

**Report of: Executive Member for Environment and Transport**

Meeting of	Date	Agenda Item	Ward(s)
<b>Environment and Regeneration Scrutiny Committee</b>	<b>25 April 2017</b>		<b>All</b>

Delete as appropriate	Exempt	Non-exempt
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## Report: Quarter 3 Performance Report – Environment

### 1. Synopsis

- 1.1 Each year the Council agrees a set of performance indicators and targets which help us to monitor progress in delivering corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the Council's Scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report sets out a progress update for those indicators related to Environment and Transport over the first three quarters of 2016-17.

### 2. Recommendations

- 2.1 To note progress to the end of Quarter 3 against key performance indicators falling within the remit of the Environment and Regeneration Scrutiny Committee.

### 3. Background

- 3.1 The Council routinely monitors a wide range of performance measures to ensure that the services it delivers are effective, respond to the needs of residents and offer good quality and value for money.
- 3.2 This year, rather than Policy & Performance Scrutiny Committee (PPS) scrutinising all quarterly performance reporting, a new approach was agreed whereby each of the four theme based scrutiny will be responsible for monitoring performance in their own areas.

## 4. Quarter 3 update on Environment performance

Objective	PI No	Indicator	Frequency	Q3 Actual Apr-Dec	Q3 Target Apr-Dec	Target 2016-17	On/Off target	Same period last year	Better than last year?
<i>Effective disposal of waste and recycling</i>	ER1	Percentage of household waste recycled and composted	M	<b>31.3% (Q1+Q2)</b>	35.2%	35.2%	<b>off</b>	29.4% (15/16)	<b>yes</b>
	ER2	Number of missed waste collections - domestic and commercial (per calendar month)	M	475 (average Q1 - Q3)	450	450	<b>off</b>	417	<b>no</b>
	ER6	Number of reported flytips (all land types)	M	267 (average Q1 - Q3)	n/a	To be set for 17/18	<b>n/a</b>	361	<b>yes</b>
<i>Deal promptly with planning applications</i>	ER3	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	<b>100% (Q3)</b>	85%	85%	<b>on</b>	86.0%	<b>yes</b>
		b) Percentage of planning applications determined within the target (minors)	M	<b>87.7% (Q3)</b>	84%	84%	<b>on</b>	80.0%	<b>yes</b>
		c) Percentage of planning applications determined within the target (others)	M	<b>89.4% (Q3)</b>	85%	85%	<b>on</b>	86.0%	<b>yes</b>
<i>Promote and increase use of libraries and leisure centres</i>	ER4	Number of leisure visits	Q	<b>1,749k (Q1-Q3)</b>	1,576k	2,145k	<b>on</b>	1,690k	<b>yes</b>
<i>Tackle fuel poverty</i>	ER6	Residents' energy cost savings (annualised)	Q	<b>£277k</b>	£171k	£223.5k	<b>on</b>	£266k	<b>yes</b>

### Effective disposal of waste and recycling

- 4.1 Audited quarterly **recycling rate** data from Waste Data Flow come in around three months after the end of the quarter. Q2 came in at 31.2%, very consistent with Q1's 31.4%. This level of performance is roughly midway between that for 14/15 (32.8%) and that for published for 15/16 (29.4%), showing some signs of recovery, though still well behind the ambitious NLWA target.
- 4.2 The published recycling rates of all NLWA boroughs dropped in 15/16, and this is mainly attributed to tighter industry-wide regulatory controls around contamination levels. Even for 15/16, Islington's rate remains the third highest of the twelve Inner-London Boroughs. London-wide, at least nine borough's rates have shown a consistent year-on-year decline over the last four years, and only two boroughs have shown a consistent year-on-year increase over the same period (Southwark and Hillingdon). In that context, in showing only one annual drop over the 2012-2016 period, Islington is still performing well in benchmarking terms overall.
- 4.3 At the midpoint of the year, average **residual (non-recycled) waste per household** is projecting at 396kg (in 15/16 it was 412kg), exceeding the NLWA target of 413kg. Residual household waste generated per household is the second lowest (best) in London and remains the lowest of all the NLWA constituent Boroughs.

- 4.4 **Waste collections** throughout the year have been under pressure due to the ongoing vehicle availability and reliability issues of an ageing fleet. Monthly missed collections averaged 441 in Q1, 555 in Q2 and 429 in Q3, with the month of January at 373. The average total number of collections each month is 2.08 million, so as at month 10, the year to date level of reported misses is around 0.023%, or around one in every five thousand. New vehicles are now on order and scheduled to arrive from May, supporting further improvement longer term.
- 4.5 In early February, the doorstep waste and recycling collection days and times changed for more than 50,000 households (almost half the borough), and this produced a considerable spike in reported missed collections, particularly mid-month. The overall February figure was 1686. The service has been working hard to minimise and resolve the disruption to services as the changes bed-in, and a fuller account will be given in the next report.
- 4.6 At the last E&R Scrutiny Committee, Members asked for a **dumping/fly-tipping indicator**, and this is added as a monthly measure in ER6 above. This is the total number of reported fly-tips across all land types and waste types, and the monthly average to month 9 of 16/17 shows an improvement on the figure for the same period last year of 26%.

Deal promptly and effectively with planning applications

- 4.7 **Planning applications** performance remains strong and stable, above both target and performance in the same Q3 period last year, in all three categories. In benchmarking terms for the last quarter for which data has been published (Q2 16/17), the Council's performance is in the top quartile of all London Borough's across all three categories, very possibly the first time this has ever happened and a real achievement for the service.

Promote and increase use of public facilities

- 4.8 **Leisure visits** continue to strengthen with Quarters 1-3 up a further sixty thousand or 3.5% on the same period last year and well ahead of the year- to-date contractual target. This is despite Archway having been closed for works, and having a reduced service at Highbury.
- 4.9 Sports usage remains particularly strong, and amongst target groups, visits from people with disabilities and over-60's overall remaining above target and strengthening. Percentage of online booking is also improving and the trend on numbers of complaints and accidents/incidents is downward

Resident's energy cost savings

- 4.10 The Quarters 1-3 **annualised estimated energy cost savings** for residents is already 24% ahead of the annual 16/17 target at nearly £280k. This performance indicator is an aggregated measure of savings achieved by residents through Warm Home Discount, Debt Relief and Energy Doctor (EDTH) visits with both the former two categories performing strongly.

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Final Report Clearance

Signed



13 April 2017

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Date

Executive Member for Environment and Transport