



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

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## **AGENDA FOR THE ENVIRONMENT AND REGENERATION SCRUTINY COMMITTEE**

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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 - Islington Town Hall on **13 January 2020 at 7.30 pm.**

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Despatched : 5 January 2020

### Membership

Councillor Dave Poyser (Chair)  
Councillor Roulin Khondoker (Vice-Chair)  
Councillor Tricia Clarke  
Councillor Paul Convery  
Councillor Mouna Hamitouche MBE  
Councillor Anjna Khurana  
Councillor Clare Jeapes  
Councillor Caroline Russell

### Substitute Members

Councillor Satnam Gill OBE  
Councillor Nurullah Turan

**Quorum is 4 members of the Committee**



<b>A. Formal Matters</b>	<b>Pages</b>
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 - 12
5. Chair's Report	
6. Order of Business	

7. 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.

<b>B.</b>	<b>Items for Decision/Discussion</b>	<b>Pages</b>
1.	Quarter 1 Performance Report 2019/2020- Employment and Skills	13 - 26
2.	Quarter 2 Performance Report 2019/20 - Environment and Transport	27 - 34
3.	Household Recycling - 12 month report back	35 - 66
4.	Procurement of Council Fleet Vehicles/ULEZ and its impact	67 - 76
5.	Work Programme 2019/2020	77 - 78

**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**

**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 4 February 2020

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London Borough of Islington

## **Environment and Regeneration Scrutiny Committee - 7 October 2019**

Minutes of the meeting of the Environment and Regeneration Scrutiny Committee held at Committee Room 4, Town Hall, Upper Street, N1 2UD - Islington Town Hall on 7 October 2019 at 7.30 pm.

**Present:**      **Councillors:**      Poyser (Chair), Khondoker (Vice-Chair), Clarke, Convery, Khurana, Jeapes and Russell

### **Councillor Dave Poyser in the Chair**

**310      APOLOGIES FOR ABSENCE (Item 1)**

Apologies were received from Councillors Champion and Hamitouche.

**311      DECLARATIONS OF SUBSTITUTE MEMBERS (Item 2)**

There were no declarations of substitute members.

**312      DECLARATIONS OF INTEREST (Item 3)**

Councillors Convery declared a personal interest in relation to Angelic Energy as he is presently an existing customer. Councillor Khondoker declared a personal interest as she is presently employed as an Air Quality Policy Officer when the issue of air quality monitoring around schools was discussed.

**313      MINUTES OF PREVIOUS MEETING (Item 4)**

Matters arising:

An omission was noted in the minutes. A member of the enquired about the Council hosting events regarding the Heathrow Runway expansion plan at the Islington Business Design Centre and the Town hall especially as this is contrary to the recent council motion on climate emergency.

**RESOLVED:**

That the minutes of the meeting held on 5 September 2019 be confirmed as an accurate record of proceedings subject to including the omission noted above and the Chair be authorised to sign them.

**314      CHAIR'S REPORT (Item 5)**

The Chair noted that on Friday 27 September, school children in Islington had participated in a public protest about climate change which was addressed by Jeremy Corbyn MP, Councillor Watts, the Leader of Islington Council and Councillor Webbe, the Executive Member for Environment and Transport.

The Chair mentioned that he would be meeting representatives of Living Streets in the next week.

In response to a question on whether the Transport Strategy would be considered by the Committee before its adoption, the Chair requested the clerk of the committee to liaise with officers.

**315 ORDER OF BUSINESS (Item 6)**

The order of business would be as per the agenda.

**316 PUBLIC QUESTIONS (Item 7)**

In response to a suggestion that Council reconsider its policy encouraging residents to switch their energy suppliers especially in light of the recent news about the financial difficulties being experienced by Robin Hood Energy, partners of Islington's Angelic Energy, the Executive Member for Environment reiterated that irrespective of the ongoing issue with Robin Energy, the Council will keep highlighting the advantages of switching to other energy suppliers away from the 'Big six energy companies.

**317 SCRUTINY REVIEW - PRESENTATION (BEHAVIOURAL SCIENCE TO IMPROVE OUTCOMES ) - TO FOLLOW (Item B1)**

The Committee received a presentation on Behavioural Science from Professor Ivo Vlaev of Warwick University and Amy Jones of Ernst Young LLP. A copy of both presentations are interleaved with the agenda.

- Human behaviour greatly affects wealth, the environment and society and importantly in light of the current climate of financial insecurity, this adds another layer of complexity and challenge. In addition, the meeting was advised that unhealthy behaviours like smoking, obesity and healthcare associated infections are related to the choices people make.
- A realisation of the need to influence behaviour change in all aspects of society has resulted in institutions and government applying behavioural insights to public policy around the world.
- The art of influencing behaviour is nothing new and has been around for quite a while, for example coercion, however what is new in recent years has been identifying how best to do it. Recent research in behavioural science indicates that approaches based on information and education do not actually work that well, but people are influenced in remarkably similar ways by the framing of a decision and by subtle contextual factors which are fast, automatic and largely unconscious.
- Professor Vlaev informed the meeting that applying behavioural science has resulted in improving health outcomes in that, there has been a dramatic fall in levels of smoking across adults in the UK, although not in the case of the poorest members of the society. Members were advised that the behaviour changes of smokers was primarily due to a combination of factors such as

price rises, social marketing campaigns and public smoking bans

- Members were informed that although straightforward incentives in influencing behaviour has its appeal amongst policy makers, these approaches are grounded in a neoclassical perspective which states that preferences are rational and reflective, with a bold assumption that self-interested individuals always make rational decisions.
- Behavioural economics challenges the assumption that people are rational and utilizes a theoretical approach rooted in sound evidence based- theory. This theory involves understanding behaviour change and any intervention design should be informed by recent comprehensive models of behaviour and behaviour change.
- According to recent and integrative frameworks for understanding behaviour and designing behaviour change , human behaviour is an interacting system in which capabilities, opportunities and motivations interact to generate behaviour therefore produce behavioural capability which in turn influences these components.
- The three conditions necessary and sufficient for the performance of a specified behaviour are the skills necessary to perform the behaviour, an intention to perform the behaviour and no environmental constraints that make it impossible to perform the behaviour.
- With regard to capability, the issues to consider are the level of knowledge, awareness and mental stamina to engage in understanding and reasoning. The question here is whether people will be able to understand, will they find it difficult and is there a role for tools to assist in understanding and reasoning.
- In terms of opportunity, Members were informed of the importance of having environmental infrastructure and technology in place to support and sustain the behaviour. Meeting was informed that there is clear evidence which confirms how people are affected by their environment.
- Members were informed that studies have shown that motivation plays a key factor in people's behaviour, of which 80% is reflective, which is uncontrolled, emotional, effortless, fast and unconscious and the remaining 20%, automatic which is controlled, rule based, slow, rational and conscious.
- Professor Vlaev informed the meeting that models on behavioural insights have shown that when human beings receive information, it automatically triggers a habit which leads to a decision, however when the information is novel, then decisions tend to be reflective and conscious. Human behaviour tend to avoid losses and acquire gains in their decision making process.

- Nudge theory or economics challenges the previous theory and practices of addressing human behaviour. It recognises first that the environment has a big impact and questions what can be done about human irrationality. Nudge economics recognises that instead of telling people what to do, go with human nature.
- Professor Vlaev highlighted two cases when nudge theory had been applied and had resulted in an improvement in better outcomes. The drawing of a fly on men's urinal at Amsterdam Airport had resulted in a significant decline in spillages on the toilet floor and importantly cleaning cost. Another example shared with members was the decision by the highway authorities in Lake Shore, Chicago to paint narrow white lines on the road in an area notably for high levels of accidents. The decision to paint lines resulted in drivers unconsciously slowing down as they approached the hotspot and a fall in car accidents.
- Nudge means pushing people gently, not shoving or forcing them or persuading them into new and better behaviours which would be cost effective. Professor Vlaev, shared the 9 practical tools - MINDSCAPE, an acronym which means, Messenger, Incentives, Norms, Defaults, Saliency, Priming, Affect, Commitment and Ego. Tools essential for Nudge theory to be successful in influencing behaviour change.
- Professor Vlaev reiterated the importance of the message that is to will impact behaviour change, the need for it to be timely and importantly who delivers the message as people tend to respond to someone who is recognisable, hence the role of celebrities. Also social norms is relevant, for example sharing what others are doing goes a long way in changing behaviour, this is notable with messages left in hotels regarding using less towels reminding hotel guests of environmental issues, such messages resonates with people. Also offering options will not result in any significant change in behaviour but employing default techniques has seen changes in behaviours, for example instead of offering resident's options of grey or green energy, default to the latter and everyone will take up that option. Employing this default technique has resulted in an uptake in pensions schemes and organ donations, where enrolment becomes automatic and opting out will require a concerted effort.
- Members were advised that making things accessible will result in an uptake of service or activity as evidence demonstrates that the introduction of cycle paths and running paths had led to a significant increase in cyclists and runners without any form of persuasion. Also salient messages regarding household electrical appliances and its energy use, savings on electrical bills is well received. In terms of discouraging short journey driving mentioning the amount of levels of Co2 emissions does not work but stating the cost to car budget, using computerised data, people take notice.

- Another success highlighted as a result of employing 'nudge theory' was the painting of baby faces on shop shutters which has detracted perpetrators. Evidence indicates that such an image speaks to people's innate caring nature as no one wants to deface baby images. Experimental trials with baby faces introduced in Camden and Croydon has resulted in a 50% reduction in antisocial behaviour.
- Amy Jones of LLP shared her experience with the Committee, having set up Croydon's Behavioural Science Unit, the first in local government across the country. It's mission was to discover the root causes of problems in service delivery, design solutions with people in mind, and making the delivery of the Service easier. Members were reminded that whatever initiative designed is evidence based and trialled.
- Amy Jones informed members that in over 2 years 80 projects had been delivered by the Behavioural Unit (BU) and about 150 members of staff had been upskilled with lots of benefits and returns on investment.
- Members heard evidence of the approach employed by the Behavioural unit with the sole aim of improving the delivery of Croydon council services. The approach would require a mapping exercise for users, speaking with stakeholders as they are aware of the various challenges, identifying biases, bottlenecks and opportunities and targeting behaviours. The end result is to design something that addresses those behaviours and make it easier. This will have to be tested, after which, if necessary amend and make some improvements. The final stage will be to implement and roll it out.
- Other instances where behavioural insights approach had been employed by the Unit was in addressing the failure of the Council complying with the statutory deadline of 21 days with the Children Looked After. There was a high number of DNA appointments (Do not Attend), where young people failed to attend their appointments which was costing the NHS £160 a day. The unit decided to make subtle changes to the invitation letter, inserting a map within the letter and the time of appointment and a tear off slip reminder. This subtle change resulted in a 50% drop in DNA appointments.
- Members were advised that although the essence of most interventions is in principle to make things easier, there are instances where the intervention is to make things harder such as introducing wall climbers to prevent the painting of graffiti on walls.
- Following the Grenfell Fire Incident, the unit helped redesign the messaging around hazardous materials being left in communal area of tower blocks. Attention was also directed at in particular the notices, placing them in visible areas. In addition the unit recognised the difficulty with hard to reach groups and BAME residents regarding the fire safety literature and signs especially with residents that English is not necessarily their first language, so a decision was taken by the unit to improve the design graphics which then

spelt out the message better.

- Amy Jones also shared with the meeting the involvement of the unit in improving the late applications with regards to the Council's secondary school admission, which has resulted in a 33% decrease in late applications. In addition members were advised of the benefit in monitoring the number of hits on the council website as it provides the Council the appropriate time and opportunity to engage with residents in a more effective way.
- The Committee heard evidence of how the BU addressed issues of under occupation using behavioural insights. In this instance, the unit recognised immediately that the one size fit approach which was previously employed was not applicable. The unit in particular focussed on a particular group called the 'Silent generation'. This required a mapping exercise to understand their journey and the entry point into under occupation. From this mapping exercise, the BU was able to identify their exact needs. Amy Jones reiterated the 3 essentials for behaviour change, capability, opportunity and motivation, noting that in the case of the silent generation, previously the focus had been primarily on motivation and just addressing their present needs and not their future needs, so the Unit came up with a checklist to be used by staff and then plotted it with different messages to identify which was effective. In this case the unit agreed that the most effective message was deadlines resulted in behaviour changes.
- In response to a question on how to address recycling of food waste on housing estates, members were advised of the importance of intelligence gathering, after which biases, bottlenecks and opportunities will need to be considered. Any solution designed to address behaviours will have to be evidence based, piloted and then rolled out.
- Members were advised that any initiative addressing behaviour change would require political buy in and leadership. In addition, before tackling behaviour among its residents, staff behaviours would need to be addressed.
- Members were reminded that besides employing nudge techniques to influence behaviour change, some forms of enforcement and incentives may still be required. In response to a question on how to ascertain what works, Amy Jones noted that to determine what work best, initiatives need time to be tested.
- In response to complaints about inadequate recycling facilities for food waste, the meeting was advised of an unpublished research which suggests that replacing large containers with smaller bins especially as there is a stigma attached to larger bins in communal area, that these smaller bins would go a long way in increasing recycling rates, however there is a cost implication with this option especially as the support and assistance of the managing agency will be required to ensure its effectiveness.

- With regards to concerns about the confusing messages to residents in different authorities regarding items to be recycled, it was noted that issues around capability, knowledge, skills and motivation would need to be thoroughly considered. Education is key, however any campaign to address behaviour change should be timely.
- In response to a question on how to monitor the effectiveness of any initiative to address behaviour change, the meeting was advised that having in place an Internal Hub within the Council will be in a position to analyse, engage trials and introduce flexibility.
- Amy informed the meeting that presenting the LGA has a behavioural insights funding program for behavioural science projects, but this deadline has now ceased until the next round of funding in November 2020.

The Chair thanked both Professor Vlaev and Amy Jones for their presentations.

318

**ANNUAL REPORT OF THE EXECUTIVE MEMBER FOR ECONOMIC DEVELOPMENT 2018/19 (Item B2)**

The Committee received a presentation on the 2018/19 Annual Report from the Executive Member for Economic Development. A copy of the presentation would be interleaved with the agenda.

In the discussion, the following points were made.

- The Council's Inclusive Economy programme follows on from Islington's Fairness Commission which is based on a community wealth building approach and its focus on equality, social justice and prosperity for all. The meeting was advised that the Strategy is being drafted and will be shared with Members in early 2020.
- 1,352 Islington residents had been supported back into paid employment across the various groups. The Council continues to encourage local businesses to be responsible by taking on apprentices especially among local residents. Meeting was informed that through its 'Team Islington' approach it has been able to coordinate employment support which benefits the long term unemployed and those most in need.
- The Council through its planning policy has been able to create a network of affordable works spaces for micro and small businesses such as tech and digital companies.
- Members were informed that in March 2019, Employment month was celebrated at the Emirates Stadium to acknowledge the progress of this issue ever since the Employment Commission report was published.
- Islington continues to commission affordable work space through developer's s106 contributions. In Finsbury Park, an operator has recently been appointed with agreed targets to help local residents develop skills, get jobs and start businesses in tech.
- Members were informed that the Service continues to work in collaboration with traders to develop a high quality marketing campaign for Fonthill

Village, for example producing a Look Book, which enables local businesses an opportunity to show case their businesses.

- The Council as an economic agent is developing an enhanced approach which ensures that it derives more 'social value' from contracts with third party suppliers and providing more opportunities to local small businesses. On Council's plans to maximise social value, the meeting was advised that in the last 2 months, the Service has facilitated three workshops with Head of Services to co-produce a corporate social value strategy and a series of 'asks' related to council priorities which commissioners can use to secure social value. The Executive Member welcomed the visit from her counterparts from Manchester City Council who shared their pioneering work on social value in a most effective way.
- The Council remains committed to meeting its commitment to provide 100 hours world of work for young people. The Executive Members acknowledged that although there is a recognition that career support is inadequate there are plans to scale up business engagement with schools in order to prepare young people for future careers. A key programme is to be launched in November at the Institute of Physics to raise the profile of this manifesto commitment.
- Usama Mohammed, an Apprentice Site Manager with Osbourne Group recently won the Apprentice of the year (Supply Chain) award. The Executive Member acknowledged the efforts of iWork and the Jubba Youth and Community Association and in particular welcomed the shift in the mind set of certain community groups that apprenticeship is a viable alternative than the pursuit of academic qualifications.
- With regards to supporting town centres and traditional street markets, a study had been commissioned to better understand its survival and it being able to thrive in the context of new challenges. This study will be shared with members when the exercise is completed.
- Suggestions of opportunities for the reskilling and retraining of apprentices in retrofitting homes was noted especially in light of the Council's goal to achieve a zero carbon circular economy. Also it was noted that there is scope for the use of affordable work spaces for repairs and reuse centres.
- With regards to accessibility concerns around High streets experienced by people with restricted mobility, and mobility scooters and wheel chair users, the Executive Member noted that work was being done and that work by Council's accessibility officers are focussed around Stroud Green Road and Blackstone Road. Members were advised that Islington in conjunction with Haringey and Hackney are carrying out a review on this issue, which will be shared with members when completed.
- In response to a request for more detail on Council's plan to retain the money in Islington similar to the Preston Model, the Executive Member acknowledged the impact of high business rates, welcoming the temporary business rate relief in the last budget. However the Council will be looking at opportunities around supply chains and clusters of businesses in the borough to retain greater amounts of expenditure in-borough and in the sub-regional economy.

- In response to a suggestion for a rethink of the present Council's planning policy which continues to attempt to revive high streets, the Executive Members advised that the challenge is to ensure that local residents have access to the employment opportunities within the creative and tech businesses in the borough.
- On the question of the quality and sustainability of jobs facilitated by external partners, the meeting was advised that the Service now have an understanding of what each organisation currently does in terms of tracking, and are in the process of drawing up data sharing agreements with each of them and will report outcomes at a future meeting.

The Chair thanked Cllr Shaikh for the presentation to the Committee and in particular with the layout of its dashboard.

**RESOLVED:**

That the report be noted.

319

**QUARTER 1 PERFORMANCE INDICATOR REPORT (2019/2020) -  
EMPLOYMENT AND SKILLS (Item B3)**

Councillor Shaikh, Executive Member for Economic Development presented the Q1 Performance Indicator Report. A copy of the presentation would be interleaved with the agenda.

In the discussion, the following points were made:

- Members were informed that the number of residents supported back into work through its Employment Partnership was 244, against the profiled target of 200. The Partnership aims to increase employment for Islington residents by co-location and sharing information on vacancies and other local opportunities.
- The Employment Partnership strategic approach ensures that employment provision in the borough meets the needs of identified priority groups such as parents of those aged 0-18, people with disability or long-term health conditions, young aged 18-25 and BAME.
- Engaging with unemployed young adults aged 18-25 remains a challenge as there is no accurate statistics for employment rates for this group, however Council services and partners aim to support at least 396 young people aged 18-25 into employment this year. In addition members were advised that at the end of Q1, the Council had 93 outcomes against a profiled target of 40 which represents an improvement on last year outcomes.
- Members were advised that 2 Islington residents had been supported into Council's apprenticeship in Quarter 1 and the Council's HR Service leads the in house programme. 19 apprentices will commence work within the Council during the autumn and placed in Business Administration, Housing & Property Management, Accounting, Data Management and Project

Management.

- Members were advised of the 1,497 learners that had enrolled during the 2018/19 academic year, less by 100 compared to the previous year, a reflection of the national trend. Officers noted that engaging more learners remains one of the over-arching priorities of the service in 2019/20. In addition the Executive Member informed members that five weeks of the academic year will be used as ACL learning weeks, an opportunity for the team to promote the service in libraries and Bright Start centres and to attract new learners and deliver short community learning based provision.
- Meeting was advised of the enormous work carried out by key internal partners such as Bright Start, iWork, communities and libraries and each area allocated ACL leads. ACL will be delivering an accredited Level 1 Fashion course at Durham Road Community Rooms in Finsbury Ward.
- The Executive Member recognised the efforts of both ACL and iWork in developing additional courses with Health and Social Care employers to as a route into work for residents who are looking for a career or a pathway into that field. Members were also informed that the newly recruited Head of Service will be in post soon and will be looking at ways of improving the offer.
- Meeting was informed that by the end of June 2019 there were 263,359 visits to Islington Libraries, slightly above the figures of visits in the first quarter of 2018/19, slightly below the profiled target set for Q1 2019/20. Members were advised that some of the libraries had been renovated and invited to view and visit it.
- Members were informed that the Council continues to embed social value in its council commissioning/procurement exercises by creating apprenticeships and entry-level jobs with its suppliers for local residents.

**RESOLVED:**

That the report be noted.

320

**QUARTER 1 PERFORMANCE INDICATOR REPORT (2019/2020) - ENVIRONMENT & TRANSPORT - TO FOLLOW (Item B4)**

Councillor Webbe, Executive Member, Environment and Transport presented the Q1 Performance Indicator Report. The following points were highlighted :

- Islington Council working in conjunction with North London Waste Authority has set up its first low Plastic Zone and in comparison to 7 London authorities, Islington has the largest number of businesses sign up's for the initiative. The Executive Member indicated that the decision by over 50% of shops and businesses to take steps to reduce the use of excessive and unnecessary and plastic was welcome and rebuts the view that there is a lack

of appetite amongst businesses to change their behaviour.

- Meeting was informed of the incredible efforts of the Energy and Efficiency team in ensuring that Islington Council is rated the first local authority to address fuel poverty and reduce fuel bills among its residents with initiatives such as the Bunhill Heat Network, SHINE and Angelic Energy.
- The Executive Member welcomed the success of Islington Bloom which was held recently and noted in particular for attracting the highest number of entries for the first time. The Executive Member for Environment acknowledged the excellent work carried out by Parks, Green and Open Spaces Team in organising the event. The Council will be participating in both the London in Bloom and Britain in Bloom events, a testimony that despite Islington being a small inner London authority, with few and small parks has the ability and capacity to showcase the excellence of their parks.
- In response to reports of Ofgem plans to revoke Robin Hood's licence, partners to Islington's Angelic Energy, the meeting was informed that the situation is presently being monitored and any difficulties would not impact Angelic Energy or its customers. Members were advised that Energy regulators have in place robust procedures to protect Angelic Energy and that there will no impact on tax payers.
- In response to the fall in household recycling rates, the Executive Member for Environment and Transport acknowledged the challenges in raising the recycling rates, however members were reminded that Islington remains the fifth highest recycling authority among the twelve inner London boroughs.
- On the suggestion of removing the air quality measure from the suite of indicators, the Executive Member for Environment acknowledged that considering all the schools have monitors outside the school, this could be an opportunity to consider other measures.
- In response to a request that any anomalies from the monitoring tube be reported, meeting was reminded that data will still need to be verified by the office of the Mayor of London so data would be out of date.
- On the issue of contamination, the Executive Member agreed that more needs to be done with regards to nappies and the Council in conjunction with North London Waste Authority and the consortium continue to look at ways of highlighting this issue among its residents.

**RESOLVED:**

That the report be noted

321 **WORK PROGRAMME 2019/2020 (Item B5)**  
**RESOLVED:**

That the work programme be noted.

The meeting ended at 10.15 pm

**CHAIR**



## Report of: Corporate Director of People Services

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	13 January 2020	All

<b>Delete as appropriate:</b>		Non-exempt
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## **SUBJECT: Quarter 2 2019/20 Performance Report – Employment, Skills and Culture**

### 1. **Synopsis**

- 1.1 Each year the council agrees a set of performance indicators and targets, which, collectively, help to monitor progress in delivering our corporate priorities and working towards the goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the council's scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report sets out a progress update for those indicators related to Employment, Skills and Culture for the second quarter of 2019-20 (1 April to 30 September 2019). 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.
- 1.4 Red, amber and green colour bandings are used in the dashboard to represent performance compared to the profiled targets and performance at the same point during previous years. The green banding is used where performance is better than the profiled target and where performance is better at the same point during the previous year. Amber is generally used where performance is within 5% of the profiled target or performance at the same point last year. However, where a measure is based on low numbers, a 10% amber banding may be used. The red banding reflects performance that is more than 5% off target or below performance during the previous year (or 10% where low numbers are involved).

1.5 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 the progress at the end of Quarter 2 against performance indicators for Employment, Skills and Culture which fall within the remit of the Environment and Regeneration Scrutiny Committee.

## 3. **Employment: Reduce levels of long term unemployment and worklessness**

3.1 The council's corporate plan 2018-22 sets out an objective to 'Deliver an inclusive economy, supporting people into work and helping them with the cost of living'. As part of delivering this objective, the council has set a target of supporting 4000 residents into employment over the next four years.

3.2 **JM1 - The number of people supported into paid work through 'Team Islington' activity in Q2 2019/20 was 677, against the profiled target of 500.** To effectively deliver an 'Islington Working' approach to supporting residents into work, we have established an Employment Partnership. The partnership aims to increase employment for Islington residents by co-location of partners, and sharing information on vacancies and other local opportunities. Local partners have signed up to this way of working to create a coherent and comprehensive offer to residents who are unemployed or require in-work support.

The Islington Working partnership has committed to a strategic collective approach to ensuring that employment provision in the borough meets the needs of identified priority groups. These are the groups of residents who face the greatest barriers to employment: 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 a BAME background.

The council has developed an employment support hub for the partnership, located at 222 Upper Street, which is staffed by council services and employment partners. This has enabled closer working and sharing of best practice to support residents to transition into sustained employment.

For example, the Community Access Project (CAP) is a council service who support residents with a learning disability into employment. Their participation in the employment hub has supported them to source training courses that significantly improve the chances of their client group securing paid employment. One CAP client was recently supported by iWork and Adult and Community Learning to complete courses in maths and construction, with the achievement of a CSCS card which enables them to begin work in construction. They will continue to be supported by CAP in conjunction with iWork to begin paid work.

3.3 The 2019/20 target for Islington residents supported into paid employment was set to align with the manifesto commitment to support 4000 residents into work between 2018-2022. This does mean that the annual target of 1,000 is below last year's target of 1,250. Our aim is to improve the impact of our collective effort, by supporting residents to secure good employment and by developing a more targeted approach to engaging priority groups.

3.4 Performance has been strong over Q2 and we are confident that targets will be met over the course of the year. The profiled targets this quarter for all priority groups have been exceeded and have a positive direction of travel on the same period previous year with the exception of parents. While the cumulative figure of employment outcomes for parents is slightly below our profiled target, performance in Q2 represented a 63% increase on outcomes from Q1 (119 and 73 respectively).

We are also aware that although our partners are working with high numbers of parents, there is an issue with collecting data on parental status. We are taking several actions to address performance of employment outcomes for parents including:

- Meeting with partners individually to identify how to address these gaps in information. To date we have met with Arsenal, Hillside Clubhouse and Reed. The meetings so far have proved successful with partners exploring how to adapt their current processes for recording parental status in the long term. To address the immediate need for accurate reporting of parental outcomes, both Arsenal and Hillside Clubhouse have agreed to undertake a manual exercise to provide this data. The impact of this intervention will be closely monitored and a further update provided in the quarter 3 report.
- Working with the Bright Start service to enable to the colocation of employment support advisers within children's centres
- Commencing analysis of the nature of parental unemployment in Islington to inform an improved, joined-up offer of support across services.

3.5 Engagement with unemployed young adults aged 18-25 is often a challenge, in part, because there are no accurate statistics for employment rates for this group available locally. Council services and partners aim to support at least 396 young people aged 18-25 into employment this year. At the end of Q2 we had 189 outcomes against a profiled target of 178, which represents an improvement on the same period last year.

3.6 Officers from People Directorate are working on an analysis of employment support for vulnerable young people to inform an improved and integrated support offer across council services and youth and community partners.

We know that while around 800 18-25-year-old residents are claiming out of work benefits, proxy measures suggest the actual number who are not in employment or training could be two or three times this amount. Analysis of available data has helped to identify particular areas in the borough with higher levels of youth unemployment; this will be supplemented by further qualitative research into the lived experience of unemployed young people, to inform a place based approach that more effectively reaches those young people who are not already engaged in council services.

3.7 By the end of Q2, we have exceeded the profiled target for the number of disabled people supported into work by council services and partners. 136 residents went into employment against a target of 122. 8 residents with a learning disability found paid work through 'Project Search'. This is a year-long programme of supported internships for young people with a learning disability, working with local hospitals, who are later considered for paid work in that organisation. This is a notable outcome which we would like to expand on over the course of the year, particularly given that only 6% of adults with a learning disability known to their local authority in England are in paid work.

- 3.8 Our data shows that BAME residents have higher rates of unemployment and economic inactivity. At the end of quarter 2, we have supported 362 BAME residents into employment, against a profiled target of 250. A key priority for the Islington Working partnership is to focus on identifying those communities least engaged with current support. The iWork service convened a 'Community outreach and engagement' workshop at City University with key BAME and refugee support organisations, to explore how employment support could better target and serve people from these communities. Seventeen organisations attended the workshop, and a number of actions have been identified to strengthen links between community organisations and employment support partners. These organisations are now receiving weekly local jobs bulletins, and a networking event for community and employment support organisations is planned for January 2020.
- 3.9 We have identified the issue of sustainment in work as a key measure in assessing the effectiveness of employment support services. iWork have commenced monitoring of sustained outcomes at 13, 26 and 52 weeks. Across quarter 2, 40% of residents supported into paid work by iWork had sustained employment at 13 weeks while a further 48% have been uncontactable. The 12% who did not sustain represents six individuals; of these, three have moved into further employment and three require further employment support. We will dedicate a resource within the team to enable a more systematic process for monitoring sustainability through regular follow up with both the resident and the employer. We will also ensure that employment coaches are able to offer pastoral care for residents who need additional support as they transition back into employment.

The iWork team have a strong employer engagement model which is used to broker and maintain robust employer relationships. We will ensure that when we encounter any issues with contacting clients to check sustainability that we use our relationships with employers to obtain this information.

There is a wider matter of tracking sustained outcomes across Islington Working partners. We are finalising our data sharing agreement and this will ensure that we are able to address the issue and present regular data and metrics to the partnership.

Two employment measures are used to monitor the council's progress in deriving social value from its purchasing power: Islington residents supported into jobs with council contracted suppliers and residents securing apprenticeships with council contracted suppliers. This quarter figures for residents employed by council contracted suppliers stand at 53, compared to a target of 20, with 14 of these into apprenticeships against a target of 8.

#### **4. Help residents get the skills they need to secure a good job**

##### **4.1 JM2 – Number of Islington residents supported into apprenticeships**

The council's internal apprenticeship programme is managed by the Resources Department. An autumn intake of apprentices saw a total of 16 apprenticeship starts in Q2, compared to 2 in the previous quarter. Reforms have broadened the range, quality and organisational relevance of apprenticeships available. New specialist training is often longer, which reduces the volume of new starts but enhances the value of the experience for apprentices. For example, in 2018, six Housing Property Service Apprenticeships were created in repairs, these posts span 2-year training periods, and therefore have not been re-filled in 2019 as

new apprentices cannot start until current apprentices complete; 3 Early Years Apprentices recruited in 2017/2018 are still in post so these posts were not available to be recruited to again. Targeted activity is planned to identify new opportunities - the apprenticeship team will attend Departmental Management Teams in Q3 to work with service managers to identify where new apprenticeships can be created.

LBI has also been successful in securing a place on the LGA's Apprenticeship Accelerator Programme, which provides consultancy support to help councils increase apprenticeship starts and effectively utilise the levy. As part of this programme and in line with the aims of the workforce strategy, detailed workforce analysis will take place in Q4 to assist service managers to identify where apprenticeship training can be used to meet future skills needs.

The Council's iWork team and employment support partners across the borough supported 99 residents into apprenticeships with an external employer in Q2 against a profiled target of 50. The sector with the largest proportion of apprentices recruited externally remains construction, due to commitments secured by the council through section 106 planning agreements and council contractors.

#### 4.2 **JM3 – Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship**

Over the reporting period, 5 apprentices completed their apprenticeship with the council. All of these apprentices moved into further employment or training within 3 months of completion, 3 progressed into roles within the council, 1 external and 1 started their own business. A more robust system for pastoral and progression support for apprentices has been working well and enabled this improvement. While performance for this quarter alone stands at 100%, the cumulative total for the year is 90% progression.

#### 4.3 **JM4 – Number of Islington residents enrolled on an Adult and Community Learning course**

Over academic year 2018/19, ACL enrolled 1,497 learners across both accredited and non-accredited (community) learning provision, which was 100 learners less than the previous year and a reflection of a national trend of decline in adult learner numbers. Despite slowing down in the rate of decline this year, addressing how to engage more learners will be one of the over-arching priorities of the service in 2019/20. The primary importance of Adult and Community Learning and a reinvigorated team leading ACL has led to a renewal of relationships across the council and with partners, the Service's ambition is to maintain a target of reaching 2,000 learners for academic year 2019/20.

It should be noted that ACL is forecast to meet or exceed the target for learners on accredited courses during 2018/19, which would place the service in a favourable position going forward. 2019/20 will see the devolution of the Adult Education Budget to the Greater London Authority. Communications from the authority have confirmed that changes will be minimal and regular reviews will take place throughout the year to ensure smooth running.

In addition to this, achievement rates for the last few years have been consistently high, Islington is in the top 5 ACL services in London based on Department for Education National Achievement rates. This reflects the dedication and hard work on the part of teachers, learners and managers and is a demonstration of the quality of the service. As well as strong outcomes, learners often make positive progression onto further training and employment.

Adult Community Learning operate over academic years, so performance is not measured by financial quarters, but by return figures at the end of each term. Financial Quarter 1 finishes at the end of June and Quarter two at the end of September. The end of July marks the end of the academic year and mid-September the beginning of the next. As a result, there is little variance in reporting numbers in Quarter 2. Quarter 3's report will contain enrolment information for Autumn and Quarter 4 for Spring, depending on when Easter falls.

September saw a total of 635 enrolments , which is a strong start to the academic year.

- 4.4 ACL's approach to engage more learners will include more efficient, more effective working with internal partners and external partners; improved marketing; better tracking of applicants and learners; developing different modes of learning and improved forward planning.

The Summer ACL Inset day was used as an opportunity to set the strategic direction for 2019/20, where the three-year trend was unpacked with the team and the urgency of working together to meet learner number targets for the upcoming academic year stressed. Staff commented that it was positive to have had a meeting that set-out the current position and identified upcoming priorities to work on together. Inset days, Head of Service emails and team meetings will be some of the opportunities taken to update the team and keep them abreast of progress against targets.

The service has also highlighted five potential weeks within the academic year that will be used as ACL Learning Weeks, where the entire team will be promoting the service in for example, libraries and Bright Start centres to attract new learners and deliver short Community Learning based provision. Centres where there is currently no ACL provision will be prioritised so as to have as wide an impact as possible.

Key internal partners that have been identified as priorities are the Bright Start team, iWork, Communities and libraries. Each area has been allocated an ACL lead, with the Quality manager taking the lead with Bright Start and Communities and the Head of Service taking a lead with Libraries.

Meetings between the Quality Manager and the Head of Communities have resulted in the identification of a number of community centres that could benefit from an ACL offer. The aim is to have an offer in place by the Spring term. As highlighted in the previous scrutiny paper, ACL are delivering an accredited Level 1 Fashion course at Durham Road Community Rooms in Finsbury Ward. This course is part a wider Strategic Employment and Skills focus in this locality.

ACL is aiming to be a seamless part of the libraries offer, offering community learning classes at themed events that take place at Islington libraries. ACL forming part of the Libraries' Week with a digital theme; organising sessions for a health week and a possible Family Learning Event involving the Reading Agency.

ACL and iWork are developing additional courses with Health and Social Care employers to ensure a sightline into work for residents who are looking to get into, or already in, work in the field of Health and Social Care and want to progress. ACL seeks to offer these courses

through the blended learning (a mixture of face-to-face and online learning) platform Learning Curve with a view to courses going live in January 2020.

The marketing of ACL courses has been as a cited area for further work. A key part of this has been the instigation of a 'soft' rebrand of the service, with the following objectives:

- To raise awareness of ACL's courses amongst potential learners
- To raise the profile of the service internally, and with partners
- To address the barriers and capitalise on the motivations of potential learners
- To inspire potential learners to sign up for courses.

A comprehensive plan to address these objectives will be delivered during 2019/20 academic year.

ACL has forged links with the Family Information Service, offering the childminding course under its aegis, the addition of which under the ACL curriculum adds breadth and depth to the offer. To date, there has been one cohort of seven learners that has completed the training. Managers of the said programme are due to meet to ascertain how well the initial cohort went and make suggestions for any improvements that may be needed.

Collaboration with iWork in offering provision for Health and Social Care employers has resulted in the decision to offer the Level 2 Health and Social Care qualification as a blended learning course. ACL are in the process of recruiting a member of staff to deliver these courses and are looking to complete on-boarding with the blended learning provider in November.

- 4.5 2018/19 saw in the introduction of Learner Track as a Management Information System for the department. The system brings with it significant advances as compared to the older system, Aqua. Online applications will mean that applicants can be tracked from the moment they express an interest, allowing the department to analyse applications, ascertain conversion rates (applicants to enrolments) and have formal centralised records of those expressing an interest in ACL courses. Residents who are not proficient in their ICT skills will continue to be supported to apply for courses using hard copy enrolment forms that are widely available at a range of ACL delivery locations.

The system includes a renewed register system that facilitates the real time tracking of attendance and tutor communications with learners via email and text. The system's performance dashboard enables analysis of attendance, retention, pass and achievement rates in real time – data that will be used to identify areas of development in management and team meetings, as well as in Quality Reviews.

The system continues to be used well to track attendance and other KPIs. The Management Information Systems Manager uses it flexibly to produce data and reports that provide insights into the provision.

It has also been used, in conjunction with historic sources of data, to formulate curriculum targets for Curriculum Managers. These will be utilised as performance indicators in regular Curriculum Reviews.

- 4.6 ACL seek to continue to offer weekly initial assessment sessions for ESOL, English and Maths introduced last year in order to meet need and maximise provision in these areas. Offering alternative modes of provision, such as evening classes and blended learning courses, in order to meet resident's needs and maximise participation is another area the

service is seeking to develop in the upcoming year. ACL are offering evening provision in ICT and ESOL and have been assessing for English and maths during 2018/19. Although take up has been slow, the department has decided to put on an additional class where possible, as doing so may feed demand.

The department is now running English and maths evening classes at First Steps Learning Centre, both having good initial numbers, with there being a strong likelihood of them continuing until the end of the academic year. It is hoped that this will help further the curriculum offer in the evenings.

- 4.7. The service has revisited its Quality Calendar, revising dates to enable more forward planning of curricula. This will result in the speedier incorporation of curricula onto the Management Information System, which will enable residents to apply for courses sooner and the department to enrol learners, new and progressing, before the beginning of the following academic year.
- 4.8 The service is currently undertaking the robust process of Self-Assessment Review, with Curriculum Managers writing up their respective analyses of their areas. The department's approach is to assess academic year 2018/19 under the Common Inspection Framework and write the Quality Improvement Plan for 2019/20 under the new Education Inspection Framework – an approach that the Quality Manager has rationalised well and that makes sense for the provision.

Although achievement data is not final for use in the SARs, initial judgements on the effectiveness of leadership and management; quality of teaching and learning; personal development, behaviour and welfare of learners and outcomes for learners show the service to be good overall, with key strengths including strong teaching and learning that inspires and challenges learners to meet their disparate needs; a curriculum offer that presents a range of suitable pathways that prepare learners for their next steps.

Some of the key areas for development include more effective use of the Virtual Learning Environment and increasing Community Learning provision. The resulting Quality Improvement Plan will collate these areas in one place and identify actions to improve.

Curriculum areas have now written their Self-Assessment Reports, each self-assessing provision as 'good', with strong outcomes from learners and some areas of significant strength. These curriculum SARs will feed into the overall Service SAR, which will formulate the Quality Improvement Plan, the working action plan the department will utilise to bring about improvements and further the service.

4.9 **JM5 – Number of library visits**

By the end of Q2, there had been 509,879 visits to Islington libraries. Results for Q2 are below the number of visits for Q1 and below the profiled target set for 2019/20.

- 4.10 Visits to Central Library are down on 2018/19. This is linked to the closure of the Reference Library to enable us to carry out renovation works. The Reference library was closed from 12 May until 8 September. We also had a total closure for 4 weeks to complete the renovation. This has inevitably had an impact on visitor figures.

This renovation has allowed us to:

- Improve the quality and amount of study space at the Central Library. Capacity has increased by 25%.
- Provide a purpose build learning centre which is more conducive to study. Feedback from learners so far has been very positive and enrolments at First Steps are up on Autumn term 2018.
- Improve the entrance lobby, staircases etc. Creating a more inviting and modern space.

We are working hard to increase visitor figures and our active membership. We have a large programme of events and activities to support our objectives and increase take up of the service. We are also working to increase our active membership and have developed an outreach programme with library staff doing regular visits to a wide range of community settings, for example children's centres, community centres, leisure centres and local schools, in order to talk to residents and organisations about the services we offer. We are now also cross referencing our outreach work with ACL and Iwork to identify opportunities to target the most vulnerable residents.

Our programme of regular events and reading initiatives reflect the objectives identified in our reading strategy of Read, Learn and Connect.

Highlights in Q2 includes the Summer Reading Challenge for children aged 4-12. This is an annual event which encourages children to continue to read during the summer holidays when typically reading levels drop. In 2019 we had 904 children complete the challenge – a slight increase on 2018 when 900 completed.

#### 4.11 **JM8 – 100 hours of the world of work - Number of schools engaged with the programme**

The council has committed to ensuring that all young people in Islington benefit from 100 hours' experience of the World of Work by age 16. This builds upon the work that has been in action since the recommendations of the Employment Commission in 2014 to develop a high quality careers offer in schools that is industry led, in order to create change for the next generation.

Quarter 2 marks a quieter period for schools' delivery due to summer holidays. Nonetheless, key developments for the quarter include:

- 14 schools engaged with the programme, including 11 secondary and 3 primary.
- 444 pupils benefitted from delivery of world of work activities.
- A pilot Careers Carousel for all Year 6 pupils at Hargrave Park Primary School, organised in partnership with BIG Alliance. Excellent feedback received from all parties confirmed this activity as an effective model for primary schools.
- 37 businesses currently signed up to offer activities through the 100 hours World of Work online menu. New employers include cyber security firm Risk Ledger, Institute of Physics and the Southbank Centre.

A targeted approach to world of work activities for priority groups of young people is being developed, including a bespoke programme for children looked after. In September a career insight session was hosted at Expedia for this cohort. Further activities have been delivered for young people with Special Educational Needs/Disabilities at Samuel Rhodes School, with employers including Laing O'Rourke and Arsenal. Work experience placements

were also brokered for young people at New River College pupil referral unit at local employers including Outlandish, Soapbox and Museum of London.

A 100 hours World of Work Breakfast Event scheduled to take place in November 2019 at the Institute of Physics has been rescheduled for 21 January 2020, due to the period of purdah preceding the General Election. The aim of the event is to recruit schools not already involved, recruit more employers from priority sectors, to celebrate the good work already happening to highlight the benefits of the programme to all parties involved.

Collaboration with the Richard Reeves Foundation has enabled six secondary schools to access grant funding, to build capacity to deliver careers education and experiences of work. iWork is delivering additional consultancy for schools funded by the foundation to develop programmes of employer led activities that support the 100 hours World of Work alongside a plan for achieving the Quality in Careers Standard. 5 out of 6 schools have received a stage 1 certificate for the quality award and are on track to achieve the QICS award in the three-year funding period.

## **Implications**

### **4.12 Financial implications:**

Not applicable.

### **4.13 Legal Implications:**

Not applicable.

### **5.3 Environmental Implications**

Not applicable.

### **5.4 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.

A Resident Impact Assessment has not been completed because, although there are some equalities data-monitoring measures within this report, this is part of a regular set of reporting and no major changes to service provision have been recommended. A Resident Impact Assessment would be completed if there was a recommendation or decision to make a substantial change to an existing service, or to launch a new service, in light of the findings of this report. The information contained within this report may, however, form part of the evidence base for future Resident Impact Assessments as required.

### **5.5 Reason for recommendations**

### **5.6 In accordance with its remit:**

Scrutiny Committee is asked to discuss the progress set out in the report.

## Appendices

- Appendix A: Data Dashboard for Q2 2019/20

**Background papers:** None

Final report clearance:

## Signed by:

Carmel Littleton, Corporate Director of People  
Services

Date

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## Appendix A: Data Dashboard

PI No.	Indicator	Frequency reported	Latest data for period	YTD / Latest Figure	Profiled target (expected position this point in year)	Target 2019/20	2018/19	Same period last year	Direction of travel
<b>Reduce levels of long term unemployment and worklessness</b>									
JM1	Number of Islington residents supported into paid work through Team Islington activity; with sub-targets for:	Quarterly	Apr 19 - Sep 19 (provisional)	677	500	1,000	1,352	645	↑
	a) Parents of children aged 0-18	Quarterly	Apr 19 - Sep 19 (provisional)	198	211	468	433	242	↓
	b) Young people aged 18-25	Quarterly	Apr 19 - Sep 19 (provisional)	189	178	396	391	166	↑
	c) Residents with disabilities / those with long term health conditions (E)	Quarterly	Apr 19 - Sep 19 (provisional)	136	122	245	283	134	=
	d) BAME	Quarterly	Apr 19 - Sep 19 (provisional)	362	250	500	597	270	↑
	e) Council Contracted Suppliers	Quarterly	Apr 19 - Sep 19 (provisional)	53	20	40	60	29	↑
<b>Help residents get the skills they need to secure a good job</b>									
JM2	a) Number of Islington residents supported into Council Apprenticeships	Quarterly	Apr 19 - Sep 19	18	26	52	53	27	↓
	b) Number of Islington residents supported into Apprenticeships with an external employer	Quarterly	Apr 19 - Sep 19	99	50	100	167	100	=
	c) Number of Islington residents gaining apprenticeships with council contracted suppliers	Quarterly	Apr 19 - Sep 19	14	8	15	23	17	=
JM3	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	Quarterly	Apr 19 - Sep 19	90%	75%	75%	66%	75%	↑
JM4	Number of Islington residents enrolled on an Adult & Community Learning Course with sub-targets for:	Termly	2018/19 academic year	1497	2000	2,000	1,497	1,654	↓
	A) Parents of children aged 0-18	Termly	2018/19 academic year	509	1100	1100	509	947	↓
	B) Residents with disabilities / those with long term health conditions	Termly	2018/19 academic year	349	600	600	352	454	↓
	C) BAME	Termly	2018/19 academic year	1115	1540	1540	1,098	1,200	↓
JM5	Number of library visits	Quarterly	Apr 19 - Sep 19	509,879	538,178	1,076,355	1,065,699	522,993	=
JM6	Number of children completing the summer reading challenge	Annually	Summer 2019	904	945	945	900	900	↑
JM8	100 hours of the world of work - Number of schools engaged with the programme	Quarterly	Apr 19 - Sep 19	14	10	30	New Indicator	New Indicator	New Indicator

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

Meeting of	Date	Agenda Item	Ward(s)
<b>Environment and Regeneration Scrutiny Committee</b>	<b>13 January 2020</b>		<b>All</b>

Delete as appropriate	Exempt	Non-exempt
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## **Report: 2019/2020 Quarter 2 Performance Report – Environment and Transport**

### **1. Synopsis**

- 1.1 Each year the Council agrees a set of performance indicators and targets which help us to monitor progress in delivering corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the Council's Scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report gives a progress update for those indicators related to Environment and Transport for the second quarter of 2019/20, and includes newer measures and related targets incorporated in the current Corporate Plan.

### **2. Recommendations**

- 2.1 To note progress as at Quarter 2 against key performance indicators.
- 2.2 To note the additional PIs that have been proposed in order to report and measure progress in reducing the Council's own CO2 emissions, towards Vision Zero, and also on primary schools air quality audits
- 2.3 To also note the proposed changes to the Angelic Energy performance indicator.

### 3. Background

- 3.1 The Council routinely monitors a wide range of performance measures to ensure that the services it delivers are effective, respond to the needs of residents and offer good quality and value for money.
- 3.2 Each of the Council's four theme based scrutiny committees are responsible for monitoring performance in their own areas.

### 4. Quarter 1 - 2019/20 update on Environment and Transport performance

Objective	PI No	Indicator	Frequency	Q1 2019/20 or latest Actual	Target 2019/20	On/Off target	18/19 actual	Same period last year	Direction of travel in performance
<i>Keep the streets clean and promote recycling</i>	PE1	Percentage of household waste recycled and composted (Q in arrears)	Q	<b>29.8% (Q1)</b>	30% (new WRRP)	<b>off</b>	29.3%	<b>28.7%</b>	
	PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	M	<b>355 pcm (Q2 av.)</b>	350 pcm	<b>off</b>	324 pcm	<b>231</b>	
	ER6	Number of reported flytips (all land types)	Q	<b>829 (Q1+Q2)</b>	not set	<b>n/a</b>	1,434	<b>674</b>	
<i>Ensure development is well planned</i>	PE9	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	<b>100% (Q2)</b>	90%	<b>on</b>	100%	<b>100%</b>	
		b) Percentage of planning applications determined within the target (minors)	M	<b>91.5% (Q2)</b>	84%	<b>on</b>	83.5%	<b>86.5%</b>	

		c) Percentage of planning applications determined within the target (others)	M	<b>88.4% (Q2)</b>	87%	<b>on</b>	87.9%	<b>93.0%</b>	
<i>Make sure residents have access to high quality parks, leisure facilities and cultural opportunities</i>	PE7	Number of leisure visits	Q	<b>1.040m (Q1+Q2)</b>	2.180m (Q1+Q2 1.129m)	<b>off</b>	2.138m	<b>1.106m</b>	
	PE8	Number of entries to Islington in Bloom	A	<b>251 (as at 30.9.19)</b>	200 in 19/20, 220 in 20/21	<b>on</b>	168 in 18/19	<b>n/a</b>	
<i>Provide practical support to help residents cope with the cost of living</i>	JM17	<b>PROPOSED</b> Number of Angelic Energy Islington Customers	Q	<b>2,211 as at 31.10.19</b>	TBC	<b>n/a</b>	2,111 as at 31.3.19	<b>1,997 as at 31.10.18</b>	
		<b>EXISTING</b> Total number of Angelic Energy meter points		<b>6,048 as at 17.10.19</b>	9,000 (by 17.10.19)	<b>off</b>	6,797 (as at 31.3.19)	<b>~6,200 as at 17.10.19</b>	
	JM18	Number of Islington residents supported through SHINE	Q	<b>1,139 (Q1+Q2)</b>	3,500, (Q1+Q2 1,100)	<b>on</b>	3,474	<b>1,052</b>	
<i>Make it easier and safer for people to travel through the borough and beyond</i>	PE3	Number of secure cycle parking facilities on streets	Q	<b>116 (as at end Q2)</b>	200 over first two years	<b>on</b>	116 at year end	<b>20</b>	
	PE4	Number of <b>new</b> electric vehicle charging points across the borough	Q	<b>161 (as at end Q2)</b>	200 over first two years	<b>on</b>	67 at year end	<b>69</b>	
	PE5	<b>PROPOSED</b> Number of Islington primary schools with a completed Air Quality Audit	Q	<b>0</b>	12 by 31.3.20, all 46 by 31.3.22	<b>n/a</b>	0	<b>0</b>	<b>new</b>
	PE6	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	A	<b>52% (18/19)</b>	75%	<b>off</b>	73% (17/18)	<b>n/a</b>	
		<b>PROPOSED</b> People killed or	A	<b>141 (2018)</b>	n/a	<b>n/a</b>	125 (2017)	<b>n/a</b>	

		seriously injured on our roads							
<i>PI's to monitor Council Carbon emissions</i>	tbc	<b>PROPOSED</b> Carbon emissions for Council operational buildings.	Q	<b>1,939 tonnes (Q1+Q2)</b>	tbc	<b>tbc</b>	5,024 tonnes	<b>2,122 tonnes</b>	
	tbc	<b>PROPOSED</b> Carbon emissions from Council Transport fleet	Q	<b>1,397 tonnes (Q1+Q2)</b>	tbc	<b>tbc</b>	2,726 tonnes	<b>1,341 tonnes</b>	

*Keep the streets clean and promote recycling*

- 4.1 Audited quarterly **recycling rate** data from Waste Data Flow comes in around three months after the end of the quarter with Q1 showing a slight improvement to 29.8%. The recycling rate for the whole of 18/19 was 29.3%, marginally down on the 29.5% for the previous year. For 17/18 (the latest period for which comparative data is available), Islington had the fifth highest recycling rate of the twelve Inner-London Boroughs.
- 4.2 Based on Q1 figures, the current early projection for 19/20 **residual (non-recycled) waste per household** is 362 kg, and very similar to the confirmed 18/19 figure of 363kg, itself a record low amount and comparing to the 375kg in 17/18. In 17/18, Islington's residual waste per household remained the second lowest of all 32 London Boroughs.
- 4.3 The Mayor's Environment Strategy requires London waste authorities, including Islington, to have developed Waste '**Reduction and Recycling Plans**' (RRP) to cover the period 2018-2022. After public consultation, our ambitious plan with revised targets and new commitments was adopted by the Executive in October.
- 4.4 **Reported missed waste collections** in Q2 show a modest increase to a monthly average of 355 compared to 323 in Q1 and 324 across the whole of 2018/19, and just outside the revised target of 350. Q2 is usually the poorest quarter of the year due to staff holidays and stand-in or agency staff not being as familiar with the rounds. Q2 last year had two months of exceptionally low figures which are now considered anomalous, with data from the three previous years showing the aforementioned seasonal trend. New fleet vehicles and targeted use of performance data continuing to support service improvements.
- 4.5 The 'fly-capture' **fly-tipping indicator** measures the total number of reported fly-tips across all land types and waste types, with the number for 18/19 being 1,434, and the first two quarters of 19/20 coming in at 829. The annual figure has decreased substantially and consistently over the last three years from over four thousand in 15/16. It is considered too early to judge the moderate increase so far this year compared to the same period last year as a worsening trend. The data is entered on the national fly-capture database, though benchmarking is not considered viable as numbers (and by inference, working definitions) differ so widely across Councils. Of those reported fly-tips on the public highway, across Q2 we removed 92% within the 24-hour target time.

4.6 **Planning applications** performance for Majors continues at 100% determined within the target time or agreed timescales. Across Q2, performance for Minors determined within time stood at a much improved 91.5% compared to the 84% target and last year's figure of 83.5%. Others applications also saw an improvement over Q1 to 88.4% against the years revised target of 87% and 87.9% across the whole of last year. The number of already out-of-time backlog applications also saw an improvement, down from 304 in July to 280 in October

*Make sure residents have access to high quality parks, leisure facilities and cultural opportunities*

4.7 **Total Leisure visits** continues to pick up in the aftermath of the Highbury Pool fire closures at the end of September 2018. The 19/20 quarterly targets are based on a 2% uplift on actual visitor numbers across 2018/19 with Q1 coming in at 10.3% below target but Q2 showing an improved position at 5.2% below the profiled target.

4.8 The number of **Islington in Bloom entries** is available annually in June. This figure for 19/20 reached a record 251, a 49% increase on last year's number, though this is considered exceptional and the target for next year has been set at a still ambitious 220.

*Provide practical support to help residents cope with the cost of living*

4.9 In October 2017 we successfully launched **Angelic Energy**, the Council branded white label number energy supply company (in partnership with Robin Hood Energy). The first 12-month target was 4,000 meter points on supply (some customers being dual-fuel) and we substantially exceeded this. As at the end of the second year, this figure now stands at a little over 6,000 meter points, short of the 9,000 target and down from the peak of nearly 7,000 in June.

4.10 Both the recent dip and the shortfall from target are in different ways due to the fact that the extremely competitive tariffs in place this time last year (when the target were set) didn't last, initially attracting lots of particularly savvy switchers to sign up but that those customers now coming to the end of their contracts are and switching again elsewhere. Angelic Energy tariffs remain in the most affordable top third of all energy providers though the expected launch of the Mayor's own energy company 'London Energy' in December will present further market competition.

4.11 Around sixty percent of current Angelic Energy customers are Islington residents and to align more closely with our Corporate Plan, it is now proposed to change the performance measure from all Angelic Energy meter points to the **number of Islington households signed up**. As at the end of Q2, this stood at 2,200, down slightly from the peak of 2,261 in August.

4.12 2018/19 saw the number of Islington residents supported through **SHINE** (Seasonal Health Interventions Network) rise strongly and this has continued through Q1 and Q2, with referrals standing at 1,139 and ahead of the profiled mid-year position of 1,100. The number of interventions per referral also remains strong. The estimated average annual energy cost saving by each SHINE referral is estimated at £213 and so the additional one year cost savings associated with these additional SHINE referrals will be almost a quarter of a million pounds.

*Make it easier and safer for people to travel through the borough and beyond*

4.13 There are four corporate PIs under this objective, as shown under PE3-PE6 above. The Council committed to delivering 100 **secure cycle parking facilities** on our streets by the end of 18/19 and a further 100 each year to 2021/22 and making 400 in total. While

no new facilities have yet been provided in 2019/20, we are on course to install fifty in December and a further fifty in March, thereby keeping on track to fulfilling this commitment at the half-way point. The existing provision equates to spaces for nearly 700 bikes.

- 4.14 The Council has also committed to installing 400 **new electric vehicle charging points** over the same four-year period. The figure as at the end of September (18 months in) stood at 161, on target, and bringing the net cumulative total to 173.
- 4.15 Local air quality is a key Council priority and after a comprehensive rollout, all 62 of the borough's schools now have local air quality monitoring and which will remain in place for as long as it is useful. It is therefore recommended that this indicator now be removed from the suite and replaced with the number of **Islington primary schools with a completed Air Quality Audit**. The proposed programme for this is to have all 46 primary schools completed over the next two and a half years, with the initial target for the period to 31.3.20 being twelve.
- 4.16 A schools Air Quality Audit consists of an initial desk exercise focussing on elements outside of the school that affect local air pollution, then a site visit examining pollution sources within the school and the feasibility of actions to reduce these. A report is finally produced presenting a list of actions that can be taken to either reduce the levels of pollution or mitigate against them. Schools can then implement the actions with relevant partners or use the report as a basis to seek appropriate funding.
- 4.17 Lastly, the **percentage of parking appeals won** by the Council at the Enforcement and Traffic Tribunal is intended as a measure of the quality and fairness of our parking service. This is an annual measure and the result for 17/18 was 73%, placing Islington as the second most successful of the thirty-five London parking authorities. Unfortunately, the result for 18/19 shows this declining to 52%, though still placing us in the second quartile of all London authorities.
- 4.18 The drop in performance in 18/19 is due to very substantial 77% year-on-year increase in the number of local appeals made and our not being sufficiently staffed to be able to contest a significant proportion of these within the required timescales. This increase in appeals is considered a result of moving to 24:7 in Zones C and K, work around Stroud Green, and tightening up on customer errors using the RingGo system. The proportion of appeals made is still only 0.4% of all PCN's issued (one in 230), and the service has now employed four new staff in order to stabilise the situation.
- 4.19 After public consultation, the ambitious new Islington Transport Strategy 2019-2041 is scheduled to be adopted by Executive in January. It contains a commitment to achieving **'Vision Zero' by 2041**, eliminating all transport related deaths and serious injuries in Islington. Accordingly, it is proposed that the annual figure for 'Killed or Seriously Injured' (KSI) in road traffic accidents in Islington is added to the indicator suite and provided to the Committee as a way of monitoring progress with Vision Zero. As can be seen in the table above, there was a moderate increase in local KSI from 2017 to 2018.

### Climate Change

- 4.20 In June, the Council declared an Environment and Climate Change Emergency and it is proposed that performance measures are needed to measure the Council's own progress toward making Islington net zero carbon by 2030. The intention therefore is to report quarterly both the carbon emissions for Council operational buildings (within the Borough) and those from the Council's transport fleet, both in terms of tonnes of CO<sub>2</sub>. The figures relating to 2018/19 are given in the table above, and also those for Q1+Q2 2019/20. The

data for operational buildings shows an 8.6% improvement on the same period last year whilst that for the transport fleet shows a 4.2% increase.

4.21 The reasons for this increase in transport CO2 emissions are thought to be as a result of the switch from older Euro V trucks to the new Euro VI models. The Euro standards relate predominantly to emissions of NOx and Particulate Matter (PM) from vehicle exhausts, but this also negatively effects fuel economy, so while emissions of NOx and PM are reduced by the shift to newer vehicles, there is a concomitant moderate increase in CO2.

Final Report Clearance

Signed



Executive Member for Environment and  
Transport

Date

**Report author:**

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

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Environment & Regeneration Scrutiny Committee	13 January 2020	All

<b>Delete as appropriate</b>	<b>Exempt</b>	<b>Non-exempt</b>

**SUBJECT: HOUSEHOLD RECYLING SCRUTINY REVIEW – 12 MONTH UPDATE**

**1. Synopsis**

- 1.1 The Council's Executive received a report on 29 November 2018 from the Environment and Regeneration Scrutiny Committee making several recommendations regarding household recycling. This report updates Committee on progress with the recommendations agreed by the Executive.

**2. Recommendations**

- 2.1 To note the progress made set out in Appendix 1.

**3. Background**

- 3.1 The Environment and Regeneration Scrutiny Committee took evidence from Resource London, North London Waste Authority, Hackney Council, officers of Islington Council's Environment and Regeneration, Housing Services and Peabody. Five meetings were held to hear and consider the evidence. Members also visited the London Eco Park, Edmonton, Bywater's MURPH Facility, Bow and Islington's Reuse & Recycling Centre, Cottage Road. The progress made with each of the Committee's recommendations is attached as an appendix.

- 3.2 The final report of the committee's Review of Household Recycling in Islington included some 82 recommendations under 11 different headings. This represented a substantial work programme, with an expectation that the Recycling Team alone could not deliver them by themselves. The committee noted in their covering report that 'one of the

abiding lessons of this scrutiny is that residents' behaviour is influenced by others. For them to believe that recycling and re-use is important, the Council must lead by example. All Council teams must rise to this challenge.'

3.3 The Recycling Team have worked hard to work in partnership with a range of teams across the Council and have delivered on many of the objectives. Notably, the following have been delivered:

External funding enabled the delivery of a major food waste campaign called 'small change big difference', which has involved community centres and Council buildings to support the campaign (recommendation 3.5);

A training programme for caretakers has been completed with 13 sessions delivered to date for over 118 caretakers (recommendation 4.6);

New recycling facilities have been rolled out to Council offices and community centres (recommendation 5.1);

Islington has achieved North London's first 'Low Plastic Zone' (recommendation 5.6);

The Recycling Champions scheme has had a soft launch (recommendation 8.1).

3.4 In addition to this work programme and a wide range of other ongoing work streams, a number of other substantial areas of work have arisen for the Recycling Team this year. In particular, the two following work areas have taken up considerable time and resources:

3.5 At the Executive Committee meeting 17 October, the Council's Waste Reduction and Recycling Action Plan (WRRP) was formally adopted. The WRRP is a requirement of the London Environment Strategy and sets out a detailed action plan for through to 2022 for achieving our four key objectives of reducing waste, increasing recycling, reducing emissions from waste activities and improving local waste sites. The WRRP is a key strategic document supporting our Climate Emergency Declaration. The Action builds on many of the recommendations of this committee's review of recycling.

3.6 At the beginning of 2019, the government released five substantial consultations. These were: 'Introducing a Deposit Return Scheme (DRS) in England, Wales and Northern Ireland', 'Consistency in Household and Business Recycling Collections in England', 'Plastic Packaging Tax', 'Reforming the UK Packaging Producer Responsibility System' and 'Proposal to extend the Single-use Plastic bag charge to all retailers and to increase the minimum charge to 10p'. The Council prepared and submitted substantial, detailed responses to each of these consultations.

## **4. Implications**

### **4.1 Financial Implications:**

Progress against the recommendations as detailed in the appendix has been made utilising existing council resources. There are no further financial implications for the council of the recommendations detailed in this report.

## 4.2 **Legal Implications:**

There are no specific legal implications arising out of this report. Legal advice and support will be provided as necessary regarding the continued implementation of the individual recommendations

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

This report outlines progress against the Environment and Regeneration Scrutiny Committee's Review of Household Waste Recycling in Islington recommendations. As such, its aims are to reduce the overall amount of waste and increase the amount that is recycled. Although some of the actions have an initial environmental impact such as hosting events, printing leaflets or providing new bins, the reductions in waste and increase in recycling that follow will have a long-term positive impact on carbon emissions.

## 4.4 **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.

A Resident Impact Assessment was completed on 26 April 2019. No adverse impacts were identified. The trialling of accessible recycling bins on estates is likely to have a positive impact on eliminating discrimination and the advancement of equality of opportunity. It has been identified that wheelchair users sometimes find the use of communal recycling bins problematic because it is difficult to reach the apertures in the lids of the bin. Although the containers used are widely used by most Local Authorities, the proposal will involve trialling bespoke containers with a lower access point, benefiting anyone who cannot easily reach the lid aperture. The trial will be evaluated before deciding whether to extend the trial to other estates.

## 5. **Conclusion**

- 5.1 The Committee is asked to note progress made by officers with the recommendations. Officers continue to work on these recommendations and other improvements to the service.

## **Appendices**

- Progress made against review recommendations

## **Signed by:**

John Mootealoo  
Head of Street Environment Services

Date

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## Appendix 1: Progress made against review recommendations

Scrutiny report recommendation	Executive response	Update
<p>Recommendation 1</p> <p>Set up a cross-team group to devise a programme to work across council services, residents' groups and relevant external organisations, to support community events, programmes and initiatives – which promote waste reduction, re-use, recycling and composting – as a way of increasing community engagement, resilience, the skills and capacity of residents, and improving the lived environment.</p>	<p>The Executive Committee accepts recommendation 1.</p> <p>A forum will be set up, managed by the Recycling Team, to include representatives of relevant Council services and residents.</p> <p>The North London Waste Authority (NLWA) outreach team will also be invited to attend to foster better links between this valuable resource and Islington's communities. The group will meet three times a year, beginning in Quarter 4, 2018-19.</p>	<p>The first cross-team recycling forum was held on 15 October (an earlier meeting had to be postponed). Attended by some 20 staff from different Directorates and Service Areas, the forum discussed how different teams can contribute towards recycling and improve communication and engagement with the public.</p> <p>The forum involved lively discussion and debate. Attendees gave highly positive feedback and generated lots of good ideas. This successful meeting will be repeated on a quarterly basis.</p>
<p>Recommendation 2</p> <p>Use the Council's new performance-data team to collect and analyse data more effectively on recycling and reuse. This would include</p> <p>2.1 Prioritise areas with low recycling rates or high contamination.</p> <p>2.2 Provide information to estates, schools and other institutions on their performance.</p> <p>2.3 Support incentives and promote competition between, for example, schools, estates or other areas of the community.</p> <p>2.4 Provide targeted communications to residents.</p>	<p>The Executive Committee accepts recommendation 2 (2.1 to 2.4).</p> <p>The new Performance and Data Team within Street Environment Services (SES) enables a greater focus on targeted communications based on smarter information. This relies on the use of new technologies, such as bin weighing, vehicle tracking and better system integration to make effective use of data. These systems are either in place or being investigated, developed and tested.</p> <p>These systems will be used to measure area, estates and school recycling performance, enabling comparisons to be made and low performing areas to be identified, supporting recommendation 2.1. This will then enable information about performance to be provided, in support of recommendation 2.2. Trial systems will be in place by April 2019 with the aim of extending systems Borough wide the following year if practical.</p> <p>In relation to recommendation 2.1, collection crews report any collection issues including contamination. This provides a record of any location where a collection has not happened owing to contamination. This information is used</p>	<p>The Performance and Data team have been supporting projects to improve performance monitoring and targeted communication. However, the project has had some challenging technical elements meaning this is still work in progress. For example, a trial was conducted to record the weight of bins lifted in 'geo-fenced' locations utilising the onboard weighing technology. This was not successful as the data returned was not reliable and could not be accurately assigned to specific locations.</p> <p>A group of estates have been selected for a trial involving bin weighing and the installation of monitoring tags to recycling bins, so that the weights of recycling can be measured and the data used to compare performance. This will support a communications campaign for those estates. This is expected to begin in the New Year.</p> <p>Following this pilot, consideration will be given to whether the scheme can be expanded to more estates and to schools.</p>

Scrutiny report recommendation	Executive response	Update
	<p>to identify regularly contaminated bins for targeted communications.</p> <p>In relation to recommendation 2.3, the Executive considers that, based on available research and evidence, positive messages and feedback rather than financial incentives offers a more sustainable value for money means of increasing recycling performance.</p> <p>In relation to recommendation 2.4, communications materials are already used that can be tailored to, for example, individual estates. As part of the overall review of communications set out under the response to recommendation 3.4 (below), we will aim to provide more targeted communications about recycling based, in part, on relevant performance information.</p>	<p>Separately, tonnage data from the weighbridge system used by London Energy Limited will be used to collate performance data for street properties, again supporting a targeted communications campaign. We are reliant on NLWA and LEL resolving some minor technical issues before this can be fully implemented.</p> <p>We continue to work with collection crews to identify sites with high risk of contamination and to take action where practical. New electronic reporting forms are being trialled to make reporting easier, London Energy Limited are reviewing how they can provide better reporting on load quality from the tipping hall and the process will be further improved with the introduction of the new back office system for Street Environment Services, making reporting and information handling easier and more efficient.</p>
<p>Recommendation 3</p> <p>Improve communications with residents, landlords, staff and councillors.</p> <p>3.1 Train and support:  3.1.1 staff members, including housing officers, caretakers, librarians and community officers who deal with residents, to enable them to encourage residents to recycle more, and to be able to provide information and answer questions;  3.1.2 officers working in council offices to enable them to be recycling champions for their team;  3.1.3 councillors and youth councillors;  3.1.4 staff of social landlords and Partners for Islington to</p>	<p>The Executive Committee accepts recommendation 3.1 (3.1.1 to 3.1.4)</p> <p>In relation to recommendation 3.1.1, an area based training approach will be delivered, focussed on caretakers and encompassing relevant frontline staff from Housing and Adult Social Services (HASS), local libraries and community engagement staff. This approach aims to maximise the benefit within a particular area by ensuring that all Council staff that interact with the public in that area have a good awareness of recycling services and the importance of recycling.</p> <p>The training will include sessions on how recycling on specific estates could be improved and the development and joint delivery of improvement plans.</p> <p>This area-based training approach will be trialled by April 2019 with a view to</p>	<p>A recycling information sheet has been provided about office recycling for all new staff as part of the Cottage Road depot induction. New recycling facilities across Council offices makes recycling simpler and easier and new recycling communications posters have been developed for use in offices.</p> <p>Online training materials for staff are pending the procurement and implementation of a new elearning system.</p> <p>We continue to engage with RSL staff and offer the current caretaker training programme to RSL staff once the caretaker training programme is complete. More details of the caretaker programme is provided under recommendation 4.6.</p>

Scrutiny report recommendation	Executive response	Update
<p>give them the confidence to support their residents.</p>	<p>rolling it out across the Council over the following two years.</p> <p>In relation to recommendation 3.1.2, learning materials will be developed by the Recycling Team and made available for Council staff online. This will allow the team to record who has completed the training and to encourage participation among targeted teams. We will develop this from April 2019 to be available to staff by September 2019.</p> <p>In relation to recommendation 3.1.3, education, advice, updates and general information about recycling will continue to be provided to Councillors, with training and workshops opportunities also being offered. Training will also be offered for Youth Councillors at a suitable date, but no later than September 2019.</p> <p>In relation to recommendation 3.1.4, we are engaging with Social Landlords on a range of issues (relating to several of the recommendations) and will offer training to Social Landlord staff.</p>	<p>The Recycling Team are supporting the process of electing new Youth Councillors on 25/11/19 and a recycling training event for newly elected youth Councillors has been booked as part of their induction training to take place December/January.</p> <p>The Youth Council campaign guide has been updated to include information on recycling and waste management.</p> <p>Workshops have been held for Members of the Environment and Regeneration Scrutiny Committee, but a workshop for all Councillors have been postponed due to other Councillor training priorities.</p>
<p>3.2 Consult with different groups to gain a better understanding of their experience of council communication channels and how they access information.</p> <p>3.3 Review the council's social media strategy to improve its understanding of the effectiveness of different methods of communication, such as videos and messaging.</p> <p>3.4 Apply the lessons learned to devise a cross-service communications strategy.</p>	<p>The Executive Committee accepts recommendations 3.3 and 3.4 but considers that there is already sufficient evidence available to achieve recommendation 3.2 without carrying out further consultation.</p> <p>In relation to recommendation 3.2, a range of research and consultation feedback already exists to help inform our consultation strategy. This includes:</p> <p>Islington council's residents survey  Recycling survey carried out as part of the Environment and Regeneration Scrutiny Committee's 'Household Recycling in Islington' review  Recycling Islington facebook quiz  Various reports undertaken by WRAP (Waste &amp; Resources Action Programme)  Research undertaken as part of the Resource London estates recycling programme which is ongoing  Research undertaken as part of the Trifocal recycling project, ongoing</p>	<p>The Communications Team have been developing a Recycling Communications Strategy alongside the Recycling Team and this work will be completed to coincide with the adoption of the Reduction and Recycling Plan.</p>

Scrutiny report recommendation	Executive response	Update
	<p>Research undertaken by NLWA during various communications strategies Islington council's website and social media analytics and feedback</p> <p>We will use this evidence to gain a better understanding of barriers to recycling, gaps in understanding and available information, and preferred methods of communication. This evidence will be used to tailor our communications messages and methods, as well as the actual services provided.</p> <p>In relation to recommendations 3.3 and 3.4, we will work with the Communications and Change Team to review our communications messages, channels and materials to ensure our communications channels are used as effectively as possible. A communications strategy and action plan will be developed by April 2019.</p>	
<p>3.5 Make better use of Council premises, such as libraries, housing offices, community centres and 222 Upper Street, to improve communication with residents and to provide them with information and recycling bags</p>	<p>The Executive Committee accepts recommendation 3.5.</p> <p>The vital role played by libraries and other public facing Council buildings in disseminating information to the public is recognised. Recycling leaflets are available from all libraries in Islington and programme of displays at public facing Council buildings promoting recycling has been arranged.</p>	<p>All libraries have displays of recycling leaflets and posters reflecting current recycling campaigns while Central Library staff maintain a supply of various leaflets and replenish stock as required.</p> <p>All Islington Libraries displayed pop up banners for the Small Change Big Difference campaign between January and March 2019.</p> <p>Our leaflets, posters and banners are also being displayed in the customer centre at 222 Upper Street.</p> <p>Community centres and hubs have all received leaflets, posters and been offered free internal and external recycling bins.</p> <p>Rental agreements for Community Centres have been updated to include a requirement to recycle.</p> <p>Workshops on food waste prevention and cookery</p>

Scrutiny report recommendation	Executive response	Update
		workshops as well as a repair cafe were delivered from Islington community centres.
<p>3.6 Improve the Council's recycling website so that it:</p> <p>3.6.1 encourages residents to reduce waste, re-use and recycle more effectively;</p> <p>3.6.2 is easier to use and provides the information residents need, including what can and can't be recycled and the implications of getting it wrong;</p> <p>3.6.3 provides information on what actions the Council is taking to influence wider policy issues, such as those around waste reduction and single-use plastics;</p> <p>3.6.4 provides practical information on how and where to obtain recycling containers and bags;</p> <p>3.6.5 makes it as easy as possible to ask for containers for delivery (where applicable);</p> <p>3.6.6 provides information on Islington campaigns and events, such as give-and-take days, or community events</p>	<p>The Executive Committee accepts recommendation 3.6 (3.6.1 to 3.6.6).</p> <p>Information on the Council's recycling services are held within specific pages of the Council's website. These recycling pages are under continual review and change. Feedback from users of the site is reviewed monthly and the site amended based on this feedback. Recent additional information includes a comprehensive 'Materials A-Z' section and clearer links to recycling points for textiles and small electrical appliances.</p> <p>In relation to recommendation 3.6.1, 3.6.2, 3.6.3 and 3.6.6, the last major review of the pages (following a Borough wide collection schedule change) focussed on service issues (when is my collection day, what can I recycle and so on). The pages, in line with the rest of the Council's website, are transaction based. That is, they aim to provide residents with the key information they need to be able to access our services. Feedback suggests there should be a greater emphasis on 'why we should recycle' and more information about the process. The North London Waste Authority 'Wise up to Waste' website has a wide range of relevant information, and we will consider how to improve useful content within the Council's website to achieve these recommendations without duplication.</p> <p>In relation to recommendation 3.6.4 and 3.6.5, the information already provided on the Council's website will be reviewed to see where this information can be improved.</p> <p>Recycling affects a range of other services. The review will include how the recycling message can be incorporated into other areas of the Council's website to give a more comprehensive range of information and better access to website users.</p>	<p>The recycling pages of the Council's website are updated on an ongoing basis, partly in response to feedback from website visitors.</p> <p>Content has been added relating to reducing single use plastics and the Waste Reduction and Recycling Plan and further work will follow the completion of the Communications Strategy mentioned above.</p> <p>Work has also begun to review the online ordering and reporting processes for requesting new recycling containers, reporting missed collections and so on. This work is part of a wider project to replace the back-office system used by Street Environment Services to manage frontline recycling, refuse and street cleansing operations.</p> <p>NLWA are in the process of reviewing their NLWA and Wise Up To Waste Websites which we will compliment with content and links within our own pages as appropriate.</p>

Scrutiny report recommendation	Executive response	Update
	<p>The review will be completed by April 2019.</p>	
<p>3.7 Use events, such as one-off campaign days, as publicity. 3.8 Prioritise attendance at forums to engage with Tenants and Residents Associations (TRAs) and social landlords.</p>	<p>The Executive Committee accepts recommendation 3.7 and 3.8.</p> <p>In relation to recommendation 3.7, the Recycling Team attends the Cally Festival and the Angel Canal Festival annually, while the NLWA's outreach team also attend events throughout the year. We will continue to work together with the NLWA and review the effectiveness and reach of the events attended to gain maximum impact.</p> <p>With greater awareness of recycling among residents, resident associations and Council staff following training and better communications, local community events can be used as awareness raising events for recycling, with residents and staff (particularly from HASS) who are already attending the events helping to spread the word.</p> <p>In relation to recommendation 3.8, the Recycling Team will also attend where available and otherwise actively reach out to TRAs to encourage better engagement.</p>	<p>The Recycling Team have continued to attend major events, including the Cally Festival, Angel Canal festival, Tollington Ward Partnership Fun Day, St. Thomas's Church Ecofair, Andover Estate Soul in the City and Caledonian Estate Community Day.</p> <p>The NLWA Outreach Team have attended 19 events since April 2019 to promote food waste reduction and 10 events to promote recycling.</p> <p>A formal approach will be made to TRAs early in 2020 to offer to meet and attend meetings or events.</p>
<p>3.9 Provide all new parents with information about the nappy voucher scheme and the correct way of disposing of disposable nappies.</p>	<p>The Executive Committee accepts recommendation 3.9.</p> <p>Efforts will continue to be made to provide information to all new parents so far as is practical and cost effective.</p> <p>The Council works with NLWA and Real Nappies for London to actively supports the real nappy voucher scheme. The scheme enables new parents to register online for a £54 voucher towards the cost of new reusable nappies. This scheme is promoted by the Council, NLWA and Real Nappies through websites and social media, leaflets, newsletters and through the network of electronic screen on estates.</p> <p>The Council holds four real nappy and baby clothes swaps a year which encourages peer to peer support and</p>	<p>Redeemable vouchers for real cloth nappies continue to be offered to parents. Information about real cloth nappies is provided through some ante-natal classes, Bright Start, Registrars, monthly nappy natter talks and real nappy give and take events.</p> <p>During 2018/19, 169 real nappy vouchers were issued with 135 vouchers redeemed. This year to date, out of 144 vouchers issued, 72 have been redeemed (residents have a six month period in which to redeem their vouchers). Vouchers will continue to be issued for the remainder of the year.</p> <p>Four nappy swaps have taken place in the borough so far this year with more to follow.</p>

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	<p>introduces residents who are swapping baby clothes to real nappies.</p> <p>The Council also holds monthly 'nappy natters' where the Recycling Team demonstrate the three main types of real cloth nappies and explain about the voucher scheme to expectant parents.</p> <p>Real Nappies for London are working with Bright Start Centres to promote the scheme through posters and presentations to groups. Bright Start have also agreed to promote real cloth nappies and their facebook page.</p> <p>We will also work together with the registrars service to provide information to parents when babies are registered.</p> <p>Around 120 vouchers are claimed and redeemed each year in Islington avoiding around 60 tonnes of waste.</p> <p>The North London Waste Authority are also investing in an 18/19 campaign to raise awareness of how best to dispose of nappies and to avoid contamination in the recycling stream, and to improve packaging labelling.</p>	<p>A major campaign to highlight the issue of contamination of recycling by used nappies was delivered by the NLWA team. The campaign focussed on raising awareness among parents of the right way to dispose of used nappies, and also involved lobbying of nappy producers to make labelling on their products clearer.</p>
<p>Recommendation 4</p> <p>Make waste reduction, re-use and recycling as easy and as attractive as possible for residents</p> <p>4.1 Update procedures to ensure they reflect the joint responsibility that Homes and Communities and Environment and Regeneration have in keeping estates clean and tidy.</p>	<p>The Executive Committee accepts recommendation 4.1.</p> <p>All parts of the Council are committed to playing their part in delivering easy and attractive recycling facilities for residents, wherever they live. The two services within the Council that are jointly responsible for providing recycling services to residents in Council managed properties (HASS and SES) will be reviewing and updating their working arrangements and agreements to ensure that this objective is met. These arrangements will be reviewed by September 2019 or sooner.</p>	<p>A new Service Level Agreement between SES and Housing is being developed that will encapsulate this recommendation and should be concluded by April 2020.</p> <p>Otherwise, Recycling and Housing staff continue to meet and work together to improve recycling and procedures.</p> <p>For example, the teams are working together on a major improvement of recycling facilities on the Andover Estate, are beginning a review of recycling facilities on the Bemerton Estate and are jointly launching a reuse project on the Caledonian Estate.</p>
<p>4.2 Extend the Better Recycling sites' three-year programme to ensure</p>	<p>The Executive Committee accepts recommendation 4.2.</p>	<p>Improvements continue to be made to communal recycling and</p>

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<p>recycling bins and sites are well maintained, attractive and clearly signed.</p>	<p>The Better Recycling Sites programme is a three-year capital programme of £250k for each of the three years 2016/17 to 2018/19. It is making a material improvement to public and estate recycling and food waste sites across Islington through the installation of enclosures, new signage and better recycling bins. The programme will also see the introduction of innovative new 'reverse lid' recycling bins, which aim to reduce contamination and wear and tear.</p> <p>To support this recommendation the programme will be delivered through Ward Improvement Plans, as well as other funding opportunities such as contributions from landlords and external grant funding where available.</p>	<p>rubbish sites on estates across the Borough.</p> <p>Proposals for Ward Partnerships to include support for targeted local improvements in their Ward Improvement Plans (WIPs) are being presented to Ward Partnerships.</p> <p>WIP funding has already been approved for a significant programme of communal recycling and rubbish bin improvements on the Andover Estate.</p>
<p>4.3 Extend the community engagement work carried out on larger estates to include waste reduction, re-use and recycling.</p>	<p>The Executive Committee accepts recommendation 4.3.</p> <p>This recommendation will be considered by the forum referred to in recommendation 1. The Recycling Team will also work more closely with the Community Engagement Team within HASS to extend opportunities for community engagement to promote recycling and re-use on estates.</p>	<p>The Recycling Team meet regularly with the Community Engagement Team and are working on a number of opportunities, including: a reuse project on three estates; options for provision of water fountains at adventure playgrounds; improving recycling points at adventure playgrounds, and; provision of recycling sites at community centres.</p> <p>Engagement between the New Builds Team and residents during new build projects routinely involves engagement around waste and recycling facilities.</p>
<p>4.4 Ask all caretakers and housing managers for their suggestions on how to improve the recycling on their estates and on what can be done to help them in their recycling work:</p>	<p>The Executive Committee accepts recommendation 4.4.</p> <p>All caretakers and housing managers will be asked for their suggestions on how recycling facilities on estates can be improved as part of the proposed training programme and through a communications programme to be led by HASS which will be carried out by September 2019.</p>	<p>A survey requesting views and ideas about how to improve recycling on estates was undertaken. We asked what works well on their estates, what made recycling on estates more difficult and what solutions they could suggest. Caretakers were happy to receive information about recycling and the opportunity to order leaflets and posters for their residents.</p> <p>They highlighted that more information was required by residents, informed us where</p>

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		<p>signage was required and suggested incentive schemes and more frequent collections.</p> <p>Weekly recycling workshops are providing training and seeking ideas from caretakers, concierge staff and housing officers.</p> <p>A further survey is undertaken in the workshop.</p> <p>The overall feedback has been positive with attendees leaving with a greater understanding of recycling and waste minimisation.</p>
<p>4.4.1 Involve representatives of all affected parties in the initial discussions to help identify and resolve problems when changes in general procedures on waste management and recycling are considered and before the procedure is implemented.</p> <p>4.5 Involve caretakers, concierges and housing managers in decisions about siting or re-siting bins, or changes in the type and number of bins on their estates.</p>	<p>The Executive Committee accepts recommendations 4.4.1 and 4.5.</p> <p>When recycling sites are added, removed or relocated, all relevant parties are generally consulted with as normal practice. For example, when new communal recycling sites were installed on estates across Islington as an alternative to ineffective door to door collections, a full consultation process was implemented, involving caretakers, housing staff, resident associations, residents and councillors, to ensure the locations chosen were in the right place for residents.</p> <p>There may be situations where a recycling site needs to be removed or relocated for important reasons, in which case full consultation may not be appropriate.</p> <p>We will ensure that these procedures are followed and will review and update these procedures where necessary by January 2019.</p>	<p>Procedures continue to be in place to ensure the right people are involved in the siting of recycling bins or changes to services.</p>
<p>4.6 Provide training to all caretakers and housing managers, including offering visits to the re-use and recycling and the material recovery facility (MRF).</p>	<p>The Executive Committee accepts recommendation 4.6.</p> <p>An area-based training approach will be delivered focussed on caretakers and encompassing relevant frontline staff from Housing and Adult Social Services (HASS), local libraries and community engagement staff. Please see paragraph <a href="#">Error! Reference source</a></p>	<p>Caretakers and housing staff have been attending recycling and waste minimisation workshops. This is an engaging and interactive workshop which not only provides that latest information about recycling and waste reduction programmes but also provides the opportunity for housing staff to use their experience to suggest</p>

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	<p><b>not found.</b> (recommendation 3.1) for more details.</p> <p>We will also offer visits to the recycling sorting facility for caretakers and staff who have not already been.</p>	<p>improvements and highlight issues.</p> <p>14 sessions (120 attendees) have been delivered.</p> <p>Visits will be organised from next year.</p>
<p>4.7 Supply food bags, and clear sacks and leaflets to the caretakers and concierges and tell residents that they are available.</p>	<p>The Executive Committee accepts recommendation 4.7.</p> <p>Clear recycling bags and compostable food bags are made available free of charge to residents through libraries and compostable food bags are available through some caretakers and concierges. This is a popular service among residents with demand increasing each year. The Recycling Team will work with HASS to review this programme and to maximise the number of outlets and the ease with which residents can find out about and obtain these bags. This will include from caretakers and concierges.</p> <p>We will promote this service through communications channels such as estate electronic notice boards, newsletters, the website and social media.</p>	<p>Mini recycling bags for estate residents are to be provided initially via libraries and concierges on a trial basis. The aim is to extend this offer via caretakers on estates.</p> <p>The roll out will include provision of mini recycling sacks which will help estate residents to recycle in flats with limited storage. They will be optional but will enable residents to “recycle and go” as well as reduce the amount of contamination in the bins.</p> <p>Leaflets, posters, display screens and stickers have been produced to promote the initiative.</p> <p>Along with their recycling training caretakers are now in a good position to provide informed advice to residents about recycling and where to find further information.</p>
<p>4.8 Ensure that caretakers are invited to the new tenants’ induction and follow-up meetings.</p>	<p>The Executive Committee accepts recommendation 4.8.</p> <p>Our caretakers play an important role in helping new residents on estates to settle in their new homes. By providing the right information to residents right from the start, more residents on estates are likely to make more use of their recycling facilities.</p> <p>HASS are now ensuring that caretakers are included in new tenants’ induction and follow up meetings. Caretakers have been provided with updated information, supporting recycling on estates. The proposed training programme will also result in more effective tenants’ meetings in respect of promoting recycling.</p>	<p>Housing continue to ensure that caretakers play a lead role in providing information to new tenants and the caretaker training programme has helped to support this process.</p>

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<p>4.9 Update procedures so that caretakers and housing managers are clear on how, and to whom, they report recycling issues on their estates. Procedures should include feedback on the issues.</p>	<p>The Executive Committee accepts recommendation 4.9.</p> <p>As mentioned in relation to recommendation 4.1, the relevant services are reviewing their operating procedures. HASS and SES will ensure this is completed by September 2019.</p>	<p>As part of the digital transformation of Street Environment Services and the adopting of a back office asset management system, caretakers will be able to report issues directly in a user friendly way with a digital record of the report. This is likely to be available from September 2020.</p> <p>Currently, caretakers report issues direct to managers via email or through Estate Services Coordinators.</p>
<p>4.10 Separate recycling and non-recycling when litter-picking the estates.</p>	<p>The Executive Committee accepts recommendation 4.10.</p> <p>HASS are trialling the collection of separate recyclable and non-recyclable litter streams and will review if and how this can be extended to all Council estates by April 2019.</p>	<p>Litter pickers collecting litter from estates now separate recyclable litter as part of their duties. Housing are considering extending this same process to all caretakers.</p>
<p>4.11. Provide caretakers and concierges with new residents' names in the privately rented properties to enable them to contact the new residents about the management, including waste management, of the estate and to provide them with bags.</p>	<p>The Executive Committee does not accept recommendation 4.11.</p> <p>Residents renting from leaseholders contract with the leaseholder rather than the Council. It is therefore unlikely that the Council will have the details of residents in privately rented leaseholder properties or be aware of new tenants moving in. Furthermore, the passing on of confidential information would only be permissible if a suitable clause were included within the rental contract.</p> <p>However, we are exploring how new tenants in the private rented sector can be encouraged to recycle more, and whether caretakers where they become aware of a new tenant moving into a property, can visit the resident to advise them of recycling and waste facilities on their estate.</p>	<p>We will continue to consider how this can be progressed.</p>
<p>4.12 Include a requirement to recycle in all Islington Council's tenancy agreements and include information on waste and recycling in tenants' induction packs. Provide new tenants</p>	<p>The Executive Committee accepts recommendation 4.12.</p> <p>However, to introduce a new term covering recycling the Council would need to carry out the variation of tenancy procedure under s103 of the</p>	<p>We will meet this commitment by April 2021, or earlier if possible.</p>

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with bags and encourage social landlords and other landlords to do the same.	Housing Act 1985. HASS will undertake this once there are further significant changes required to the tenancy agreement to ensure any consultation process represents value for money. We aim to do this by April 2021.	
4.13 Include information in new tenants' induction packs, and in the six-week follow up meeting, on how and what to recycle, and on the consequences of contamination.	<p>The Executive Committee accepts recommendation 4.13.</p> <p>The starter pack for new tenants already includes information on rubbish and recycling facilities. However, this can be improved to be clearer and more comprehensive. The information in new starter packs is being reviewed to provide better information on recycling, to be completed by April 2019.</p>	Information in the starter packs has been reviewed and updated to provide clearer information on recycling on estates.
4.14 Maximise the efficiency and reach of the food-waste recycling service that is currently offered to estates. Where the food-waste service cannot be provided, consider providing community composting.	<p>The Executive Committee accepts recommendation 4.14.</p> <p>The current food waste collection service will be reviewed to ensure routes are optimised. Any spare capacity will be utilised to implement additional food waste recycling sites on estates. The review will be completed by April 2020.</p> <p>Community composting is subject to waste legislation and requires tight controls over what is composted, with good practical onsite management. Composting sites that mainly or entirely consist of food waste are difficult to manage effectively and have the potential to cause odour and rodent problems. And community composting sites should primarily be for garden waste, with only specific food waste being included.</p> <p>Community composting will be encouraged through working with the Community Engagement Team as part of the 'Urban Wild Places' project and through the provision of information and links to further information via the Council's website. As part of this programme, we will consider to what extent food waste may be included in these community composting sites.</p>	<p>A review of the food waste service is being carried out as part of a wider review of communal rubbish container collections and the Recycling Team works alongside their colleagues within the Operations Team and the food waste collection crew to review and improve the service on an ongoing basis.</p> <p>Composting is now included as a requirement within community gardens agreements and information is provided to gardening groups on composting.</p> <p>We inform them that composting is a great way to turn cuttings, veg peelings, teabags and toilet roll middles into wonderful nutritious compost to use on flower beds and vegetable patches.</p>

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<p>4.15 Improve the reliability of the ordering and delivery process for recycling containers.</p>	<p>The Executive Committee accepts recommendation 4.15.</p> <p>Residents can request recycling containers via the Council's 'my e-account' pages of the Council's website. The Council aims to deliver these containers within seven days of the request being received.</p> <p>The process will be reviewed as part of the introduction of a new back office system for managing recycling and rubbish frontline services which is due for installation in early 2019.</p>	<p>The ordering process online via my eAccount is being reviewed and improved as part of the provision of a new back office system due to be completed during 2020.</p> <p>Meanwhile, the handling of container requests and delivery of those containers has been reviewed, with delivery times now substantially shorter than previously.</p> <p>Approximately 1,000 requests for recycling containers, including green recycling boxes, kitchen caddies, food waste bins and garden waste bags are received and delivered every month.</p>
<p>4.16 Promote the option of using clear recycling sacks or green boxes for all street properties.</p> <p>4.17 Ensure a reliable supply of clear recycling bags by updating the procedures for providing them through libraries and community centres.</p> <p>4.18 Increase local collection points and run a pilot-online ordering and delivery offer of sacks.</p>	<p>The Executive Committee accepts recommendations 4.16 and 4.17 partially accepts recommendation 4.18.</p> <p>Clear recycling sacks are currently made available through libraries and 222 Upper Street, as well as being routinely delivered to flats above shops.</p> <p>Ad hoc demand for these bags from libraries is rising as residents become more accustomed to using them. The increasing cost of meeting this demand places a financial pressure on the service.</p> <p>In relation to recommendation 4.16, we will continue to promote the option of clear recycling sacks, collected by residents from libraries, as a free alternative to the green box recycling service.</p> <p>In relation to recommendation 4.17, procedures for ensuring an adequate supply of clear recycling bags to libraries are being reviewed and updated. We will ensure there is a reliable stock to these outlets so that residents can reliably obtain recycling and compostable bags.</p> <p>In relation to recommendation 4.18, we will increase local collection points, but making bags available via an online</p>	<p>Supply arrangements to libraries have been reviewed and are now substantially more reliable.</p> <p>We continue to promote the availability of clear recycling sacks and will introduce new collection points for clear recycling sacks through 2020. Opportunities include community centres, local cafes, Recycling Champions and Area Housing Offices.</p>

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	ordering and delivery process would effectively mean an on-demand recycling bag delivery service for all properties in Islington and would require a considerable additional resource for delivery and procurement of bags.	
4.19 Encourage home and communal composting.	<p>The Executive Committee accepts recommendation 4.19.</p> <p>Home composting is already encouraged through communications during home composting week and through the availability of compost bins at subsidised prices. We will consider ways of increasing this promotional activity and will also work with the Community Engagement Team to encourage community composting as part of the 'Urban Wild Places' project and through the provision of information and links to further information via the Council's website.</p>	<p>A get composting recycling booklet which advises residents how to acquire council subsidised compost bins and wormeries and how to use them has been distributed to all libraries and at events attended by officers from Islington Council and NLWA.</p> <p>This information has also been provided via inclusion in newsletters, display screens and emails to housing estates, community centres and growing groups.</p>
4.20 Ensure that waste and recycling are part of landlord registration scheme requirements, that they are reviewed on inspection, and that landlords are required to display information on waste collection and recycling for each house in multiple occupation	<p>The Executive Committee accepts recommendation 4.20.</p> <p>The landlord registration scheme licence conditions will be amended to include additional relevant clauses relating to recycling and rubbish. This will be progressed as part of the development of the new landlord licencing scheme for the Finsbury Park area, due for approval by the end of 2018.</p>	<p>The landlord registration schemes no longer exists in law.</p> <p>The council launched a consultation on the 12 August 2019 covering the proposed Property Licensing scheme, which includes Borough wide licensing of all HMOs and licensing of all other privately rented properties in Finsbury Park ward.</p> <p>The consultation includes several proposed conditions that cover recycling and waste and would place requirements on the licence holder.</p> <p>Following on from consultation, if the proposed licensing schemes are designated by the council, Officers will have the ability to visit licensed properties and check for compliance against the licence conditions including recycling and waste.</p>
4.21 Work with major letting agents to help tenants understand their area's waste	The Executive Committee accepts recommendation 4.21.	The Recycling Team attended the landlords and leaseholders conference at the Islington

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and recycling service by providing information at the start of their tenancies.	A pilot scheme is being developed with one of Islington's lettings agencies prior to seeking partnerships with other lettings agencies during 2019/20. The pilot aims to include communications materials for tenants and landlords, reviewed anti-social behaviour clauses and procedures to ensure recycling facilities (containers etc) are present at the property.	Assembly Rooms in 2019 and established contacts with a number of Islington based lettings agencies. We aim to work with one or more of these agencies to progress a pilot scheme.
<p>Recommendation 5</p> <p>Demonstrate the Council's leadership in waste reduction, re-use and recycling</p> <p>5.1 Audit the waste management systems of all council facilities, including offices, libraries and community centres, and continue to provide the facilities and procedures to ensure that recycling is enabled and prioritised.</p>	<p>The Executive Committee accepts recommendation 5.1.</p> <p>Recycling facilities already exist (including for food waste) in Council offices and many other Council facilities. This is supported by information (posters and signs) advising staff how to recycle and what to recycle.</p> <p>Facilities management teams have been reviewing the recycling provision in core Council offices to see how and where improvements can be made. Proposals will be considered and, subject to funding being available, implemented by April 2019.</p> <p>The Recycling Team will work with the libraries service and community centres to review their recycling provision and will implement improvements where required and subject to funding being available.</p>	<p>Improvements have been made to recycling facilities within Council Offices, with brand new recycling and waste bins being installed in all major Council buildings.</p> <p>Recycling bins replaced by this programme have been offered to Community Centres, and all Community Centres now have recycling facilities.</p> <p>Recycling in libraries have been reviewed. Staff have recycling facilities along with other Council offices, and there are recycling bins in all libraries for members of the public to use.</p>
5.2 Create a communications plan to support effective recycling in council facilities.	<p>The Executive Committee accepts recommendation 5.2.</p> <p>The Recycling Team will work with the Communications Team to develop effective communications to encourage staff to recycle more. This communications campaign will follow improvements to office recycling systems through 2019/20.</p>	<p>This work will follow the completion of the communications strategy development, and the completion of a new elearning system procurement.</p> <p>The implementation of new recycling bins in offices was accompanied by a range of communications to staff.</p>
5.3 Work towards a paper-free council where possible. In the meantime, enable and encourage the minimisation of paper use.	<p>The Executive Committee accepts recommendation 5.3.</p> <p>The Council is committed to reducing its paper usage and new technological products will offer the opportunity to do this.</p>	The continued use of Office 365 and Sharepoint, the rollout out of better laptops for staff through 2020 and the improved networked printers will drive offices to further reduce paper use.

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	<p>The Council has recently launched office 365, allowing staff to securely access emails and other documents on any device, so staff working away from the office will have less need to print documents to take with them.</p> <p>Alongside this, we have started a review of the devices that we use, so devices are more portable and can be used in meetings instead of printing off paper agendas.</p> <p>We are reviewing all internal processes that require signature and will look for alternative ways of doing this, rather than printing and signing paper copies, and look to use e-forms wherever we can.</p> <p>We are also exploring ways to communicate electronically with residents rather than sending letters, with council tax e-billing being an excellent example of that.</p>	<p>Committee reports can now be accessed by Councillors via the ModGov App reducing the need for committee papers to be printed.</p>
<p>5.4 Ensure that committee papers focus on the information necessary to meet the requirements for decision making.</p>	<p>The Executive Committee accepts recommendation 5.4.</p> <p>We will continue to regularly review the content of committee reports and the information provided to committee meetings. However, there is limited scope for this to deliver a significant reduction in paper use from current levels. The content and length of committee papers varies depending upon the nature of the committee the paper is being submitted to and the purpose of the paper, but the Council is required to make all formal decisions in a transparent way and in compliance with requirements in legislation. In order to ensure that decisions are not open to legal challenge, the decision papers must comply with the Local Government (Access to Information) Act 1985 and the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 and elements of common law, such as the 'Wednesbury Principle', which, in essence, states that in reaching a decision the local authority must take account of relevant information and must not take into</p>	<p>There are no further comments relating to this recommendation.</p>

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	<p>account matters which it ought not to have done.</p> <p>To ensure that the Council meets all these requirements, templates, maintained and provided by Democratic Services, which have been approved by the Monitoring Officer and the Chief Executive, must be used for all formal decisions and the templates are already designed to both ensure that relevant information is included and to help ensure that irrelevant information is not included by restricting the contents of reports to the template structure.</p> <p>Procurements above a certain value must be approved by the Corporate Procurement Board prior to submission to the appropriate decision-making body. These papers contain additional information necessary for Corporate Procurement Board to fully consider the recommendations and are longer than standard decision papers.</p> <p>Papers to regulatory committees such as Planning and Licensing can be particularly detailed, but their contents are governed by the requirements in the relevant legislation. To minimise the risk of a decision being overturned on appeal, or a Judicial Review being successful, it is essential that all decision related committee papers fully explain what decision being made, why a decision is being sought now, the options considered, the recommendation from officers and the reasons why this recommendation has been made.</p> <p>Papers to Scrutiny Committees vary in length depending on their purpose and the requirements of the Committee Chair.</p> <p>Where possible, large appendices are published on the website and circulated electronically, but only printed upon request.</p> <p>The Council will continue to review the report templates regularly to ensure that they remain fit for purpose and will</p>	

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	continue to encourage Councillors to fully utilise the IT systems available to support working without printed papers.	
5.5 Reduce, and eventually eliminate, the use of disposable plastic cups, straws, plates and cutlery at council meetings and facilities.	<p>The Executive Committee accepts recommendation 5.5.</p> <p>The use of single use plastic will be reviewed across the Council with a presumption against its use unless necessary. This review will be completed by September 2019.</p>	Catering for office and Council meetings have been reviewed with a view to achieving this recommendation. Single use plastic cups have been replaced with washable cups and glasses, following the installation of new dishwashers in the Town Hall. Plastic stirrers are no longer used, and sachets of milk and coffee have been replaced where practical.
5.6 Reduce the use of single-use plastics in Islington and encourage government and producers to do the same.	<p>The Executive Committee accepts recommendation 5.6.</p> <p>A range of actions are being developed, including encouraging use of refillable drinking water bottles by promoting the Refill app and installing new public drinking water fountains. The Council is working with the Mayor of London and other partners to bring new drinking water fountains to Islington and has organised community action days in partnership with City to Sea (who run the Refill App) to increase the number of cafes and bars registered with the App.</p> <p>We will actively encourage the government to bring in new measures aimed at reducing the use of single use plastic and will also encourage businesses in Islington to take the lead on this important issue.</p> <p>The Council also ensures secure recycling or disposal of plastics through its comprehensive recycling services and waste disposal routes via the NLWA.</p>	<p>Islington takes the reduction of single use plastics seriously and has led on a number of initiatives, aimed at achieving this recommendation.</p> <p>We installed our first drinking water fountain on the public highway at Old Street in February 2019 and five more have since been installed in other high footfall public areas, adding to the existing ones already installed in parks. We also have drinking water available in many of our public libraries, parks and leisure centres and will continue to seek new opportunities to install more public water fountains and encourage more businesses and other organisations to offer free water fills for our residents.</p> <p>We promote the Refill App, which enables residents to find their nearest water refill station when they are out and about.</p> <p>We are making free drinking water more widely available by enabling the installation of new drinking water fountains and ensuring that these locations are shared via our website and the Refill app.</p> <p>Working in partnership with the North London Waste Authority, we have introduced our first low</p>

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		<p>plastic zone, where businesses are encouraged to commit to reducing single-use plastic waste. We will extend low plastic zones to other business areas in Islington.</p> <p>We are eliminating our own use of single use plastic where practical including making it a requirement in procurement and with businesses or contractors who deliver services on our behalf. For example, our internal catering service has replaced plastic cups with washable cups and glasses, plastic stirrers have been replaced with teaspoons and sachets have been eliminated where practical.</p> <p>A significant source of marine plastic is single use products containing plastic that is flushed down the toilet. These include nappies, wet-wipes, period products and incontinence products. We will take action to prevent these items from being flushed, by promoting reusable alternatives and highlighting the issue through communications.</p> <p>A range of resources are made available to schools on how to reduce plastic waste within schools and information and advice on how to reduce single use plastics is available on our website and through leaflets.</p>
<p>5.7 Maximise the amount and quality of recyclable material collected from Islington's parks and open spaces.</p>	<p>The Executive Committee accepts recommendation 5.7. Currently, all uncontaminated green waste produced in our parks and open spaces is recycled. However, only a small percentage of general waste is recycled. To improve recycling rates and to also look at improving the efficiency of parks cleansing operations, a full review of how we manage the containment and collection of all waste from parks is due to be</p>	<p>The Parks Service are undertaking a review of litter and recycling arrangements in Parks and will be piloting new recycling bin during 2020 to maximise the amount of parks litter that can be recycled, whilst managing potential levels of contamination that can arise from parks recycling bins (such as from barbeques, dog mess, food waste and nappies).</p>

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	<p>carried out by the Parks Service in 2018-19. One of the outcomes of the review will be to make recommendations on how we can recycle more in parks and what infrastructure (bins, collection services etc.) is required to achieve this outcome.</p>	
<p>5.8 Maximise the number of street-litter “Recycling on the Go” points and separate recyclable litter at the point of collections and sweeping.</p>	<p>The Executive Committee accepts recommendation 5.8.</p> <p>New dual litter/recycling bins have been introduced along Upper Street in Islington and will be introduced along other main roads by April 2019.</p> <p>This will significantly increase opportunities for residents and visitors to Islington to recycle their bottles, cans and newspapers ‘on the go’ and will raise the profile of recycling in Islington, helping to normalise recycling behaviour.</p>	<p>Over 300 new dual litter recycling bins have been installed along main roads in Islington. Trials are being carried out in partnership with Keep Britain Tidy to assess the quality of the material collected, but indications are that the material is of a high quality.</p> <p>The rollout of this extensive network of use friendly recycling bins means residents and visitors can recycle more or less anywhere across Islington while out and about.</p> <p>The dual litter and recycling bin features see-through panels on the recycling section, a development initiated by Islington Council officers and delivered in partnership with a leading supplier of waste bins. We are the first Local Authority to use this new design of bins and have received numerous enquiries from other Local Authorities. This development follows other innovations in bin design led by Islington Council, including the reverse lid recycling bin, designed to cut down on contamination levels, and the food metal food waste bin enclosures.</p> <p>The same design of bin will be trialled in parks.</p>
<p>5.9 Optimise the timing of collections of street litter recycling bins to reduce contamination at busy periods.</p>	<p>The Executive Committee accepts recommendation 5.9.</p> <p>In June 2018, street cleansing arrangements were reviewed to ensure a minimum five day per week cleansing service for all streets in Islington. A dedicated sweeper is now allocated to</p>	<p>The revised street sweeping arrangements means there is a dedicated street sweeper for each street in the Borough, who can respond to local demands and ensure litter is cleared quickly in response to local circumstances.</p>

Scrutiny report recommendation	Executive response	Update
	<p>their own local area. This enables litter clearance and bin emptying timings to be reviewed to consider how peak periods can be better managed. The review is underway and will be completed by April 2019.</p>	
<p>Recommendation 6</p> <p>Ensure that Council policies support waste reduction, re-use and recycling</p> <p>6.1 Review council policies and supporting documents, particularly those that relate to planning, new developments and procurement, to ensure that recycling and waste-minimisation requirements are as stringent as possible. Utilise the advice in London Waste and Recycling Boards 2014 report – Waste management planning advice for flatted properties.</p> <p>6.2 Design all new builds with space and facilities, in individual properties and communally, to enable and encourage recycling</p> <p>6.3 Ensure enforcement options are available if planning conditions on recycling facilities are contravened.</p> <p>6.4 Ensure updated information and advice is readily available for architects, developers and planning officers at all stages of the process.</p> <p>6.5 Emphasise that waste, re-use and recycling is a priority</p>	<p>The Executive Committee accepts recommendation 6 (6.1 to 6.5).</p> <p>In relation to recommendation 6.1, the Council’s Local Plan requires that developers consult with the Council on provision of rubbish and recycling facilities when submitting proposals for new developments. Advice is available to developers setting out the Council’s requirements in relation to recycling and rubbish facilities. Planning conditions require that adequate facilities are provided.</p> <p>The Council will revisit our procurement policies to review how they can be improved to maximise the potential for recycling.</p> <p>In relation to recommendation 6.2, Planning, and the Housing New Builds Team are working closely on an ongoing basis to review proposals for new developments, and to ensure residents moving into these developments have all the facilities and information they need to recycle.</p> <p>In relation to recommendation 6.3, the Planning Team will review enforcement options and procedures in the event that planning conditions on recycling facilities are contravened.</p> <p>In relation to recommendation 6.4, planning policies and guidance for developers are all being reviewed to provide for a more robust framework to ensure new properties actively encourage recycling, not just enable it. Specifically, this includes new requirements within the Local Plan and revised guidelines relating to recycling and rubbish facilities for architects and developers. The revisions consider recommendations and advice from the London Waste and Recycling Board’s 2014 report.</p>	<p>The new draft Local Plan for Islington supports the objectives of Islington’s Corporate Plan.</p> <p>Policy S10: Circular Economy and Adaptive Design commits the Council to ensuring that new developments adopt a circular economy approach to building design and construction. It also sets out policies that developers must adhere to, to ensure good recycling facilities are provided both inside the home and at communal collection points.</p> <p>Policy H4: Delivering High Quality Housing provides detail for developers of new properties to consider ‘how recycling and waste arising from the occupation of the development will be stored, collected and managed, particularly for flatted residential development’.</p> <p>The draft Local Plan also includes Policy ST2: Waste (replacing previous policy CS11) which sets out:</p> <p>A. Development proposals must provide waste and recycling facilities which:</p> <ul style="list-style-type: none"> <li>(i) fit current and future collection practices and targets;</li> <li>(ii) are accessible to all;</li> <li>(iii) are designed to provide convenient access for all people, helping to support people to recycle; and</li> <li>(iv) provide high quality storage and collection systems in line with Council guidance.</li> </ul> <p>The policy goes onto to state that ‘The Council will continue to work with the seven North London boroughs on the North London</p>

Scrutiny report recommendation	Executive response	Update
	<p>Reviews will be completed by September 2019.</p>	<p>Waste Plan to provide sufficient land to meet waste management needs across the seven North London boroughs'.</p> <p>The draft Local Plan is expected to be adopted in late 2020 and will replace the current Core Strategy and Development Management Policy documents.</p> <p>In relation to recommendation 6.3, where there is an established breach of planning control the Council will seek to address that breach. However, as per the national planning practice framework, any enforcement action has to be proportionate to the breach. Therefore, the Council will seek to negotiate compliance first and take formal action if that fails. Formal action will depend on an identified harm to ensure the response is proportionate.</p>
<p>Recommendation 7</p> <p>Work with children and young people</p> <p>7.1 Introduce sessions with children and young people in schools, youth clubs and adventure playgrounds to achieve a better understanding of their attitude to minimising waste, reuse and recycling, and to improve their engagement.</p> <p>7.2 Work with schools, children's centres, youth clubs and adventure playgrounds to establish waste management systems which prioritise recycling and reuse.</p> <p>7.3 Engage with children in recycling by, for example, running competitions or offering schemes, such as ECO schools.</p>	<p>The Executive Committee accepts recommendation 7.1 to 7.3.</p> <p>In relation to recommendation 7.2, the Recycling Team will work with schools to review the recycling facilities to ensure that they all have effective recycling schemes, during the Autumn school term, 2018. The Team will engage with children's centres, youth clubs and adventure playgrounds to review their recycling provision by April 2020.</p> <p>In relation to recommendations 7.1 and 7.3, the Council maintained a resource for delivering recycling based curriculum linked lessons to school children, both within schools and at Islington's own 'i-recycle centre', until 2008. This service was stopped as a result of reductions in central government funding. Although this particular resource no longer exists there are a range of activities taking place in schools and other settings with children and young people to address these recommendations that will continue to be developed and</p>	<p>A recycling and waste reduction page has been set up for schools on the Children's services schools portal. This contains advice about how to set up recycling in schools, free programmes for teachers and pupils, lesson plans and advices about plastic reduction.</p> <p>North London Waste Authority provides free workshops to two schools per year.</p> <p>Two schools have been involved in plastic free schools. A number of schools have been involved in Taste More Waste Less programmes.</p> <p>Schools have been invited to promote recycle week through inserting text to the parents in newsletters and by encouraging their students to produce recycling posters.</p> <p>Bright start has been promoting real cloth nappies, running nappy</p>

Scrutiny report recommendation	Executive response	Update
	<p>monitored through contract management and the Healthy schools service. These include the following:</p> <p>Islington schools and early years settings are involved in the Healthy Schools and Healthy Early Years programmes, which have clear criteria relating to recycling, whereby schools have to describe learning activities relating to environmental issues, including recycling and early years settings need to ensure there are age appropriate opportunities for children to learn how to look after the environment. There also need to be activities and information available for parents and carers to support sustainability including: active travel, recycling or energy saving for settings to achieve the silver award.</p> <p>There are specific school led activities carried out by school staff which engage children with recycling.</p> <p>Commissioned adventure playgrounds and youth providers all have recycling bins within their settings and actively encourage children and young people to use these. Planning and programming throughout the year in adventure play and youth provision has an eco-friendly focus including:</p> <p>Food growing on adventure playgrounds, with composting included in gardening activities</p> <p>Re-using materials for a range of projects, with many materials donated by the local community or acquired through membership with organisations such as the Children’s Scrap Project, (<a href="http://childrensscrap.co.uk/">http://childrensscrap.co.uk/</a>)</p> <p>Working with Greenspace to upcycle old play equipment and use wood chippings from felled/pruned trees</p> <p>Food waste reduction schemes (for example Fare Share) through local stores like Tesco, Waitrose and Budgens so that fruit, vegetables and baked goods can be used for cooking</p>	<p>swaps and imparting information to parents and carers relating to recycling and waste reduction.</p> <p>Other work outlined within the Executive Committee response continues.</p>

Scrutiny report recommendation	Executive response	Update
	<p>sessions or redistributed to local families</p> <p>Adventure playgrounds and 'The Wilderness Project' at the Rose Bowl utilising a 'Forest School' approach: inclusive, hands-on learning in a woodland or natural environment, including opportunities to actively engage in the outdoors</p> <p>The catering supplier for the majority of Islington schools is required to have initiatives in place to reduce food wastage not only for kitchen staff but pupils as well. For example, they run sessions to educate children on the importance of eating your school lunch, trying new foods and not wasting food as well having schemes such as Food ambassadors and the clean plate awards.</p>	
<p>Recommendation 8</p> <p>Work with Residents</p> <p>8.1 Introduce a programme of volunteer recycling champions to help with communication and engagement</p>	<p>The Executive Committee accepts recommendation 8.1.</p> <p>A Recycling Champions scheme will be launched in Spring 2019.</p> <p>Detailed proposals are being reviewed, but the scheme would offer residents the opportunity to support recycling and reuse in Islington through helping at local community events, engaging with neighbours and residents or in other ways to suit the circumstances of the volunteer. The scheme would aim to create greater 'buy in', support of and confidence in the recycling service among residents.</p>	<p>A Recycling Champions web page has been set up and the scheme launched. Social media - tweets and electronic screen messaging have been used to encourage membership. Specific branding and promotional advertising have been put together using A3 and A4 posters and A5 leaflets. Community Centres and libraries have all been sent posters for display and all councillors leaflets for their use.</p> <p>Part of caretaker training has involved a section on the Champions scheme and encouraged awareness and participation amongst caretakers.</p> <p>A training pack, materials and workshops are in the process of being finalised. A dedicated Recycling inbox for communication purposes will be set up shortly.</p> <p>More than 50 local residents have now signed up as Recycling Champions and a formal launch event is being planned for February.</p>

Scrutiny report recommendation	Executive response	Update
<p>8.2 Involve residents in significant decisions about siting or re-siting bins, or changes in the type and number of bins on their estates</p>	<p>The Executive Committee accepts recommendation 8.2.</p> <p>When recycling sites are added, removed or relocated, all relevant parties are generally consulted with as normal practice. For example, when new communal recycling sites were installed on estates across Islington as an alternative to ineffective door to door collections, a full consultation process was implemented, involving caretakers, housing staff, resident associations, residents and councillors, to ensure the locations chosen were in the right place for residents.</p> <p>There may be situations where a recycling site needs to be removed or relocated for important reasons, in which case full consultation may not be appropriate.</p> <p>We will ensure that these procedures are followed and will review and update these procedures where necessary.</p>	<p>Procedures are in place to ensure this happens.</p> <p>For example, as part of the Andover Estate recycling and refuse site improvements, a survey was commissioned with residents to identify their attitudes towards recycling and their preferred deposit points, to ensure the right capacity is provided at locations around the estate.</p> <p>Separately, a resident survey was commissioned on Highbury Quadrant to get feedback on the chute recycling arrangements on the estate, which will be used to inform other similar schemes elsewhere.</p>
<p>8.3 Update procedures so that residents are clear on how, and to whom, they report recycling issues on their estates. Procedures should include feedback on the issues.</p>	<p>The Executive Committee accepts recommendation 8.3.</p> <p>We will review guidance on our website, and partners' websites (Housing, RSLs etc) to give clearer advice on how to report problems relating to recycling. Feedback is already provided where practical. This will be completed by September 2019.</p>	<p>Work on this recommendation has focussed on procedures to be used as part of the new back office system which will now be introduced later in 2020.</p>
<p>Recommendation 9</p> <p>Promote pedestrians' and cyclists' access to recycling and re-use facilities at the Household Reuse and Recycling centre, at the site itself and in Council communications, including the website</p>	<p>The Executive Committee accepts recommendation 9.</p> <p>Signage at the site entrance and information on the Council's website will be reviewed and improved by April 2019.</p>	<p>Information on our website has been updated and clearer, more visible signage installed at the Hornsey Street entrance to the HRRC.</p>
<p>Recommendation 10</p> <p>Re-use on estates</p> <p>10.1 Provide facilities on estates for residents to leave</p>	<p>The Executive Committee accepts recommendation 10 (10.1 to 10.2).</p> <p>The LOOP reuse project was an externally funded project to set up a bulky waste reuse project on the</p>	<p>Local organisation Bright Sparks are building on the work of the LOOP project and has expanded its operations significantly, providing services to residents in</p>

Scrutiny report recommendation	Executive response	Update
<p>reusable furniture for other residents or for collection by reuse organisations, such as Bright Sparks.</p> <p>10.2 Work with third-party organisations to operate more re-use and recycling projects, similar to the Andover LOOP project.</p>	<p>Andover Estate. Similar projects were operated on four other estates in other Boroughs. The project successfully delivered reusable items for reuse by residents and Bright Sparks and involved active participation of onsite caretakers and two local resident volunteers. Although the project has stopped for now, due to the funding coming to an end, it provides the basis for reuse projects there and on other estates.</p> <p>The Community Engagement Team will lead on reviewing the outcomes of the LOOP project, to see whether reuse projects can be sustainably run on estates without significant additional resource. They will also develop proposals for one-off community ‘spring clean’ events, giving residents an opportunity to clear out and reuse unwanted items.</p> <p>The team will aim to deliver the first of these events during the spring/summer of 2019.</p>	<p>a number of boroughs across North and West London.</p> <p>The Recycling Team are working with the Community Development Team and Housing to increase bookings for the existing and free Reuse service offered by Bright Sparks.</p> <p>We have worked with the charity and the housing team to find a best approach to increase reuse on estate.</p> <p>The Recycling Team, with Housing and Bright Sparks have reviewed options for providing the best reuse service to estate residents. Drop off points for reusable items are subject to various practical problems, require space and supervision and are subject to misuse. Therefore, we are promoting the Bright Sparks service to the residents of 3 estates in Caledonian Road area: Caledonian, Westbourne and Bemerton Estates.</p> <p>A new leaflet has been distributed to all the households on the estates. Information appears on electronic display screens and the Recycling Team attended a community day on Caledonian estate on 19th October to promote the service in partnership with Bright Sparks.</p> <p>As part of the promotion we are also promoting Freegle and TipTapp apps. Freegle also attended the event on 19th October.</p> <p>We will be publishing a story in Christmas edition of Islington Life on how to have a waste free Christmas and encourage residents to try Freegle and Tiptapp.</p> <p>Our website is being reviewed to ensure that we sign post</p>

Scrutiny report recommendation	Executive response	Update
		residents to reuse services and apps whenever possible.
<p>Recommendation 11</p> <p>Review the work carried out by the Waste Minimisation and Recycling Team</p> <p>11.1 Ensure that available resources respond to the priorities as effectively as possible.</p> <p>11.2 Investigate as to whether there are additional resources to support the work of the team that can be funded within current limits or through third parties.</p> <p>11.3 Consider whether there are tasks that can be undertaken more effectively by other teams.</p>	<p>The Executive Committee accepts recommendation 11 (recommendation 11.1 to 11.3).</p> <p>The work of the team is under constant review by the Head of Street Environment Services to see how best to utilise the 3.8 'Full time equivalent' (FTE) posts within it, the other resources within Street Environment Services and elsewhere in the Council. External funding sources are used where possible (such as grant funding opportunities) and some tasks have been reallocated to other teams to enable to team to focus on the Council's corporate priorities relating to recycling and waste minimisation.</p>	<p>With a number of work streams aimed at delivering substantial efficiencies within Street Environment Services, Public Realm and the wider Council, it has not been possible to allocate additional resources to the Recycling Team.</p> <p>However, we continue to seek external funding opportunities. For example, successful funding applications have been made to support the Small Change Big Difference campaign and an application has been made to the GLA's Good Growth Fund to support electrification of the Council's fleet. Ward Improvement Funding is supporting improvements to recycling and waste sites on the Andover Estate and we are working with external partners on the delivery of new water fountains.</p> <p>The work of the team has been reviewed with a number of work areas transferred to other teams as appropriate.</p>

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# Impact of ULEZ on Council Fleet and Replacement of Fleet Vehicles

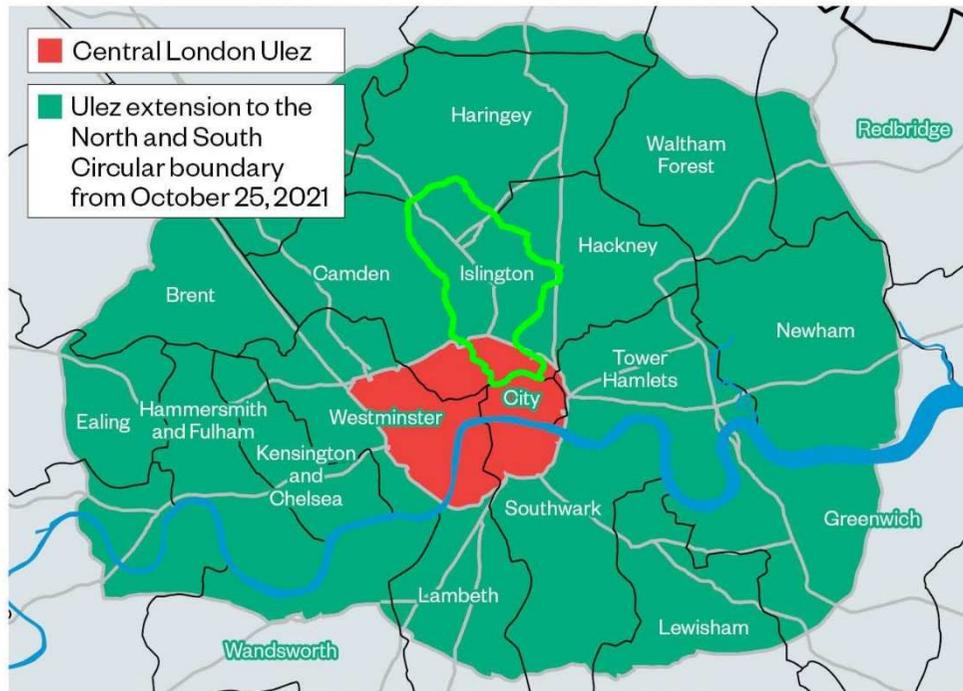
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**Mark Smith**

**Corporate Fleet and Transport Manager**

13/01/2020

Agenda Item B4



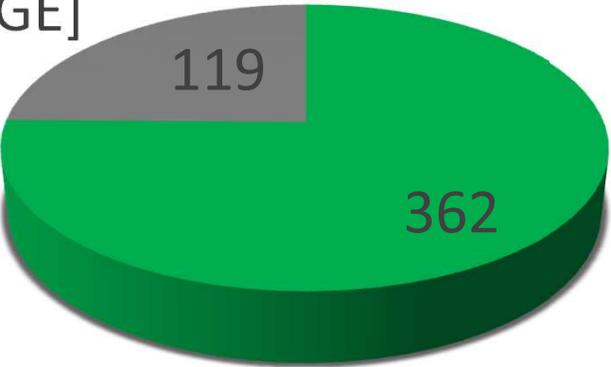
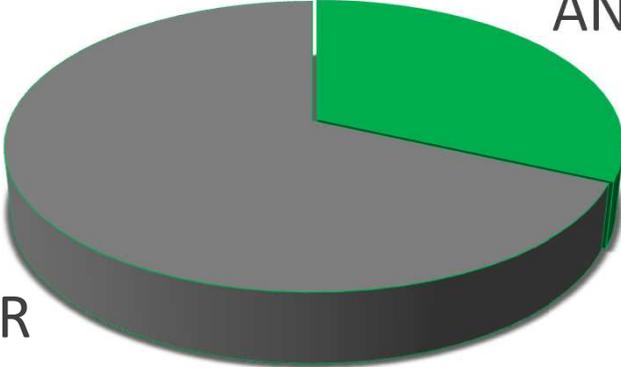
Central ULEZ commenced April 2019

ULEZ extension due from Oct 2021

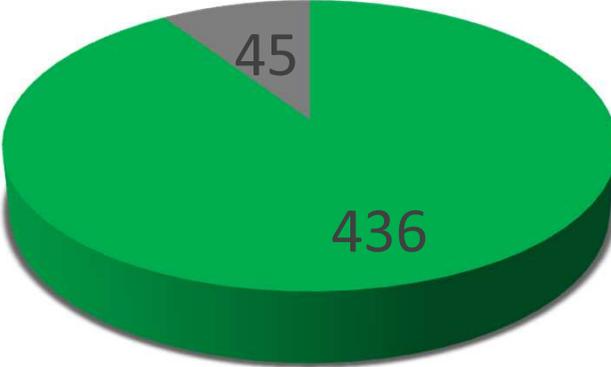
The minimum emission standards required for vehicles to not be subject to ULEZ charges are Euro VI/6 Diesel and Euro 4 Petrol

Daily charges for non compliant vehicles are:  
£12.50 for cars and vans up to 3.5t £100 for large vehicles

2017/18 – 32% [CELLR ANGE] 2018/19 – 75%



2019/20 – 90%

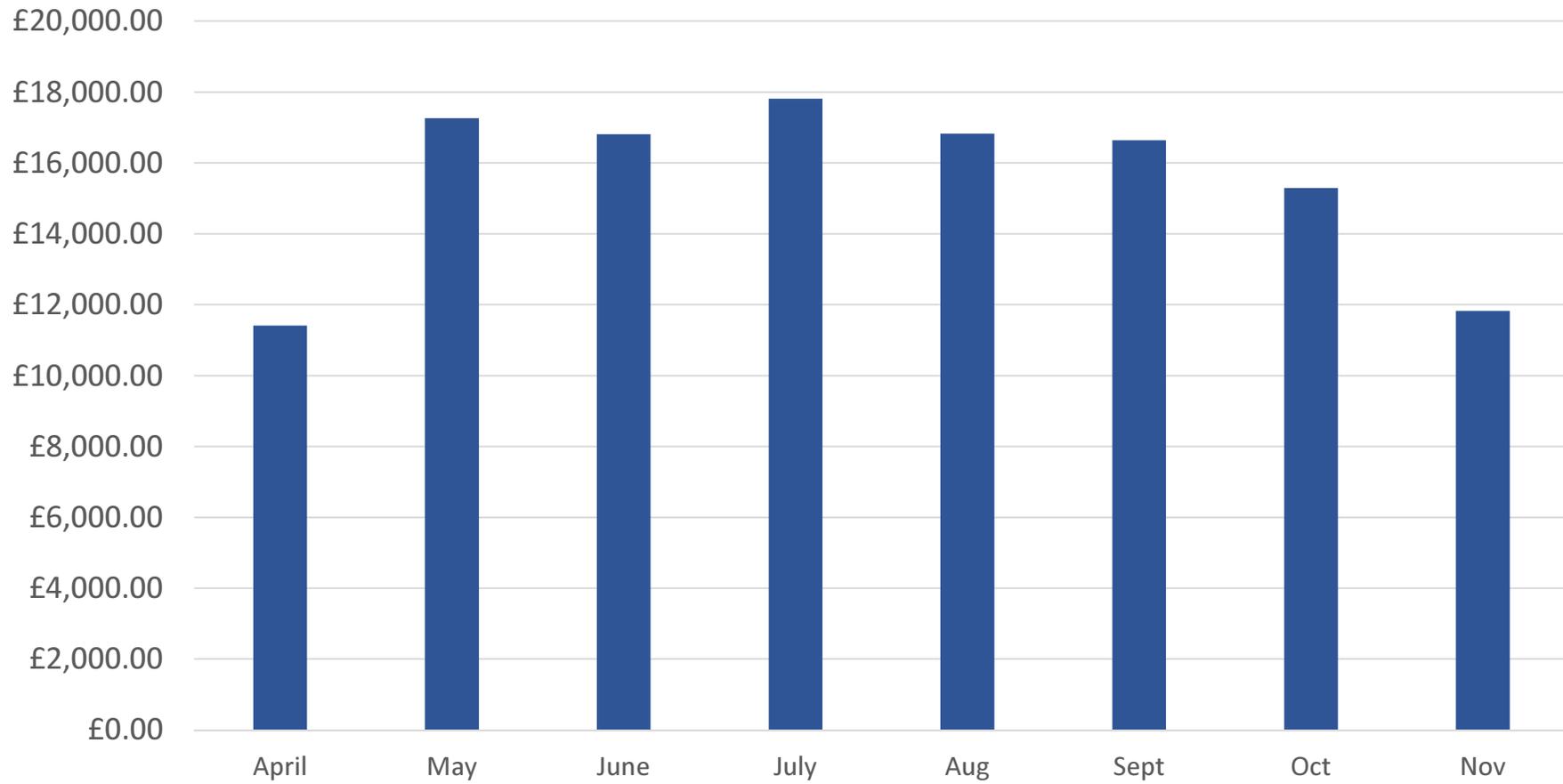


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[CELLR ANGE]



### ULEZ Monthly Total Cost 2019

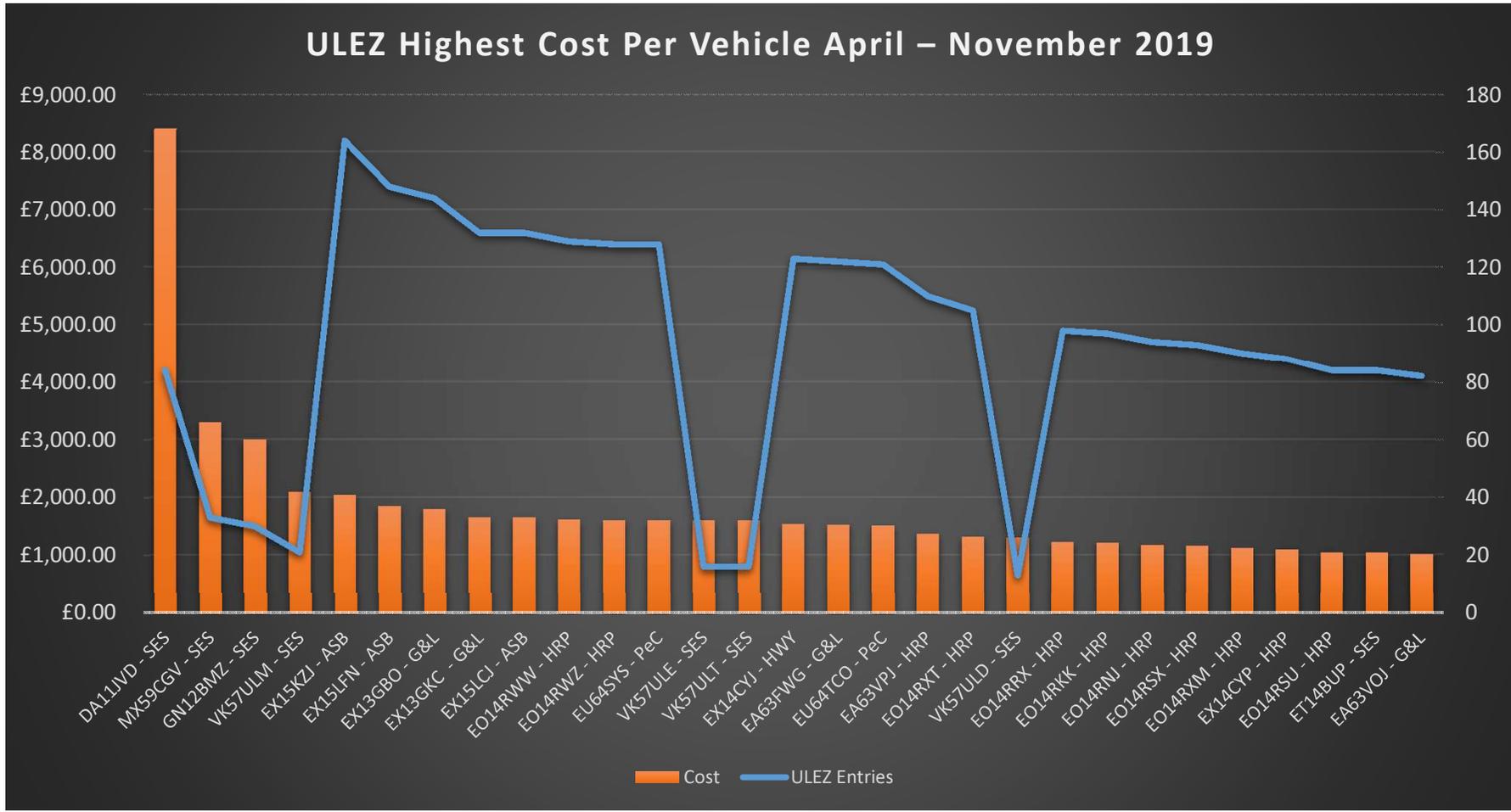


ULEZ commenced April 8<sup>th</sup> 2019



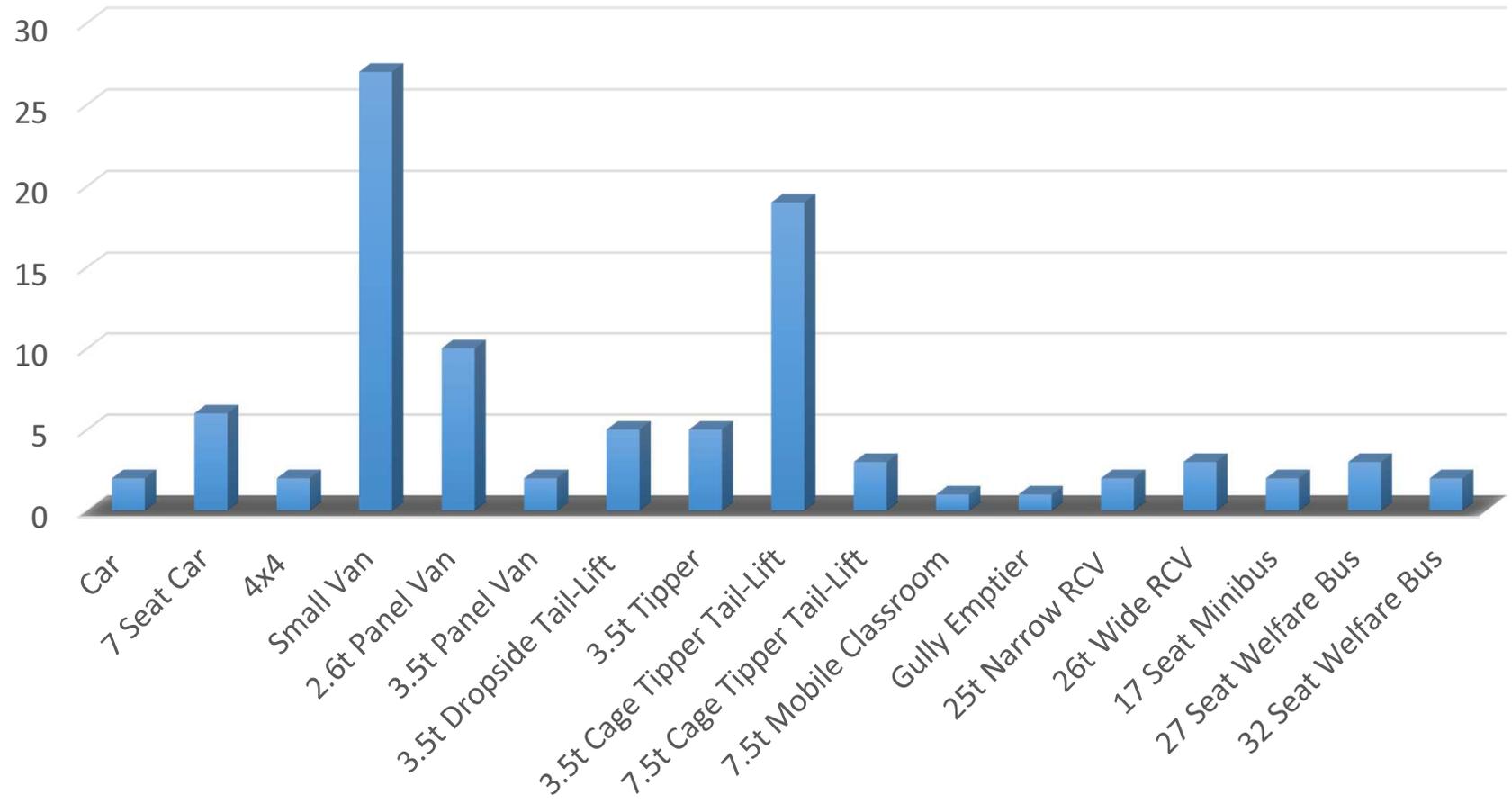
# Highest ULEZ Costs (Over £1000 per vehicle)

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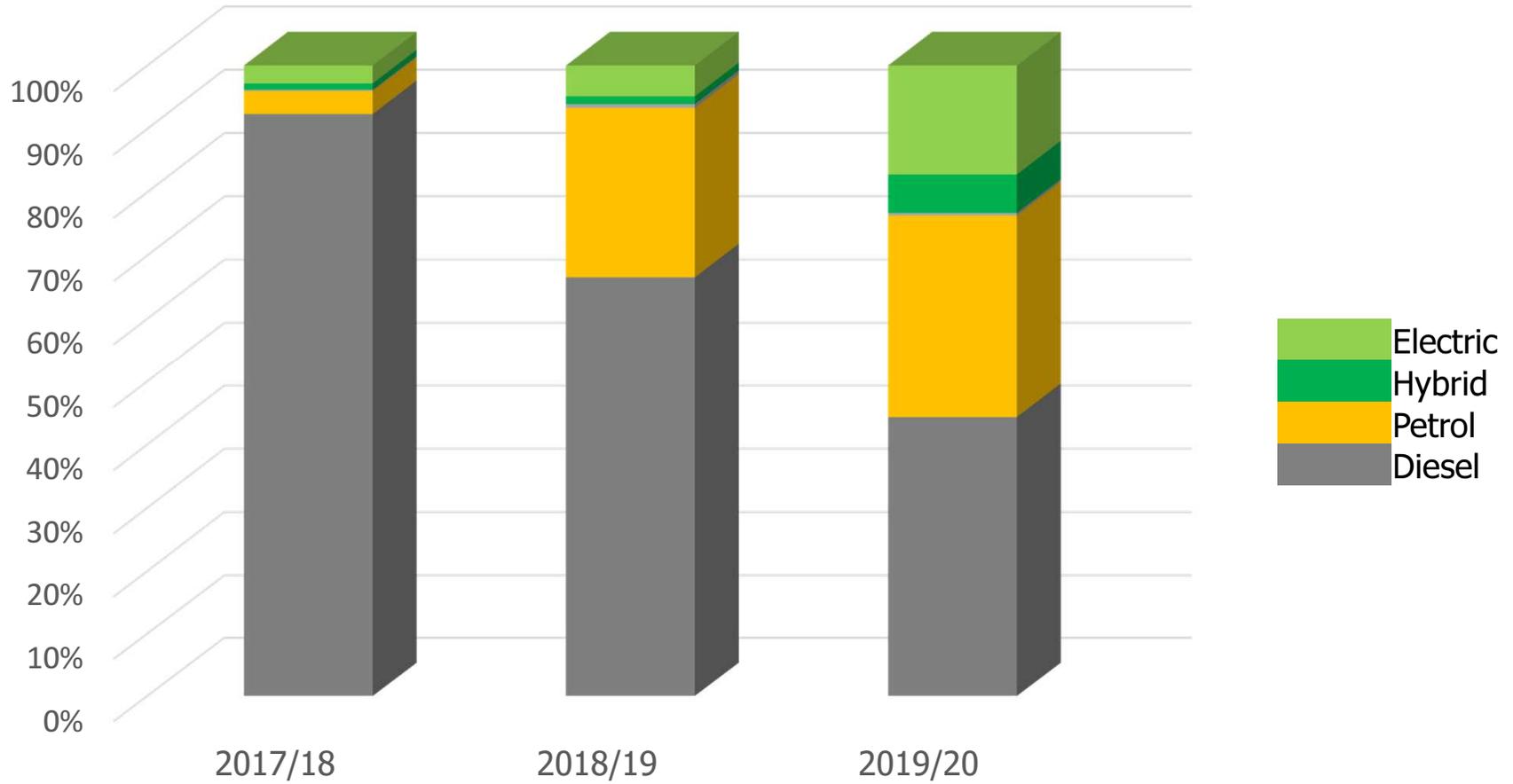


# Non ULEZ Compliant Fleet Vehicles for Replacement

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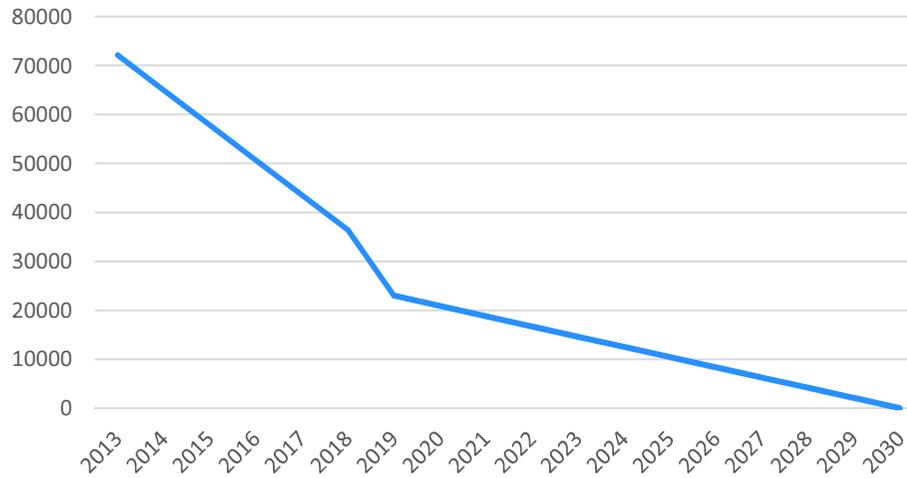
Percentage of Vehicles by Fuel Type



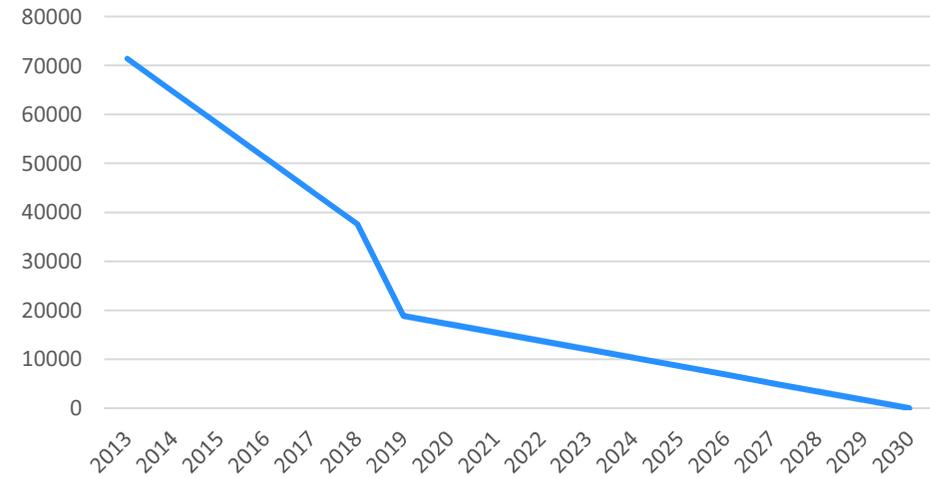
# Tailpipe Emissions Reduction Whole Fleet – gram/year

## Particle Matter (PM2.5) and Oxides of Nitrogen (NOx)

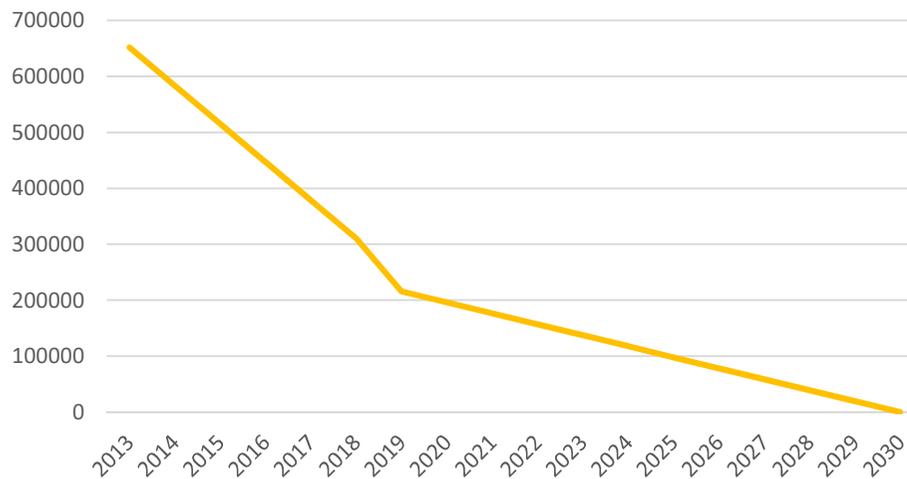
PM2.5 Light Vehicles



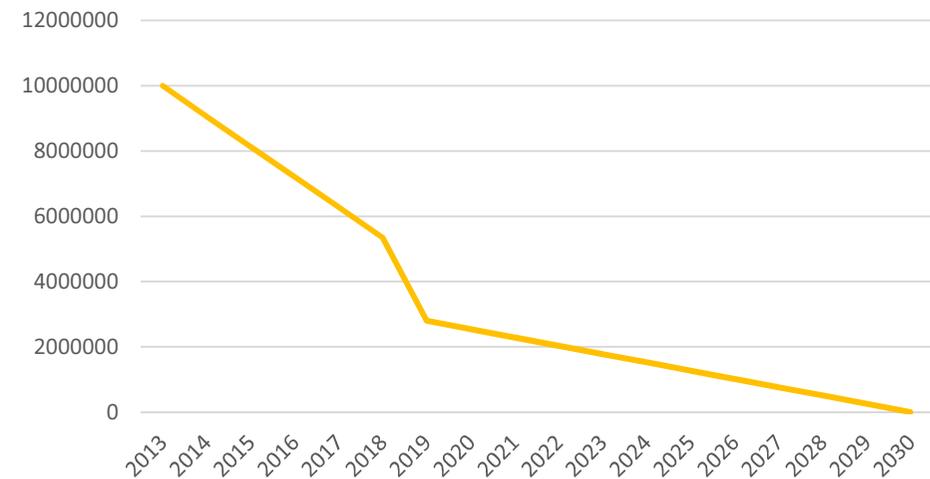
PM2.5 Heavy Vehicles



NOx Light Vehicles

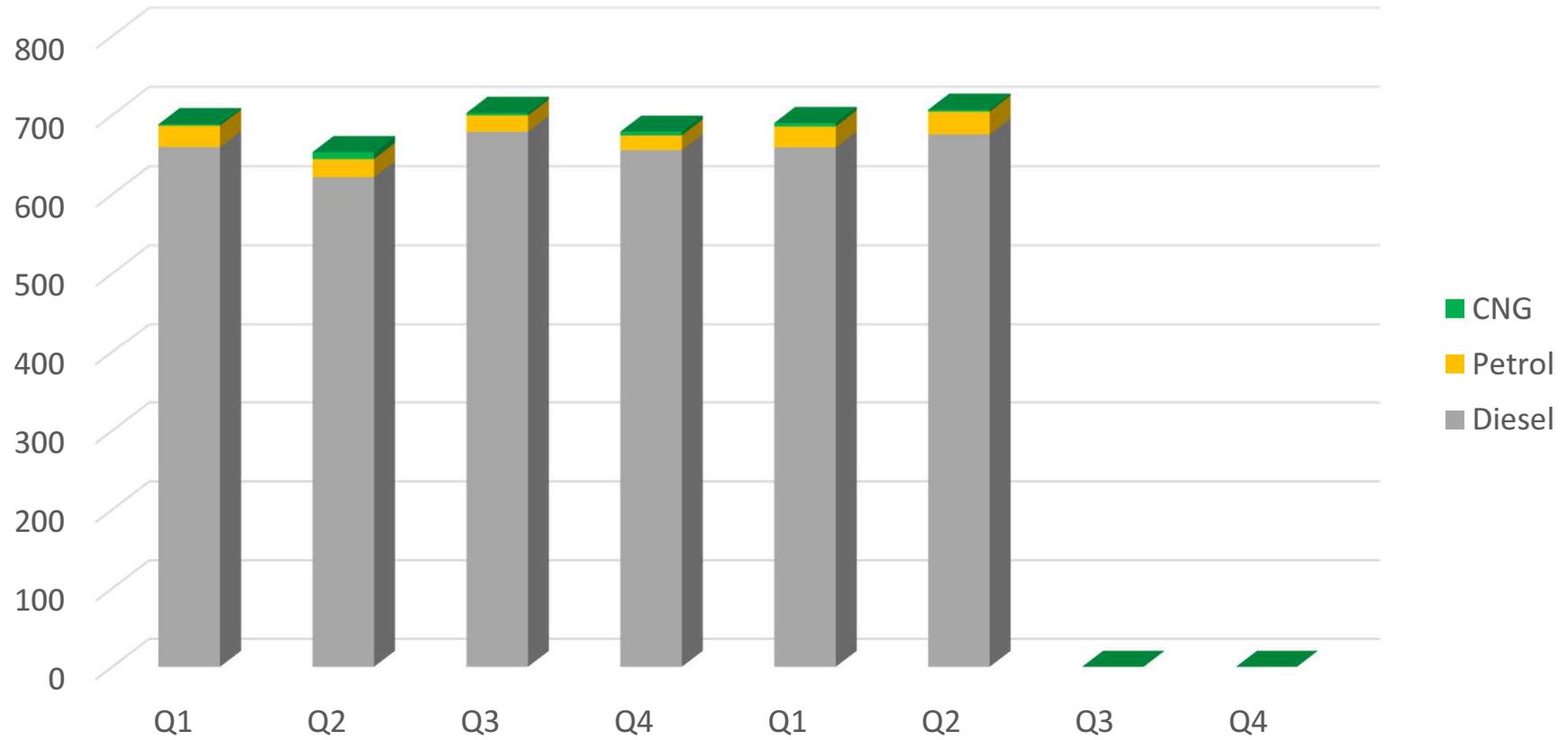


NOx Heavy Vehicles

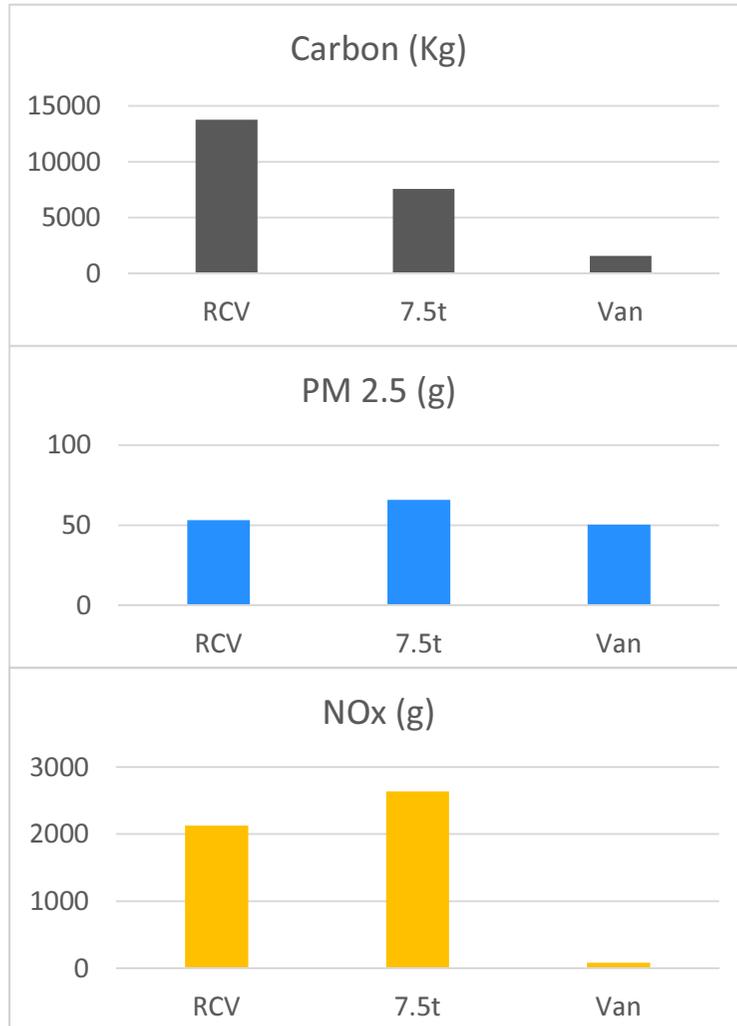


# Carbon Emissions from Fleet Fuel Usage (tonnes)

Financial Year 18/19 and 19/20



## Reduction of Annual Emissions of Individual Diesel Vehicles by Type when Replaced with Electric Vehicles (estimated)



- Diesel fuel has a carbon value of 2.62kg per litre
- Grid Electricity presently has a carbon value which equates to roughly 25-30% of diesels value
- The Councils cleanest diesel vehicles conform to Euro VI (heavy) and Euro 6 (light) emissions standards for exhaust tailpipe output
- Quantities of Particulate Matter 2.5 and NOx equivalent to these standards are shown
- Electric vehicles have no tailpipe emissions

## ENVIRONMENT & REGENERATION SCRUTINY COMMITTEE

### SCRUTINY TOPICS AND WORK PROGRAMME 2019/20

#### **13 JANUARY 2020**

- 1) Household Recycling –12 month report back
- 2) Procurement of Council Fleet Vehicles/ULEZ and its impact
- 3) Q2 Performance Report (2019/20) – Environment & Transport
- 4) Quarter 2 Performance Report (2019/20)- Employment & Skills
- 5) Work Programme 2019/2020

#### **4 FEBRUARY 2020**

- 1) Air Quality – Officer update
- 2) Scrutiny Review: Witness Evidence
- 3) Work Programme 2019/2020

#### **16 MARCH 2020**

- 1) Scrutiny Review: Draft Recommendations
- 2) Housing Services for Vulnerable Review – Officer update
- 3) Work Programme 2019/2020

#### **21 APRIL 2020**

- 1) Scrutiny Review: Final Report
- 2) Q3 Performance Report (2019/20)- Employment & Skills
- 3) Q3 Performance Report (2019/20) – Environment & Transport
- 4) Work Programme 2019/2020

#### **9 JUNE 2020**

- 1) Work Programme 2020/2021
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