

**Report of: Corporate Director, Community Wealth Building**

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Environment and Regeneration Scrutiny Committee	Tuesday 12 <sup>th</sup> September 2023	All

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**SUBJECT: Inclusive Economy & Jobs Quarter 1 2023-24 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 a progress update for those indicators related to Inclusive Economy & Jobs for the first quarter of 2023-24 (1st April to 30<sup>th</sup> June 2023). A data dashboard showing performance against the KPI’s is included as a separate attachment (Appendix A). The report should be read alongside the dashboard for a full understanding of performance in each area. Green, amber, and red bandings are used in the dashboard to represent performance compared to the profiled targets. The green banding is used where performance is better than the profiled target. Amber is used where performance is within 5% of the profiled target. The red banding reflects performance that is more than 5% off the profiled target.
- 1.3 For conciseness and to avoid repetition, only measures where new data is available since previous reports to Scrutiny are included within the narrative of this report.

**2. Recommendations**

- 2.1 To note performance against targets in 2023-24 Quarter 1 (1<sup>st</sup> April – 30<sup>th</sup> June 2023) for measures relating to Jobs and Money outcomes in Environment and Regeneration.

### 3. Background

- 3.1 The council's 'Islington Together 2030' plan sets out an objective to 'create a more equal future for Islington, where everyone who lives here is able to thrive.' As part of delivering this objective and to align with the manifesto commitment we will support **5,000** residents into work over the 4-year period 2022-26 through direct and partnership service delivery. We work collectively to support the following groups: parents of those aged 0-18, people who have declared a disability or long-term health condition, young people aged 18-25 and those from Black, Asian and Minority ethnic communities.

### 4. Quarter 1 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** Performance has been strong in Quarter 1 with **412** unemployed Islington residents supported into paid employment. We are on track to achieve the year-end target of **1500** with support from Department for work and pensions (DWP) funded programmes. Ingeus who deliver the Work and Health programme and Restart have been a key contributor to these employment outcomes achieving **234** of total outcomes. The funding for these programmes through Central London Forward has been confirmed until the end of March 2025.

This strong performance also reflects the commitment and challenging work of the Islington Working Partnership, the Islington Anchor Institutions' Network and council contractors. All partners have collaborated to ensure that employment provision in the borough meets the needs of residents. The iWork Adult Employment service offers an accessible front door for residents, ensuring that each resident is directed to the most appropriate local service. By working with Council services and smaller local agencies to ensure that any residents who require a different support offer can access this by emailing or phoning the Islingtonworking inbox or help line. The Islington Working partnership model is built on the recognition that no one size will fit all. Each resident will receive a personalised assessment to ensure they are directed to the best local service to meet their needs.

The Councils iWork Adult Employment service has just completed a small reorganisation to ensure we are able to support any gaps in local provision by focusing our direct resources on those areas where we can have maximum impact. Examples include key local sectors and opportunities linked to the councils own spend and areas of influence.

- 4.2 **Corporate Indicator JM1a - Number of Islington resident parents of children aged 0-18 supported into paid work through Team Islington activity** In Quarter 1, Council services and partners supported **105** parents of children aged 0-18 into employment. It is challenging to ensure 100% adherence to data collection particularly for priority groups across all partners, and we are continually seeking new ways to secure compliance with monitoring procedures. There is a reliance upon external partners for our results and there are only a few who monitor whether clients are parents and those that do may only capture lone parents. Council contractors, who are also key contributors for employment outcomes do not routinely capture parental status as this can be seen as discriminatory.

The council remains committed to support for parents. The iWork employer engagement team have all been on Timewise recruitment training to ensure they are able to negotiate parent friendly hours. The council have also signed up to their new Fair flexible Councils programme which is designed to further support local people to access flexible employment opportunities.

- 4.3 **Corporate Indicator JM1b - Number of Islington resident young people aged 18-25 supported into paid work through Team Islington activity** In Quarter 1, **58** young people have been supported into paid employment. The Youth Employability and Skills programme supported 26 NEET young people from priority cohorts into a positive destination (14 referred by voluntary community sector partners, 5 care leavers and 1 known to the youth justice service). 6 young people sustained their employment outcomes for 6 months and 4 young people achieved 1 year in work. A further 24 went on to achieve an accredited qualification to support their progression into employment. Most YES employment and sustained outcomes this quarter were linked to roles in the hospitality, leisure, security, and construction sector. Business engagement focused on partnerships through social value agreements with organisations such as Vital Energi, relationships established through local economy officers such as The Upper Place and Health and Social care partnerships (NCL). 11 new vacancies were created, and 5 young people accessed work experience.
- 4.4 **Corporate Indicator JM1c - Number of Islington resident Disabled people / those with long term health conditions supported into paid work through Team Islington activity** - In Quarter 1, **64** people with a disability/long term health condition have been supported into paid employment. The Council commissioned London Metropolitan university to identify the levels of unemployment amongst residents with different disabilities and long term health conditions in the borough. The research has now concluded and has provided recommendations to help us pinpoint our outreach, tailor and adapt our brokerage service to ensure that employers are fully considering applicants with disabilities. We are working on implementing the report recommendations and will provide a more detailed update to committee in Quarter 2.
- 4.5 **Corporate Indicator JM1d - Number of Black, Asian and Minority Ethnic Islington residents supported into paid work through Team Islington activity** – In Quarter 1 Council services and partners have supported **378** residents from residents from Black Asian and Minority Ethnic residents into employment. The Council commissioned London Metropolitan University to identify the levels of unemployment among Black, Asian and Minority Ethnic communities. The report provided recommendations on targeting support toward specific ethnic subgroups. It proposed a target of 60% of job starts to be from Black, Asian and Minority Ethnic Communities with sub targets for the following communities: African, Caribbean, Turkish, Kurdish, Bangladeshi and other Black. Data for Quarter 1 shows that **234** (57%) of the 412 job starts were Black Asian and Minority Ethnic residents.
- 4.6 **JM2 a) Number of London Living wage entry level jobs achieved through the Islington Working Partnership** - In Quarter 1 at least **134** outcomes were achieved. Data collection across the Islington working partnerships remains an issue for collecting information on London Living wage outcomes and needs to be addressed. We continue to seek new ways to secure compliance with monitoring procedures. The iWork service increasingly only works with employers who do pay the London Living wage, but outcomes reported are only a small proportion of the overall number. We will be working with Ingeus who are a key contributor of outcomes to improve our data collection processes. This quarter they were able to report **74** London Living wage outcomes as part of the Restart Programme.

4.7 **JM2 b) - Number of employers achieving London Living Wage accreditation** there have been **14** new accreditations between April 1<sup>st</sup> 2023 and June 30<sup>th</sup> 2023. There are now 309 accredited living wage businesses in Islington. The Institute of Physics has now passed through the formal accreditation process. Of the 14 who accredited in Quarter 1, there were four charities, and one other third sector organisation, two hospitality firms, one police organisation - The Cyber Resilience Centre for London, one media/comms firm, one consultancy, recruitment agency, and manufacturer.

4.8 **JM3 - Number of Islington residents supported into apprenticeships.**  
In Quarter 1 there have been **37** apprenticeship starts. This is significantly lower than the same period previous year. This is in part to delayed responses from key partners who have consistently strong performance around apprenticeships. We are aware that apprenticeships do have a seasonal ebb and flow with outcomes generally being lower in Quarter 1. We will expect to see an increase in outcomes by Quarter 3.

4.9 **JM4 - Monetary value of social value derived through affordable workspace.**  
The data from Quarter 1 shows that the Affordable workspace programme has almost met its annual target of £500k already. This is due to the good work delivered by the Programme Operators, mainly Outlandish and Fashion Enter. Outlandish have recently hired 2 local residents, 3 BAME staff and 4 female staff (combination of Outlandish and Founders & Coders staff). They continue to deliver masterclasses and skills bootcamps and currently have 40 apprentices completing a level 4 software development programme. This last quarter Outlandish delivered £200k in social value.

4.10 Fashion Enter have also delivered just over £200k in social value in the last quarter. They have achieved this by delivering courses that promote employability in the fashion industry, as well as working in partnership with big name fashion companies including Net-A-Porter and N Brown Retail group to deliver workshops such as 'How to start a Micro Business,' 'Sewing & Upcycling' and a Level 3 Diploma in Creative Practice.

It is important to note that the current Operators were taken on when the AWS programme was in its infancy. At that time, we had to estimate how much monetary value could be delivered through social value and in setting annual targets we were testing assumptions about how the outputs would work against the contractual obligations. The current target of £500k is taken from the existing Operators' contractual obligations and any over delivery of this target shows over-performance from the Operators. We will continue to encourage our Operators to exceed their targets throughout the remainder of the year to maximise the social value gained.

As the programme grows and develops, new Operators that join the programme from next year will have an increased social value target which will be in-line with the rental income foregone in exchange for the social value delivery. To ensure transparency, we will break down the monetary value for new and old Operators against their quarterly targets so that it can be seen how they are each performing.

4.11 **JM6 Number of opportunities brokered through Inclusive Economy & Jobs**  
The Local Economies team regularly engage with businesses, with over **500** positive business interactions taking place in Quarter 1. Of those interactions, **194** represented opportunities brokered by Local Economies Officers that either support or directly deliver Community Wealth building outcomes. This quarter, examples of opportunities brokered include, Businesses supported to create an Islington Working account, businesses/entrepreneurs referred into LBI programmes such as Market Traders courses, and businesses supported to maximise their ability to secure local procurement opportunities.

Business support has also included revitalising the online construction directory on 'Find your Islington'. The contractors that we are working with on new developments (e.g., Marlborough Highways, Mount Anvil and London Square) have been introduced to the directory and are aware that this will be relaunched as a new and improved tool to help them find local suppliers. A presentation was also delivered to the Anchor Institution Network's procurement working group with the group taking a keen interest in using the directory once ready, as well as wanting to explore other sectors to build a local supplier directory around. The construction directory is currently being developed and tested and is set to be launched externally in mid-October.

#### 4.12 **JM7– Monetary value of the childcare bursary uptake with sub targets for types of outcomes**

Childcare bursary claims in Quarter 1 supported or sustained **14** residents into employment with **2** cases of Bursary payments supporting people achieve education outcomes. One of the residents claiming the bursary has a long term health condition / disability.

Utilisation of the childcare bursary remained lower than anticipated in Quarter 1. We plan to promote more widely particularly to parents of children with additional needs as there have been no requests this quarter from this group. We are now considering the impact of changes to how the Department of Work and Pensions (DWP) is now managing childcare bursary requests. It seems that they are now able to pay immediately, which should significantly reduce the demand on the bursary. However, the DWP eligibility is for a maximum of two children, so there will be very occasional cases that only Islington's bursary can cover. We are also likely to be the first port of call for training and education related requests. Currently we are on track to spend only about 50% of the total allocation. We will present further details to committee once the impact of the new DWP policy can be fully assessed.

#### 5.0 **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.'

5.1 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 3 runs from 1<sup>st</sup> October to the end of December. This report focuses on figures for the first term of academic year 22/23. For the 21/22 academic year, the service had 31 learners who progressed into work after leaving ACL. A full learner destination survey for 21/22 learners is at the final stages of being completed, and figures will be available for the next scrutiny report.

5.2 **Corporate Indicator JM8 - Number of Islington residents enrolled on an Adult Community Learning Course<sup>1</sup>** - The Adult Community Learning service enrolled 1,606 residents on learning activities over the course of the academic year. This figure represents an increase of 25% as compared to last year's unique learner number and the highest number of residents enrolled on learning courses since academic year 2016/17. The significant increase in learner numbers represents a team-wide effort from all ACL staff. Specific factors include more face-to-face learning, resident and staff confidence increasing and several key working partnerships that have successfully engaged residents. Some of the key partnerships over the course of the year that have resulted in positive enrolments have been:

- The No Recourse to Public Funds Team
- Light Project Pro International
- Community and voluntary organisations, such as Hillside Clubhouse, and primary schools
- Job Centre Plus.

Learner numbers have increased across all curriculum areas and this academic year was the first since the pandemic where. In addition to what has already been highlighted, improved planning and marketing of enrolment days has been a significant factor. Some of the highlights of the year included a strong performance on the Multiply programme, with the service exceeding its GLA target. Meetings with the GLA have been positive – based on current performance, they are recommending a growth bid that will be opened in Autumn. The current Multiply offer has centred around Cost of Living, budgeting and supporting numeracy for speakers of English as a Second or Other Language. The programme will extend in the coming months to engage with anchor institutions to develop numeracy with low-paid employees.

The Family Learning offer has seen a significant improvement in terms of its quality, the breadth of partners engaged with and the number of learners enrolled. This will be analysed in more detail in the next section of this report.

The service is projected to overdeliver on its Greater London Authority allocation, in which case it will receive an additional 3% of its contractual budget - £30 000.

5.3 **Corporate Indicator JM8a - Number of parents of children aged 0-18 enrolled on an Adult & Community Learning Course – 768.** Over half of the learners from this cohort (431) were enrolled on Family Learning courses. The service co-designed learning offers with schools, such as Literacy and Numeracy for Parents, Year 6 Spelling, Punctuation and Grammar and Numeracy and Literacy sessions for each primary school year. In addition, the service delivered family learning at community-wide events, such as Hill drop Summer Fair and Goodinge Family Fun Day.

5.4 **Corporate Indicator JM8b - Number of residents with disabilities/those with a long-term health condition enrolled on an Adult & Community Learning Course**

An increased presence in learning centres and confidence with the hardest to reach residents, coupled with a robust learning offer have resulted in the service engaging with **359** residents with long-term health issues and disabilities. Partnerships with Islington Mind, Light Project Pro International and close working with the Community Engagement team have helped to engage these learners.

5.5 **Corporate Indicator JM8c - Number of Black, Asian and Ethnic Minorities enrolled on an Adult & Community Learning Course – 1,293**

The service continues to engage with communities from diverse backgrounds across all curriculum areas. Leafleting in community areas and engaging with partners highlighted above are some of the factors that have helped the service engage with these often-disadvantaged learners. In addition to this, the service has seen a slight increase in the number of ESOL learners on course, which has increased this overall figure.

5.6 **JM10 - Number of new businesses offering WoW activities.**

In Quarter 1, the World of Work programme formed 6 new business partnerships which contributed to the delivery of 32 activities in schools supported by 125 volunteers. Most of the activities delivered in the summer term were workplace visits and work experience placements, with some careers insights also taking place towards the end of the academic year.

5.7 **JM10 b) – Number of businesses offering Wow activities to secondary school aged children and young people** All 6 new businesses offered Wow activities in secondary schools, contributing to the delivery of 979 pupil experiences. Most students accessing these activities were from Y10 and Y12 and therefore preparing for transition to post 16 options, FE, HE or employment.

2 new businesses joined the WoW menu for primary schools in Q1. Two classes accessed careers insights delivered by 4 volunteers to 60 students.

5.8 **JM10 c) – Number of businesses offering WoW activities to young people in Further Education** 5 new businesses have offered WoW to FE students to support students studying qualification related to the built environment, art, hospitality, beauty, and technology. Though these have been booked, delivery will take at the start of the 23/24 academic year, falling into Quarter 2.

5.9 **JM10 d) – Number of businesses offering WoW activities to children and young people from Black and Minority Ethnic backgrounds** Although we do not capture the ethnicity of individual students accessing WoW activities, reviewing school profiles means we can estimate that 69% of the 1029 students that participated in Q1 were from Black and minority ethnic backgrounds. This would equate to approx. 710 young people.

## 5.10 Implications

### **Financial implications:**

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

### **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:**

There is no environmental impact arising from monitoring performance.

### **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).

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.

6.

## **Conclusion**

The Council's 'Islington 2030 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 more equal 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.

**Signed by:**

Date: 29<sup>th</sup> August 2023

Caroline Wilson, Acting Corporate  
Director of Community Wealth  
Building



**Appendix A: Employment & Skills Dashboard Quarter 1 2023-24**

PI No.	Indicator	Frequency reported	Latest data for period	Q1 23/24	Q1 23/24 Profile Target	Target 2023-24	Actual 2022/23 FY	On Target
JM1	Number of Islington residents supported into paid work through Team Islington activity, with sub-targets for:	Quarterly	April - June	<b>412</b>	225	1500	3013	↑
	a. Parents of children aged 0-18	Quarterly	April - June	<b>105</b>	34	225	445	↑
	b. young people aged 18-25	Quarterly	April - June	<b>58</b>	34	225	420	↑
	c. Residents with disabilities / those with long term health conditions	Quarterly	April - June	<b>64</b>	45	300	467	↑
	d. BAME	Quarterly	April - June	<b>234</b>	135	900	1559	↑
	e. Council Contracted Suppliers	Quarterly	April - June	<b>To be reported in Q2</b>	To be reported in Q2	500	515	To be reported in Q2
	f. Percentage of Islington residents supported into paid work through team Islington	Annual	Annual Indicator	<b>Annual Indicator</b>	Annual Indicator	80%	81%	Annual Indicator

PI No.	Indicator	Frequency reported	Latest data for period	Q1 23/24	Q1 23/24 Profile Target	Target 2023-24	Actual 2022/23 FY	On Target
	activity who were still in work at 13 weeks							
	g. Percentage of Islington residents supported into paid work through team Islington activity who were still in work at 26 weeks	Annual	Annual Indicator	<b>Annual Indicator</b>	Annual Indicator	75%	76%	Annual Indicator
JM2 a)	Number of London Living Wage entry level jobs achieved through the Islington working partnership	Quarterly	April - June	<b>134</b>	135	900	914	↑
b)	Number of employers achieving LLW accreditation	Quarterly	April - June	<b>14</b>	15	100	59	↑
JM3	Number of apprenticeships supported with sub targets for:	Quarterly	April - June	<b>37</b>	30	200	210	↑
a)	Council Apprenticeships	Quarterly	April - June	<b>8</b>	15	100	105	↓

PI No.	Indicator	Frequency reported	Latest data for period	Q1 23/24	Q1 23/24 Profile Target	Target 2023-24	Actual 2022/23 FY	On Target
b)	Number of Islington residents supported into Apprenticeships with an external employer	Quarterly	April - June	29	15	100	105	↑
d)	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	Quarterly	April - June	To be reported in Q2	To be reported in Q2	tbc	Baseline Year	To be reported in Q2
JM4	Monetary value of social value derived through affordable workspace with sub targets for under-represented founders:	Quarterly	April - June	£476,060	£75,000	£500,000	£1,287,085.37	↑
a)	Women	Quarterly	April - June	126	tbc	tbc	537	
b)	Black, Asian & Minority Ethnic	Quarterly	April - June	109	tbc	tbc	248	
c)	Disability	Quarterly	April - June	14	tbc	tbc	33	
JM5	Number of Businesses that have been positively impacted by	Quarterly	April - June	510	375	1500	1268	↑

PI No.	Indicator	Frequency reported	Latest data for period	Q1 23/24	Q1 23/24 Profile Target	Target 2023-24	Actual 2022/23 FY	On Target
	the Inclusive Economy and Jobs Directorate							
JM6	Number of opportunities brokered through Inclusive Economy & Jobs	Quarterly	April - June	194	125	500	473	↑
JM7	Monetary value of the childcare bursary uptake with sub targets for types of outcomes:	Quarterly	April - June	£14,673.62	£24,000	£160,000	£84,047.18	↓
a.	Number of recipients with an employment outcome	Quarterly	April - June	14	9	60	39	↑
b.	Number of recipients with a training outcome	Quarterly	April - June	2	n/a	tbc	16	
JM8	Number of Islington residents enrolled on an Adult & Community Learning Course with sub-targets for:	Termly	August '22 to June '23	1,606	1,600	1,700 23-24 Ac Year.	1,256	↑
a)	Parents of children aged 0-18	Termly	August '22 to June '23	768	720	800	626	↑
b)	Residents with disabilities / those with long term health conditions	Termly	August '22 to June '23	359	368	380	260	↓

PI No.	Indicator	Frequency reported	Latest data for period	Q1 23/24	Q1 23/24 Profile Target	Target 2023-24	Actual 2022/23 FY	On Target
c)	BAME	Termly	August '22 to June '23	1,293	1,296	1,400	1,031	↑
JM9	Positive year-end destinations for learners with sub targets for:	At the end of academic year/term	August '22 to June '23	Available in Oct/Nov 23	Baseline Year	Baseline Year		
a)	Learners moving into paid employment	At the end of academic year/term	August '22 to June '23	Available in Oct./Nov. 23	Available in Oct./Nov. 23	6%	37 (QDP survey: out of 753 responses – 5%)	
b)	Learners moving onto higher level learning	At the end of academic year/term	August '22 to June '23	Available in Oct./ Nov 23	Available in Oct./ Nov 23	31%	N/A	
JM10	No. of new businesses offering WoW activities with sub targets for	Quarterly	April - June	6	n/a	tbc	41	
a)	Primary	Quarterly	April - June	2	n/a	tbc	0	
b)	Secondary	Quarterly	April - June	6	n/a	tbc	25	
c)	Further education	Quarterly	April - June	5	n/a	tbc	10	
d)	Black Asian and Minority Ethnic	Quarterly	April - June	6	n/a	tbc	27	