

Skills for Londoners Board

AGENDA

Meeting Higher Level Skills Advisory Group

Date 22 October 2020

Time 2.00pm

Place Remote Meeting

Agendas and minutes of the meetings of this Group are published at www.London.gov.uk/Skills-for-Londoners (except in those cases where information may be exempt from disclosure under the Freedom of Information Act).

Meetings are not held in public and are only open to those invited to attend by the Chair.

Members:

George Johnston (Chair)
Nichola Hay (Deputy Chair)
David Hillier
Katie Bell
Prof. Martin Doel
Mary Vine-Morris
Simon Ashworth
Dr Graeme Atherton
Yolande Burgess

Dr Philippa Lloyd
Yvonne Kelly
Pat Carvalho
Ruben Hale
Rebecca Plant

Contact Officer: Laura Marshall, Senior Board Officer, Skills & Employment

Telephone: 07925 127277

Email: Laura.Marshall@london.gov.uk

1 Introductions and apologies

2 Declarations of Interest

Members to declare any disclosable pecuniary interests which they have in any of the items set out on the agenda and, where applicable, consider if they should withdraw from the discussion or the meeting.

3 Minutes of the Previous Meeting (Pages 3 – 10)

4 Actions Arising (Pages 11 – 12)

To be presented by Laura Marshall, Senior Board Officer, Skills & Employment.

5 Higher level skills (Level 4/5) Research Update (Pages 13 – 16)

To be presented by Beth Wheaton, Senior Policy Officer, Skills & Employment.

6 London Recovery Update (Pages 17 – 22)

To be presented by James Lee, Principal Policy Officer, Skills & Employment.

7 Date of next meeting

The next meeting of the Higher Level Skills Advisory Group is to be confirmed.

8 Any Other Business the Chair Considers Urgent

Skills for Londoners Board

MINUTES

Meeting: Higher Level Skills Advisory Group

Date: 9 July 2020

Time: 1.00pm

Place: Remote Meeting

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Members present:

George Johnston, Skills for Londoners Business Partnership member (Chair)
Nichola Hay, Skills for Londoners Board member (Deputy Chair)
Simon Ashworth, Association of Employment and Learning Providers
Yolande Burgess, London Councils
Professor Martin Doel, University College London
Ruben Hale, University of Arts Awarding Body
Yvonne Kelly, Barking & Dagenham College
Rebecca Plant, Microsoft
Mary Vine-Morris, Association of Colleges

GLA Officers:

Laura Marshall, Senior Board Officer, Programmes and Governance, Skills & Employment (Clerk)
Forogh Rahmani, Senior Manager – Strategy and Relationships, Skills & Employment
Atif Shafique, Senior Policy Officer – Strategy and Relationships, Skills & Employment
Beth Wheaton, Senior Policy Officer – Strategy and Relationships, Skills & Employment

Others in attendance:

Magdalen Attwater, University of London
Richard Boniface, RCU
David Lee, Queen Mary University London
Gareth Parry, RCU
Anne Thompson, RCU
Graham Whalley, RCU

1 Introduction and apologies

- 1.1 The Chair welcomed members to the meeting of the Advisory Group and led a round of introductions.
- 1.2 Apologies for absence were received from Katie Bell, Dr Graeme Atherton, Pat Carvalho and Dr Philippa Lloyd (David Lee attended in her stead).
- 1.3 Members noted that Dr Bob Gilworth had retired from the University of London and had now stood down from the Advisory Group. The Chair put on the record his thanks to Bob for his work on the Advisory Group.
- 1.4 Members heard that Magdalen Attwater would be attending future Advisory Group meetings as a substitute representative for the University of London until a permanent successor to Dr Gilworth's role had been appointed.

2 Declarations of Interest

- 2.1 There were no declarations of interest.

3 Minutes of the Previous Meeting

3.1 RESOLVED:

The minutes of the meeting held on 4 December 2019 were agreed as a correct record.

4 Actions Arising

- 4.1 Members heard that the London Councils' "Higher Education Journey," which was due to be published in May 2020, had been delayed due to COVID-19. London Councils were in the process of agreeing a date to publish the report.
- 4.2 **RESOLVED:**

The actions arising from the previous meeting were noted.

5 Governance Update

- 5.1 The Advisory Group received an update on governance arrangements now that the Mayor of London and London Assembly elections had been

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postponed to May 2021. Member appointments, which were due to expire in May this year, would be extended to September 2021.

- 5.2 Members would receive formal confirmation of this shortly and would also be asked to update their register of interests.

5.3 DECISION:

The governance update was noted.

6 GLA Recovery Planning Update

- 6.1 The Advisory Group received an update on GLA recovery planning in response to the COVID-19 pandemic.
- 6.2 Members heard that a strong, responsive skills and employment system would be critical to recovery, particularly as the crisis was likely to lead to a substantial rise in unemployment and deepen structural inequalities in the labour market.
- 6.3 Members noted the strong actions that the GLA had taken in response to the COVID-19 pandemic, including a £11m Skills for Londoners (SfL) COVID-19 Response Fund.
- 6.4 The Advisory Group heard that the London Progression Collaboration (LPC) launched the 'Reskilling Recovery Fund' on 9 July 2020, which called on large employers to pledge unspent levy funds. It was noted that to date £1m had been pledged by organisations such as Amazon, BBC, Federation of Small Businesses and Catch 22.
- 6.5 Atif Shafique, Senior Policy Officer highlighted that the GLA had been working closely with boroughs and the M9, and there had been engagement with Ministers and officials in the Department for Education (DfE), Ministry of Housing, Communities and Local Government (MHCLG) and the Treasury.
- 6.6 Members noted that six indicative proposals to support London's recovery had been identified.
- 6.7 Atif Shafique highlighted that the GLA was working with London Councils to coordinate work on London's transition (coordinate steps out of lockdown across the Capital) and recovery (to coordinate the planning for London's future post-recovery).
- 6.8 Members noted the governance bodies set up to respond to the COVID-19 pandemic at the GLA which included the London Recovery Board, London Recovery Taskforce, Economic Recovery Group and Social Recovery Group.

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- 6.9 Forogh Rahmani, Senior Manager – Strategy and Relationships explained that work was underway to look at the Skills & Employment Unit's stakeholder engagement plans as the Unit wanted to involve as many people as possible to shape skills & employment work and how to take the work forward.
- 6.10 Members heard that a SfL Board/Business Partnership COVID-19 recovery workshop was taking place on 13 July 2020.
- 6.11 Members noted that the Mayor was in contact with Chancellor of the Exchequer and other M9 Mayor's frequently and the GLA was happy to advocate on behalf of Members where possible. Forogh Rahmani asked for Members to feed in their advocacy asks and reflections on the "Plan for Jobs 2020"¹ to the team.
- 6.12 Professor Martin Doel felt that a sectoral approach was beginning to emerge. It was noted that the focus of the Mayor's activity was currently geographical (London) but increasingly the incentivisation and some of the response at the skills level and global level would be sectoral. It would be important to understand what the key sectors for London would be going forward and what areas the Mayor could have the biggest impact.
- 6.13 Professor Martin Doel also raised the point around Devolution White Paper which was highlighted in the presentation. Members noted that there was a Further Education (FE) White Paper in production. He encouraged Members to be aware of the FE White Paper.
- 6.14 Forogh Rahmani explained that the GLA had been involved in some discussion with DfE around the FE White Paper and there was a real push to do more on skills as part of the recovery package. Members noted that the "Plan for Jobs 2020" speech did not include any announcements on skills apart from the sector based work academies. It was noted that the Metro Mayors had been clear that they wanted more local power to respond to COVID-19 recovery at a local level.
- 6.15 Members heard that there was more appetite to look at a more sectoral-based approach and the creative industry, green economy and health & social care were key priority areas for the Mayor. Forogh Rahmani encouraged Members to feed in their views and ideas on recovery and any lobbying asks for the government as the GLA was pulling together a response on what had not been included in the "Plan for Jobs 2020" speech.
- 6.16 The Chair explained that the SfL Business Partnership was sectoral focussed and felt that the sectoral approach discussed above, would be useful for the Business Partnership to feed into.

¹ The Chancellor of the Exchequer, Rishi Sunak delivered his "Plan for Jobs 2020" speech on 8 July 2020.

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- 6.17 Ruben Hale picked up the point around a sectoral approach, specifically questioning whether the plan was to move people around the economy as quickly as possible to patch holes in employment figures or to do something longer term. He questioned what the strategic view from government and local regions was on the opportunity to upskill people into some high value or longer term employment in industries that stood a better chance of growth and survival in the future.
- 6.18 Mary Vine-Morris noted that the SfL Board did not include representation from Department for Work and Pensions (DWP) and Jobcentre Plus. She felt that DWP and Jobcentre Plus should be involved in discussions, especially after details announced in the “Plan for Jobs 2020” speech.
- 6.19 Members heard that the Chair and Deputy Chair had questioned whether SfL subordinate bodies could feed into the SfL Board/Business Partnership COVID-19 recovery workshop. It was noted that officers were looking into how this would work.
- 6.20 The Deputy Chair, Nichola Hay highlighted the early talent focus, specifically questioning how to get communications out to young people and how to support them with careers planning. She highlighted ideas such as a London Youth Hub and the need for enhanced careers advice on the ground and virtually.
- 6.21 Nichola Hay also raised the point around subcontractors and AEB flexibilities, specifically highlighting that some subcontractors could not get access to funds to support programmes that would benefit recovery, due to the AEB being limited to a specific group of providers. She also mentioned the Kickstart scheme, specifically highlighting the need for training that could support the six-month work placements with employers.
- 6.22 RESOLVED:**
- (a) The presentation and subsequent discussion was noted; and**
 - (b) Members to feed in their views and ideas on recovery, any lobbying asks and reflections on the “Plan for Jobs 2020” speech to the team.**

7 Level 4/5 Research

- 7.1 Members received an update on the Higher Level Skills (Level 4/5) research being carried out by RCU. This research looked at the provision of, participation in and demand for education and skills at Levels 4/5 in London.
- 7.2 Members noted that the majority of the fieldwork was completed prior to the closure of institutions due to COVID-19. However, a set of learner case

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studies due to accompany the research had been delayed until the autumn term.

- 7.3 Richard Boniface, Gareth Parry and Anne Thompson presented the draft executive summary of findings on the research that had been carried out by RCU.

[Yvonne Kelly left the meeting]

- 7.4 Professor Martin Doel highlighted that he had received feedback on the growth of pharmacy technician courses in particular, both in and out of London. He explained that this was likely due to the COVID-19 pandemic.
- 7.5 Professor Martin Doel suggested that the Mayor could use the limited funds he had in a 'nudge fashion' to reinforce particular sectors and to offer incentives to providers and/or to employers in sectors identified as being particularly important.
- 7.6 Mary Vine-Morris questioned the conclusions that prompted student demand and employer demand. Gareth Parry explained that fieldwork and a literature review informed the conclusions around student and employer demand. He highlighted that the RCU were struck by the diversity of strategies adopted by organisations within a sector, as well cross sectoral differences.
- 7.7 Mary Vine-Morris felt that the conclusions reached around student and employer demand would have an impact on what was done next. There was a problem around understanding employer demand and how to respond to it in an appropriate way.
- 7.8 David Lee felt that there needed to be caution around subdividing sectors and provision as there could be a situation where a false criteria was created. He felt that the right level of granulation was needed.
- 7.9 Members noted that the executive summary was a draft and the GLA had not yet signed up to or commented on any of the recommendations outlined in the executive summary. The final version of the report may not include all the recommendations set out in the draft executive summary.
- 7.10 The Chair thanked the RCU team for all their work and reminded Members to email the Clerk and Beth Wheaton, Senior Policy Officer with any views and comments on the executive summary.
- 7.11 RESOLVED:**
- (a) The content of the report and executive summary at Appendix A of the report was noted;**

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- (b) The Clerk to circulate the RCU presentation slides with the Advisory Group; and**
- (c) Members to feed in their views and comments on the executive summary to the Clerk and Beth Wheaton.**

[Rebecca Plant left the meeting]

8 Date of next meeting

- 8.1 The next meeting of the Higher Level Skills Advisory Group was to be confirmed.

9 Any Other Business the Chair Considers Urgent

- 9.1 There was none.

10 Close of Meeting

- 10.1 The meeting closed at 14.32.

Contact Officer: Laura Marshall, Senior Board Officer, Skills & Employment Unit

Telephone: 020 7084 2724 / 07925 127277

Email: Laura.Marshall@London.gov.uk

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Skills for Londoners Board Higher Level Skills Advisory Group

Date of meeting: **22 October 2020**

Title of report: **Actions Arising from previous meetings**

To be presented by: **Laura Marshall, Senior Board Officer, Skills & Employment and Beth Wheaton, Senior Policy Officer, Skills & Employment**

Cleared by: **Michelle Cuomo Boorer, Assistant Director – Skills & Employment**

Classification **Public**

1 Executive Summary

- 1.1 This report updates the Higher Level Skills Advisory Group on actions arising from the previous meeting.

2 Recommendation

- 2.1 The Higher Level Skills Advisory Group is asked to **note** the update on actions arising from the previous meeting.

3 Actions arising from the meeting of 9 July 2020

Agenda Item	Action	Status
6. GLA Recovery Planning Update	Members to feed in their views and ideas on recovery, any lobbying asks and reflections on the “Plan for Jobs 2020” speech to the team.	Completed.
7. Level 4/5 Research	The Clerk to circulate the RCU presentation slides with the Advisory Group.	Completed.
	Members to feed in their views and comments on the executive summary to the Clerk and Beth Wheaton.	Completed. Several members provided officers with comments on the executive summary and members were invited to attend a drop in session to discuss the Level 4/5

		Research further on 15 July 2020.
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4 Next Steps

4.1 Outlined elsewhere within this report.

Appendices:

- None.

**Skills for Londoners Board
Higher Level Skills Advisory Group**

Date of meeting: **22 October 2020**

Title of report: **Higher level skills (Level 4/5) Research Update**

To be presented by: **Beth Wheaton, Senior Policy Officer, Skills & Employment**

Cleared by: **Michelle Cuomo-Boorer, Assistant Director – Skills and Employment**

Classification: **Public**

1 Executive Summary

- 1.1 The GLA commissioned RCU, in consortia with a field research team, to conduct an independent analysis of the provision of, participation in and demand for education and skills at Levels 4 and 5 in London.
- 1.2 Draft recommendations and findings were presented to the Advisory Group on 9 July 2020 by RCU for discussion. This report provides an update on the action that has been taken since the last meeting of the Higher Level Skills Advisory Group.

2 Recommendation

- 2.1 The Higher Level Skills Advisory Group is asked to:
 - 2.1.1 **Note** the update on progress since the last Advisory Group meeting and next steps.

3 Introduction and Background

- 3.1 In September 2019, the GLA commissioned RCU working in consortia with a team of field researchers, to deliver a research project on higher level skills in London. The research had a focus on provision of, participation in and demand for education and skills at Levels 4 and 5.
- 3.2 All forms of Level 4 and 5 provision have been investigated through this study, including courses and apprenticeships. These encompass undergraduate, professional and occupational qualifications at levels below the bachelor's degree as well as non-accredited programmes.
- 3.3 Quantitative, qualitative and documentary data has been collected and analysed in order to:
 - 1. comprehend the full and changing landscape of Level 4 and 5 education and skills in London;
 - 2. ascertain educational and employer activity at these levels;

3. consider past, present and future patterns of demand as they relate to Mayoral priority sectors; and
 4. assess the contribution of different types of qualifications and programmes to employers, workers, students and providers.
- 3.4 RCU has analysed data from the Individualised Learner Records (ILR), Higher Education Statistics Agency (HESA), Longitudinal Educational Outcomes (LEO) and other datasets. The fieldwork was expected to comprise of approximately 40 semi-structured interviews with education providers, partner employers and other organisations in five priority sectors: tech and digital; culture and creative industries; advanced urban services; health and social care; and low carbon and environmental goods and services. Members of the Advisory Group were invited to take part in these interviews.
- 3.5 Findings and draft recommendations were presented to the Advisory Group on 9 July 2020 for comment. Members were also invited to attend a follow up drop-in session to discuss the draft recommendations and the implications of newly announced Government reforms to Higher Technical Education.
- 3.6 Following this meeting, incorporating feedback from the Advisory Group and GLA officers, RCU submitted a draft final report to the GLA. The report also incorporated updates based on the latest 2018/19 ILR data and conclusion of the Department for Education's (DfE's) review of Level 4 and 5 qualifications.
- 3.7 Officers are now in process of agreeing the final version of the report with RCU, to sign off ready for publication.
- 3.8 As part of this study, RCU was also commissioned to develop a set of learner case studies to accompany the research, to illuminate the different experiences and pathways of learners at Levels 4 and 5. Interviews with learners were paused earlier in the year due to COVID-19. This work has now resumed and is expected to be completed by December 2020.

4 Issues for consideration

- 4.1 The Group is asked to consider:
 - 4.1.1 Opportunities for the findings of this research to influence recovery work and project or policy design (this will be looked at in more detail under the next agenda item (Item 6)).
 - 4.1.2 Opportunities to launch and disseminate the research findings.

5 Equality comments

- 5.1 RCU's final report will include analysis on the demographic characteristics of learners at Levels 4 and 5 in London, including apprenticeships. Further consideration will be given to any inequalities that arise from this analysis, when developing the GLA's policy response.

6 Risks arising / mitigation

- 6.1 A risk for this project is the impact of COVID-19 on collecting learner case studies. As a result, interviews for learner case studies will now take place remotely in the autumn term and will be separate to the main report.

7 Legal Comments

- 7.1 This report is for noting only and therefore Legal advice has not been sought. Should any subsequent legal issues arise, officers will contact TfL Legal for advice.

8 Financial Comments of the Executive Director Resources

- 8.1 There are no financial implications as a result of this report. GLA Finance will be consulted on any formal decisions that arise from the considerations set out in this report.

9 Next steps

- 9.1 GLA to sign off final report and explore options for publishing and disseminating findings to a wider audience.
- 9.2 Finalise and publish learner case studies.
- 9.3 Incorporate research findings into GLA COVID-19 recovery planning and future devolution proposals.

Appendices:

None

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Higher Level Skills Advisory Group

Date of meeting: **22 October 2020**

Title of report: **London Recovery Update**

To be presented by: **James Lee, Principal Policy Officer – Strategy, Policy & Relationships, Skills & Employment**

Cleared by: **Michelle Cuomo-Boorer, Assistant Director – Skills & Employment**

Classification: **Public**

1 Executive Summary

- 1.1 This report summarises the work of the London Recovery Board¹ to date and the establishment of the London Recovery Programme.
- 1.2 The report introduces two missions that have been developed by the GLA Skills & Employment and London Councils officers: 'Helping Londoners into Good Work' and 'Digital Access for All'.
- 1.3 Higher Level Skills Advisory Group members are asked to support the co-design phase of these two missions.

2 Recommendations

- 2.1 The Higher Level Skills Advisory Group is asked to:
 - 2.1.1 **Note** this update on the work of the London Recovery Board; and
 - 2.1.2 **Consider** the questions provided at Section 4 of this report.

3 Introduction and Background

- 3.1 The London Recovery Board is co-chaired by the Mayor and Chair of London Councils.
- 3.2 The Board itself consists of all London's anchor institutions and leaders from across business, the community and voluntary sector, faith, and council leaders.
- 3.3 The Board first met on 4 June 2020 and has so far had three meetings.
- 3.4 It has identified one overarching grand challenge for the programme: *restore confidence in the city, minimise the impact on London's communities and build back better the city's economy and society.*

¹ The London Recovery Board is a non-statutory group led by the Mayor of London and London Councils, comprising elected leaders and senior stakeholders to provide strategic direction to, and democratic oversight of, London's COVID-19 recovery work.

- 3.5 The London Recovery Board has agreed that meeting this grand challenge will require focusing on achieving these outcomes:
- 3.5.1 Reverse the pattern of rising unemployment and lost economic growth caused by the economic scarring of COVID-19.
 - 3.5.2 Support our communities, including those most impacted by the virus.
 - 3.5.3 Help young people to flourish with access to support and opportunities.
 - 3.5.4 Narrow social, economic and health inequalities.
 - 3.5.5 Accelerate delivery of a cleaner, greener London.
- 3.6 The Board finalised definitions for nine missions for the London Recovery Programme at its 15 September 2020 meeting:
- 3.6.1 Good work for all
 - 3.6.2 A green new deal
 - 3.6.3 Digital access for all
 - 3.6.4 High streets for all
 - 3.6.5 Mental health and wellbeing
 - 3.6.6 A robust safety net
 - 3.6.7 A new deal for young people
 - 3.6.8 Healthy food, healthy weight
 - 3.6.9 Building Strong Communities

4 Issues for consideration

- 4.1 GLA Skills & Employment and London Councils officers have worked closely with the Economy work strand Chairs Deputy Mayor for Planning, Regeneration and Skills, Jules Pipe and Cllr Georgia Gould to develop the 'Good work for all' and 'Digital access for all' missions.
- 4.2 These missions have been informed by the Skills for Londoners Board and Business Partnership away day on 13 July 2020 and additional engagement with London Recovery Board members, businesses, London boroughs, providers and other stakeholders, as well as with Londoners via Talk London.
- 4.3 The two missions and examples of the types of projects that might deliver them are provided in **Appendix A**.
- 4.4 The London Recovery Programme is now moving into a 'co-design' phase, working with stakeholders and community groups to develop outcomes and projects and identify associated resources and networks. This phase will run until December 2020, with mission implementation to begin in early 2021.
- 4.5 We would like Higher Level Skills Advisory Group members to support this co-design work, and we welcome views on the following questions:
- 4.5.1 *What role should higher level learning play under each theme?*
 - *Supporting Londoners hardest hit by the pandemic*
 - *Coordinating skills, careers and employment support*

- *Establishing sector specific London ‘Academies’*
 - *Close working with employers and job creation initiatives*
- 4.5.2 *How can the evidence base identify higher level learning needs, opportunities and outcomes to support activities under each theme?*
- 4.5.3 *Are there any additional interventions that are necessary to deliver the missions?*
- 4.5.4 *What role could members play in supporting the design and delivery of the missions?*

5 Equality comments

- 5.1 Emerging evidence shows that the effects of COVID-19 have not been equally distributed, with a number of reports highlighting the pandemic’s propensity to widen existing inequalities.²
- 5.2 The GLA has commissioned a rapid evidence review of the disproportionate impact of COVID-19 in London.
- 5.3 Six ‘cross-cutting principles’ have also been embedded into the London Recovery Programme to ensure London’s recovery benefits all Londoners:
- 5.3.1 Recognising and addressing structural **inequalities**, promoting a fairer, more inclusive London and focusing on supporting the most vulnerable.
- 5.3.2 **Collaborating and involving** London’s diverse communities.
- 5.3.3 Innovating and using **digital technology and data** to meet emerging needs.
- 5.3.4 Prioritising **sustainability**, mitigating climate change and improving the resilience of our city.
- 5.3.5 Improving the **health and wellbeing** of all Londoners.
- 5.3.6 Ensuring affordability of measures and providing **value for money**.

6 Legal Implications

- 6.1 This report is for noting only and therefore Legal advice has not been sought. Should any subsequent legal issues arise, officers will contact TfL Legal for advice.

7 Financial Comments of the Executive Director Resources

- 7.1 There are no financial implications as a result of this report. GLA Finance will be consulted on any formal decisions that arise from the considerations set out in this report.

² For example, see ‘[What impact has the pandemic had on BAME Londoners?](#)’ (Centre for London, July 2020), ‘[The impact of the coronavirus outbreak on London’s low paid workers](#)’ (Learning and Work Institute, July 2020), and ‘[Inequalities in children’s experiences of home learning during the Covid-19 lockdown in England](#)’ (Institute for Fiscal Studies, August 2020)

8 Next steps

8.1 The next steps following consideration by the Board are summarised below:

Activity	Timeline
Mission co-design	September to December 2020 (TBC)
Mission implementation	January 2021 onwards (TBC)

Appendices:

- **Appendix A** – London Recovery Board slides for the ‘Helping Londoners into Good Work’ and ‘Digital Access for All’ missions.

THE LONDON RECOVERY PROGRAMME

Recovery Mission:



Support Londoners into good jobs with a focus on sectors key to London's recovery.

Helping Londoners into Good Work

Examples of the types of projects that might deliver this mission:

By supporting Londoners hardest hit by the pandemic including young people, newly unemployed, people with caring responsibilities and people at risk of redundancy into good work, while ensuring that Londoners with the most complex needs are not left behind.

By coordinating skills, careers and employment support so there is 'no wrong door approach' for Londoners; and ensuring that employment and enterprise provide a secure route out of poverty.

By establishing sector specific London 'Academies' to support Londoners to gain relevant skills and move into good work in (not exhaustive) digital; health; social care; green economy, and creative and cultural industries.

By close working with employers and job creation initiatives such as green recovery to promote good work.

THE LONDON RECOVERY PROGRAMME

Recovery Mission:



Every Londoner to have access to good connectivity, basic digital skills and the device or support they need to be online by 2025.

Digital Access for All

Examples of the types of projects that might deliver this mission:

- Understanding how digital exclusion affected Londoners during the pandemic, and how local councils and the voluntary sector responded to the problem.
- Making full fibre broadband available in areas with poor coverage, such as social housing.
- Making it easier for Londoners to access free Wi-Fi outside their home by identifying spaces – such as libraries – where it possible to work online for free.
- Training all adults, including job seekers, in basic digital skills.
- Targeting the most vulnerable – such as schoolchildren, learners and those shielding – with the devices or data allowance they need to lift them out of digital exclusion, while ensuring they stay safe online.