

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Health, Social Care and Inclusion Policy and Accountability Committee

Date: 23/03/2022

Subject: Inclusive Apprenticeships

Report author: Oliur Rahman, Head of Employment and Skills

Responsible Director: Jon Pickstone – The Economy

SUMMARY

This report provides an update on the work being undertaken locally to provide Disabled residents access to inclusive apprenticeships. The paper also highlights the current scale of opportunities on offer through local businesses and considers how workforce remodelling of apprenticeships can support inclusivity.

RECOMMENDATIONS

For the Committee to note and comment on this paper.

Wards Affected: All

Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	Increasing the provision of inclusive apprenticeships is a vital means of expanding the borough's labour market, and the supply of local labour available for H&F businesses to grow.
Creating a compassionate council	H&F seeks to ensure that it can help to remove as many barriers to labour market entry as possible, including those that impact on Disabled people. It recognises that education and work are key parts of residents living fulfilling lives.
Doing things with local residents, not to them	The council works with residents to ensure that service delivery is accessible for all residents through various channels.
Being ruthlessly financially efficient	Through investment in services which promote the provision and increased supply of inclusive

	<p>apprenticeships, the borough can reduce labour market inactivity and unemployment. This fits closely with the RFE agenda as this will mean that other services, such as social care, are likely to see reduced long-term demand.</p>
<p>Rising to the challenge of the climate and ecological emergency</p>	<p>The borough, in line with its Industrial Strategy, is seeking to increase the provision of green skills through its inclusive apprenticeship provision, to meet current and future demand in the sector.</p>

DETAILED ANALYSIS

Introduction

1. As businesses emerge from COVID, employers are reporting skills gaps across a range of sectors. The changing labour market presents an opportunity to support employers to reach untapped talent pools through a more inclusive apprenticeship offer.
2. Inclusive Apprenticeships are bespoke 'earn while you learn' programmes designed for Disabled residents as a pathway to more permanent employment. Leading by example, H&F Council as an employer is one of a few local authorities that offer Inclusive Apprenticeships.
3. This report covers labour market information, where it is available, and highlights gaps in data relating to apprenticeship take up by Disabled residents and the scale of Inclusive Apprenticeships on offer through local employers.
4. Whilst the focus of this paper is on Apprenticeships, the report also considers some of the wider supported pathways delivered by the Council and through partner organisations.

Background

5. In H&F, the Annual Population Survey data for January-December 2020 shows an estimate of 1,600 Disabled residents that are unemployed. This total includes both 'core' and 'work-limiting' disabilities. This represents 25.4% of the total unemployed residents.
6. Additionally, there are 6,700 Disabled residents aged 16-64, whose disabilities are listed as core or work limiting, that are economically inactive. This estimate represents around 42.5% of the inactive 16-64 age group that are not students. National research suggests that around 25% of this group also 'want a job'; however, in H&F the proportion of inactive residents that want a job is significantly higher than nationally and adjusting for this would give an estimate of around 30% for the proportion of these 6,700 residents that 'want a job'.

7. Unemployed residents, in labour market terms, are 'seeking work'. However, the unemployment rate for Disabled residents stands at 17.6%, approximately three times higher than H&F's overall unemployment rate. This holds across age groups, reflecting that for Disabled young people, Covid will have exacerbated initial barriers to entering the labour market.
8. ONS estimates suggest that the employment rate for Disabled residents (core or work limiting disabilities) was around 53.3% across 2020, which is higher than the national estimate of around 40%. This represents around 8,400 H&F Disabled residents (core or work limiting disability) that are in employment.
9. Some emerging estimates covering the period to September 2021 suggests that there has been a fall in this higher employment rate down to around 45%. This however also corresponds with a fall in the overall employment rate and may simply reflect people re-entering the labour market at a time of high uncertainty about ongoing restrictions. We will continue to track this dynamic as it emerges.
10. Apprenticeship and Traineeship Education Statistics published by the Department for Education (DfE) shows that, year on year, the number of H&F residents taking up Apprenticeships has been decreasing, from 530 residents in 2019/20, to 360 residents in 2020/21 and 220 residents across three quarters so far in 2021/22. **(See Appendix 1)**.
11. Data covering 'apprenticeship starts by disability' was not published at a local level by DfE across the last two years. In 2019/20, covering the most recent data available, an estimated 60 residents Disabled residents took part in an apprenticeship.
12. Inclusive Apprenticeships area a relatively new development, in its current form, and are being created to offer flexibility to make apprenticeships more accessible.
13. Inclusive Apprenticeships include adjustments to make them accessible to people with a current or historic Education, Health and Care Plan (EHCP), Learning Disability Assessment (LDA) or Statement of Educational Need (SEN)
14. Reasonable adjustments can be made regarding both maths and English entry requirements and working hours/duration of the apprenticeship programme.
15. As data on Inclusive Apprenticeships offered is not currently collated at local authority level, this paper provides analysis of local knowledge on inclusive employers and types of support available to Disabled residents.

Local Employment

16. The council works with over 130 employers, based in H&F and nearby boroughs, to increase access to opportunities, including jobs, apprenticeships and internships, for local residents. **(see Appendix 2)**
17. Whilst we do not have robust data to provide analysis on local employers hiring Disabled residents, we know that there are 42 local employers in H&F who

have voluntarily signed up to the Disability Confident scheme. **(see Appendix 3)**

18. Disability Confident is a government scheme designed to encourage employers to recruit, retain and develop Disabled people in work. The rationale for the scheme includes the desire to halve the disability employment gap by mobilising employers to recruit, retain and develop disabled people as part of their workforce.
19. The 42 Disability Confident registered companies in H&F employ on average over 4,000 people – though we do not have a breakdown of the proportion of these that are disabled, nor information on the breakdown by impairment/health condition groups. A gap therefore remains in our knowledge.
20. Data from the government's Find an Apprenticeship website shows that as of the 1st of March 2022 there are 116 advertised apprenticeships with a H&F post code. 11 of these roles are listed as hosted by Disability Confident Employers.
21. H&F Council was one of four London local authorities who met or exceeded the Public Sector Apprenticeship Target which sets out that local authorities have regard to a target of creating new apprenticeship starts equivalent to at least 2.3% of their staff.
22. The Council is one of a small number of organisations to offer inclusive apprenticeships, working collaboratively across Council departments to support their development. There are currently five inclusive apprenticeship posts at the Council and many lessons being learned for the future. Initial feedback has been used to adapt the recruitment process and work is underway with partners as part of a continuous review process to improve and expand these opportunities for local residents.

Strategic Employer Engagement

23. Through the H&F Business Network, Employer Forum and Upstream Roundtable, the council has been engaging businesses at a strategic level to discuss the links between work, disability and health and encourage the creation of inclusive pathways to employment for local residents.
24. Using toolkits like the Mayor of London's Good Work Standard, some examples of the work being undertaken by the council with local employers include:
 - Supporting managers to understand the kinds of reasonable adjustments that may be needed to support Disabled people.
 - Encouraging business to take a flexible approach to leave to support Disabled people or other circumstances in their personal lives that may impact on attendance
 - Assisting organisations to develop and offer supported internships for young Disabled people and young people with Special Educational Needs.
 - Considering and reviewing opportunities to 'job carve' and offer inclusive apprenticeships

25. The current high level of vacancies in the labour market provides an additional opportunity to engage employers around access to work, inclusion and disability. Current initiatives such as the Work and Health Programme and Disability Confident had been designed and positioned to impact in a labour market context with much higher skills availability from transitory labour. In the post-Covid context, this balance of skills availability has shifted, creating a greater incentive for employers to engage with the large pool of skills that Disabled people have.
26. Where skills shortages in some sectors are likely to persist into the medium-term, the incentive for employers to address low level barriers to employment access faced by Disabled people can only grow. There is then a timely opportunity to review our internal employer engagement strategy to reflect this new dynamic, highlighting and promoting emerging best practice and sharing through networks.

H&F Support Services

WorkZone

27. The Council's job brokerage service, WorkZone, continues to provide employability support and access to jobs, apprenticeships and training. The service is accessed by over 500 residents each year. Approximately 4% of residents using the service in 2021/22 are registered as Disabled.
28. WorkZone has been operating predominantly as a remote service throughout the pandemic, focussed on helping residents whose jobs and future prospects have been hampered by the pandemic, to re-train and consider employment in growth and resilient sectors.
29. From April 2022, the service will resume face to face delivery as part of a hybrid delivery model. The service will be rebranded as 'H&F Works'. To increase user-friendliness and accessibility, the service has invested in a new website that will launch alongside the re-branding of the service, offering residents an online profile and account to easily access new opportunities as they arise.
30. The service will be based in locations across the borough on a rotating basis, in community hubs, libraries and co-located with partner agencies, providing residents with a more local presence.

Supported Internship Programmes

31. The West London Supported Employment Programme has facilitated and co-ordinated the establishment of Supported Internships programmes for Disabled young people and/ or those with Special Education Needs (SEND)
32. Supported Internships are education placements based at a workplace and a pathway to paid work. Over 70% of programme graduates who complete the course gain paid employment.
33. Supported Internships are structured preparation for employment programmes where young people spend 10 months at a host employer, gaining an employability qualification and work experience in 'real' jobs. They are

partnerships between employers, education providers (further education colleges or schools) supported employment providers and local authorities. who each have a role to play in setting up and managing programmes.

34. The West London Supported Employment programme (LBHF and the other West London boroughs working together to develop effective employment pathways) has created over 27 Supported Internships programmes across different business sectors with leading local employers including 5 NHS Trusts, GSK, Marriott Hotels, major retail outlets and local authorities. These are open to young people living in the participating boroughs. 120 young people take part each year and West London boroughs are continuing to expand the opportunities to meet demand, working closely with employers to plan for real jobs, including a programme is underway to create supported employment opportunities across the health service.

Partnership Working

35. Opportunities handled by WorkZone are advertised to over 50 local organisations who support H&F residents. These organisations include housing associations, charities, training providers and voluntary organisations. Work is underway to strengthen these relationships as WorkZone expands.
36. The Council works collaboratively with organisations funded to deliver employability support. The following national programmes, commissioned at West London level, have specific targets to support Disabled residents.
37. **DWP Work and Health Programme**, delivered by Shaw Trust, provides specialised employment support for Disabled people and long-term unemployed people. Residents are provided with support for up to 15 months, including tailored health and wellbeing services.
38. DWP does not provide Work Programme performance information at a local authority level, however data is available showing a sub-regional total. The latest data release shows that from January 2019 to November 2021, 8,812 residents across the WLA sub-region have been supported by the programme with 1,500 residents entering employment.
39. **DWP Restart**, delivered by Ingeus, commenced delivery in September 2021. The programme supports residents who have been unemployed for a at least 9 months, aiming to work with local specialist partner organisations to break down barriers to accessing employment.
40. WorkZone works collaboratively with Shaw Trust and Ingeus ensuring residents have access to each of our organisations' services and sharing opportunities for the benefit of local residents. This includes holding joint sign up sessions at job fairs, offering a coordinated service to our recent refugee cohorts, and sharing job opportunities to residents supported by each of our organisations.

West London Alliance (WLA)

41. The WLA provides a strategic partnership to engage on shared priorities and policy areas and deliver initiatives working across borough boundaries. The partnership provides the forum to oversee delivery of commissioned initiatives like the DWP Work and Health Programme and DWP Restart.
42. Through the partnership, WorkZone recently secured £217,000 of European Social Fund (ESF) funding for the period January 2022 to September 2023 to increase capacity and delivery in H&F. The funding is geared towards supporting residents who are unemployed or economically inactive, and those who face additional barriers, including being Disabled. To align with the target groups, the service will seek to recruit staff with specialist skills to support these cohorts.
43. The partnership has also secured funding from the Greater London Authority (GLA) and the UK Community Renewal Fund for a 'No Wrong Door Integration' Hub. aiming to make the skills and employment support system work in a more coordinated, less fragmented way to improve individuals' journeys through the system towards and into 'good work', with an initial focus on the under 25s and over 50s.
44. WLA supported three successful bids for funding from the Mayor's Sectoral Academies Programme, covering the health, green and creative/cultural sectors. Each will aim to provide improved co-ordination across the system and increase the responsiveness of skills provision to need. WLA and borough officers are engaged with each of the lead organisations delivering the academies.

West London College

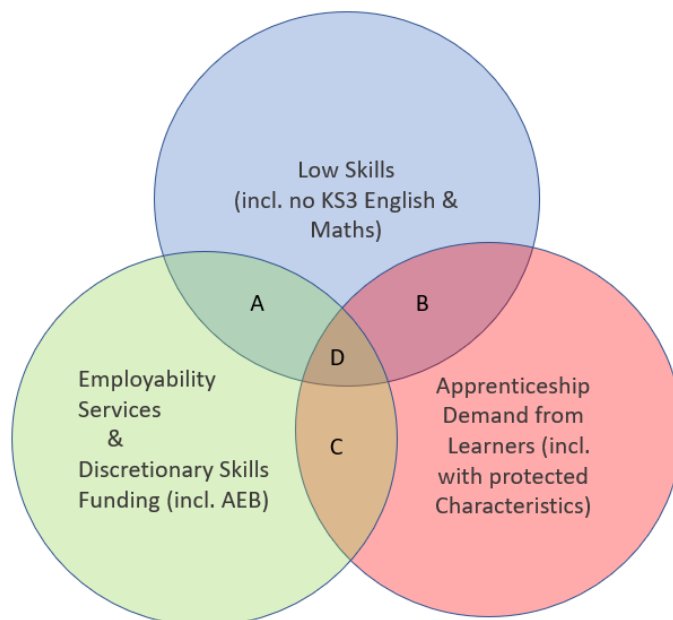
45. A Youth Hub is being launched in West London College, in partnership with DWP and the Council. This site will provide a space for young people to drop in and access services delivered by multiple agencies. There is also space to deliver tailored training and support programmes for young people in a classroom setting. Separately a Digital Youth Hub is also being established to bring together information about Council and wider services into one portal.

Revisiting the Current Apprenticeships Model:

Addressing the barriers to Apprenticeships

46. The current model is predicated on apprenticeships being a progression from post-16 education. The apprenticeships frameworks are not in this sense a replacement for NVQ levels 1-2 / KS3 attainments (i.e. GCSE's).
47. The basic entry requirements for most Intermediate, Advanced, and Higher apprenticeships are given in **appendix 4**. Typically, apprenticeships above the Intermediate (L2) require English & Maths GCSEs at C grade, though this is not the case for many internal H&F pathways and the requirement has been waived to remove barriers for H&F residents.

48. Employer designed standards delivered externally to H&F may have higher basic entry requirements in some cases, however. Typically, these will follow the requirements as set out in the appendix. Where these may represent a barrier to access for some of our key groups; and given the expected expansion of 'in-work training' needed to address London-level skills gaps for these entry level sectors – there is a rationale to support key interventions for some learners exiting education that may be left behind in trying to access external pathways without commensurate qualifications.
49. A suggested framework for identifying and addressing these gaps will need to identify the scale of overlap and numbers of individuals with specific additional needs in areas A, B, C and D below. This also supports the objective of improved service integration for residents with access requirements and additional barriers to employment moving forwards.



Areas of focus:

A – those with low skills find it harder to access work, and experience low (often minimum) wages.

B – those with low skills also find it hard to or cannot access paid apprenticeship training

C – work readiness and apprenticeship readiness strongly overlap; lack of KS3 attainment is a barrier to both

D – identifies a focussed target area, and highlights the need for an approach that integrates the needs of more complex cases; drawing on expanded eg ESF resource.

50. In response to this challenge, we are developing an approach to identify those who are interested in progressing onto an apprenticeship, and the extra support that could be delivered if needed to support this progression. This is likely to entail a specific focus on building confidence and supplementary skills potentially linked to emerging green economy activities, but will also need to move beyond this to identify what can be delivered more systematically and in an ongoing way. For example, where these activities could be linked to the planned Eco-Literacy course being developed by the Climate Team, this integration, alongside additional services planned at the Barons Court Hub could provide a more systematic approach to providing residents with the portfolio of skills and experience – alongside pioneering a new attainment standard - needed to enter and sustain employment.

Internal strategic workforce requirements and apprenticeships

51. With reference to the strategic workforce requirements of local employers including H&F Council, the Covid recovery period is likely to be accompanied

by a higher volume of 'switching': that is, people changing jobs in response to a new post-Covid context.

52. One causal factor behind this is the basic need to maintain more 'local' live-work arrangements. This can be observed in the Health and Care Sector and is also likely to exacerbate the skills-replacement needs of Local Authorities, including H&F. Into the medium term, this is expected to add to forecasted skills shortfalls in some H&F roles.
53. Revisiting the strategic opportunities for apprenticeships to address these needs at greater volume therefore represents a positive 'win-win' with respect to promoting resident inclusion, local opportunity, and reducing the future skills gaps faced by Local Authorities with 'ageing skills', including H&F.

Developing Industrial Strategy-Relevant Standards

54. Considering the needs of highly qualified residents is also important: there is an opportunity to expand advanced and higher frameworks that are specifically linked to Industrial Strategy growth sectors. H&F's many highly qualified residents have skills that may in many cases be transferable but lack some specific technical qualification to access our leading growth sectors.
55. In 2022, as part of the Economic Developments programme of works, we will be exploring:
 - How Industrial Strategy employer networks can support the development of new standards, in particular within green economy and lab-based roles in growing biotechnology sectors.
 - Whether some additional resource for example vocational coding camps could be developed through partnerships (especially for digital media; cyber-AI – each with specific Java; C++ etc systems...)
 - Whether there is further rationale to support people in 'switching' roles, in terms of productivity effects and then actively creating training and replacement demand for mid-level and administrative roles (typically those with a net-outflow of skills towards professional and technical roles).
 - How more broadly removing barriers to progression in the skills system and creating pull-through effects via active policy – that is shifting appropriate skills upwards into roles that harness them at the commensurate level, and through this approach address *underemployment* - can create more evenly spread productivity effects, moving beyond a reliance on trickle-down effects and actively designing-in inclusion.

Conclusion

56. H&F Council in collaboration with local and regional partners continues to offer employability support to Disabled residents.

57. The refreshed H&F Works job brokerage model will provide greater capacity, and the opportunity to develop existing staff and recruit new specialist advisers, to deliver employability support.
58. Working with employers to collate data on inclusive recruitment and apprenticeships will help establish a deeper understanding of our local landscape.
59. The data gaps that have been identified currently are a result of the poor legacy of interaction between employers and disabled groups. There is however an opportunity in the current labour market, given the increased skills shortages in many sectors, for employers to re-appraise how they view the skills and experience of our disabled residents. There is then an opportunity for Hammersmith & Fulham services to re-position for additional brokerage (including utilising expanded H&F Works capacity) and reflect this new labour market dynamic.
60. In this new context, the importance of co-production is increased, and local employment services will need to develop reflect to employers a clear set of recommendations about how to address multiple and interacting barriers that residents face. Our commitment to the principles of Independent Living have supported co-production around 12 Pillars. To progress this, we now need to make sure this engagement is sustained and extended to Employers so that the two pillars we have identified there is a gap around in terms of income and employment opportunities also more actively support this independent living objective.
61. Through existing and emerging activities with local employers, and taking a sectoral approach, H&F can provide additional support to businesses in their workforce planning, and also provide an additional focus on inclusion. The current skills gap employers are experiencing across sectors presents opportunities to further the council's aim of developing more inclusive, local pathways into employment including through Inclusive Apprenticeships.

LIST OF APPENDICES

Appendix 1: Yearly Apprenticeship starts by Level and Gender in the borough of Hammersmith and Fulham 2019-2022

Apprenticeship Starts by Gender	2019/20		2020/21		2021/22 (to Dec 2021)	
Level	Male	Female	Male	Female	Male	Female
Intermediate	50	60	50	50	20	20
Higher	80	110	150	160	50	60
Advanced	100	130	100	150	30	40
Sub-total	230	300	300	360	100	120
Total	530		360		220	

Apprenticeship Starts by Disability	2019/20	
Level	Male	Female
Intermediate	10	10
Higher	10	10
Advanced	10	10
Sub-total	30	30
Total	60	

Appendix 2 – List of Local Employers Engaged by H&F Council

3D Personnel	Greggs	Nandos
Advance security	Grosvenors Service	NFC Homes
Amigo & Deli Marche	G-Star	NHS Careers Clinic
Aqua London	Guest & Valet	Numble
Arrestedart	Associate	Palmers Scaffolding UK
Aspray	Gym Plus Coffee	Petit Miracles
Avondale Construction	H&F Circles	Pizza Pilgrims
BBC	H&F Association of	Publicis Media
Bed and Bars	Somali Voluntary	Reason to rent
Belina grow	Organisations	Ride on Entertainment
Berkeley Group	Happy Socks	Riverside Studios
BG Store Retail	Harmony Nursery	RUSH
Bindy Street T/A Bindy Street	HF Circles	Sabrosso
Blu Corners	HS2	Santander
Blue arrow	Hurlingham Club	Secure Parking
Blue bird care	Imperial	Serendip Connections
Bowmer & Kirkland	Imperial College	Shoe Embassy
Bravissimo	Industry Menu	Simplify Change
Bread & Beyond	ISS	Sir Robert McAlpine
Brennan Group	John Lewis	Sixfold Bioscience
British Gas	John Wade	Smartfood Chef
Buckingham Group	KidZania	Soho House
Build London	Kier	SPARK Foundry
Build rec	Kingsbury	Sports direct
Bullard Spirits	Koru Kids	Spotless's
Burger King	Kout food	St George
Capital care services	Krispy Kreme	St James
Care UK	La Maison	Tempur Mattress
Chelsea Football Club	Laing O'Rourke	The Advocacy Project
Chroma Vision	Lamington Lettings	The Hurlingham Club
Clarins	Land Securities	The White Company
Computer Angels	Laura Ashley	Tiger Lilies
Copper Kitchen	Lendlease	Tiney
CRG	Lidl	United Living
CSP	London Film Academy	UniTrust Protection
Cubelynx	London Fire Brigade	Unitu
Darksphere	London Youth	University Partnership Programme (UPP)
Disney	Conservatoire	Urban Outfitters
Drive Forward	Lookahead	Wagamama
Foundation	Loreal	Waterlilly
Dudgeon	Lynxforce Protection	Wates
ENGIE	Marvic Textiles	WCKD RZR
Entertainer Toy Store	Megans on the High Street	West London College
Evolve Apprentices	MET Police	Westfield
Falcon Green	Mi Homecare	Yarrow
Foundation	Michael Wisher	Young Engineers
Developments FDL	Morgan Sindall	Yummy Food
Fulham Football Club	Morty & Bobs	
GAP	Myfixapps	

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Appendix 3: Disability Confident Registered Employers based in H&F

- 245 Hammersmith Road Partnership
- Accor Hotel services UK Limited
- Action on Disability
- Adaptista Limited
- Adhunter Limited
- Adult Learning and Skills Service
- Adzuna Testing account
- Afreeka LTD
- Agilisys
- Anti-Tribalism Movement
- Arrival Limited
- Arum Systems Limited
- At Your Service Event Staffing
- Bigger Bang Communications Limited
- Bleeding Edge Labs Limited
- British Safety Council
- Bush Theatre
- By Miles
- Central London Community Healthcare NHS Trust
- Chelsea FC PLC
- ClearPeople
- Commonwealth Education Foundation
- Creative Artists Agency UK
- dunnhumby
- Gradprentice Ltd
- Hammersmith & Fulham Volunteer Centre
- Hammersmith and Fulham Council
- Healthy Living Support
- HSES Consultancy Limited
- Just Digital Marketplace Limited
- Kaplan International
- Liberty Global
- Lyric Hammersmith Theatre
- Mentorn Media Limited
- Mildon Limited
- Mother and Child Welfare Organisation
- Pioneer Productions Limited
- Sunset and Vine Productions
- The Green
- Turtle Key Arts
- UKTV
- Virgin Media

Appendix 4: Apprenticeship levels and headline entry requirements

Intermediate: Employers often ask for GCSEs – requiring at least grade 4/C in maths and English is quite common.

Advanced: You'll typically only need level 2 qualifications – GCSEs at grades 9–4 or A*–C are commonly requested, often including English and maths. Occasionally an employer will ask for level 3 qualifications such as A levels.

Higher: Higher apprenticeships also involve studying at university level, although they don't always lead to a full (bachelors) degree – for example, you might work towards an HNC, HND or a foundation degree. You'll typically only need level 2 qualifications – GCSEs at grades 9–4 or A*–C are commonly requested, often including English and maths. Occasionally an employer will ask for level 3 qualifications such as A levels.

Changes in 2020/21

In the 2020/21 academic year **Standards** have also replaced **Frameworks**. This has implications for employers. From 1 August 2020 all new learners must start on new, employer-designed standards.