

Report of: Corporate Director, Community Wealth Building

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	Tuesday 25 th January 2024	All

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SUBJECT: Inclusive Economy & Jobs Quarter 2 2023-24 Performance Report
Summary

This report presents the impacts of the Inclusive Economy & Jobs Service during the last quarter by:

- Supporting residents into jobs, and facilitating business opportunities, with a focus on residents who face most challenges in accessing employment, such as disabled people, parents, those on low incomes, people from minority communities and young people.
- Co-ordinating with other specialist employment support partners, including Local Economy Officers to facilitate jobs, apprenticeships, and work experience for residents, with placements especially targeted in growth sectors such as the health and care sector, construction, tech, and the creative industries.
- Supporting local resident business owners with opportunities, that help them save money and become more sustainable.
- Offering space for residents to co-work, train for employment, start and grow their business through an expanding portfolio of affordable workspaces.
- Preparing future generations for work through our World of Work programme, highlighting how links to schools, and local businesses providing at least 100 hours of work experience, is benefiting young people in Islington schools.
- Integrating affordable workspaces into the programme to provide young people with an opportunity to meet business owners and learn about setting up a business.
- Assisting residents into creative and tech careers through the four borough LIFT partnership.
- Improving the incomes of local people through a campaign to make Islington a Living Wage Place.

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 second quarter of 2023-24 (1st April to 30th September 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 2 (1st April – 30th September 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 2 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 2 with **752** 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.

This strong performance 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, which is promoted through outreach and networking, via a twice weekly jobs bulletin and a web based jobs portal . Residents can access the service via key workers from other agencies, or email and phone directly to an Islington Working in box. They are then offered an initial 'triage' or assessment and directed to the most appropriate local service.

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 internal services currently direct focus to where we have the most leverage in terms of jobs brokered in key growth sectors, council relationships and contracts, or offering support to those groups who are deemed ineligible for other local offers. Currently this has been residents who are already working, and some young people who want personalised support, but who do not have any specific additional barriers to employment.

- 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 2, Council services and partners supported **174** parents of children aged 0-18 into employment. The Islington Working model to support residents into employment has proved hugely successful increasing the impact for residents. However, we do recognise that partners have different approaches to data capture. Many do not monitor whether clients are parents and those that do often only focus on capturing lone parents. Council contractors, who are also key contributors for employment outcomes do not routinely capture parental status of new recruits, as this can be seen as discriminatory. It remains 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.
- 4.3 **Corporate Indicator JM1b - Number of Islington resident young people aged 18-25 supported into paid work through Team Islington activity** In Quarter 2, **133** young people have been supported into paid employment. In addition, 5 young people were supported into education and 26 into training through the youth employability and skills (YES) programme. This includes a cohort of care experienced young people that attended a 12 week employability programme delivered by Council contractor Ayming. 18 went on to achieve an accredited qualification through this programme but also, security training and ICT provision with Shapeways. 33 world of work experiences were created for 18-24 yr old YES participants, including summer placements for care experienced young people and those known to the youth justice service, and 2 x 200 hr paid internships via a grant from the Cripplegate Foundation / Islington Giving.
- 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 2, **126** people with a disability/long term health condition have been supported into paid employment.

The Council's ISET team work with residents who have a global learning disability and have been able to achieve outcomes at Network Rail, The Business Design Centre, and The Almeida Theatre. The LIFT programme has commenced a piece of work focused on employment for neurodiverse residents. Initial insights have highlighted many autistic people do not declare they have a disability. LIFT are working on developing a neurodivergence toolkit for employers and will be hosting a roundtable to research employers current understanding of neurodivergence in the workplace and what they would like in a toolkit to support them when recruiting neurodivergent staff.

The Work and Health Programme delivered by Ingeus remain a key contributor of employment outcomes in the borough. Approximately 20% of the total number supported in Quarter 2 are residents with a disability or long term health condition.

- 4.5 **Corporate Indicator JM1d - Number of Black, Asian and Minority Ethnic Islington residents supported into paid work through Team Islington activity** – In Quarter 2 Council services and partners have supported **398** residents from Black Asian and Minority Ethnic residents into employment exceeding the profiled target of 360. 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. A breakdown on outcomes for each group will be provided in the Quarter 3 report to committee.
- 4.6 **JM1e number of residents employed by council contractors.**
- 87 residents have been supported into employment with council contractors. The relatively low outcomes reflect data capture challenges with contractors similar to those outlined for partners. To date this information has come from staff in iWork Adult Employment support calling employers to ascertain outcomes. We have revised our methodology for collecting data by asking contract managers at the council to obtain this information from contractors who are required to complete comprehensive monitoring returns. We anticipate that in Quarter 3 we will begin to see increased returns coming in via this new process. With the intention that all contractors working with us will be expected to inform the council about local recruitment linked to council spend.
- 4.7 **JM2 a) Number of London Living wage entry level jobs achieved through the Islington Working Partnership** - In Quarter 2, 257 outcomes have been achieved against a profiled target of 360. Data collection across the Islington working partnerships remains an issue for collecting information on London Living wage outcomes and is collectively being 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 have begun to get returns from Ingeus who are a key contributor of outcomes and anticipate this will support us to achieve our year-end target. Ingeus receive an incentive payment on their Work and Health programme contract with Central London Forward (CLF) to achieve higher paid outcomes. Recent GLA funded programmes have also asked for a percentage of jobs to be good jobs. These funding requirements are helping to drive up standards.
- 4.8 **JM2 b) - Number of employers achieving London Living Wage accreditation** there have been **23** new accreditations between April 1st 2023 and 30th September 2023. There are now 311 accredited living wage businesses in Islington. The Institute of Physics has now passed through the formal accreditation process.
- 4.9 **JM3 - Number of Islington residents supported into apprenticeships.**
- In Quarter 2 there have been 57 apprenticeship starts. This is significantly lower than the same period previous year. This in part can be explained by no data received this quarter from City & Islington College 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 and 2. To further accelerate the council's work on apprentices, a new strategic approach is underway. This will cover work internally and externally, including our work via the Islington Anchor Institutions' Network. We will expect to see an increase in outcomes by Quarter 3.

4.10 **JM4 - Monetary value of social value derived through affordable workspace.**

In Quarter 2, the Affordable workspace programme performance has been strong with £409,064 monetary value achieved and a cumulative total of £885,124 exceeding the year-end target of £500,000. This has been in part due to the good work delivered by the programme operators, mainly Outlandish and Better Space.

The current Operators were taken on when the AWS programme was in its infancy. At that time, we estimated 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 an additional 600+ positive business interactions taking place in Quarter 2 of 2023/24. Of the 1128 positive interactions recorded in the year-to-date, 200+ represented opportunities brokered by Local Economies Officers that either support or directly deliver Community Wealth building outcomes. Across Quarter 2, this included significant work engaging businesses and traders in Chapel Market as works there continued, building a nascent Traders Association in the Cally and significant business engagement across the Cally and Barnsbury & Laycock on Liveable Neighbourhood plans. The Local Economies service remains on track to deliver against its KPIs for 23/24.

The renewed construction directory, featuring 147 businesses, went live at end of October 2023. Council staff and the Anchor Institution Network's net zero and procurement working groups were trained to use the directory in November. A construction Meet the Buyer event for local businesses is being planned for late March/April as a follow up to launching the directory.

Islington Council became a corporate member of MSDUK in October 2023, which is the UK's leading supplier diversity advocacy network for ethnic-minority businesses, as part of the council's commitment to improve diversity of its supply chain and provide further opportunities to underrepresented businesses.

Case Study: Market Trader Training

Adult Community Learning and Local Economies have worked together to develop Islington's Market Trader Training course, creating a pathway for entrepreneurial residents to gain the necessary information, knowledge and skills to start on the road to selling their goods in Islington's markets.

Trading on a market offers a low-barrier entry route to running a small businesses. Traders can test out ideas without the heavy investment and start-up costs associated with bricks and mortar spaces on the high street whilst still having access to a ready-made eco-system of traders and customers.

The ACL course pairs important basic information (including on licensing, fees, and regulations) with real life advice from the council's Street Trading team to provide participants with a rounded view of the opportunities, challenges, and practicalities of running a successful market stall.

The pathway model then provides an opportunity for students who finish the course to actually try trading at one of Islington's events run by the Local Economies team, where we can guarantee footfall and therefore a positive experience. To date, more than half of course attendees have gone on to apply for a license or trade with Archway Market, who continue the support with reduced pitch fees and mentorship for those who graduate from the course.

- 4.12 **JM7– Monetary value of the childcare bursary uptake with sub targets for types of outcomes**
In Quarter 2 , the childcare bursary has supported 24 parents into employment with 3 cases of bursary payments supporting people to achieve education outcomes. Communication campaigns are starting to have an impact on increasing reach. We will continue to monitor any amendments to the scheme criteria in particular the impact of changes to how the Department of Work and Pensions (DWP) is now managing childcare bursary requests.
- 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 2 runs from 1st July to the end of September. 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 Course¹** - The Adult Community Learning service enrolled 1,789 residents on learning activities over the course of the academic year. This figure represents an increase of approximately 40% 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. 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 has overdelivered on its Greater London Authority allocation and will receive an additional 6% of its contractual budget approximately £60 000. This money will be used to reinvest in the service, ensuring a high-quality delivery.

5.3 **Corporate Indicator JM8a - Number of parents of children aged 0-18 enrolled on an Adult & Community Learning Course – 853.** Over half of the learners from this cohort were enrolled on Family Learning courses. The service co-designed learning offers with schools, delivering learning sessions 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 **398** 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 **JM8c - Number of Black, Asian and Ethnic Minorities enrolled on an Adult & Community Learning Course – 1, 427.**

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 partnership with the No Recourse to Public Funds team, and the appointment of a refugee English Language co-ordinator has resulted in an increase in the number of ESOL learners on course.

5.6 **JM9 - Positive year-end destinations for learners**

With an increasing focus on outcomes and the impact of adult learning, the service has commissioned an end-of-year destination report for leavers. For the data collected, academic year 2022/23, out of 1005 leavers, the response rate was 33%, with 327 respondents. The service is working with the QDP, the firm commissioned to carry out the survey, to identify the reasons for such a low response rate. An initial idea that has been mooted by the team is to initiate the survey earlier and make use of online means of filling the survey out. The Assistant Director is leading a discussion with Camden and Haringey ACLs on this work and is in the process of comparing results.

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

In Quarter 2, the World of Work programme formed 11 new business partnerships. As this quarter falls across the summer holidays, a relatively small number of activities took place.

5.8 **JM10 b) – Number of businesses offering Wow activities to secondary school aged children and young people**

There were 10 activities in secondary schools this quarter, all for year 9-12 students in the last two weeks of term. These were made up of 5 workplace visits, 2 career insights and 3 employability workshops. 73 volunteers supported these events which reached 288 students. Two of the most popular visits to Lumen and the Royal College of physicians have accompanying case studies.

There were no events in primary school.

5.9 **JM10 c) – Number of businesses offering WoW activities to young people in Further Education**

2 new Tech business partners, Harri and Shapeways, supported a Summersiversity employability workshop at the West Library youth employment hub. The session was aimed at young people of school and college age with an interest in the sector, who spent the morning working on a technical challenge and then pitched their solutions to the panel.

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: 25th January 2024

Stephen Biggs, Corporate Director
of Community Wealth Building

Appendix A: Employment & Skills Dashboard Quarter 2 2023-24

PI No.	Indicator	Frequency reported	Latest data for period	Q2 23/24	Q2 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 - Sept	752	600	1500	3013	↑
	a. Parents of children aged 0-18	Quarterly	April - Sept	174	90	225	445	↑
	b. young people aged 18-25	Quarterly	April - Sept	133	90	225	420	↑
	c. Residents with disabilities / those with long term health conditions	Quarterly	April - Sept	126	120	300	467	↑
	d. BAME	Quarterly	April - Sept	398	360	900	1559	↑
	e. Council Contracted Suppliers	Quarterly	April - Sept	87	200	500	515	↓
	f. Percentage of Islington residents supported into paid work through team Islington	Annual	Annual Indicator	Annual Indicator	Annual Indicator	80%	81%	Annual Indicator

PI No.	Indicator	Frequency reported	Latest data for period	Q2 23/24	Q2 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	Annual Indicator	Annual Indicator	75%	76%	Annual Indicator
JM2 a)	Number of London Living Wage entry level jobs achieved through the Islington working partnership	Quarterly	April - Sept	257	360	900	914	↓
b)	Number of employers achieving LLW accreditation	Quarterly	April - Sept	23	40	100	59	↓
JM3	Number of apprenticeships supported with sub targets for:	Quarterly	April - Sept	57	80	200	210	↓
a)	Council Apprenticeships	Quarterly	April - Sept	12	40	100	105	↓

PI No.	Indicator	Frequency reported	Latest data for period	Q2 23/24	Q2 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 - Sept	38	40	100	105	
d)	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	Quarterly	April - Sept	To be reported in Q3	To be reported in Q3	tbc	Baseline Year	To be reported in Q3
JM4	Monetary value of social value derived through affordable workspace with sub targets for under-represented founders:	Quarterly	April - Sept	£885,126	£200,000	£500,000	£1,287,085.37	↑
a)	Women	Quarterly	April - Sept	312	40	100	537	↑
b)	Black, Asian & Minority Ethnic	Quarterly	April - Sept	351	40	100	248	↑
c)	Disability	Quarterly	April - Sept	41	16	40	33	↑
JM5	Number of Businesses that have been positively impacted by	Quarterly	April - Sept	1128	600	1500	1268	↑

PI No.	Indicator	Frequency reported	Latest data for period	Q2 23/24	Q2 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 - Sept	220	200	500	473	↑
JM7	Monetary value of the childcare bursary uptake with sub targets for types of outcomes:	Quarterly	April - Sept	£39,748	£64,000	£160,000	£84,047.18	↓
a.	Number of recipients with an employment outcome	Quarterly	April - Sept	24	9	60	39	↑
b.	Number of recipients with a training outcome	Quarterly	April - Sept	3	n/a	tbc	16	
JM8	Number of Islington residents enrolled on an Adult & Community Learning Course with sub-targets for:	Termly	Final outturn AY22/23	1,789	1,600	1,700 23-24 Ac Year.	1,256	↑
a)	Parents of children aged 0-18	Termly	Final outturn AY22/23	853	720	800	626	↑
b)	Residents with disabilities / those with long term health conditions	Termly	Final outturn AY22/23	398	368	380	260	↑

PI No.	Indicator	Frequency reported	Latest data for period	Q2 23/24	Q2 23/24 Profile Target	Target 2023-24	Actual 2022/23 FY	On Target
c)	BAME	Termly	Final outturn AY22/23	1,427	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	21% (out of 196 declared unemployed pre-course in QDP survey)	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	16.5% of 1,789 progressed from CL to ASB or between NVQ Entry and L2	Available in Oct./ Nov 23	31%	N/A	
JM10	No. of new businesses offering WoW activities with sub targets for	Quarterly	April - Sept	11	10	40	41	↑
a)	Primary	Quarterly	April - Sep	0	1	5	0	
b)	Secondary	Quarterly	April - Sep	10	5	25	25	↑
c)	Further education	Quarterly	April - Sep	1	4	10	10	
d)	Black Asian and Minority Ethnic	Quarterly	April - Sep	7	5	25	27	↑