

# Digital Skills Strategy – Performance Framework

### Outcomes:

- 1. The City, London and the UK have the skills, talent and digital expertise they need to drive digital productivity and competitiveness.
- 2. People and businesses have the digital skills they need to thrive in all aspects of their lives.

Total CPF KPI's: 18



## Digital Competitiveness

### HLA: Support the digital innovation and enterprise

- London is #1 financial centre (Global Financial Centres Index)
- London's position in the Green Finance Index % increase in UK and India figures for fintech adoption
- % of Square Mile with coverage and connections to FTP fibre and 4G (5G) broadband

### HLA: Fill the digital skills gaps and shortages that businesses identify

- % reduction in City firms experiencing skills gaps
- % positive feedback from businesses on CoLs role in creating solutions that ensure FPS has access to the digital talent it needs

### HLA: Prevent and safeguard against cyber-attacks and cyber terrorism

- # of cyber attacks identified and resolved

# Appendix 2: Digital Skills Strategy – Key Performance Indicators



## Digital Creativity

### HLA: Raise educational aspiration and attainment in terms of digital skills.

- School 'Progress 8' and 'Attainment 8' score
- # learners gaining a national accreditation
- # learners enrolled in training and courses

### HLA: Prepare our learners, for the jobs of the future, in terms of the necessary digital skills, behaviours, attitudes and competencies.

- # participating in creative/cultural learning programmes (as per education, cultural and creative learning and skills strategies)
- # attending showcasing events/recruitment drives
- # work experience placements
- % uptake of fusion skills curriculum across our educational and cultural institutions



## Digital Citizenship

### HLA: Use digital skills to address barriers and gaps to improve access and participation.

- % of CoL collections available digitally

### HLA: Use digital skills to connect the capital, enable positive transitions and provide advice and support.

- % people who report increased quality of life after relevant interventions
- # people benefitting from CBT funding

Digital Competiveness KPI	Latest update
London is #1 financial centre (Global Financial Centres Index)	Global Financial Centres Index 2021: London is #2.
London's position in the Green Finance Index % increase in UK and India figures for fintech adoption	In Oct 2021 London was #1 in the <a href="#">Global Green Finance Index</a> .
% of Square Mile with coverage and connections to FTP fibre and 4G (5G) broadband	Publicly available data is <a href="#">here</a> COL is actively working with Openreach to deliver FTTP across the City and to ensure everyone is digitally connected
% reduction in City firms experiencing skills gaps	92% of Financial Services Skills Commission (FSSC) member firms had hard-to-fill vacancies in 2021
% positive feedback from businesses on CoLs role in creating solutions that ensure FPS has access to the digital talent it needs	FSSC membership has grown from 15 to 34 financial services firms, as firms recognise the value of collaboration to address digital and other skills gaps
# of cyber attacks identified and resolved	CoLP track the number of new incidents being investigated by the local cyber crime team; as at Feb 22 the reported number for 2021-22 was 31 incidents, compared with 52 in 2020-21.

Digital Creativity KPI	Latest update
School 'Progress 8' and 'Attainment 8' score	These were not produced or published for the last two years due to the Covid pandemic
# learners gaining a national accreditation	All our learners in schools go through national accreditation
# learners enrolled in training and courses	Adult learning was impacted by the Covid pandemic and so comparisons and conclusions are hard to draw.
# participating in creative/cultural learning programmes (as per education, cultural and creative learning and skills strategies)	Creative/cultural learning programmes were delivered online during the pandemic which may have impacted on participation levels.
# attending showcasing events/recruitment drives	FSSC membership has grown from 15 to 34 financial services firms, as firms recognise the value of collaboration to address digital and other skills gaps
# work experience placements	Information has not been captured consistently during the pandemic, but HR will have responsibility for this in future and will be able to provide data going forward.

Digital Citizenship KPI	Latest update
% of CoL collections available digitally	Increasing.
% people who report increased quality of life after relevant interventions # people benefitting from CBT funding	While numbers of people benefitting are not measured, in 2021 three organisations delivering digitally inclusive projects received CBT grant funding of £252883. An example of a grant award: £50,000 for delivery of bespoke employment support and advice to by CBT unemployed and underemployed refugees across London, incorporating new remote ways of working and a programme of digital inclusion to ensure refugees can access our support.