team working with our colleagues in property development 'New Build' to secure

good apprenticeships for our residents. We are being more robust in our approach to working with contractors on apprenticeships - looking for higher level qualifications and holding back funding to be requested as apprentices are recruited, to ensure that these positions are genuinely advertised to our residents.

### **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 performance indicator was introduced at the beginning of the 2021-22 cycle. Reporting is based on iWork job outcomes only and of these, those people we can contact (we contact people up to three times, but not all reply).

Of the 295 people supported into employment by iWork between April 2021 and March 2022, 265 had reached the 13-week point. We were able to contact 165 of these (100 have not responded). Of these, 141 (85%) were still in employment, 24 (15%) were no longer in work. iWork contacts people up to three times to get this data. We also work with partners to ensure they are tracking sustained employment.

At 26 weeks there were 202 residents who we needed to contact to see if they had sustained employment. We were able to contact 102 of these (100 did not respond). Of the 102 we spoke to 88 (86%) were still in employment whilst 14 (14%) were no longer in work.

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

## **5. Help residents get the skills they need to secure a decent job**

Key performance indicators relating to 'Help residents get the skills they need to secure a decent job.'

Adult Community Learning operates over academic years, so performance is not measured by financial quarters, but by return figures at the end of each term. Financial Quarter 1 finishes at the end of June and Quarter two at the end of September. The end of July marks the end of the academic year and mid-September the beginning of the next. As a result, Quarter 3's report contains enrolment information for the Autumn Term (August '21 to December '21), the Spring Term is (January 22 to March/April 22), which covers the report for Quarter 4, and Summer Term is (April 22 to July 22).

### **5.1 Corporate Indicator JM9 - Number of Islington residents enrolled on an Adult Community Learning Course<sup>1</sup>**

Enrolments are from August 2021, and this (900) is the cumulative number since that point in the academic year. The figure of 1,600 is the profiled target over the autumn and spring recruitment periods.

At the spring ACL (Adult Community Learning) training and development day, the team examined the need to meet targets and to understand what the service needs to keep, leave, and pick up again to maximise impact and quality of the curriculum, post-pandemic. In Quarter 1, 2022-23, a review of targets is being undertaken to examine the longer-term impacts of the pandemic on adult community learning.

Learner confidence is increasing, with numbers of enrolled learners above last year's but still below pre-pandemic levels. The increase in learner engagement was gradual, but on a good positive trajectory but spikes in cases of Covid-19 and the emergence of Omicron affected staff and learner confidence at some specific points in the year, like the beginning of December. This is similar to what neighbouring ACL providers have reported. Overall, the service is seeing improvements in learner numbers overall, with marked increases in Community and Family Learning provision. This reflects the increase in availability of learning spaces and easing of social distancing; community and family learning courses often take place face-to-face.

To improve strategic targeting of priority groups within the borough, the iWork team have set up an outreach strategy and working group, which aims to collate the contacts that teams have with key community organisations and work rationally to engage with them. Although the service engages with high levels of residents from Black, Asian and Minority Ethnic backgrounds, a recent report commissioned by the council and conducted by London Metropolitan University has highlighted that some communities, such as those from North Africa require more targeted intervention. The Marketing and Recruitment Manager has been included in this working group and will engage with community partners who represent or work with members of these communities. In addition, the mapping exercise has already enabled the service to identify key local partners who are not currently engaged. As an initial step, the service will identify one or two of these partners and set enrolment targets for them.

The service has an increased offer over the summer, with more Family Learning courses and Digital Skills provision for the summer, including Introduction to Coding Using Scratch and Coding Essentials Using Scratch. These are being offered as short feeder courses into more substantial provision for the academic year 22/23.

The service has identified an internal training opportunity for colleagues working in public realm roles; - English, Maths or ESOL (English for Speakers of Other Languages). A high proportion of these members of staff are in lower paid roles and would benefit from skills tuition and development in order to progress. The service is planning to conduct initial assessments of learning needs in June and July and will run a pilot programme with 10 members of staff in September. Once this has been trialled and the initial assessments carried out, both services will be more acutely aware of staff needs. It is envisaged that, following the pilot, the course offer will be made available to more people.

## 5.2 **Corporate Indicator JM9a - Number of parents of children aged 0-18 enrolled on an Adult & Community Learning Course**

Late-summer Family Learning provision (delivered in August 2021), which traditionally attracts large numbers of people, resulted in an increased number of enrolments compared to this period last academic year. However, it did not attract as many people as in previous years, likely due to learner confidence to congregate in areas and mix with others. The service is co-ordinating summer Family Learning opportunities with Bright Start, an arrangement that is likely to work well as ACL is part of the Bright Start offer and both can be marketed together. The offer is more extensive than last year's and is expected to attract large numbers of people. These interventions are important as Family Learning typically acts as a feeder into more substantial ACL provision. New Family Learning sessions in literacy and numeracy began at schools the week commencing 10th May.

**5.3 Corporate Indicator JM9b - Number of residents with disabilities/those with a long-term health condition enrolled on an Adult & Community Learning Course**

The service has engaged more intensively with residents with disabilities and long-term health issues, with enrolment increasing from 151 for this period last year compared to 208 for the same quarter this year. This is due to the service delivering more face-to-face provision. This vulnerable group of residents found it more difficult to access online learning and, during the pandemic many had to prioritise their well-being. In addition to training that has been delivered in local settings, the service has recommenced some targeted work that is being delivered at Hillside Clubhouse with Light Project Pro International and Islington Mind. These partners work with a high proportion of residents who have a range of health issues and disabilities. The service is also delivering Essential Skills training in partnership with the Workers Educational Association at Islington Mind. Due to the vulnerable nature of these cohorts, some of these partners maintained social distancing protocols at the beginning of the year and have only started to relax them. In the new academic year, they will no longer be operating under these restrictions.

**5.4 Corporate Indicator JM9c - Number of Black, Asian and Ethnic Minorities enrolled on an Adult & Community Learning Course**

Although enrolment numbers are down, the service continues to engage with large numbers of residents from Black, Asian, and Ethnic Minority backgrounds. Over this period, the service enrolled 745 learners, as compared to 615 for the same period last year. The current live percentage of learners from this priority group is 82%, which is above the target percentage proportion of 77%. In addition to increased levels of provision, the service has responded to several specific requests for additional ESOL delivery, such as New-to-ESOL face-to-face provision (4 classes) that began during the week commencing 10th May at Paradise Park. The service continues ESOL classes for Afghan refugees and is involved in making arrangements to provide for the ESOL needs of recent Ukrainian arrivals to Islington.

**5.5 Corporate Indicator JM9d - Number of residents engaging with online courses**

The move to online learning prompted by the pandemic has allowed the service to further its digital agenda considerably. Teachers and learners are keen that we take forward elements of the online learning offer that have proven successful. The full year target of 400 has been exceeded with one term remaining. Learner feedback has shown that there are areas of provision where online learning is preferable and other types of learning where face-to-face is preferable. Although it is difficult to generalise, higher-level learners often found the flexibility of online learning useful, whereas lower-level learners find face-to-face more conducive to learning. Curriculum areas have discussed how the curriculum intent has changed due to online learning and are rationalising this indicator based upon what has worked for learners pedagogically, their reported experiences of working online and what teachers deem fit for blended delivery.

**5.6 JM10 - Number of schools engaged in 100 hours of World of Work programme**

Despite engaging more schools this year than last, the total of 23 schools engaged falls short of the target of 40. The programme has facilitated just over 5,000 pupil experiences and worked with all secondary schools, including New River College and special schools (Samuel Rhodes and Richard Cloudsley) with whom we launched our Special Educational Needs and Disabilities (SEND) creative pathways project, linking them with the National Youth Theatre to create tailored opportunities for young people with special educational needs.

It has been challenging to generate elevated levels of interest in the programme amongst primary settings where careers education is less of a priority. However, moving forward we aim to leverage the cultural enrichment team's excellent engagement levels with primary schools to ensure school leaders are aware of our careers offer and can help shape a more attractive offering to their students. This includes engagement with those that participated in the Cultural Enrichment 3<sup>rd</sup> Anniversary celebration event and extending the reach of our career leaders' network.

#### 5.7 **JM11 - Number of page views for 100 hours of the World of Work programme**

The 100 world of work web pages were relied upon heavily by schools to provide learning materials for students during lockdowns, and have subsequently received **2887** unique page views, exceeding the annual target of **2,000**. There was an upswing in Quarter 4 despite traffic to the site previously seeming to plateau in Quarter 3. March 2022 was the most popular month for visitors which coincides with National Careers Week during which resources would have supported schools to deliver careers education. The online pages continue to be refreshed regularly with new resources and activities added termly. The current picture indicates a continued appetite for online content despite the return to face to face careers activities and we have continued to respond to this need by consulting with careers leads and adding demand led content.

### 6. **Implications**

#### 6.1 **Financial implications:**

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

#### 6.3 **Legal Implications:**

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

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

6.6 There is no environmental impact arising from monitoring performance.

#### 6.7 **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).

6.8 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 have taken to work towards our vision of a Fairer Islington. The

corporate performance indicators are one of several tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining excellent quality services.

7.2 It is evident that the Covid-19 crisis has had a significant impact on progress against targets for those performance indicators that fall within the Jobs and Money outcome area. Looking ahead to the near future, concerns about inflation caused by a combination of Covid-19, a loss of older workers from the labour market, Brexit and the war in Ukraine and the cost of living crisis. These volatile factors and others like them will continue to impact Islington's economy and labour market despite our efforts to forge greater resilience through community wealth building. Performance reports to this Committee are likely therefore to evolve to ensure that it has appropriate evidence to provide oversight and challenge to relevant council services.

**Signed by:**

Date: 30 May 2022

Stephen Biggs, Programme Director  
of Community Wealth Building

Report Authors:

Head of Service for Employment  
Assistant Director Community  
Learning & Libraries

## Appendix A: Employment & Skills Dashboard Quarter 4 2021-22

PI No.	Indicator	Frequency reported	Latest data for period	YTD / Latest Figure	Target 2021-22	Actual 2020/21	Direction of travel
JM1	Number of Islington residents supported into paid work through Team Islington activity, with sub-targets for:	Quarterly	April 21-Mar 22	<b>2120</b>	1,000	988	↑
	a) Parents of children aged 0-18	Quarterly	April 21-Mar 22	<b>371</b>	330	223	↑
	b) Young people aged 18-25	Quarterly	April 21- Mar 22	<b>341</b>	300	238	↑
	c) Residents with disabilities / those with long term health conditions	Quarterly	April 21- Mar 22	<b>513</b>	250	186	↑
	d) BAME	Quarterly	April 21- Mar 22	<b>1061</b>	600	491	↑
	e) Council Contracted Suppliers	Quarterly	April 21- Mar 22	<b>273</b>	250	180	↑
JM2	Number of London Living Wage entry level jobs achieved through the Islington working partnership	Quarterly	April 21- Mar 22	<b>422</b>	200	307	↑
JM3	Monetary value of social value derived through affordable workspace	Quarterly	April 21- Mar 22	<b>£1,275,677</b>	New Indicator	£157,968	↑
JM4	Assessment by businesses of impact/value added by Inclusive Economy and Jobs	Quarterly	April 21- Mar 22	<b>Annual Indicator</b>	New Indicator	New Indicator	New Indicator
JM5	Number of Islington residents supported into Apprenticeships with an external employer	Quarterly	April 21- Mar 22	<b>61</b>	30	67	↑
JM6	Number of Islington residents gaining apprenticeships with council contracted suppliers	Quarterly	April 21- Mar 22	<b>32</b>	20	9	↑
JM7	Percentage of Islington residents supported into paid work through team Islington activity who were still in work at 13 weeks	Quarterly	April 21- Mar 22	<b>86%</b>	50%	New Indicator	New Indicator

JM8	Percentage of Islington residents supported into paid work through team Islington activity who were still in work at 26 weeks	Quarterly	April 21- Mar 22	<b>84%</b>	50%	New Indicator	New Indicator
JM9	Number of Islington residents enrolled on an Adult & Community Learning Course with sub-targets for:	Termly	Autumn/Spring Term 2021-22 Academic Year	<b>900</b>	2000	954	↑
	a) Parents of children aged 0-18	Termly	Autumn/Spring Term 2021-22 Academic Year	<b>429</b>	700	420	↑
	b) Residents with disabilities / those with long term health conditions	Termly	Autumn/Spring Term 2021-22 Academic Year	<b>208</b>	450	175	↑
	c) BAME	Termly	Autumn/Spring Term 2021-22 Academic Year	<b>745</b>	1,540	859	↑
	d) Residents engaging with online courses	Termly	Autumn/Spring Term 2021-22 Academic Year	<b>427</b>	400	865	↑
JM10	Number of schools engaged in 100 hours of work programme	Quarterly	Apr21 - Mar 22	<b>23</b>	40	22	↔
JM11	Number of page views for 100 hours of the world of work	Annually	Apr21- Mar 22	<b>2887</b>	2000	4504	↓

## Appendix B: Islington Business Survey 2021-22

This provides an overview of high level findings of the Islington Business Survey. Further analysis including a more detailed breakdown of responses will be provided in the next committee report.

	Return
<b>1. Have you contacted the Council for any business support or advice in the last two years?</b>	
<i>Total Respondents:</i>	103
1. Yes	56
2. No	46
3. Not Answered	1
<b>2. Are you aware you can contact the Inclusive Economy and Jobs Service at Islington Council for business support?</b>	
<i>Total Respondents:</i>	103
1. Yes	42
2. No	42
3. Not Sure	17
4. Not Answered	2
<b>3. Have you contacted the Inclusive Economy and Jobs Team for Support?</b>	
<i>Total Respondents:</i>	103
1. Yes	17
2. No	75
3. Not Sure	8
4. Not Answered	3
<b>4. What was the main reason for contacting the Inclusive Economy and Jobs Team?</b>	
<i>Total Respondents:</i>	103
1. Business Grants	33
2. Town Centre Management Groups	5
3. Other	3
4. Not Answered	68
<b>5. How did you find out about the Inclusive Economy and Jobs Team?</b>	
<i>Total Respondents:</i>	103
1. Business Bulletin	12
2. Council website	17
3. Town Centre Management Groups	12
4. Other	6
5. Not Answered	66
<b>6. Can you rate the services of the Inclusive Economy and Jobs Team?</b>	

	<i>Total Respondents:</i>	103
1.	Excellent	13
2.	Very Good	7
3.	Good	13
4.	Fair	3
5.	Poor	7
6.	Not Answered	60
<b>7.</b>	<b>How likely would you be to recommend the Inclusive Economy &amp; Jobs Team services, on a scale of 0 to 10, with 0 meaning you definitely would not recommend and 10 meaning you definitely would?</b>	
	<i>Total Respondents:</i>	103
1.	0	8
2.	1	0
3.	2	1
4.	3	0
5.	4	2
6.	5	3
7.	6	5
8.	7	2
9.	8	7
10.	9	3
11.	10	13
12.	Not Answered	59
<b>10.</b>	<b>How do you prefer to be contacted?</b>	
	<i>Total Respondents:</i>	103
	Whats App	14
<b>11.</b>	<b>How do you prefer to be contacted?</b>	
	<i>Total Respondents:</i>	103
2.	Phone Call	28
3.	Email	73
4.	Other	2
5.	Not Answered	16
<b>12.</b>	<b>Are you aware there are traders' groups in Archway, The Cally, Finsbury Park &amp; The Nags Head open to businesses in those areas to join, who work directly with the team to improve their local economy?</b>	
	<i>Total Respondents:</i>	103
1.	Yes	35
2.	No	47
3.	Not Sure	8
4.	Not Answered	13

<b>13.</b>	<b>Would you like to join your local Town Centre meeting or local trader's association meeting?</b>	
	<i>Total Respondents:</i>	103
1.	Yes	34
2.	No	33
3.	Not Sure	20
4.	Not Answered	16
	<b>Equalities Monitoring</b>	
<b>14.</b>	<b>Gender</b>	
	<i>Total Respondents:</i>	103
1.	Female	35
2.	Male	52
3.	Non-Binary	0
4.	Other	1
5.	Prefer not to say	3
6.	Not Answered	21
<b>15.</b>	<b>Do your owners/directors consider themselves be trans/trans history</b>	
	<i>Total Respondents:</i>	103
1.	Yes	1
2.	No	61
3.	Prefer not to say	8
4.	Not Answered	33
<b>16.</b>	<b>Age</b>	
	<i>Total Respondents:</i>	103
1.	Under 16	0
2.	16-24	0
3.	25-44	27
4.	45-64	48
5.	Over 65	5
6.	Prefer not to say	3
7.	Not Answered	26
<b>17.</b>	<b>Do any of your owners and/or directors have any physical or mental health conditions, impairments or illnesses lasting or expected to last for 12 months or more?</b>	
	<i>Total Respondents:</i>	103
1.	Yes	10
2.	No	54
3.	Not Sure	2
4.	Prefer not to say	9
5.	Not Answered	28
<b>18.</b>	<b>If yes, are their day-to-day activities limited because of their condition, impairment or illness?</b>	
	<i>Total Respondents:</i>	103

1.	Yes - a lot	5
2.	Yes - a little	5
3.	No	16
4.	Prefer not to say	7
5.	Not Answered	70
<b>19.</b>	<b>Day-to-day activities limited because their condition impairment/illness please select all apply</b>	
	<i>Total Respondents:</i>	103
1.	Vision (e.g. blindness or partial sight)	1
2.	Deaf / British Sign Language User	0
3.	Physical (e.g. mobility or dexterity)	2
4.	Learning / understanding / concentrating	2
5.	Memory	3
6.	Mental health condition	4
7.	Non visible health condition/impairment (i.e. cancer / HIV)	2
8.	Socially or behaviourally (e.g. associated with autism spectrum disorder or attention deficit hyperactivity disorder)	0
9.	Other	1
10.	Prefer not to say	6
11.	Not Answered	86
<b>20.</b>	<b>Ethnicity</b>	
	<i>Total Respondents:</i>	103
1.	White - British	29
2.	White - Irish	2
3.	White -Turkish/Turkish Cypriot	7
4.	White - Greek/Greek Cypriot	3
5.	White - Kurdish	2
6.	White - Gypsy/Traveller	0
7.	Any other white background	11
8.	Mixed: White & Black Caribbean	1
9.	Mixed: White & Black African	0
10.	Mixed: White & Asian	0
11.	Mixed Any other background	1
12.	Asian or Asian British: Indian	2
13.	Asian or Asian British: Pakistani	1
14.	Asian or Asian British: Bangladeshi	0
15.	Asian or Asian British: Chinese	2
16.	Asian or Asian British: Any other background	3
17.	Black or Black British: Caribbean	2
<b>21.</b>	<b>Ethnicity</b>	
	<i>Total Respondents:</i>	103
18.	Black or Black British: Somali	1
19.	Black or Black British: Eritrean	0
20.	Black or Black British: Nigerian	2
21.	Black or Black British: Ghanaian	0
22.	Black or Black British: Other African	1
23.	Other Ethnic Groups: Arab	4
24.	Other Ethnic Groups: Latin American	1

25.	Other	5
26.	Prefer not to say	13
27.	Not Answered	24
<b>22.</b>	<b>Sexual Orientation :</b>	
	<i>Total Respondents:</i>	103
1.	Bisexual	1
2.	Heterosexual/Straight	17
3.	Gay	2
4.	Lesbian	0
5.	Prefer not to say	8
6.	Not Answered	75