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Resources Department
Town Hall, Upper Street, London, N1 2UD

AGENDA FOR THE ENVIRONMENT AND REGENERATION SCRUTINY COMMITTEE

Members of the Environment and Regeneration Scrutiny Committee are summoned to a meeting, which will be held in Committee Room 4, Town Hall, Upper Street, N1 2UD on **25 January 2018 at 7.30 pm**.

Yinka Owa
Director – Law and Governance

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Despatched : 17 January 2018

Membership

Councillor Rowena Champion (Chair)
Councillor Mouna Hamitouche MBE (Vice-Chair)
Councillor Raphael Andrews
Councillor Gary Doolan
Councillor Caroline Russell
Councillor Troy Gallagher
Councillor Gary Heather
Councillor Clare Jeapes
Councillor Alice Clarke-Perry

Substitute Members

Councillor Dave Poyser
Councillor James Court
Councillor Satnam Gill OBE
Councillor Nurullah Turan
Councillor Theresa Debono
Councillor Alex Diner
Councillor Angela Picknell

Quorum is 4 members of the Sub-Committee



A.	Formal Matters	Pages
1.	Apologies for Absence	
2.	Declarations of Substitute Members	
3.	Declarations of Interest	

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

- (a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.
- (b) Sponsorship** - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.
- (c) Contracts** - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.
- (d) Land** - Any beneficial interest in land which is within the council's area.
- (e) Licences** - Any licence to occupy land in the council's area for a month or longer.
- (f) Corporate tenancies** - Any tenancy between the council and a body in which you or your partner have a beneficial interest.
- (g) Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

4.	Minutes of Previous Meeting	1 - 6
5.	Public Questions	

For members of the public to ask questions relating to any subject on the meeting agenda under Procedure Rule 70.5. Alternatively, the Chair may opt to accept questions from the public during the discussion on each agenda item.

6.	Chair's Report
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B.	Items for Decision/Discussion	Pages
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7.	Smart Cities Scrutiny Review - Report Back	7 - 34
8.	Household Recycling - Presentation by Housing Services	35 - 46
9.	Recycling Scrutiny Actions - Update	
10.	Additional Committee Meeting	
	An additional meeting to consider draft recommendations (date to be confirmed)	
11.	Work programme 2017/2018	47 - 48

C. Urgent non-exempt items (if any)

Any non-exempt items which the Chair agrees should be considered urgent by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D. Exclusion of press and public

To consider whether, in view of the nature of the remaining items on the agenda, it is likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

E. Confidential/exempt items	Pages
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F. Urgent exempt items (if any)

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Environment and Regeneration Scrutiny Committee will be on 26 February 2018

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Agenda Item 4

London Borough of Islington

Environment and Regeneration Scrutiny Committee - 14 November 2017

Minutes of the meeting of the Environment and Regeneration Scrutiny Committee held at Committee Room 4, Town Hall, Upper Street, N1 2UD on 14 November 2017 at 7.30 pm.

Present: **Councillors:** Champion (Chair), Hamitouche (Vice-Chair), Andrews, Russell, Heather, Jeapes and A Clarke-Perry

Councillor Rowena Champion in the Chair

160 APOLOGIES FOR ABSENCE (Item 1)

Apologies were received from Councillors Doolan and Gallagher.

161 DECLARATIONS OF SUBSTITUTE MEMBERS (Item 2)

There were no declarations of substitute members.

162 DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

163 MINUTES OF PREVIOUS MEETING (Item 4)

RESOLVED:

That the minutes of the meeting held on 17 October 2017 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

164 ORDER OF BUSINESS (Item 5)

The order of business would be as per the agenda.

165 PUBLIC QUESTIONS (Item 6)

There were no public questions

166 CHAIR'S REPORT (Item 7)

The Chair circulated a document that updated Members on activities that had taken place since the last meeting or planned events. (attached to the minutes)

167

PEABODY - RECYCLING IN ISLINGTON (Item B1)

Sunny Vadher, Caretaking Service Manager and Steve Mercer, Caretaking Team Manager of Peabody gave a presentation on recycling issues and challenges regarding their properties across Islington and neighbouring boroughs.

A copy of the presentation is interleaved with the agenda.

In the discussion the following points were made:

- Peabody was established in 1862, managing over 27,000 properties in London incorporating Peabody, Thamesmead, CBHA and Crown Estates, however with the recent merger with Family Mosaic, the portfolio size has increased to over 55,000 properties. Members were advised that within Islington, Peabody manages 1689 properties in 6 Housing Estates.
- The Caretaking Service Manager highlighted Peabody's corporate approach to recycling in various London borough estates. It is presently involved in the Loop reuse project on the Pembury Estate in Hackney where bulky items such as furniture are offered at discounted prices to new tenants. Members were advised that Peabody currently works in conjunction with local authorities on different aspects of recycling, Hackney (food waste) and Tower Hamlets(mattress)and over the years provided advice to Hammersmith & Fulham and Kensington and Chelsea with regards to bin designs.
- In response to issues around participation levels, the Caretaking Services Manager was advised the meeting that a number of innovative things had been introduced to suit different estates such as introducing different sizes of food bins and bags. Members were invited to visit the Priory Green Estate to witness recycling activities on one of Peabody Estates which experiences a high level of participation.
- In response to questions about Hackney's food collection services, the Caretaking Service Manager advised members that although it's success could be attributed to factors such as ongoing communication with both residents and education programmes in schools, highlighting both the environmental and costs implications to both Council and residents and the introduction of incentives, the resolve and determination of Hackney Council to persist has been the key.
- With regards to the issues affecting residents living in the old housing estates managed by Peabody which have no lifts or waste chutes, the Caretaking Manager advised that residents are provided with different sizes of bins and are encouraged to dispose their wastes in communal bins. Residents receive regular communication/updates to ensure that the recycling agenda remains a high priority.
- Members were advised that caretakers on estates play a vital role in relation to recycling issues in that they work closely with local authorities in reporting missed collections, help remove and report contamination in their estates, advise residents in identifying recyclable materials, provide feedback when consultation is being carried out by developers on new builds and work with asset management team on communal improvements.
- On suggestions about how to increase recycling rates in Islington, Members were advised that the Caretaking Manager considered Council resources could be utilised more efficiently. The Council staff should be encouraged to undertake activities

such as more door knocking and distribution of leaflets. However, to be really effective such initiatives must be sustained rather than one off or short term.

- Incentives such as providing vouchers for residents or financial contribution to projects such as gardens in estates and landscaping activities was noted.
- The design of the bins are very important. Residents do not like touching bins when disposing of their waste and recycling. The position of bins is also critical as they have to be convenient to use.
- Peabody work well with Islington but would be prepared to engage more to increase re-cycling.

168

COMMUNAL & ESTATES RECYCLING SERVICES (Item B2)

Bill Sinfield, Operations Manager, Street Environment Services gave a presentation on the operations and challenges with regards to recycling services in Islington borough. A copy of the presentation is interleaved with the agenda.

In the discussion the following points were made:

- In response to a question on whether the weight of the waste collected per household could be measured, the operations manager advised that although technology existed for other aspects of the crews operation, the Service presently only collects data relating to the total tonnage in the refuse collection vehicles after each completed round of collections has been emptied, when a crew returns back to the depot in Hornsey Street.
- Members were informed that the Council's recently acquired fleet of Refuse Collection Vehicles(RCV's) is more efficient and reliable.
- With regards to the new fleet of RCV's, the operational manager advised that these vehicles collect waste from street level properties, not estate recycling bulk bins, however the vehicles currently used by the estate recycling service are scheduled to be replaced next year as part of the vehicle procurement exercise. The new vehicles would be fitted with bin weighing technology that would make it possible to ascertain the exact tonnage that each estate is actually recycling and this data could then be used in identifying areas with low participation rates. At present crews report back on such areas as well as high contamination areas.
- With regard to participation and contamination on estates, Members were advised that despite continuous messages and leaflet distribution to residents, participation rates remain low and contamination continues to be a problem. Suggestions such as offering incentives, appointing recycling champions and inviting residents to be stakeholders at resident meetings could raise awareness and raise participation.
- In response to questions about missed collections on the estates, the operational manager advised that this could be due to access issues for the vehicles or contamination which cannot be collected as recycling, However this is reported immediately and followed up by the refuse crew.
- With regards to crews' preference for bags as compared to plastic boxes/bins, the meeting was advised that each crew lifted up an average of 230 recycling boxes

Environment and Regeneration Scrutiny Committee - 14 November 2017

daily. There were advantages to bags, such as they are easier to lift, do not need to be returned to the property making the operation faster, they keep recycling contained and so leave less mess on the streets. Boxes are too small for some households leading to littering. There is an issue with the capacity of the bags to hold heavy recycling loads like large amounts of paper and bottles and they can be blown about in high winds. Members were reminded that plastic sacks relate only to street based collections, and recycling bulk bins are made available to estate recycling collections.

169

HOUSEHOLD RECYCLING - PRESENTATION BY HOUSING SERVICES (Item B3)

Members were informed that although the Housing Manager was not available to respond to questions or comments arising from his presentation, questions could be directed to the Executive Member for Housing and Development.

A copy of the presentation is interleaved with the agenda.

In the discussion the following points were made:

- In response to a question on the relationship between Street Environment Services and Housing, the meeting was advised that a Service Level Agreement exists to ensure a scheduled collection service operates around the estates in the borough.
- Members were advised that responsibility in maintaining refuse storage units especially in communal area lies with caretakers. More work is required around issues of communication.
- Members suggested that with regards to promoting recycling on estates, Islington's 200 caretakers working within Housing could be more effectively utilised to raise its awareness and promotion on Estates.
- In response to questions about joined up working and the relationship between the two service areas, the Head of Street Environment Services informed Members that since the Council adopted the village principle, Street Services and Housing are regularly meeting to improve areas around neighbourhood. Also meetings are regularly being held by management of both Service area's to address issues.

RESOLVED:

That the Housing Manager be invited to the next meeting as part of the review exercise.

170

Q2 PERFORMANCE INDICATOR REPORT - ENVIRONMENT (Item B4)

Councillor Webbe, Executive Member, Environment presented the Q2 Performance Report which set out the corporate performance indicators related to Environment and Transport.

In the discussion the following points were made:

- The Executive Member for Environment & Transport informed Members that although data regarding fly tipping was not available for the meeting, Members were reassured that the Council continues to work with various agencies in addressing fly tipping wherever it occurs irrespective of whether it is on council or private owned

land and the issue is treated seriously.

- Members were informed that in light of new powers given to the Enforcement Team, the Council had been able to successfully prosecute serious cases of fly tipping. In particular the Council has been able to use evidence obtained from CCTV installed at trouble spot areas.
- The Executive Member for Environment & Transport informed the meeting that in as much as the Council continues to encourage recycling rates, it supports the waste hierarchy with regards to waste collection, namely prevention, recycling, reuse and then recycling. Hence it is encouraging residents to change their behaviour, reducing waste generated. An example is encouraging the re-use of bulk items such as refrigerators and furniture.
- On the lack of data for missed waste collections, the meeting was informed that it would be available in due course as is was presently being analysed.
- In response to a question on whether the Council's plan for all its public buildings including the town hall to meet its energy reduction target has been achieved, the meeting was advised that this would be reported in the Annual Report later in the year.

171 WORK PROGRAMME 2017/2018 (Item B5)

RESOLVED:

1. That the Neighbourhood Services Manager be invited to the next meeting.
2. That the work programme be updated prior to the next meeting.

The meeting ended at 9.45 pm

CHAIR

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Report of:
Executive Member for Environment and Transport

Meeting of	Date	Ward(s)
Environment & Regeneration Scrutiny Committee	25th January 2018	All

Delete as appropriate	Exempt	Non-exempt
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Smart Cities Scrutiny Review – 12 Month Report Back

1 SYNOPSIS

- 1.1 This is the first annual update responding to the recommendations of the Smart Cities scrutiny undertaken by the Islington Environment and Regeneration Scrutiny Committee.
- 1.2 Islington's definition of a smart city is:

"Places where we use modern technology to improve urban environments, interacting with citizens to increase quality of life. They rely upon both internet access and data to improve outcomes for citizens and communities, and redesign the way that services are delivered."

"Smart Cities are where the management of urban environments is assisted by information technology, enabling cities to become more liveable, engaging and resilient. A Smart City should try to enable all of its citizens to effortlessly engage, whilst providing an attractive environment."
- 1.3 Strong leadership and support for Smart Cities initiatives from Councillors and senior officers has helped to ensure that we have made considerable progress over the last year.
- 1.4 This report sets out how working in partnership with local businesses such as Future Cities Catapult and industry experts for a relatively short period has

already broadened our approach on how best to empower and enable our communities to share learning and drive the best solutions for their needs.

- 1.5 An external panel has been setup and it's called the 'Smart Cities Advisory Board', comprised of twenty-five representatives from fifteen different organisations. The Board includes representatives for various backgrounds including not-for-profit organisations, educational institutions, Smart City and industry experts, leading thinkers and Council partners.
- 1.6 The Board provides expertise and advice that will help Islington realise opportunities to avoid pitfalls in its Smart City journey and to understand when to lead and when to follow and learn from Smart Cities programmes in other boroughs and cities. Meetings are convened quarterly.
- 1.7 Objectives of the Board are to:
 - shape Islington's smart cities vision
 - support engagement activities across the borough with interested groups
 - support thinking and priority-shaping of infrastructure and development
 - provide expert advice on Islington's smart cities strategy, objectives and guiding principles
 - provide expert advice on the latest research and technology opportunities
 - advise on the approach to modernisation
 - assess lessons learned and help build an evidence base
 - challenge the action plan and ensure it continually evolves to reflect the needs of Islington
 - challenge ideas, pilots and project deliverables.
- 1.8 Key areas of focus identified so far include:
 - i. **Breadth & Definition** – in shaping Islington's smart cities vision, it's important to consider what is in scope. There are a number of good initiatives in progress throughout the Council so we need to work smarter, together.

Although Islington is one of the poorest London Boroughs it is very diverse with a wide range of varied demographic groups. It was agreed that as we implement Smart City solutions and projects we should carefully consider the impact for the different demographic groups in the borough, undertaking detailed equalities impact assessments that consider the different demographics.
 - ii. **Standards & Frameworks** – following the example set by Peterborough City Council, the Board has started to examine the BSI Smart City Standards portfolio. Islington's Joint Board will be taken through an exercise to look at how the Council currently rates against the standard, and where we need to get to.
 - iii. **Digital exclusion / inclusion** – the fast changing pace of this digital age means that in some cases you are 'forced' to keep-up, otherwise risking being left behind. Age UK highlighted the importance of ensuring that we always be minded to the needs of the user, and of the specific needs that arise for some of our older residents.

- iv. **Community engagement and participation** – lessons learned from the experience of Bristol City Council highlighted the importance of finding out what Islington's diverse communities are interested in and how they can help deliver change.
- v. **Develop a strategy focused on outcomes** – the Board is developing a strategy for a smarter and fairer Islington. The strategy will consider the question 'why we are doing this?' A review of 'smart' projects will be done by way of a starting point or baseline. A self-assessment against the Smart City industry standard along with a look at any governance required will also form part of the process.

2 Update on Recommendations

Scrutiny Report ref: They Said	What we said we'd do	What we did
<p>Para. 2.1 That a senior officer be made responsible for promoting, coordinating and leading the Smart Cities work within the Council, ensuring the Smart Cities agenda is communicated and embedded in all areas of the Council and its staff.</p>	<p>Executive response: Agreed. The Chief Digital and Information Officer (CDIO) for Shared Digital will be responsible for coordinating and leading Smart Cities working within the Council. As part of a wider review of priorities across the Council, and of the projects being delivered currently, the CDIO will ensure that the Smart Cities agenda is communicated, and that Smart City initiatives are actively promoted and shared encouraging wider ‘smart thinking’ across the Council.</p>	<p>Ed Garcez the CDIO within Shared Digital was appointed as the lead for Smart Cities.</p> <p>To embed Smart Cities in all areas of the council, Smart Cities has been established as one of the core service planning priorities by Corporate Management Board (CMB). In addition, an External panel has been formed which includes senior council officers.</p> <p>To shape our communication plan, we have agreed to baseline Islington’s position with a Smart Cities activities audit and align ourselves with the British Standards Institute (BSI) Smart Cities Standards.</p>
<p>Para 2.2 That consideration be given to whether the Clean Islington app could be expanded to other areas of the Council.</p>	<p>Executive response: Agreed. Ahead of expansion, work is underway to assess integration of the Clean Islington app with the specialist systems that support front facing service delivery to our citizens and communities. This is being worked on collaboratively with officers from Shared Digital and Environment and Regeneration (E&R).</p> <p>Strategically, integrating ‘apps’ with our systems is crucial to optimise digital working. Once this is proven – and subject to an agreed business case – we will be able to consider extending digital apps more widely. For some services the Clean Islington app will be the right solution; for others it may be appropriate</p>	<p>The Clean Islington app was successfully soft launched over two years ago.</p> <p>After a thorough investigation it has been proven that the App can be integrated with other Council systems where a customer needs to report something with a GPS location i.e. pot holes</p> <p>This integration and expansion to other areas is currently pending the replacement of the back office solution. Once the new solution is in place, all services will be considered for inclusion in the</p>

Scrutiny Report ref: They Said	What we said we'd do	What we did
	<p>or necessary to consider other apps (including possibly development of bespoke apps for Islington citizens and service needs).</p>	<p>App starting with the highest volume reported.</p>
Para 2.3 <p>That the Smart City Framework for Islington be developed to include assigning leadership for the Digital Collaboration Strategy, engagement with communities, partners, private sector experts and technology providers, to review the strategic objectives and delivery principles as well as the opportunities and to create a Smart City action/ delivery plan.</p>	<p><u>Executive response:</u> Agreed. The Council will provide leadership and bring together a panel comprising citizens, key partners, private sector experts and technology providers to review the strategic objectives, opportunities and delivery principles of the Council's Digital Collaboration Strategy and support an externally driven Smart City action and delivery plan. As part of the leadership approach, the Executive Member for Environment and Transport and the Executive Member for Finance, Performance and Community Safety will be members of the panel and/ or chair it as appropriate.</p> <p>To support the work of the panel, the Council will bring together internally officers from digital and front-facing services to advance the Smart Cities agenda.</p> <p>As part of the development of the Shared Digital service, which is a collaboration between Islington, Haringey and Camden, the Council will be introducing formal and informal panels as a way of working that brings together stakeholders from across the community, specialist stakeholder groups (such as industry and supplier experts), and the Council to help identify opportunities (co-design), create business cases for them, and a development and delivery plan to take them forward (co-produce).</p> <p>This will include working with groups such as 'Good for Nothing' (http://www.goodfornothin.com/) who will help to bring together and establish partnerships with communities and draw-on local talent (eg Tech City). We will also be inviting</p>	<p>An external panel 'Smart Cities Advisory Board' has been formed and is chaired by Councillor Webbe. The Board is comprised of representatives from various backgrounds including not-for-profit organisations, educational institutions, smart cities and industry experts, leading thinkers and Council officers.</p> <p>The Board is providing guidance and support in forming our Smart Cities strategy and one of the key outputs from this piece of work is building an action plan that will include our deliverables.</p> <p>We have brought in specialists in their field of work to provide the expertise and knowledge required. They include:</p> <ul style="list-style-type: none"> • InLinks UK • Microsoft • Optimity • Three • Future Cities Catapult • ARUP Consultants • BT • Gartner • Opportunities Peterborough DNA • Bristol City Council • City Council • Greenwich Council

Scrutiny Report ref: They Said	What we said we'd do	What we did
	<p>thought-leaders to informal sessions with the Shared Digital Joint Committee and Management Board to strengthen our digital leadership.</p>	<ul style="list-style-type: none"> • University College London • SoapBox • Age UK • Council Service Directors from Environment & Regeneration – to deliver projects.
<p>Para 2.4 The Council should undertake a ‘Smart Audit’ to ascertain what services could already be described as smart, and to look at what services could be delivered.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 12</p>	<p><u>Executive response:</u> Agreed. It is intended that this will be aligned with prioritisation of the Council’s digital activities and ‘Smart City’ developments. Our initial review has highlighted a number of Smart City initiatives across different parts of the Council, for example:</p> <ul style="list-style-type: none"> • Delivering services more efficiently and improving the environment through monitoring and reducing emissions o Big Belly bins, which report when they are full and also compact the rubbish <ul style="list-style-type: none"> ▪ bin sensors in large communal container bins, which report when the bin is full ▪ using smart benches with built-in sensors that monitor air quality in the borough • Collecting and sharing better information, and enabling better access to information o introducing the first smart benches (http://timeout.com/) in London; they are solar powered and people can charge their phones and access free Wi-Fi at the benches • working to provide free Wi-Fi elsewhere in the borough (including Libraries and Council 	<p>Working with a number of council officers we are reviewing Smart Cities activities to form a baseline audit. This will be a working document that will expand when new activities are identified throughout the council.</p> <p>Examples of Smart Cities activities identified since the executive response are on-going and include:</p> <ul style="list-style-type: none"> • Working with relevant providers to install points that provide free WIFI and charging capabilities • Care My Way App that is an ‘integrated record’ where individuals can review their personal data, as well as share it with health and social care and GP’s • Free parking for resident while charging electric cars • Digital Champions who provide digital access and support to residents who would otherwise experience difficulties getting online

Scrutiny Report ref: They Said	What we said we'd do	What we did
	<p>offices) and in some of our parks, partnering with Arquiva</p> <ul style="list-style-type: none"> • Using data to inform more proactive resource deployment, maintain a cleaner environment and better focus enforcement activity o visualising Clean Islington reports using 'information dashboards' that show where reports are being made and helping us to identifying the hot spots for (e.g.) dog fouling o working with Google to carry-out spatial visualisation of data <p>Other work is planned in areas such as:</p> <ul style="list-style-type: none"> • providing better information to service users (residents, visitors and local businesses) in order to enable them to make better choices, e.g.: • developments in parking including parking bay sensors that report • 'free' parking bays so that it's easier to find a parking spot o air quality information to enable (e.g.) citizens to plan their route to avoid the worst air quality • making better use of information to support the development of our service staff and service development planning, including involving the right stakeholders from across the community • enabling citizens to make choices around 'sharing' with one another, e.g. the casserole club (https://www.casseroleclub.com) or other similar initiatives, e.g. around transport. 	
Para 2.5 That the Council should consider internal challenges and where Smart Cities work could	<u>Executive response:</u> Agreed. Smart City initiatives will be cross-cutting and require a 'collaborative' approach and mind-set,	Shared Digital and Islington CMB have established a process for prioritising Digital initiatives and the

Scrutiny Report ref: They Said	What we said we'd do	What we did
<p>be undertaken, how it could link up with other external initiatives and funding opportunities and how it could encourage local communities to participate toward making Islington digital.</p>	<p>focused on the needs of the community and citizen, rather than the needs of the service area or Council. This way of working with citizens and local businesses will need to be embedded across the Council which will take time. The transition to working more collaboratively – and co-producing – with our communities, citizens, experts and other stakeholders will be an evolution to our approach.</p> <p>As part of this we will need to consider who we should be working with. Examples of prospective partners include</p> <ul style="list-style-type: none"> • local businesses (the Islington Business Board and Business for Islington Giving could be starting points for wider engagement) • universities and schools • Transport for London (especially around the promotion of safer cycling etc.) • local technology organisations and colleges as well as global technology leaders through their corporate social responsibility programmes • town centre boards • the NHS, e.g. the North Central London engagement around the strategic transformation plan <p>We will also need to consider how wide-ranging digital developments can be funded, and how this can be built into 'what we do'. For example, through effective use of CIL and S106 we could ensure strategic investment in Smart City developments.</p> <p>Officers will continue to look for opportunities to improve the way Council services are made available, and delivered, to citizens (see paragraph 2.3). The focus for this activity will be</p>	<p>resources necessary to deliver them. This assures that the direction of ICT / Digital projects and developments are aligned with the Council's strategic direction and priorities.</p> <p>A number of initiatives have the potential to compliment the Smart Cities agenda. Specific examples of this are the proposed Public Realm transformation and continuing improvements to online repairs for Council tenants. Also initiatives in mobile working in order to facilitate closer working and collaboration with Citizens and local Businesses and across Council departments"</p> <p>The Old Street Iconic Gateway project, is an example of engagement and collaboration. The aim is to establish a landmark embracing public art and Smart City innovation, to complement improvements for pedestrians, public transport users and cyclists from a wider transformation scheme. Objectives include:</p> <ul style="list-style-type: none"> • 'Healthy Streets for London' • An environment that mitigates the impacts of air, noise and pollution • Provision of a space where local residents can engage with digital media and technology.

Scrutiny Report ref: They Said	What we said we'd do	What we did
	<p>with 'work with', co-designing and co-producing digital solutions.</p> <p>Early thinking around the Shared Digital pop-up team model is represented in this video https://youtu.be/TolyrZ1y_MM.</p>	
Para 2.6 Committee recommendation: That Smart Cities be considered when procuring services, including piloting new procurement processes.	<p><u>Executive response:</u> Agreed. Work is underway to refine the processes and approach to digital procurement across Islington, Haringey and Camden in light of Shared Digital. For example, when procuring the supply of new street bins or anything else that affects the urban environment we will consider whether Smart City thinking can be built into the procurement tender.</p> <p>It is crucial that we encourage a wider view in our approach (see the comments above in paragraph 2.5 around making better use of CIL and S106 etc.) and that we adopt common standards (open standards wherever possible) to ensure that the systems and services that we buy will be interoperable and support 'Internet of Things' developments.</p> <p>An ambition for the shared service is to work more closely with a wider range of smaller, and more innovative, suppliers.</p>	Shared Digital is working with the Council's Procurement Team to include a Smart Cities check in the project plan template by procurement commissioners and moving forward will have representation at Procurement Board.
Para 2.7 That the Internet of Things (the enabling technology of Smart Cities) should be considered when undertaking Smart Cities work to ensure that systems were Internet of Things ready so once technology improved, outcomes could be maximised.	<p><u>Executive Response:</u> Agreed, see points under 2.6 above.</p> <p>The opportunities presented by the Internet of Things are significant, and are seen as a key enabler to more proactive service delivery, less intrusive care, and new data-driven insights.</p>	Shared Digital are working with the Procurement Team to include a check in the corporate documentation, that ensures all items procured are assessed for both Smart Cities and Internet of Things ready.

Scrutiny Report ref: They Said	What we said we'd do	What we did
	<p>By bringing together our Smart City initiatives, under the leadership of the Executive Member for Environment and Transport and the Executive Member for Finance, Performance and Community Safety we will ensure that Council-led initiatives take account of connectivity and the Internet of Things. Through the panel (see paragraph 2.3) that we will be setting up, we will provide support and encourage other initiatives to also take account of the opportunities presented by the Internet of Things.</p>	
Para 2.8 That the Environment and Regeneration Scrutiny Committee receive an annual report from Smart Cities. 	<u>Executive response:</u> Agreed. It is proposed that this will be done in the last quarter of the calendar year, moving forward.	Following on from this report there will be an annual report to the Environment and Regeneration Scrutiny Committee with updates on: <ul style="list-style-type: none"> • Smart Cities initiatives from last year • take-up of existing initiatives, and key lessons from that • implications arising for different demographic groups and learnings from that
Para 2.9 The Council should package our existing Smart Cities work better, actively promote this work and look to maximise the opportunities that exist in terms of funding and grants available.	<u>Executive response:</u> Agreed. In bringing together the Smart City work across Islington we are starting to be able to set this out, both to enable us to promote the work, and to encourage thinking around wider applicability. As we work to bring together the stakeholder panel (see paragraph 2.3) we will	Islington wards each have their own ward improvement plan which is a detailed list of all the improvement opportunities identified. There is limited funding available to implement these opportunities and this is managed by the relevant

Scrutiny Report ref: They Said	What we said we'd do	What we did
	<p>share some of our smart work and also look to collate stories of initiatives from across the borough (i.e. not led by the Council).</p> <p>We have recently submitted a proposal for Local Government Association (LGA) funding for work in this area. We are working on a further submission currently, and will be liaising more widely with colleagues in Health and the University sectors (etc.) to consider opportunities for a wider approach focused around the citizen/ community need, rather than the service provider.</p> <p>Also, as set out in paragraphs 2.5 and 2.6 we will need to look to more effective use of CIL and S106 (etc.) to embed Smart City and digital thinking in the fabric of Islington's development.</p>	<p>Councillor within the Ward. The way forward is to influence Ward Councillors to include smart cities initiatives on ward improvement plans and thus feed into the capital works programme for the area.</p>
<p>Para 2.10</p> <p>That in preparation for the Internet of Things, the Council should have an assessment of the current and potential value of data, and look to retain the ownership of data wherever possible.</p>	<p><u>Executive response:</u> Agreed. Our view is even more robust, we believe that in all cases the Council should retain ownership of data collated through Internet of Things and Smart City initiatives. For these initiatives to be successful it is essential that citizens and communities be able to trust our handling of the data that is generated. Only by retaining ownership will we be able to ensure that the necessary safe-guards and controls are in place.</p>	<p>Islington understands the value of data collated and how it can help shape our delivery of Smart technology.</p> <p>Islington council should retain ownership of data. If this data is personal data, then it must be managed in line with GDPR and the forthcoming data protection bill. That means that whatever we do with the data we need to have a legal/statutory/contractual basis for doing it or we need to have the data subjects consent for what we do. When we contract for new systems we should be clear that we own the data and should be standard in all our contracts which should stipulate the relationship between council and supplier and how data must be managed. Legal are currently updating the standard clauses to</p>

Scrutiny Report ref: They Said	What we said we'd do	What we did
		<p>reflect new requirements for GDPR.</p> <p>A data protection impact assessment should be done whenever we are doing something new with data/using data in a new way. Doing this at the outset of any of the smart city initiative would flag up any potential concerns around the use of data.</p>

3 IMPLICATIONS

3.1 Financial implications

Given the pressure on council finances investment in smart cities initiatives will need to utilise existing council resources, shared digital resources and leverage where possible external investment. There is a priority list of IT transformation projects the council is pursuing with some limited resources set aside to fund these projects and this may provide an opportunity to direct some of those projects where relevant to meet the smarter cities aims as well as their primary focus. One-off funds such as developer contributions and grants arise from time to time and any opportunities afforded by such sums should be evaluated where relevant. While new money is severely limited there are bound to be opportunities to leverage technology solutions and experience from Shared Digital and external partners.

3.2 Legal Implications

None identified at this stage.

3.3 Environmental Implications

None identified at this stage.

3.4 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.

In implementing the undertakings of this document, the equalities impact will be fully considered. The Islington Smart Cities approach will enable all citizens to be involved, and will include all citizens leaving none behind (especially those with protected characteristics). Citizens and communities will be included in panels and so directly

contribute to the thinking, design and development of digital, Smart City and Internet of Things initiatives for the Council.

4 APPENDICES

4.1 Smart Cities Advisory Board Terms of Reference

Attached

4.2 Draft Audit Report

Attached

5 BACKGROUND PAPERS

5.1 None

FINAL REPORT CLEARANCE

Signed by



Councillor Claudia Webbe

Date

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Smart Cities Advisory Board

Terms of Reference

1. Smart Cities Vision

With people at the heart of everything we do, our ambition is to make Islington a smart city driven by improving the quality of life and fairness throughout the borough.

Islington's vision is for a 'Fairer Islington' and we are passionate about the contribution modern technology can make to the lives of our residents by making it easier to interact with their environment and get things done; bringing our communities together.

To make Islington's journey successful we will focus on the following key areas:

- Continuous engagement putting people at the heart of what we do
- Understanding what is meant by 'quality of life' and how it differs within communities
- Understanding and joining-up smart activities across Islington
- Looking for modern and innovative ways of connecting citizens, students and local businesses to develop ideas on improving their community

We understand that delivering a smart city will rely upon the support from Senior Council Leaders.

2. Islington's Smart Cities Working Definition

Places where we use modern technology to improve urban environments, interacting with citizens to increase quality of life. They rely upon both internet access and data to improve outcomes for citizens and communities, and redesign the way that services are delivered.

Smart Cities are where the management of urban environments is assisted by information technology, enabling cities to become more liveable, engaging and resilient. A Smart City should try to enable all of its citizens to effortlessly engage, whilst providing an attractive environment.

BSI defines a smart city as one where there is 'effective integration physical, digital, and human systems in the environment to deliver a sustainable, prosperous and inclusive future for its citizens'

SOURCE: PAS 180:2014

3. Working Principles

The board will provide expertise and advice helping Islington realise opportunities to avoid pitfalls and to understand when to lead and when to follow and learn from others' journeys.

The board will convene once per quarter to review progress and support the development of the action plan ensuing it reflects the needs of Islington residents, visitors and businesses. A review of the frequency will take place after a period of twelve months.

The board will ensure that the smart cities agenda is ambitious, outward looking, forward thinking and strategic with a clear understanding of what is achievable and deliverable.

4. Composition

The board needs to include representation of local not-for-profit, academia, smart cities and industry experts, leading thinkers and partners, to facilitate an understanding of the societal issues in conjunction with technologies advancement to deliver smart cities.

Corporate Leads will be represented.

Chair of Board	Council Executive Member for Environment and Transport
Deputy Chair	Council Executive Member for Finance and Resources

5. Objectives of the board

The objectives of the Smart Cities Advisory Board are to:

- Shape Islington's smart cities vision
- Support engagement activities across the borough and with interested groups
- Support thinking and priority-shaping of infrastructure developments
- Provide expert advice on Islington's smart cities strategy, objectives and guiding principles
- Provide expert advice on the latest research and technology opportunities
- Advice on the approach to modernisation
- Assess lessons learnt and help build an evidence base
- Challenge the action plan and ensure it is continually evolved to reflect the needs of Islington
- Challenge idea, pilots and project deliverables

Shared Digital

Smart Cities Advisory Board

Smart Audit: Baseline of initiatives

Date: 15 January 2018
Author: Lynn Spendilow
Version: 0.1

Revision History

The following versions of this document have been created and released:

Date	Version	Reason for change	Author
11/07/2017	0.1	Initial draft for initial review	Lynn Spendilow

1 Introduction

1.1 Background

This audit of smart cities initiatives is in response to a recommendation made by the Smart Cities Scrutiny undertaken by Islington Environment and Regeneration Scrutiny Committee in March 2017.

The audit has been specifically developed to ascertain what services could already be described as ‘smart’ and to look at what services could be delivered. The initiatives have been categorised into three groups:

- Fully developed initiatives or ongoing initiatives
- In-flight or being developed
- Potential projects and/or initiatives

1.2 Executive Response

It is intended that this will be aligned with prioritisation of the Council’s digital activities and ‘Smart City’ developments. Our initial review has highlighted a number of Smart City initiatives across different parts of the Council, for example:

- Delivering services more efficiently and improving the environment through monitoring and reducing emissions
- Collecting and sharing better information, and enabling better access to information
- Using data to inform more proactive resource deployment, maintain a cleaner environment and better focus enforcement activity

1.3 Smart Cities Definition

The following definition was defined by Councillor Claudia Webbe, Executive Member of Environment and Transport.

Places where we use modern technology to improve urban environments, interacting with citizens to increase quality of life. They rely upon both internet access and data to improve outcomes for citizens and communities, and redesign the way that services are delivered.

Smart Cities are where the management of urban environments is assisted by information technology, enabling cities to become more liveable, engaging and resilient. A Smart City should try to enable all of its citizens to effortless engage, whilst providing an attractive environment.

1.4 Terms & Definitions

The following terms are used throughout this document and these have the following definitions:

Term/Abbreviation	Definition
CE	Chief Executives Directorate
LBI	London Borough of Islington
IOT	Internet of Things
SRO	Senior Risk Officer

2 Business Context

An investigation took place to review completed smart cities initiatives that are up and running already within the council and see what we are in the process of implementing as well as covering idea's and suggestions that are not yet in the pipe-line.

2.1 Fully developed initiatives or on-going smart services being provided

Initiative/Project	Description (Include what the initiative aims to achieve – what are the benefits/ outcomes – how will it make things better for citizens)
Bulky Waste Charging	<p>The council has implemented a chargeable collection services allowing up to 10 items to be collected, with a discount offered to specific residents.</p> <p>The benefits of this service are; a cost affective service for residents that helps keep the streets of Islington clean, whilst generating income for the council.</p>
New Website – mobile by default	<p>Improvements to e-forms with some of the high volume transactions now end-to-end. The website has been designed with users in mind and is mobile by default.</p> <p>Examples of new e-forms includes the Introduction of all registrar's services online.</p> <p>The benefits of this move are administration cost savings for the council and a more efficient service available to service users 24 hours a day</p>
Delivering services more efficiently and improving the environment through monitoring and reducing emissions	<p>Five Smart benches have been installed across the borough under a trial. These benches have built-in sensors to monitor the air quality, weather forecasts, solar panels to allow phones charging and free WIFI</p> <p>Islington has introduced the first smart benches (http://timeout.com/) in London.</p> <p>The trial was implemented this year, however since then Planning / Advertising applications for the five benches has been submitted and awaiting outcome.</p>
Clean Islington App	<p>Islington Clean App is a tool available for free on Androids, Windows and iPhones, which enables issues of dog fouling, fly-tipping, graffiti and overflowing bins to be reported.</p> <p>It allows residents to report highway related issues, a photo and location is sent to the Reactive maintenance team who respond with a before and after image or referral to the Planned maintenance team for further repair.</p>

	The information provided by the public helps us to keep the streets of Islington clean and identify and monitor hot spots.
Mobile Workforce	Housing Repairs – to improve mobile working for repairs operatives, reducing administration costs and improving customer service Adult Social Care – a month long pilot involving 22 employees from across Adult Social Care in teams such as Enablement, Islington Learning and Disabilities Partnership and the Direct Payments team. We're trialling tablets, phones and dongles to build a business case around which devices are best for staff
Highways Operations	1. Highways Operations staff using smartphones to record work and send pictures whilst on site, using messaging as well as use of hangouts (similar to Skype) Fitters use tablets to record and complete all works in Parks and Playgrounds this connects into PSS Live (Greenspace System). 2. Future plans include: Fully Mobile solution for Highways management system (inspection and works management) Mobile works unit – incorporating storage of materials as well as a mobile Wi-Fi hub/ messaging displays; information hub (works programme etc.)
Zero Emissions Network	Islington's Zero Emissions Networks (ZENs) are working to make the borough a cleaner, healthier place to work and do business by improving local air quality, supporting active travel and reducing business energy and transport costs. The 'ZEN City Fringe' (https://zeroemissionsnetwork.com) is a joint initiative between the London boroughs of Islington (Bunhill ward), Hackney and Tower Hamlets. In the north of the borough Islington's 'Archway ZEN' (www.archwaylondon.com/ZEN) is working with businesses across Junction ward. The ZEN approach is to provide access to free advice and services like free trials of electric vehicles and cycling training, designed to improve local business efficiency whilst also reducing the air pollution that causes 9,500 premature deaths in London each year. Over 300 Islington businesses and organisations have signed up so far.
Islington Sustainable Energy Partnership (www.isep.org.uk)	The Islington Sustainable Energy Partnership is a network for organisations in the borough who want to reduce energy costs, cut carbon emissions and manage their environmental impacts. ISEP promotes sharing and learning between energy and sustainability professionals, provides advice, events and resources, helps members get involved in local community projects and operates a free certification scheme for members that recognises environmental achievement.

ISEP's diverse membership of over 60 organisations spans the private, public and third sector in Islington including some of the largest businesses and employers in the borough. The Partnership is led by a Steering Committee of 12 member representatives and secretariat services are provided in-kind by Islington Council.

2.2 In-flight or being developed

Initiative/Project	Description (Include what the initiative aims to achieve – what are the benefits/ outcomes – how will it make things better for citizens)
Free WIFI (Arquiva)	working to provide free WIFI elsewhere in the borough (including Libraries and Council offices) and in some of our parks, partnering with Arquiva Using data to inform more proactive resource deployment, maintain a cleaner environment and better focus enforcement activity
Online Visitors Parking Vouchers	Integration of RingoGo (voucher system supplier) with the councils website to allow visitors parking vouchers to be purchased online.
Internet of Everything – Telecare	<p>There is an increasing social demand upon Adult Social Care (ASC) services to improve the quality of care provided to elderly and vulnerable residents, while reducing operating costs. As a consequence, technology can play a significant role in prevention and early help in order to delay entry into care. Once in care technology will also play an ever increasing role in informing and assisting staff to provide flexible and enhanced safeguarding essential services to an ever increasing population, whilst also improving the quality of life of residents and service users. This technology is known as assistive technology (AT), assisting both service users and service providers in the provision of care.</p> <p>Collectively we are keen to explore the feasibility of utilising AT to keep residents, at the edge of social care, safe in their homes and ultimately reduce the support they need from council staff. The desire is to move away from the traditional "red button or cord" reactive model to a proactive internet of things (IOT) monitoring technology model to ensure people in need of care are connected with council services, carers, medical professionals and family and friends, while yet still maintaining their independence.</p> <p>Telecare workers within our three councils already use technology to inform; however, there is a greater need to reduce costs, while providing more effective services through preventative rather than reactive services. Adopting an intelligent software-based IOT monitoring approach will ensure effective intelligence gathering and monitoring which in turn will allow the council to reach more people and ensure more targeted social care manpower deployment. This should ultimately enhance the safeguarding service provided to residents.</p>
Caremyway (Integrated Records)	<p>We're working with GPs and hospitals to create an 'integrated record' where individuals can review their personal data, as well as sharing it with health and social care.</p> <p>The project will result in a downloadable app that will allow residents to control their data and share/interact with GP's.</p>

Time-boxed Experiments	<p>Experiment One – Adult Social Care: improve basic performance reporting across Camden, Haringey & Islington, to reduce cost/effort in reporting and increase accuracy. Activities underway:</p> <ul style="list-style-type: none"> • Data extract capability • Automation of performance reporting (Qlik View/Power BI) • Investigate ability to pass/pool data with NHS – providing greater insight through a merged repository <p>Experiment Two – Open data/Data lake/GIS: Create an open standards accessible data lake with added open standard GIS capabilities. This will lower data cost's, lower TOC for GIS and enable Experiment 3 (below). Activities underway:</p> <ul style="list-style-type: none"> • Spin up a private Socrata and/or Geoserver data lake • Combine out of the box open GIS capability • Socrata mapping / data visualisation interface • Qlik or Power BI presentation tier <p>Experiment Three – Planning Service Data: Move toward similar capabilities as Camden to increase accessibility of planning data, lower cost/less manual reporting, remove paper based planning notifications, reduce maintenance overhead for infrastructure. Activities required:</p> <ul style="list-style-type: none"> • Deploy data model and extract approach from Camden into Islington and Haringey • Publish into Socrata Experiment 2 and/or open data where possible • Performance reporting as per Camden • Planning alerts feed for Islington and Haringey • Test Power BI dashboard capabilities <p>Experiment 4 – Customer Data: Add scale, robustness, access and re-usability to Islington customer data aggregation capability, to enable lower operational risk for data management mechanism, lower TCO for data aggregation capability, re-use for other Islington services and other councils. Activities required:</p> <ul style="list-style-type: none"> • Rapid analysis of data aggregation rules • Prototype ruleset in low cost commodity tooling • Reporting/analytics layer in Power BI or QlikView • Web “People finder” interface (possibly via Socrata)
Highways Operations	E&R are in the process of purchasing equipment to equip all municipal vehicles with the ability to record street conditions and report back.

	This will allow a fuller picture of the road conditions within Islington and improve the conditions with a proactive approach.
Accessible Community Transport	<p>Implement a mobile solution with an electronic backend to replace a paper based system, that tracks vehicles (time waiting/arrivals etc.) and links to CRM to allow drivers to access and update user profiles.</p> <p>This would improve the community transport service by allowing access to council systems, improve the driver's interaction with council information and reduce the risk of a data breach due to paper held with confidential information and drivers using their personal devices as contacts for parents and taking photos.</p> <p>New vehicles have been purchased along with tablet for the drivers, the pilot has now been completed, however no solution has been formally agreed and the project is currently on-hold.</p>
Digital Champions	<p>Islington's Digital Inclusion Strategy (Feb 2016) sets out a strategy and plan to provide digital access and support to residents who would otherwise experience difficulties getting online.</p> <p>Government Digital Services suggest that the barriers to getting online are:</p> <ul style="list-style-type: none"> • Access, Skills, Motivation, Trust <p>Research suggests that the groups most likely to be impacted by these barriers are people who are:</p> <ul style="list-style-type: none"> • Elderly, on low income, who have learning disabilities and / or mental health needs; and have English as a second language <p>Exacerbating existing vulnerabilities. These barriers and the cohorts they are most likely to impact have informed planning of Islington's digital inclusion activity which includes:</p> <ol style="list-style-type: none"> 1. Partnership arrangements with Age UK Islington, North London Cares, Hillside Clubhouse, Single Homeless Project, Three (the mobile device company), Expedia 2. Updating Islington's service directory with information about where residents can get either access to digital and / or support with basic digital skills 3. Delivery of a Digital Champions programme, trained during 2016, and are a combination of staff who are champions by virtue of their role (e.g. CI front-line staff, library staff, Area Housing Officers) and staff who volunteer their time in the community 4. Working in partnership with internal services and external organisations including Adult Community Services and North London Cares to deliver a series of gadget workshops, providing an opportunity for champions to be deployed to support elderly residents with basic digital skills 5. Delivery of weekly drop in sessions at 222 Upper St. where residents can get basic digital skill support from CI staff

	<p>6. A series of ‘tablet sessions’ run in Libraries</p> <p>7. A mobile device trial –</p> <ul style="list-style-type: none"> ○ Working in partnership with: Hillside Clubhouse, iWork, Age UK Islington and Single Homeless Project (delivery partners), we have allocated 45 mobile devices (tablets) with 12months worth of 4G connectivity to residents engaged with one of these services. ○ In addition, they have received training sessions from ACL and offered support through mentors from the delivery partner and / or support that is freely available in the community including the weekly sessions at 222 Upper St. and support offered by Three ○ The purpose of the trial is to test whether there is a correlation between access to the internet and support and increased digital participation / take up of online services <p>8. Plans to enhance the library digital offer</p> <p>In relation to 8 – this has led to broadening the scope of the digital inclusion programme to include children and young people and small businesses. The resulting activity includes:</p> <ol style="list-style-type: none"> 1. Libraries securing an additional Coding Club at Central Library for children aged 8 – 12 – in addition to two existing Coding Clubs at North and West Libraries that were oversubscribed 2. Three providing ad hoc Coding Clubs and Movie Making sessions during school half – terms 3. Plans in place to trial a Coding Club at Lewis Carroll Library in the Autumn /Winter of 2017 <p>A tentative proposal to trial a pop-up lab (providing access to 3D technology) at the new Cat & Mouse Library (previously John Barnes) is also under consideration.</p>
Smart Bins	<p>To pilot ‘Smart Bins’ and improve the service by efficiently collecting food waste</p> <p>To pilot Big Belly Compaction Bins with sensors that detect when the bins are full, compacts the rubbish and organise dynamic scheduling meaning utilising the quickest site to site routes.</p>
Electric Car Charging	<ol style="list-style-type: none"> 1. Under the council’s emission-based permit charging, owners of electric vehicles receive a free resident parking permit. 2. As many Islington residents do not have access to off-street parking where they can charge an electric vehicle, we have installed some on-street electric vehicle charging points. This means residents who own an electric vehicle can now charge their vehicles in a growing number of locations around the borough. Residents who wish to use the on-street points can purchase an electric vehicle charging point (EVCP) permit (1 rapid charger, 8 fast chargers (7KW) and 1 trickle charge (3KW)). For this year we plan to implement 100 more charging points.

	<p>3. Electric vehicle owners will also be consulted on the possibility of setting up a pay-as-you-go system to pay for the electricity used.</p>
Car Club(s) provision in the borough	<p>1. Car Clubs noted in Sustainable Transport Strategy in relation to improving air quality and making more efficient use of the available space on the road network, and will relieve some of the crowding on the public transport network.</p> <p>2. 169 car club parking bays in the borough + DriveNow operate a floating car club in the borough - at the current density most residents are not more than a 5 minute walk from a car club car.</p>
Parking Bay Sensors	<p>All parking bays to be fitted with sensors and a 'Parking App' to be developed that can detect which spaces are free and report these back as 'free' parking spaces.</p> <p>This initiative seeks to provide its users with data on real-time parking availability, thus reducing driving time and promoting environmental benefit.</p> <p>Collaterally, users will be able to receive other data including information from local businesses. A trial is underway around Finsbury Square, with 30 sensors. AppyParking provide the sensors and collect and present data analytics. Further benefit could be had through a wider partnership with AppyParking, who use our TMO and street scene Mapping to inform and update their use database.</p>
Energy Services	<p>1. Bunhill district heating network which provides cheaper and greener heat for our residents. We are currently in the process of expanding the network to the King square estate and integrating an innovative heat recovery solution.</p> <p>2. By recovering heat from the London underground ventilation shaft via a 1MW heat pump and converting the warm air to useful heat for district heating or chilled water for cooling the underground railway.</p> <p>3. A feasibility study is currently underway which is looking at the possibility of recovering heat from the Regence canal.</p> <p>4. Over the last 2 years the energy team has also delivered a couple of small scale innovative projects:</p> <ul style="list-style-type: none"> • Installation of 500kW of photovoltaic panels at the waste recycling centre • Installation of cold isle containment in the main council server room • Low energy LED lighting across a number of corporate buildings
Street Lighting	<p>1. Lamp columns are also being used to support Wi-Fi and mobile networks to provide a more consistent internet connectivity to our residents and visitors across the Borough.</p> <p>2. Working within the GULCS (Go Ultra Low Cities Scheme) framework to progress charging of electric vehicles from lamp columns on residential streets. The charging points will be installed in existing lamp columns without the need for dedicated car charging bays therefore providing flexibility for residents.</p> <p>3. We have embarked on a programme to replace all street lights on the public highway and green/open space areas with LED lights and CMS control.</p> <p>4. The Central Management Systems (CMS) that will enable lighting to be monitored remotely reducing the level of night time inspections and maintenance visits, thereby reducing vehicle emissions, pollution and congestion. Giving Islington the ability to adapt quickly to assist with changing situations such as traffic accidents and public disturbances.</p> <p>In accordance with the Smart Cities Agenda, once established as a network across the Borough the system will also support non-</p>

	lighting based applications such as environmental monitoring (noise/dust/vibration), parking management, refuse collection monitoring, winter gritting, traffic management/crowd control. It can also be used for customer focused and commercial purposes such as Mobile Proximity Marketing.
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2.3 Smart Cities Initiative and Ideas

Initiative/Project	Description (Include what the initiative aims to achieve – what are the benefits/ outcomes – how will it make things better for citizens)
Street Cleansing – track and schedule the street cleansing service	To be able to confirm street cleansing status for every route, as per the cleansing schedule. This would provide real-time information to proactively manage operational issues, complaints etc.
Winter Maintenance	<ol style="list-style-type: none"> 1. To be able to identify when grit bins would need refilling during the winter maintenance period. 2. To provide information on web site of grit bins location and fill levels
Areas the LBI are keen to explore	<p>Providing better information to service users (residents, visitors and local businesses) in order to enable them to make better choices for example:</p> <ul style="list-style-type: none"> • Air quality information to enable (e.g.) citizens to plan their route to avoid the worst air quality • Making better use of information to support the development of our service staff and service development planning, including involving the right stakeholders from across the community • Enabling citizens to make choices around ‘sharing’ with one another, e.g. the casserole club (https://www.casseroleclub.com) or other similar initiatives, e.g. around transport

3 Appendices



Household Recycling

How housing encourage recycling

Billy Wells

Acting Head of Service

Introduction

- Housing part fund Environment and Regeneration to collect recycling from our estates.
- This helps fund the recycling team in Environment and Regeneration part of whose role is to encourage council house residents to recycle.
- Where low recycling rates are found by the team they hold public meetings, leaflet and write to residents and agree ways of improving it with housing officers in the Area Housing Office Estates Service Teams.

Estates Services Structure

- Each of the three Area Housing Offices, Upper St, Holland Walk and St John St. has an Estates Service Team with an Estates Services Manager
- They manage a team of officers and caretakers who look after maintenance and cleanliness of the communal areas inside and outside the blocks

	Upper St	Holland Walk	St Johns St.
ESCs	11	6	4
QAOs	5	3	2
Caretakers	113	50	43

To help the council achieve the 37% recycling target we agreed an action plan with the recycling team in 2016, as part of this housing;

- Funded improvements to some recycling sites to make them more user friendly, including the erection of screens to a number of sites costing £25,000
- Encouraged caretakers to clear up any mess left around the sites
- Encouraged estates services staff to meet with refuse and recycling managers to resolve any collection issues
- Advise new residents at our 4 weekly visits on recycling arrangements for the estate
- Have been in discussion with refuse and recycling in an attempt to identify the duties of the collection team and caretakers to help improve the condition of the sites

We have included the following abridged slide show for residents, produced by the recycling team, on our 120 plus digital noticeboards on our estates

What to put in your recycling bank

You can recycle more than you think!

- ✓ Plastic tubs, yoghurt pots, plastic packaging
- ✓ Drinks and soup cartons
- ✓ All plastic bottles including drinks
- ✓ Cardboard boxes, corrugated card, greeting cards
- ✓ All paper including newspapers, magazines, catalogues, envelopes
- ✓ All glass bottle and jars
- ✓ Cans and tins for food, drink and pet food
- ✓ Clean foil and empty aerosol cans.

For help or advice

www.islington.gov.uk/recycling

recycling@islington.gov.uk

What not to put in your recycling bank

- ✗ Black bags – even if they contain recycling
- ✗ Food or liquid
- ✗ Textiles
- ✗ Electrical items
- ✗ Wood and rubble
- ✗ Polystyrene
- ✗ Household items, toys, crockery, broken glass
- ✗ Foil lined packets, crisp packets and sweet wrappers
- ✗ Crockery, light bulbs, glass sheets, batteries
- ✗ Paint tins and other metal.

For help or advice contact or call

E: recycling@islington.gov.uk

Why can't I use a black bag for recycling?

Because your efforts might be wasted...

- Black bags are used for rubbish and so the bin men put them in with the rubbish for landfill
- Because they are busy collecting, they cannot sort through black bags.

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When black bags are put in the recycling bins we may have to throw the whole bin away.

Don't let your recycling go to waste.

Put items in loose or use ordinary supermarket style bags.

For help or advice contact or call

[E: recycling@islington.gov.uk](mailto:recycling@islington.gov.uk)

T: 020 7527 2000

What happens to my recycling?

- Page 43
- Your mixed recycling is taken to a Materials Recovery Facility (MRF).
 - At the MRF, the recycling goes into a huge spinning drum. Small items like bottles and cans drop through holes, leaving behind mostly paper and card.
 - The recycling moves along conveyor belts. Magnets separate steel cans from aluminium cans and high pressure jets of air separate plastic bottles.
 - The sorted recycling falls off the end of the last conveyor belt into storage bags.
 - The sorted materials are baled and sent off to be made into something new.
 - **Recycled!**
 - For help or advice contact or call

Why do we all need to recycle?



Recycling means the money saved can be spent on important Islington services rather than on throwing away rubbish.

Make sure you're doing your bit!

For help or advice contact or call
recycling@islington.gov.uk
020 7527 2000

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- The recycling team monitor contamination at the recycling sites and complete action plans to encourage more recycling
 - Housing arrange meetings for recycling to advise residents on better recycling
 - Housing distribute leaflets to residents for the recycling team
 - Housing have paid for two mobile cameras costing £20,000 located at recycling sites with contamination to try and identify what residents are doing wrong
 - Housing hold regular meetings with the recycling teams to see what can be done to improve recycling on any particular estate



ISLINGTON

Any Questions?

**WORK PROGRAMME
ENVIRONMENT AND REGENERATION SCRUTINY COMMITTEE
2017/18**

25 January 2018

- 1) Witness from Housing Manager
- 2) Smart Cities Scrutiny Review -12 month report back
- 3) Recycling Scrutiny Action - Update
- 4) Work Programme

26 February 2018

- 1) Quarter 3 Performance Indicator Report – Q3 (Environment)
- 2) Quarters 2 & 3 Performance Indicator Report (Employment)
- 3) Work Programme

17 April 2018

- 1) Performance Indicator Report – Q4 (Employment)
- 2) Executive Member Annual Report (Economic Development)
- 3) Performance Indicator Report – Q4 (Environment)
- 4) Executive Member Annual Report (Environment)

26 June 2018

- 1) Performance Indicator Report – Q4 (Employment)
- 2) Work Programme
- 3) Scrutiny Topics (2018/19)

Topics To Be Considered

- 1) The Mayor of London's 'Energy for Londoner' proposals
- 2) The Ultra-Low Emission Zone consultation
- 3) Funding that the Mayor of London had made available for Local Implementation
Plans and the projects the council could bid for money for
- 4) Site visit to Recycling and Waste Depot and Bywaters

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