



ENVIRONMENT AND REGENERATION SCRUTINY COMMITTEE

4 July 2023

SECOND DESPATCH

Please find enclosed the following items:

Item 10	Libraries and Heritage - Q4 Performance Report	1 - 8
Item 11	Employment & Skills - Q4 Performance Report	9 - 26
Item 12	Environment & Transport - Q4 Performance Report	27 - 38

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Community Engagement and Wellbeing

222 Upper Street, London, N1 1XR

Report of: Corporate Director of Community Engagement and Wellbeing

Meeting of: Employment and Regeneration Scrutiny Committee

Date: 4th July 2023

Ward(s): All

Subject: Libraries Quarter 4 2022-23 Performance Report

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. These indicators are in the process of being refreshed, with a view to more accurately measuring libraries' contribution to strategic council priorities and will be drawn up following the Community Spaces Review, implementing the recommendations from it. 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 Quarter 4 2022-23 progress against targets for those performance indicators that fall within the Libraries outcome area, for which the Employment and Regeneration Scrutiny Committee has responsibility.

2. Recommendations

- 2.1. To review the performance data for Q4 2022/23 for measures relating to Library Services.

3. Background



- 3.1. The performance measures covered by this report are largely based on the Corporate Performance Indicator set, which is refreshed annually. The 21/22 data set for the number of library visits was incomplete; due the libraries reopening in

Q3. The indicators for 22/23 represent the first complete data set since 19/20. The performance indicator of the number of residents engaging with community activities is new.

4. Outstanding issues and queries from Q3 2022/23 Performance Report

- 4.1. Q3 report.
Update on warmer spaces as per presentation to leadership via Cllr O'Halloran's portfolio.

5. Quarter 4 2022-23 Performance Update

PI No.	Indicator	Better to be	2018/19	2019/20	2020/21	2021/22	Yearly trend-line	2022/23 Q1	2022/23Q2	2022/23 Q3	2022/23 Q4	In-year trend
Corporate objective: Help residents get the skills they need to secure a good job												
CYP17	Number of library visits	↑	1,065,700	1,076,355	Not available due to Covid	342,384 (Q3 & Q4 only)		185,321	367,981	558,737	766,000	
CYP18 (NEW)	Number residents engaging with community activities	↑						9323	18,507	30,320	43,986	

5.1. Corporate Indicator: Number of library visits: Q4 cumulative figure 766,000 (target 800,000)

5.2. As resident confidence has increased over the year, visitor figures increased when proportionally compared to last year, where there were 342,384 library visits over two quarters. The libraries service played an important role in supporting the corporate Cost of Living campaign by promoting the buildings as warm and welcome spaces. As part of this co-ordinated council response to the crisis, library staff have had increased involvement with local partners, such as Age UK Islington spaces, promoting the library services as a free means of support at community events and networking sessions. In addition, the service formally abolished licence fees, which received positive media coverage in the BBC and Evening Standard and was also something that users gave compliments about.

Factors Affecting Visits

- 5.3. Despite the increase in usage, the service still fell short of the target of 800 000, which is likely to have been for a number of service-related reasons:
- 5.4. Q1 – West Library was closed for the whole of April for building works – although users were redirected to local provision, it is likely that this would have affected visit numbers. All libraries’ opening hours were affected by the additional bank holiday closure for the Queen’s Platinum Jubilee
- 5.5. Q2 - This summer period was the first time for two years that many families were able to go away and exceptional summer weather is likely to have impacted on visitor figures, as the public prefer to be outdoors. The summer period was quiet overall and attendance at some of the summer events was lower than anticipated. In addition to this, there was a 3-day closure at Mildmay Library caused by storm damage and all libraries were affected by the additional Bank Holiday for the Queen’s funeral, reducing library opening hours in September.
- 5.6. Q3 and Q4 saw an increase in visitor figures in comparison to the previous quarters as well as an increase in attendance at our events and activities. This is likely to have been due to libraries involvement in the Cost of Living campaign and the abolishing of fines – the service has received positive comments about this move, which has likely resulted in residents returning to the library service.

User Habits

- 5.7. Over the period of the pandemic, the libraries service promoted online resources and has continued to offer these as an additional aspect of the offer. E-books, e-audio books and a wide selection of newspapers and magazines are available to users via an app on their smartphones. It is likely that for some users, the digital shift has changed their behaviours and how they interact with libraries, impacting upon visitor numbers.
- 5.8. **Corporate Indicator: Number of residents engaging with community activities: Q4 cumulative figure 43,986 (target 32, 000).**
- 5.9. The service performed well in this new performance indicator, overachieving on the target of 32 000 community activities. It engaged residents across the borough with relevant, fun and meaningful activities for free, delivered in all libraries. The activities cut across a range of themes under the library 'read, learn, connect' mission.
- 5.10. The total number of residents engaging with the activities delivered by library services represents 15% of the Islington population, which shows the breadth of the reach of the library service. Management are keen to capitalise on this by aligning activities to the priorities outlined in the upcoming Reading Strategy and by marketing the activities further to attract more residents and showcase the service.
- 5.11. The service's strong performance against this indicator is reflective of the diverse, engaging and relevant activities that are delivered from library spaces. Some of the theme-based events that were delivered over the course of the year include a Rub a Dub event celebrating the King's Coronation; author talks delivered by DJ Daddy Ernie and music producer Dennis Bovell and another by Ben Arronovitch for Black History Month; Eid craft events and many others.
- 5.12. In addition to themed one-off events, the libraries service boasts a broad offer for residents of all ages, including Lego club, games club, gadget support, baby bounce, yoga for older people, chess club and lots more.
- 5.13. The service provided a range of art and craft activities for the half-term break that were well-attended. Some of the activities included making a pop-up bird, creating a lift-the-flap landscape and using pipe-cleaners to make a superhero.
- 5.14. **Capturing Library Performance and Impact going forward**
- 5.15. The Libraries Service collects data on a wide range of performance indicators that are not currently reported on. As a result, the contribution it makes to corporate and political priorities is not reported on in a manner that does it justice. To address this, the management recommend a blend of qualitative and quantitative data, so as to reflect performance and the user experience. The 'hard data' that is collected by libraries that can be used for quarterly performance reporting include:
- Issue figures for all stock, including e-stock
 - The usage of PCs

- The number of active members
- The number of issues and visits per opening hour.

5.16. Qualitative measures will form a vital part of this new reporting, reflecting library performance, the high quality of service delivery and the impact the service has on users' lives. This would include updates on activities delivered over the reporting period, detailing the title of the activity, location and number of users engaged. The locations and themes of the activities will highlight the service's contribution to the equality agenda and how it supports local people through meaningful activity. The service could also report on user feedback, both positive and negative, to highlight the quality of the service.

5.17. Thus, the proposed indicators for the next Libraries E&R scrutiny are as follows:

- The number of active members.
- The issue figures for stock, with subcategories for stock type.
- PC usage.
- Library activities (number and potential break down of categories).
- User feedback.

5.18. **Community Spaces Review**

5.19. Leaders within the Community Engagement and Wellbeing directorate commissioned an assessment into community spaces within the borough, with an aim of mapping the current landscape and presenting options for a new model that identifies opportunities for transformation. The review covered Libraries, Community Partnerships and Access Islington.

5.20. The initial assessment has concluded and leaders within Community Engagement are planning a transformation process around this.

6. Implications

6.1. **Financial Implications**

6.1.1. The cost of providing resources to monitor performance is met within each service's core budget.

6.2. **Legal Implications**

6.2.1. There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

6.3. **Environmental Implications and contribution to achieving a net zero carbon Islington by 2030**

6.3.1. The libraries service is committed to contributing towards achieving a net-zero carbon Islington by 2030. One of the outstanding activities that was delivered by

the service, in collaboration with the Reading Agency and All Change arts, was an environmental event that inspired young people to become environmental activists to promote a cleaner, greener world. Students from Elizabeth Garrett Anderson School and St Aloysius RC College were invited to the Platform creative youth club for a programme of spoken word performance and an exclusive Q&A with the author panel. The students created their own origami seed packets, completed a 'circle of concern, influence and control' activity about their worries for the planet, and wrote their own pledges for the local environment and Islington Council. One student suggested Islington Council should publish poems or music to encourage people to take action on climate change, while another asked for more events about environmentalism, in their pledge.

6.4. Equalities Impact Assessment

- 6.4.1. 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.
- 6.4.2. An Equalities Impact Assessment is not required in relation to this report, because this report is looking at historical performance information and does not relate to a new policy, procedure, function, service activity or financial decision. Where a new policy, procedure, function, service activity or financial decision is mentioned in the commentary within this report, there should be a separate Equalities Impact Assessment for that specific development, rather than attached to the reporting on performance for any measures that this would affect.
- 6.4.3. The libraries service continues to offer a service that is inclusive, accessible, welcoming and relevant to all. Addressing inequalities is central to the 'Read, Learn, Connect' mission of libraries, and is reflected in opening hours; the online offer (where e-audiobooks support those who have visual conditions access library materials); the activities offered (such as Eid craft events); thematic displays (such as for Pride month).
- 6.4.4. Operating within the Directorate of Community Engagement and Wellbeing, working alongside the Equalities team and reporting to the Executive member for Equalities, Culture and Inclusion, the Library Service is committed to developing

an even stronger offer that addresses inequalities by mapping the offer to need and addressing gaps where they may be identified.

7. Conclusion and reasons for recommendations

7.1. This report has presented a detailed narrative describing the performance of Libraries Services in Quarter 4 2022-23. Where performance is off target, a summary of the actions being undertaken to improve performance has been included.

Appendices:

- None

Background papers:

- None

Final report clearance:

Signed by:

Corporate Director of Community Engagement and Wellbeing

Date: **Date the report received final approval**

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Community Wealth Building Directorate
222 Upper Street, London N1 1XR

Report of: Corporate Director, Community Wealth Building, and Director of Children's Services

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	Thursday 15 th June 2023	All

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SUBJECT: Inclusive Economy & Jobs Quarter 4 2022-23 Performance Report

Summary

This report presents the impacts of the Inclusive Economy & Jobs Service during Quarter 4 2022-23 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 and tech industries.
- Supporting local resident business owners with opportunities, including energy audits, grants, and cargo bikes that help them save money and become more sustainable, to improve the environment for local people to enjoy.
- Using leverage with council contracted suppliers so that they provide employment for local people, buy from local businesses, engage with the community, and work with us to achieve our Carbon Net Zero goals.
- 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.
- Using affordable workspaces to host community lunches and evening events to help residents learn about careers in tech.
- Further 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.

Highlights

- Following the successful formation of the Islington Anchor Institutions Partnership Network in September last year, in March the 10 members approved three joint action plans driven by our goal to make Islington a more equal place.
- The Procurement plan will see Anchors using their joint buying power to deliver social value for Islington residents. The Net Zero plan will see Anchors using their combined influence to reduce energy consumption and carbon emissions in their estate and supply chains. The Employment and Jobs plan will see them using their role as employers to support underrepresented groups into training, apprenticeships, and good work opportunities.
- Islington's Strategic Partnerships and Programmes team completed their research into barriers and opportunities in supporting disabled people into work. This has resulted in a series of important recommendations to better integrate health and wider employment income support with other needs of people with disabilities and health conditions.
- The four borough LIFT Programme (Leading Inclusive Futures through Technology) placed ten residents into Havas, a major public relations and media conglomerate based in King's Cross.
- LIFT also launched a new jobs portal at the end of March and are already experiencing significant engagement and sign ups to the programme from this new tool.
- After a letter-writing campaign to 21 large employers in Islington asking them to consider becoming a living wage employer, the Institute of Physics and Moorfields Eye Hospital have both engaged with the Living Wage Foundation to obtain accreditation. More than 300 local employers are now accredited following the recent application by Arsenal Football Club.
- To celebrate National Apprenticeships Week in February this year, the World of Work team partnered with the Early Careers and Talent team and business partners Matrix SCM, Peabody Housing and Advanced Building Maintenance. The group ran a series of activities both in schools and at the West Library Youth Employment Hub to promote apprenticeship opportunities for young residents. 94% of attendees said the events improved their understanding of apprenticeships and 76% said they or their child were more likely to consider apprenticeship options as a result of engaging across the week.
- The Youth Employability and Skills team launched a new project funded by NHS England to support care experienced NEET young people into Health and Social care careers. This follows a successful pilot delivered last year which saw six young people access mentors and progress into positive EET destinations.
- Building on the success of delivering learning support to Afghan and Ukrainian refugees by the No Recourse to Public Funds team, the ACL service are recruiting an English Language outreach tutor to expand the offer and tailor approaches to better meet diverse needs.
- 21 Islington businesses have now signed up to the GLA's Business Climate Challenge energy efficiency scheme. Businesses receive a free energy advice support package including an energy audit and can take advantage of training sessions and How-to guides.
- 113 energy grants worth £500 each have been paid out to Islington cafes and restaurants with 50 covers or less, totalling £75,000. The grants went to businesses in all Islington wards.
- Islington's Adult Employment Services (iWork) have worked collaboratively with youth progression, and ACL, to support successful delivery of the ESF funded 'Connected Communities' programme.
- iWork have attracted over 33 women to the council's Construction for Women initiative with the aim of filling the upcoming apprenticeships at the Holloway Women's Prison site. The aim is to create a strong female presence to positively impact the experience of women on this building site.
- The newly integrated Islington Supported Employment Team into the iWork adult employment service has succeeded in collaborating with the Almeida Theatre, who now offer work experience for three months to an adult with a global learning disability and are employing one client for almost a year. Autonomie, a key partner on the project is making teaching videos and enabling access via a QR code scanned on their phones, which can be used repeatedly.

- In January this year the Affordable Workspace team streamlined their social value reporting regime, which was well received by operators. This has resulted in the submission of better-quality data and more information, enabling the team to understand the full depth and range of their achievements.
- The Employability Practitioners Network has been introduced to Affordable Workspace Operators across Islington, marking the beginning of a potentially fruitful relationship. Already Town Square are talking with local job centres who signpost would be entrepreneurs and the self-employed into their workplace coupled with financial support from the New Enterprise Allowance.

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 Islington Together 2030 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 fourth quarter of 2022-23 (1st January to 31st March 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 2022-23 Quarter 4 (1st January – 31st March 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 support people into work and business, whilst promoting economic wellbeing and a more inclusive, local economy. As part of delivering this objective and to align with the manifesto commitment we will support **5,000** residents into work over four years from 2022-26 through direct and partnership service delivery.

4. Quarter 4 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 throughout 2022/23 with **3,013** unemployed Islington residents supported into paid employment exceeding the year-end target of **2,000** by 50%. In Quarter 4 alone, more than eight hundred residents were supported into work.

The Islington Health and Social Care Academy is a partnership of senior managers from key anchor institutions, with the shared objective of increasing local recruitment into the sector and supporting unemployed residents and school/ college leavers to understand the career pathways available

The Academy, which is convened by the council and chaired by a Director from the North Central London Integrated Care Board, is proving to be an invaluable tool for engaging influencers from across the Health and Social Care system in conversations around careers, pathways into work, culture change, well paid, quality jobs and building a strong and resilient local workforce

The iWork service has a dedicated Health and Social Care Employer Engagement Officer and Health and Social Care Employment Coach to support with outreach and pre-screening clients for vacancies. This resource has created a local hub offering a bespoke recruitment package for employers, particularly those delivering council contracts, and for residents interested in working in the sector.

Islington's Adult & Community Learning service regularly runs a short course, 'Preparing to Work in Adult Social Care' with many of those who complete being referred to the hub and progressing into careers in the sector. We are working with the College to find Work Placements for Health and Social Care students and have agreed a virtual work placement package for students with Care homes across North Central London boroughs.

This 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 service offers an accessible front door for residents, ensuring that each caller is directed to the most appropriate local service. Follow up checks are undertaken to ascertain resident satisfaction with the support they are receiving and provide valuable intelligence to constantly improve the service.

Ingeus who deliver the Work and Health programme, Job Entry Targeted Support (JETs) and Restart have been a key contributor to these employment outcomes achieving 1,484 of total outcomes. The funding for Work and Health and Restart programmes through Central London Forward has been confirmed until end of March 2025.

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. It is 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.

4.2 **Corporate Indicator JM1a - Number of Islington resident parents of children aged 0-18 supported into paid work through Islington Working Partnership activity**

Throughout 2022/23 council services and partners supported **445** parents of children aged 0-18 into employment, which was below the year-end target of **580**. 99 parents were supported into work in Quarter 4. This underachievement reflects a reliance upon external partners for our results and differences in data capture. Few partners monitor whether clients are parents, and those that do may only capture lone parents. In particular, Ingeus – who secure the greatest number of job outcomes – do not routinely collect this data, despite regular requests to do so. The council's iWork service continues to support and record parental outcomes. 115 (36%) of total outcomes into employment were parents.

4.3 **Corporate Indicator JM1b - Number of Islington resident young people aged 18-25 supported into paid work through Team Islington activity**

Council services and partners supported **420** 18- to 25-year-olds into paid employment throughout 2022/23 below the profiled target of **560**. 99 people were supported into work in Quarter 4.

Youth providers and partners have faced challenges engaging young people this year, which has resulted in low take-up across employment related programmes including the ESF funded Connected Communities programme. Young people are citing social, emotional, and mental health difficulties, digital fatigue, diminished habits and routines, and finances as the main reasons for not participating in and accessing employability support. The Council is collaborating with UCL on a project, EMPOWER Islington, designed to better understand these issues, and develop a series of workshops to support young people to address them whilst actively participating in employment, education, and training. The report from this research is being finalised and officers will integrate its findings into their practice in readiness for the autumn.

This summer the youth progression service will be working with Aspire youth partners and providers to review youth engagement in Islington, share examples of good practice and develop a strategy to work collaboratively in identifying and supporting hidden NEETs. The new youth employment hubs in Caledonian and Finsbury Park wards will contribute to this work by improving the accessibility of council and partner offers to young residents.

Since its soft launch in July, the West Library Youth Employment Hub has started to build a broad programme of activities. At present the space is open during library opening hours only (closed on Mondays and Wednesdays) but can be accessed outside of this timing on request and will open daily once fully resourced.

Maths and English sessions are available to young residents, delivered as one to ones and in small groups by Skills Tutors. In addition, employability workshops are being delivered as group sessions or one to one with a rolling schedule of topics every Thursday afternoon which includes MS Word, MS Excel, CV support, creating a personal brand (incl. Linked In profiles), and completing job application forms. Residents can also receive one to one career information, advice and guidance covering areas such as further education, accessing local skills provision and information about early careers opportunities. These are aimed at 16–25-year-old NEET young people and are generally accessed via a referral but will also be a feature of our drop-in support once established. With final fit out only recently completed, the youth hub at 54 Corker Walk has begun hosting ESOL classes delivered by the Adult Community Learning team every weekday morning. Next steps include

4.4 identifying and working with key local stakeholders to develop a programme that works for young adults on the estate and the broader Andover community.

Corporate Indicator JM1c - Number of Islington resident disabled people / those with long term health conditions supported into paid work through Team Islington activity

Council services and partners have supported **467** residents with a disability/long term health condition into employment slightly under the year-end target of **500**. 95 people were supported into work in Quarter 4. The target represented a quarter of the overall target of 2000, which was a stretch target. Nevertheless, we hope to achieve this stretch target in the coming year, having commissioned research by London Metropolitan University, which will help us pinpoint our outreach, tailor, and adapt our brokerage service to ensure that employers are fully considering applicants with disabilities. The research report makes the following recommendations:

- Council and partner organisations to better target employment support to people with disabilities, impairments and long-term health conditions. Increased outreach could be part of this approach
- Council and partner organisations to focus on wrap-around, holistic services for people with disabilities and long-term health conditions based on a case-working model of service delivery.
- Council and partners to coordinate a programme of disability awareness and training with local employers
- The Council as an employer to take a lead role in employing people with disabilities and long-term health conditions.
- Additional focus on self-employment advice and support.
- Further development of co-location arrangements and outreach provision of services that complement employment support e.g., Adult Community Learning, benefits advice, income maximisation advice.
- Increased provision and awareness of British Sign Language (BSL) support.

Discussions are ongoing to secure additional resources to implement these recommendations, including the use of UK Shared Prosperity Fund, awarded to the council.

We have also begun to experience the benefits of having the Islington Supported Employment Team as a part of iWork, with residents supported by collaborative working across the Community Wealth Building directorate to get jobs with diverse employers – from Social Care to Network Rail.

We have also launched a piece of work with an app-based support, Autonomie, which supports our learning-disabled residents once in work, to learn and retain the new skills required for their jobs.

4.5

Corporate Indicator JM1d - Number of Black, Asian and Minority Ethnic Islington residents supported into paid work through Team Islington activity

Council services and partners have supported at least **1,559** residents from Black Asian and Minority Ethnic residents into employment exceeding the profiled target of **1,200**. The term 'at least' refers to the fact that not all partners record ethnicity data so the true figure may be higher than

1559. Partners supported 425 of these residents into work in Quarter 4. This means that at least 51% of the total supported into employment, came from these targeted communities. For council services the proportion of residents from Black, Asian, and Minority Ethnic backgrounds was even higher with 70% of jobs achieved being London Living Wage or above.

Last year the Council undertook a research project with London Metropolitan University to examine unemployment within Islington's Black, Asian and Minority Ethnic communities. It identified that certain ethnic sub-groups were more likely to be unemployed than others and for 2022-23 it recommended that 60% of the 2000 supported into work should be from a Black, Asian and minority ethnic background with sub-targets for specific groups as follows:

African – 28%; Caribbean 16%; Turkish/Kurdish – 8%; Bangladeshi – 5.6%

We are not able to report on these sub-targets for the whole Islington Working partnership, as many partner organisations do not collect the required level of ethnic background data from residents. Again, we continue to have discussions to develop a more consistent approach to data collection externally,

However, Council services do collect more granular ethnicity data and we are able to report the following from iWork for 2022-23. African – 24%; Caribbean 17%; Turkish/Kurdish – 2%; Bangladeshi – 7%. The data indicates success with Caribbean and Bangladeshi residents and solid support delivered to African residents, with more dedicated work needed to improve outcomes for Turkish/Kurdish residents.

Council activity to support the focus on Black, Asian and minority ethnic residents in 2022-23 included:

- Regular outreach visits by iWork to Choices CIC, Community Languages Support Services and Muslim Welfare House, as well as attendance at community information events. This resulted in forty-one residents engaged and, so far, three job starts.
- Regular outreach visits by a member of the Youth Employability and Skills (YES) team to Galbur Foundation, Jubba Youth Community Association, and Copenhagen Youth Project, resulting in thirty young people enrolled on YES programme.
- LIFT community engagement activity resulted in 62 Islington residents enrolling on that programme for support in 2022-23, of whom forty-five were from a Black, Asian, or Minority Ethnic background. Eighteen of the Black, Asian and Minority Ethnic residents then started a training programme and five got jobs.

The council convenes an employment practitioners' group of organisations dedicated to supporting Black, Asian and Minority Ethnic communities. Through this group, officers will continue to refine its approach to supporting these priority cohorts.

4.6

Corporate Indicator JM1e - Council Contracted Suppliers

We collaborate with contractors to capture employment outcomes, and this is now reflected in exceeding the year-end target of **300** with **515** outcomes reported over the course of 2022/23. Council contracted suppliers filled **322** new positions in Quarter 4. The majority of these outcomes have been reported by social care contractors who have undertaken bulk recruitment drives in the borough. We have also supported 40 residents directly into work at the council through our work on our temporary worker contract with Matrix.

4.7

JM1 f and g - Percentage of Islington residents supported into paid work through Team Islington activity who are still in work at 13 weeks and 26 weeks

Reporting for this performance indicator is currently based on 3 employment support programmes, iWork, Work & Health and Restart. We are continuing to work with the wider partnership to ensure that they also track and report outcomes at 13 and 26 weeks.

The follow up checks are carried out in different ways depending on the service: iWork contact people up to three times (but not all reply). The Work and Health and Restart programmes review HMRC RTI (Real Time Information) reports which are provided by the department for Work and Pensions. The reports contain information from employers indicating that the resident is still being paid for employment.

When the data from these services is combined it indicates that of those contactable for the 2022/23 financial year 81% of residents were still in work at 13 weeks and 76% were still in work at 26 weeks

4.8

JM2 a) Number of London Living wage entry level jobs achieved through the Islington Working Partnership Performance has followed the same positive trend from Quarter 3 with **914** outcomes achieved in total between April 1st, 2022, and March 31st, 2023, exceeding by **414** the annual target of 500. There was a particularly strong effort this quarter with **517** new placements achieved. A proportion of these will have come through the returns from Ingeus, whose contract with Central London Forward (CLF) incentivises them to support clients into London Living Wage roles.

JM2 b) - Number of employers achieving London Living Wage accreditation

13 new employers accredited with the Living Wage Foundation in quarter 4 2022/23. Currently there are **306** employers in Islington that have accredited, including employers from lower paying sectors such as hospitality, food services, administrative support services including cleaning, and the arts. **59** additional employers have joined the Living Wage Foundation campaign and obtained full accreditation in 2022/23. Through the Islington Anchor Institutions' Network, officers will continue to identify businesses who have accredited to become LLW employers as a result of being part of the supply chain in Islington.

4.9

JM3 - Number of Islington residents supported into apprenticeships

There were **210** new apprenticeship starts in 2022/23, which more than doubled the annual target of one hundred placements. This was an excellent result in terms both of people placed within the council (105 compared to the target of 37) and those placed with an external employer (105 compared to a target of 63).

To further accelerate the council's work on apprentices, a new strategic approach is currently under development and will be completed for the next Committee. This will cover work internally and externally, including our work via the Islington Anchor Institutions' Network.

4.10

JM4 - Monetary value of social value derived through affordable workspace

This indicator relates to an estimation of the monetary value of the social value delivered by workspace operators participating in the Council's Affordable Workspace Programme. The monetary value is calculated using the Social Value Portal's TOMs evaluation methodology.

£1,287,085.37 of social value delivered through affordable workspace

This is the total monetary value of the social value delivered by workspace operators participating in the Councils Affordable Workspace Programme in 2022/23. We have captured all outputs, whether quantitative or qualitative and assigned a monetary value, calculated using the Social Value Portal's TOMs evaluation methodology.

This last year we have surpassed our target of £500,000 due to the outstanding work of our Operators and the greater understanding and knowledge of social value.

Town Square - £38,784.24 Town Square is now in the second year of their contract and have shown steady growth in their membership numbers. This is still a difficult market for co-working spaces, with many commercial operators offering competitive deals as the office market continues to settle, post-pandemic. Town Square employs a Community Manager, who is an Islington resident. They run business support programmes including a Start-up club, Write-up club and Freelancer Friday. These initiatives support local people who wish to start their own business and has proven extraordinarily successful. They have also collaborated with another workspace operator to provide space to a tenant that outgrew their existing space. Town Square is currently looking to recruit an additional person to support their Community Manager and is working with iWork to promote the opportunity locally.

Fashion Enter – £142,401.07 Fashion Enter have been successful at delivering fashion focused employability workshops to over one hundred unemployed residents leading to a significant increase in social value delivered. The team has increased in size with more tutors and an office manager which has enabled them to deliver more advice and guidance. They have supported the growth of one designer to partner with Silk Fred and they now sell their garments via the Silk Fred partnership. Following a commercial review, Fashion Enter has increased its collaboration with the local college and has also introduced a refreshed pricing schedule for new tenants. However, this remains considerably more affordable than commercial spaces, with a strong focus on supporting Islington residents.

Outlandish - £245,495.83 Founders and Coders team has grown and they have taken on two Islington residents and a person who was formerly not in employment education or training (NEET). They continue to deliver on apprenticeships which provides significant social value output. There has also been a significant increase in skills bootcamps to support people into employment in the tech industry. Outlandish continue to grow in membership and host events which have facilitated collaborations between members.

Better Space – £79,175.43 They have grown to 139 members and now have a full team of six employees, two of whom are Islington residents. They held a successful Hackathon event aligned to the council's recent Night-Time surgery with the Mayor's Night-time Tsar and continue to run events aimed at connecting members. They have recently began providing mentoring support to local schools and colleges

4.11

JM5 – Number of businesses that have been positively impacted by the Inclusive Economy & Jobs service

This is a new indicator, so no target was set due to this being the baseline year. However, **1,268** businesses in Islington have received supportive interventions from Local Economies Officers and are therefore considered to have been positively impacted by the service in 2022/23. These supportive interventions include, but are not limited to:

- Case management of urgent business issues through connecting to relevant departments (e.g., food hygiene, highways, licencing),

- Training and development for prospective market traders
- Brokering take-up of affordable workspaces amongst local businesses/entrepreneurs
- Business receiving grants to support with energy costs
- Businesses joining a Traders Association or other business network e.g., Islington Sustainability Network
- Businesses promoted through bespoke social media posts or other Comms interventions (e.g., articles in Islington Life)
- Businesses attending events or training around sustainability and greening their business
- Delivery of festive events to drive footfall in town centres and high streets

4.12 **JM6 Number of opportunities brokered through Inclusive Economy & Jobs**

In 2022/23 the Local Economies team brokered **473** inclusive economy opportunities by consulting with small businesses across the borough, an average of 120 a quarter. Outputs include (but are not limited to):

- Businesses hiring local people
- Businesses undergoing an eco-audit to support with increasing sustainability and lowering their energy bills,
- Council spend directed to local businesses to support Community Wealth Building e.g. purchase of computer equipment

Facilitating opportunities for Islington’s independent small businesses

The Briki Greek café and delicatessen in Exmouth Market is a go-to spot for locals and visitors alike. It plays a key role in the area’s local economy, as well as contributing to the unique identity of Exmouth Market and being proactive in supporting Islington’s community wealth building agenda. Briki employ 2 Islington residents, playing their part to put more money into local pockets and boost spending in our local businesses.

The Local Economy team recently assisted Briki in benefitted from the Energy Relief Grant (ERG) which was offered to local cafes and restaurants to help cover increasing energy costs. The ERG focused support specifically on small hospitality businesses as they are often more reliant on energy-intensive equipment as well as facing other challenges such as rising costs of food, supply chain issues, and the long-term impacts of Brexit and Covid-19.

Briki also runs a shared cargo bike scheme which is open to businesses and residents. Briki use the cargo bikes for local deliveries and encourages other businesses and residents to follow their lead. The scheme lowers pollution in this busy residential area of central London and makes Clerkenwell a more pleasant place to be.

Briki also support Toilets for London, a scheme aimed that improves public access to toilet facilities. This is a crucial social issue as lack of accessible toilets can discriminate against older people especially. Since signing up to the scheme Briki reports more customers and more comments saying that their business a more welcoming and inclusive destination.

4.13 **JM7: Monetary value of the childcare bursary uptake with sub targets for types of outcomes**

The service distributed a total of £ 84,047.19 in childcare bursaries in 2022/23. Accounting for multiple claims there were a total of 101 claims for childcare bursary in 2022/23, 73 of which were unique. The childcare bursary has supported 39 parents into work this year and a further 21 parents that received money to sustain employment. The target of £160,000 has not been achieved this year.

The iWork service ensures that clients accessing the service apply and receive the bursary as required. However, the vast majority of unemployed residents accessing employment have been supported by Ingeus who have their own bursary provision. All the childcare providers that are inspected by the council are aware of the bursary and we know that parents enquiring about childcare costs are encouraged to apply for the bursary. Communication campaigns have not had a significant impact on increasing reach. We will continue to monitor whether any amendments to the scheme criteria might be advisable to increase reach.

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.'

Adult Community Learning operates over academic years, so performance is measured by return figures at the end of each term. Financial Quarter 4 runs from 1st October to the end of the Spring term. This report focuses on figures for the first two terms of the academic year 22/23, Autumn and Spring.

5.1 Corporate Indicator JM8 - Number of Islington residents enrolled on an Adult Community Learning Course¹

The service enrolled a total of **1,323** residents for the Autumn/Spring term of the academic year 22/23. This figure is an increase on the total number of enrolments for last academic year, which stood at 1,256. The service will continue enrolling to this number until the end of the academic year, so near-final figures will be available in the Q1 scrutiny of next year. Given the current numbers of enrolments and the provision that the service is planning over the course of the Summer, our expectation is that we will meet, or come close to meeting the target of 1800.

The increase in numbers has been due to a combination of internal and external factors. We have seen a tangible increase in the confidence of residents attending learning sessions and this academic year has felt like the closest to 'normal' delivery since the pandemic. In addition to this, there have been significant increases in enrolments in most curriculum areas. Increased partnership working with the No Recourse to Public Funds team, local primary schools, Hillside Clubhouse, and other partners have been key to increasing enrolments. Face-to-face enrolment events at the beginning of each term have been well-publicised beforehand, and as a result attendance levels have been high.

The service is expected to meet GLA targets and achieve its drawdown.

5.2 Corporate Indicator JM8a - Number of parents of children aged 0-18 enrolled on an Adult & Community Learning Course

The service engaged with **648** parents over the last two academic terms, surpassing the yearend target of **626**. The number of parents engaged will increase as the service delivers its summer offer, which typically offers outdoor adult learning activities that attract families and large numbers of parents.

5.3

Corporate Indicator JM8b - Number of residents with disabilities/those with a long-term health condition enrolled on an Adult & Community Learning Course

The proportion of learners on courses with learning difficulties stands at 23%, with a total of **279** having enrolled onto courses during the Autumn/Spring terms. The service has therefore met the year-end target of 260 people enrolled. As with other indicators, the number of learners with disabilities enrolled on courses is likely to increase over the summer term period and therefore significantly exceed the year-end target.

5.4

Corporate Indicator JM8c - Number of Black, Asian and Ethnic Minorities enrolled on an Adult & Community Learning Course

81% of the current cohort are from Black, Asian and Ethnic Minority backgrounds. This is partly due to increased partnership working with the No Recourse to Public Funds team, as well as other partners highlighted below.

Corporate Indicator JM10 - Number of new businesses offering WoW activities

5.5

21 new businesses offered world of work activities across primary, secondary and FE settings this quarter, which means the target of 40 new businesses this year has been achieved. Organisations represented a broad range of sectors including, educational institutions, and small and micro businesses via our affordable workspaces, STEM organisations, creative businesses, and construction companies. We are making progress in maximising social value outcomes through our supply chain partners with Marlborough Highways and Matrix joining the World of Work menu.

In addition, working with colleagues in Corporate Procurement, officers are investing in a system to routinely capture the opportunities secured through Social Value clauses in new contracts. This will further diversify the opportunities on offer to local children and young people.

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

5.6

16 businesses offered WoW activities to secondary aged children in Q4. The majority of these were career talks but also included apprenticeship events (during national apprenticeship week), workplace visits and employability workshops. This quarter, the team collaborated with every secondary school, facilitating 4,083 student experiences.

Three Islington secondary schools (AMSI, Beacon High and LSA) also participated in the Shade UK Shade Islington competition, improving awareness of green skills, jobs, and careers. Student groups from each school attended green skills workshops reflecting on the climate crisis, its impact locally and generating ideas about how these can be addressed through innovative experiences.

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

5.7

In Quarter 4, 5 businesses supported FE students, including Bloomsbury Institute and Royal College of Physicians who both offered new insights into jobs, careers and skills needed to access opportunities in law, social justice, and medicine along with workshops around entrepreneurship and professional podcasting.

5.8 **JM10 d) – Number of businesses offering WoW activities to children and young people from Black and Minority Ethnic backgrounds**

As the programme is accessible to all Islington young people, each of the sixteen businesses that offered WoW experiences in Q4 engaged with Black, Asian, and Minority Ethnic children. Based on pupil data and the ethnic split across schools engaged, we estimate that 2,869 experiences were accessed by Black, Asian and Minority Ethnic children.

6.0 **Implications**

Financial implications:

The cost of providing resources to monitor performance comes within each service's core budget.

Legal Implications:

6.1 There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

6.2 **Environmental Implications and contribution to achieving a net zero carbon Islington by 2030:**

There is no environmental impact arising from monitoring performance.

6.3 **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.

6.4 **Conclusion**

The Council's Islington Together 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.

Date:

Signed by:

Stephen Biggs, Programme Director
of Community Wealth Building

Appendix A: Employment & Skills Dashboard Quarter 4 2022-23

PI No.	Indicator	Frequency reported	Latest data for period	Q4 22/23	Target 2022-23	Actual 2021/22 FY	On Target
JM1	Number of Islington residents supported into paid work through Team Islington activity, with sub-targets for:	Quarterly	April - March	3013	2,000	988	↑
	Parents of children aged 0-18	Quarterly	April - March	445	580	223	↓
	young people aged 18-25	Quarterly	April - March	420	560	238	↓
	Residents with disabilities / those with long term health conditions	Quarterly	April - March	467	500	186	↓
	BAME	Quarterly	April - March	1,559	1200	491	↑
	Council Contracted Suppliers	Quarterly	April - March	515	300	180	↑
	Percentage of Islington residents supported into paid work through team Islington activity who were still in work at 13 weeks	Annual	Annual Indicator	81%	80%	86%	Annual Indicator
	Percentage of Islington residents supported into paid work through team Islington activity who were still in work at 26 weeks	Annual	Annual Indicator	76%	80%	84%	↔
JM2 a)	Number of London Living Wage entry level jobs achieved through the Islington working partnership	Quarterly	April - March	914	500	307	↑
b)	Number of employers achieving LLW (London Living Wage) accreditation	Quarterly	April - March	59	Baseline Year	New Indicator	New Indicator
JM3	Number of apprenticeships supported with sub targets for:	Quarterly	April - March	210	100	New Indicator	↑
a)	Council Apprenticeships	Quarterly	April - March	105	37	New Indicator	↑

b)	Number of Islington residents supported into Apprenticeships with an external employer	Quarterly	April - March	105	63	67	↑
d)	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	Quarterly	April - March	Baseline Year	Baseline Year	New Indicator	New Indicator
JM4	Monetary value of social value derived through affordable workspace with sub targets for under-represented founders:	Quarterly	April - March	£1,287,085.37	£500,000	£157,968	↑
a)	Women	Quarterly	April - March	537	Baseline Year	New Indicator	New Indicator
b)	Black, Asian & Minority Ethnic	Quarterly	April - March	248	Baseline Year	New Indicator	New Indicator
c)	Disability	Quarterly	April - March	33	Baseline Year	New Indicator	New Indicator
JM5	Number of Businesses that have been positively impacted by the Inclusive Economy and Jobs Directorate	Annual	April - March	1268	Baseline Year	Baseline Year	Annual Indicator
JM6	Number of opportunities brokered through Inclusive Economy & Jobs	Quarterly	April - March	473	Baseline Year	New Indicator	New Indicator
JM7	Monetary value of the childcare bursary uptake with sub targets for types of outcomes:	Quarterly	April - March	£84,047.18	£160,000	New Indicator	↓
a.	Number of recipients with an employment outcome	Quarterly	April - March	39	Baseline Year	New Indicator	Baseline Year
b.	Number of recipients with a training outcome	Quarterly	April - March	16	Baseline Year	New Indicator	Baseline Year
JM8	Number of Islington residents enrolled on an Adult & Community Learning Course with sub-targets for:	Termly	Autumn/Spring Term 2022-23 Academic Year	1323	1800	1256	
a)	Parents of children aged 0-18	Termly	Autumn/Spring Term 2022-	648	45%	626	

			23 Academic Year				
b)	Residents with disabilities / those with long term health conditions	Termly	Autumn/Spring Term 2022-23 Academic Year	279	23%	260	
c)	BAME	Termly	Autumn/Spring Term 2022-23 Academic Year	1063	81%	1031	
JM9	Positive year-end destinations for learners with sub targets for:	At the end of academic year/term	Academic Year	Annual Indicator	Baseline Year	New Indicator	
a)	Learners moving into paid employment	At the end of academic year/term	Academic Year	Annual Indicator	Baseline Year	New Indicator	
b)	Learners moving onto higher level learning	At the end of academic year/term	Academic Year	Annual Indicator	Baseline Year	New Indicator	
JM10	No. of new businesses offering WoW activities with sub targets for	Quarterly	April - March	41	40	New Indicator	↑
a)	Primary	Quarterly	April - March	0	Baseline Year	New Indicator	Baseline Year
b)	Secondary	Quarterly	April - March	25	Baseline Year	New Indicator	Baseline Year
c)	Further education	Quarterly	April - March	10	Baseline Year	New Indicator	Baseline Year
d)	Black Asian and Minority Ethnic	Quarterly	April - March	27	Baseline Year	New Indicator	Baseline Year

Environment
Town Hall, Upper Street, N1

Joint Report of: Executive Member for Environment, Air Quality and Transport,
and Corporate Director of Environment and Climate Change

Meeting of: Environment and Regeneration Scrutiny Committee

Date: 4 July 2023

Ward(s): All

Subject: 22/23 Quarter 4 Performance Report: Environment and Transport

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 are 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 Q4 2022/23 progress against targets for those performance indicators that mainly fall within the Place and Environment outcome area, for which the Environment and Regeneration Scrutiny Committee has responsibility. There is also an Energy measure from the Jobs and Money outcome area that relate to helping residents cope with the cost of living.

2. Recommendations

- 2.1. To note performance against targets as at the end of Q4 2022/23.

3. Background

- 3.1. A suite of corporate performance indicators has been agreed which help track progress in delivering the seven priorities set out in the Council's Corporate Plan -

Building a Fairer Islington. Targets are set on an annual basis and performance is monitored internally, through Departmental Management Teams, Corporate Management Board, and externally through the Scrutiny Committees.

3.2. The Environment and Regeneration Scrutiny Committee is responsible for monitoring and challenging performance for the Place and Environment outcome area of making Islington a welcoming and attractive borough and creating a healthier environment for all, and also a couple of Energy measures from the Jobs and Money outcome area that relate to helping residents cope with the cost of living.

3.3. **Quarter 4 performance update – Keep the streets clean and promote recycling.**

PI No.	Indicator	2020/21 Actual	2021/22 Actual	22/23 Target	Q4 22/23 or latest	On target?	Q4 or same period last year	Direction of travel
E1	Percentage of household waste recycled and composted (Q in arrears)	31.3%	30.1%	33% for 22/23	27.6% (Q1-Q3)	No	30.1% (21/22)	Poorer
E11	Number missed waste collections - domestic and commercial (average per calendar month)	289	262	288	270 (Q4)	Yes	254	Poorer
n/a	Number of reported flytips (all land types)	1,982	1,404	n/a	409 (Q4)	n/a	282	Poorer
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	93.5%	96.6%	95%	97.8% (Q4)	Yes	96.6% (21/22)	Better
E7	Cleanliness	91.1%	92.4%	93%	94.2%	Yes	92.4%	Better

	surveys – Detritus (% sites above acceptable standard)				(Q4)		(21/22)	
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	94.9%	99.0%	98%	99.7% (Q4)	Yes	99.0% (21/22)	Better
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	98.5%	99.2%	98%	99.7% (Q4)	Yes	99.2% (21/22)	Better

- 3.3.1. **Recycling rate:** Audited quarterly recycling rate data from Waste Data Flow (the national waste and recycling performance database) usually comes in around three months after the end of the quarter. As at Q3 the year-to-date recycling rate is 27.6% compared to last year’s rate of 30.1% and the 22/23 target of 33.0%.
- 3.3.2. An analysis of all seven NLWA boroughs comparing their 21/22 rates with the mid-year 22/23 position indicates that most other partner boroughs have seen a similar drop as Islington, with only Enfield showing an increase. Enfield’s improvement is attributed to them tackling very high contamination rates which Islington hasn’t had. The trend so far in 22/23 may be attributable to the economic downturn (both recycled and residual tonnages are down) as consumption patterns shift.
- 3.3.3. Total residual tonnages are down 10% compared to the same three quarters last year whilst total recycling tonnages are down 17%. A more thorough analysis and understanding of trends in tonnages will be conducted after Q4 is confirmed. Linked to the lower tonnages, residual waste per household is currently projecting to be down in 22/23 to 355kg compared to 368kg in 21/22.
- 3.3.4. The plateauing of Islington’s recycling rate at around 30% over the last few years mirrors national and regional trends. The council is working hard to address this using a combination of service improvements and encouraging behaviour change. Given that the comparative recycling rates on estates are on average only about 60% of that for street properties, our new draft waste Reduction and Recycling plan sets out a substantial new investment programme to transform recycling facilities on our estates. In the short term, our focus is on extending food waste recycling to remaining purpose-built blocks of flats and at the time of writing, coverage is now up from 49% in September last year to 69% of suitable estate properties with an extra 10,000 households now receiving this service. We are

also continuing the trial of food waste collections from flats above shops along part of Holloway Road (one of the first local authorities to do so).

- 3.3.5. We are also delivering on the first tranche of Thriving Neighbourhoods funded estate recycling infrastructure improvements, with at least £600k committed to deliver better facilities and supported by an additional three new member of staff in the recycling team focussed on this delivery and to work with communities on estates to drive up the quality of service and recycling rates. Our new digital engagement tool 'Engagement HQ' is now being used to support communications and engagement with residents. Procurement has commenced for new enclosures at Bemerton (North) Estate and proposals for Finsbury Estate have been agreed with the TRA and procurement for these also underway.
- 3.3.6. **Missed Collections:** Average monthly reported missed waste collections in Q4 were 270, broadly consistent with Q's1-3 and remaining ahead of target every month of 22/23. The average over the year was 265 compared to 262 in 21/22 and 289 in 20/21. Current performance remains particularly strong across commercial waste collections. There are an average of 2.1 million collections made every month so the current performance represents 0.013% reported missed or only one in every 8,000.
- 3.3.7. **Fly-tipping:** The 'fly-capture' fly-tipping indicator measures the total number of reported fly-tips across all land types and waste types, with the number in Q4 being 409. Whilst this is higher than Q4 last year, overall numbers across 22/23 are 8% lower than across 21/22. Of the reported fly-tips on the public highway across the year we removed 91% within our 24-hour target timescale, a high level of performance that has been maintained for several years.
- 3.3.8. **Street cleanliness surveys:** Street Cleanliness surveys in Islington used to be conducted by Keep Britain Tidy (KBT) but are now conducted in-house using the same on-street survey methodology. These are now conducted continuously as opposed to in tranches with survey sites covering all local land types across retail, industrial, housing, highways and recreation etc. All measures are collated to represent the observable amounts of litter, detritus (organic matter and gravel/sand etc), graffiti and flyposting. The results are then analysed, weighted and presented as a single percentage under each category giving the proportion of sites that are at or above a defined acceptable standard (or its inverse). Therefore, in the table above, the higher the figures (closer to 100%) the better.
- 3.3.9. With **litter**, average performance has improved consistently across the last three years with 22/23 overall coming in at a very strong 98.5%, well above the already

challenging target or 95% and compared to 96.6% in 21/22. The improvements are attributed to the return of individual sweepers to their substantive rounds.

3.3.10. Overall levels of **detritus** have also improved significantly with the overall result for 22/23 being 96.5% in comparison to the overall 21/22 result of 92.4%. Aside from sweepers returning to their individual rounds, improvements are a result of using local land-use performance data to target interventions on residential streets which were previously bringing the results down.

3.3.11. **Graffiti** levels have also been reducing, with 22/23 performance standing at 99.7% in comparison to the overall 21/22 figure of 99.0%. These positive outcomes are a result of a fully resourced team and the service being much more proactive in removing graffiti from third party infrastructure.

3.3.12. **Flyposting** has also shown continuing improvements over the last couple of years with 22.23 coming in at 99.7% in comparison with 21/22 as a whole of 99.2% and the previous year's 98.5%.

3.4. **Quarter 4 performance update - Make sure residents have access to high quality parks, leisure facilities and cultural opportunities**

PI No.	Indicator	2020/21 Actual	2020/21 Actual	2022/23 Target	Q4 22/23 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	298k	1.298m	1.687m	1.629m (22/23)	No	1.298m	Better

3.5. After the managed leisure re-openings post lockdown, 22/23 targets for leisure visitors were set at 80% of 19/20 actuals. As the year came to a close, overall visitor numbers fell below the profiled target primarily as a result of the impacts of the Sobell Leisure Centre flood in August, which negative impact is expected to continue for the remainder of 2023. The Ironmonger Row Baths Spa is scheduled to be completed by January 2024 and this is expected to positively impact visitor numbers. The Sobell reinstatement and potential new projects are currently out for public consultation.

3.6. Quarter 4 performance update - Provide practical support to help residents cope with the cost of living.

PI No.	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Target	Q4 22/23 or latest	On target ?	Same Period last year	Direction of travel
E13	Residents supported through SHINE – unique household referrals	5,479*	3,233	3,000	3,014 (22/23)	Yes	3,233	Poorer

* These figures are not directly comparable with current performance as they were presented using the old methodology which includes re-referrals of the same household.

3.6.1. **Islington SHINE referrals:** This measure is now presented as unique household referrals only and excludes re-referrals. After the shortfalls in Q2 and Q3, a final Q4 push with a targeted text campaign meant we hit the annual 3,000 target and despite the challenges caused by the changes to the Government’s Warm Home Discount scheme. Previously people had to apply for this and SHINE helped a large number of clients apply for it (1,265 in 2021/22). However, the rules changed in 2022 to introduce auto-registration, meaning people no longer needed help from SHINE. Helping clients apply for WHD was a quick task, meaning a large number of referrals could be achieved efficiently. As all the WHD-only clients have disappeared, most other interventions (assistance with dealing with suppliers, debt relief etc) are more time consuming, but have all increased in volume. For example, debt and complex cases have more than tripled compared to 21/22, up from 102 to 339. Re-referrals are also at an all-time high, meaning that the same household is calling back repeatedly within the year, but only get counted once for the purpose of the KPI.

3.6.2. Debt relief is a key focus as we seek to ensure that we are getting the maximum amount of amount of debt written off for vulnerable residents as possible. especially now that the Islington Debt Relief Fund is live. Advisors are finding it difficult to get residents in debt to provide the required financial evidence to administer the grant funds. The Debt Relief Fund supports residents struggling with energy bill debt, which will start with £77,000 of funding over the next two years. We expect 250 households in the borough will need supporting this financial year, and 350 in the next financial year to get debts they are unable to pay written off.

3.6.3. The service is planning a targeted mailout to promote ECO4 which is a retrofit grant scheme for owner occupiers and private renters that are in fuel poverty. This will generate extra referrals over the summer which it is hoped will mean there is less of a rush at the end of year to meet referral targets. Over the summer months, the team is also reaching out to partner organisations to improve the referral partnerships that we already have but also try and add other organisations to our referral network. This will hopefully again spread some of the peak winter demand into the summer and autumn.

3.7. **Quarter 4 performance update – Make it easier and safer for people to travel through the borough and beyond.**

PI No.	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Target	Q4 22/23 or latest	On target ?	Q4 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	222	401	500	499	No	401	Better
E3	Number of new electric vehicle charging points across the borough	284	336	500	417	No	336	Better
n/a	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	52% (19/20)	69% (20/21)	75% (21/22)	78% (21/22)	Yes	69% (20/21)	Better
n/a	People killed or seriously injured on our roads	111 (2019)	84 (2020)	n/a	96 (2021)	n/a	84 (2020)	Poorer

3.7.1. **Secure cycle parking:** The council committed to delivering 100 secure cycle parking facilities on our streets each year over a four-year period to 2021/22, making 400 in total. We achieved this target and committed to delivering a further 100 each year going forward. At the end of March we fell short by only one and as a result of contractor sickness. Each facility can house six bicycles giving a total current capacity of 2,994.

- 3.7.2. Currently, the paid occupancy rate across the whole storage capacity stands at 81%, up from 71% in January. Occupancy rates fluctuate depending on when new hangars are installed, especially when in large batches. We are working on a digital platform, due to launch in the summer, which will simplify the way we offer and monitor bike hangar spaces which will make running an accurate occupancy figure more straightforward and more accurate. After a thorough ongoing audit, the resident waiting list for bike hangar space has been further reduced further since January, from 2,500 to 1,270.
- 3.7.3. **Electric vehicle charging points:** The Council has also committed to installing 400 new electric vehicle charging points (EVCPs) over the same four-year period. In 21/22 we added 52 and a further 81 in 22/23 taking the total to 417, 83 short of the target. Several factors have contributed to the programme delays with the current issues arising from technical suitability issues after site assessments.
- 3.7.4. At the time of writing, we have added a further 73 in 23/24 so far and taking the total to 490 with an end of year target of 600. In benchmarking terms as at October 2021, the provision of EVCPs in Islington remained as ranking 9th per head of population across all 33 London Boroughs.
- 3.7.5. **Parking appeals:** The percentage of parking appeals won by the council at the Enforcement and Traffic Tribunal is an annual measure reflecting the quality of our parking service. New data for 22/23 will be available later in the summer. 21/22 data showed a further improvement from 69% the previous year to 78%. Our benchmarked position against all 34 other London parking authorities moved up from 18th in 19/20 to 3rd in 20/21, and now to 2nd, just behind Hackney. The London average figure is 57%. Islington's 'Did not contest' (DNC) cases were only 14% compared to the London average of 22%.
- 3.7.6. This much stronger position is as a result of better quality assurance for new CCTV schemes, improved on-street signage and working collaboratively with the adjudicators on the specific reasons for previous cases lost. We have also reintroduced an 'evidence request letter' early in the appeals process which has reduced cancellations on the basis of subsequent new evidence.
- 3.7.7. **Road traffic collisions:** The ambitious Islington Transport Strategy 2019-2041 contains a commitment to achieving 'Vision Zero' by 2041, eliminating all transport related deaths and serious injuries in Islington over the next 20 years. The 2022 data will be released later in the summer.

3.8. Quarter 4 performance update – Working towards a net zero carbon Islington by 2030.

PI No.	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Target	Q4 2022/23 or latest	On target ?	Same period last year	Direction of travel
E4	Carbon emissions for Council buildings (Q in arrears and tonnes CO2)	4,164	2,269	2,431	1,162 (Q1-Q3)	Yes	1,375 (Q1-Q3 2021/22)	Better
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,415	2,397	2,450	2,379 (22/23)	Yes	2,397 (21/22)	Better

3.8.1. **Carbon emissions from council buildings:** In June 2019, the Council declared an Environment and Climate Change Emergency and the Carbon Zero Strategy 2030 was adopted by the Executive in November 2020. We are now monitoring the Council’s own internal progress with quarterly measures of the CO2 emissions for Council operational buildings (within the Borough) and those from the Council’s transport fleet. The former is reported a quarter in arrears in order to minimise billing estimates.

3.8.2. New Green Electricity tariffs drove significant reductions in building’s emissions in 21/22 and we remain well ahead of target across the first three quarters of 22/23 with emissions down a further 15% on the same period in 21/22 period last year (as this quarter is summer, there was little variation in gas usage, which is used only for hot water in this period). This has been driven by the Corporate Energy Savings Programme implemented due to the energy crisis and specifically more efficient use of heating.

3.8.3. The Energy Services team are currently compiling a list of all council owned or leased sites to identify which ones require decarbonisation works. This will be used to ensure that all buildings that require works to eliminate emissions from gas boilers have feasibility studies carried out. It will also provide the basis for prioritising funding applications and also consider all opportunities to build works into scheduled refurbishments.

- 3.8.4. **Carbon emissions from council vehicle fleet:** Council fleet carbon emissions across 22/23 came in at 2,379 tonnes, 3% ahead of target and a 1% reduction on 21/22. The 22/23 target of 2,450 tonnes represented a cumulative 15% reduction on the 19/20 baseline and on a trajectory that takes us net zero over ten years based on an ambitious programme of fleet electrification. Transport emissions covers fuel only as EV charging is included in buildings emissions through the electricity supply.
- 3.8.5. Progress with the electrification of the council's fleet is ongoing, not only in procuring full electric vehicles, but also an overall reduction in diesel vehicles and replacement with less polluting petrol, hybrid and bi-fuel alternatives. In Q4 the council took delivery of an electric 28 seater high floor access bus, with 19% of the council's owned fleet now fully electric.
- 3.8.6. **Privately owned cars in the borough:** Latest 2021 data on privately owned cars in the borough shows that numbers have dropped to 34,217, an 8.4% reduction on the 2018 baseline and already ahead of the Transport Strategy 2041 target. Although this will have been influenced by the pandemic causing supply chain issues as well as fuel and vehicle prices, our own policies on car free developments and parking permit pricing will also impact. Islington is second below the City of London in the borough league table pro-rata on population. Diesel vehicles also continue on a positive downward trend, reducing from 11,025 in 2020 to 9,369 in 2021

4. Implications

4.1. Financial Implications

- 4.1.1. The cost of providing resources to monitor performance is met from within each service's core budget

4.2. Legal Implications

- 4.2.1. There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement

4.3. Environmental Implications and contribution to achieving a net zero carbon Islington by 2030

- 4.3.1. There are no environmental impacts from monitoring.

4.4. Equalities Impact Assessment

- 4.4.1. 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.

5. Conclusion and reasons for recommendations

- 5.1. The council's Corporate Plan sets out a clear set of priorities, underpinned by a set of firm commitments and actions that we will take over the next four years to work towards our vision of a Fairer Islington. The corporate performance indicators are one of a number of tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining good quality services for residents.

Appendices: none.

Background papers: none.

Final report clearance:

Approved by:

Corporate Director of Community Wealth Building

Date:

Corporate Director of Homes and Neighbourhoods

Date:

Executive Member for Environment, Air Quality and Transport

Date:

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