



**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 virtual meeting on 29 September 2020.

Link to meeting: <https://weareislington.zoom.us/j/99180191586>

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Despatched : 21 September 2020

### Membership

To be agreed at the Annual General Meeting on 24 September 2020

### Substitute Members



**A. Formal Matters** **Pages**

1. Apologies for Absence
2. Declarations of Substitute Members
3. Declarations of Interest

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

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

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

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

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

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

4. Minutes of Previous Meeting 1 - 6
5. 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.	Membership, Terms of Reference and Dates of Meetings	
2.	Scrutiny Review: Behavioural Science - Draft Report and Recommendations	7 - 22
3.	Angelic Energy - Update	
4.	Low Traffic Neighbourhoods/People Friendly Streets - Presentation	23 - 40
5.	Quarter 1 Performance Report 2020/21- Environment and Place	41 - 50
6.	Annual Report of the Executive Member for Environment and Transport - 2019/20	51 - 58
7.	Scrutiny Topics and Work Programme 2020/2021	59 - 60

**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 16  
November 2020

London Borough of Islington

## **Environment and Regeneration Scrutiny Committee - 28 July 2020**

Minutes of the virtual meeting of the Environment and Regeneration Scrutiny Committee held on 28 July 2020 at 7.30 pm.

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

**Also Present: Councillor:** Champion

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

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

Apologies were received from Councillor Hamitouche. The Chair stated that the Committee would wish to send their best wishes to Councillor Hamitouche for a speedy recovery

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

There were no declarations of substitute members

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

There were no declarations of interest

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

**RESOLVED:**

That the minutes of the meeting held on 29 June 2020 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

**375 CHAIR'S REPORT (Item 5)**

The Chair said he had attended various meetings in Islington about the environment. At one meeting with the MP for Islington North the NLWA had been raised following on from our early meeting.

The Chair added that Islington's plans for Low Traffic Neighbourhoods, which had been discussed at this committee, are emerging as an important issue of a lot of concern locally, he had heard that there had been a significant number of people objecting from outside Islington Town Hall, however there had also been support within the Borough. He emphasised the importance of encouraging people to give their views on the 'CommonPlace' web-site.

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

The order of business would be as per the agenda

**377 PUBLIC QUESTIONS (Item 7)**

The Chair outlined the procedure for Public questions

378

**BEHAVIOUR CHANGES - INTRODUCTION TO APPLIED BEHAVIOURAL SCIENCE AND ITS IMPACT IN LOCAL GOVERNMENT - PRESENTATION BY IMPOWER (Item B1)**

Debbie Crossan and Geoff Hinks, IMPOWER, made a presentation to the Committee, a copy of which is interleaved

During consideration of the presentation the following main points were made –

- IMPOWER had worked with Local Authorities to develop strategies to change behaviours and develop interventions to do this. Small changes often can make a large impact
- Complex problems – noted that some behavioural changes may work in one situation and not necessarily in others. Local Authorities are seen as a complex problem and there is a need for behavioural science as people do not always act rationally and strategies are needed to deal with this. Communication programmes need to target awareness and there is a need to understand behaviours in order to influence them
- Behavioural science tools – a number of these are used to solve complex problems
- Does behaviour matter? COVID has shown that people’s behaviour can be changed and there has been a significant shift in behaviour due to COVID
- Important issues – there needs to be compliance with behavioural change e.g. wearing of face masks, and COVID has presented the opportunity to implement change. A survey has indicated that two thirds of people feel that climate change is as important as COVID
- Is it ethical to change behaviour? Choices can be presented to people to influence the one that is taken, it is about the right thing to do at the time whilst letting people actually make the choice – examples are the ‘eyes’ campaign and other initiatives as highlighted in the Brent slide
- There is often a need to present choices in a novel way in order to get interest and engagement
- Applying behavioural science – Investigation, trial design and complete investigation are needed when applying behavioural science
- Behavioural change challenge - can achieve significant change through simple interventions, help to influence change to influence desired behaviours and support local authorities to achieve financial goals and achievement of outcomes
- In response to a question as to the success of the scheme involving the mural in the reduction of fly-tipping and graffiti it was stated that it was felt that this had been successful as it had involved the community and therefore they felt that they owned it. A Member referred to the ‘eyes’ campaign and that this could be seen as the Council watching residents and that this was not an impression that she felt should be conveyed in Islington, although she recognised that all Councils were different
- Noted that there is a financial cost to implementing change and that behavioural change often needs to be reinforced

- There is also a need to think about 'long term' goals and that there is an opportunity to build team skills to get a more long term sustainable approach
- It was felt that the pandemic had shown the importance of community and communication, and the positive thing was that communities coming together and supporting each other
- In response to a question it was stated that if there is a need to discourage car use, there is the need to look at peoples motivations for car use and challenges, and to stress the importance of essential issues such as the effect on climate change, health of children etc. so that people adapted and changed their behaviour
- It was stated that COVID had enabled the Government the opportunity to effect behavioural change, and that the public looked to Government and Local Authorities for clear messages, and in some instances the Government's messages on COVID could have been clearer. The message needs to be as simple as possible in order to communicate effectively

The Chair thanked Debbie Crossan and Geoff Hinks for their presentation

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#### **QUARTER 4 PERFORMANCE REPORT (Item B2)**

Councillor Champion, Executive Member Environment and Regeneration was present for discussion of this item. Keith Townsend, Director of Environment and Regeneration was also present

During consideration of the report the following main points were made –

- Members were informed that changes had been made to the format of the report and she would welcome Members comments in this regard
- It was stated that there had been an improvement in recycling figures from 27.1% in quarter 3 to 31.8% in quarter 4, giving a yearly total of 29.6%
- Residual waste was 353kg which is one of the lowest figures ever
- In response to a question, the recycling targets were 33% by 2020, and 36% by 2025, and the recycling rate was still one of the highest in London, however Islington did not have the benefit of organic waste recycling, which some outer London Boroughs had. Contamination of waste is also an issue and work is being undertaken on this
- Reference was made to the need to target food waste and that work is also taking place on a low plastic zone, in order to expand this with businesses
- In response to a question on recycling and challenges in tower blocks and difficulty of elderly people to use communal recycling areas, as these were usually situated at the bottom of the block, hence the use of refuse chutes, meeting was informed that work is taking place with tenants to get them to use recycling facilities and assist elderly neighbours in this area by encouraging caretakers and concierge to take a proactive role. The Corporate Director acknowledged that a lot of work is required on individual estates and importantly changing the behaviour of its residents. It was noted that in the past tenants had been encouraged to use refuse chutes, however behaviour change is required in general about recycling. Members were reminded that

there are both physical and financial challenges especially with retrofitting some estate blocks.

- Approximately 50% of estates had a food waste service, and this is being rolled out to other estates, however it is an expensive service and is not well used at present
- In response to a question about the increase in fly tipping it was stated that it was unclear whether this was a trend, however COVID would no doubt lead to an increase
- A Member referred to the number of deaths/injuries to residents on roads, and if there were any more up to date figures available. It was stated that the figures were for 2018, however measures introduced would hopefully have the effect of reducing these numbers
- In response to a question on carbon emissions it was stated that following the electric refuse vehicle trial a vehicle had been purchased and is due for delivery later in the year
- It was noted that the Council has plans to reduce emissions from its Council fleet, however this is expensive process and at present modelling is taking place to move away from its diesel fleet in the next 10 years
- Members were informed that GLA funding had been agreed for £1.5m which will assist in the infrastructure for its fleet, which the Council is match funding.
- In response to a question it was stated that the Council's fleet is a small part of the Council's net carbon strategy, and further work needed to take place

The Chair thanked Councillor Champion and Keith Townsend for attending

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**REDUCING SINGLE USE PLASTICS IN ISLINGTON (Item B3)**

Matthew Homer, Street Scene and Strategy Manager presented the report on Single Use Plastics.

During consideration of the report the following main points were made –

- It was stated that some of the actions proposed had been delayed due to COVID, however these would be actioned once it is practical and safe
- A Member expressed concern at the number of discarded pieces of PPE in the street, such as gloves and masks, and there is a need to think how the Council deals with this issue, such as an information campaign
- A Member also stated that there is a challenge to reduce the use of single use plastic, whilst still keeping safe in the pandemic
- In response to a question it was stated that contracts with film companies specify not to encourage single use plastic, but there were challenges to reducing this. The Street Scene Strategy Manager stated that Council is hopeful that when the pandemic ends there will be a return to more normality ,where there will be a move away from single use plastic
- It was stated that there has been ongoing discussion across London about how to address the noticeable disposal of PPE, and discussions were taking place with London Boroughs and the GLA on a campaign to encourage people to dispense of PPE in a sensible manner. Reference was made to the

need to encourage people to wear reusable face masks, and it was stated that this could be discussed with the Council's communications team

The Chair specially thanked Matthew Homer for attending during his holiday

**381 WORK PROGRAMME 2020/2021 (Item B4)**

**RESOLVED:**

That, subject to the addition of a report on Low Traffic Neighbourhoods to the September meeting, the draft work programme be noted

The meeting ended at 9.45 pm

**CHAIR**

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## **Behavioural Change/Science**

# **DRAFT REPORT OF THE ENVIRONMENT & REGENERATION SCRUTINY COMMITTEE**



**London Borough of Islington  
September 2020**

## **CHAIR'S FOREWORD/EXECUTIVE SUMMARY**

**The key to achieving Islington's 2030 carbon-neutral target ultimately lies in changing behaviour. The Council need to consider longer-term goals in achieving this, however shorter-term measures proposed in our recommendations will enable the Council to start the process of achieving these aims**

**The Council therefore needs to understand, and comprehensively adopt, an assessment of users behaviour, and the monetary or psychological incentives to change such behaviours, if necessary**

**The Committee are of the view that all relevant Environment and Regeneration services, which require citizens in the Borough to change their behaviour, such as recycling, should be delivered using evidence-based behaviour science**

**Adopting behavioural change in Environmental services is about an effective uptake of Council services, that in the long-term could frequently save money for the Borough, promote good behaviour, and result in indirect savings in other departmental services e.g. more active travel, cleaner shared space, and cleaner private spaces, and less anti-social behaviour as there are costs in health care, street cleaning, and officer time spent on patrolling streets**

**Behavioural change campaigns would include the 'kit' (e.g. brown boxes for household waste), a strategy (an appropriate and effective mix of social media, targeted/untargeted e mails, door knocking, street-signs, letters delivered, press campaigns etc.), and the wording on the communications material**

**The Committee are of the view that the Council could often make it easier for behavioural change to occur, such as in some instances of recycling on estates. Messages by leafletting, financial incentives, and general communication to residents should be looked at, together with appropriate investment in 'kit', with a view to changing behaviour and getting the right message across to residents. Behavioural change is about making things easier for residents, and this may require investment in the right 'kit' to enable them to do this. Effective messaging and providing the right equipment, in order to enable the residents to effect change is key**

**The Committee believes that by achieving communication methods that result in behavioural change is not simple or easy. It requires tailoring communications to the audience. It can be counter-intuitive, and successful results in terms of the behavioural change can sometimes be in the order of 5% or 10%, rather than a dramatic 40%**

**The ultimate aim of the scrutiny is that its findings, recommendations, and the outcomes of such recommendations may in some cases act as a 'toolkit' for other directorates, in order to pilot and set up their own behavioural change units which can lead to more effective delivery, and uptake of services, and that the use of more appropriate communications will support a better uptake in services**

**Ultimately, the aim is that all Council communications, especially those aiming to achieve the Borough's 2030 carbon neutral target, will be evidence based. This could be delivered ultimately through the Corporate Communications team, with specific specialisms for department delivery, as well as cross-cutting issues. The evidence from the scrutiny is that this could be self-financing, as the costs can be funded from successful behaviour change projects. There is a need for evidence and lessons learnt in any trials to be disseminated effectively amongst appropriate staff, to understand the processes necessary to change behaviour.**

**The Committee are of the view that an introductory pilot/s of a selection of Environment and Regeneration Services should be carried out in order to assess the effectiveness of behaviour change. The report suggests adopting a 'trial and error' approach, as the evidence suggests behavioural change solutions are not 'one size' fits all for all Boroughs, and ideally this unit should be experts in the field**

**There are funding opportunities available to address tackling environmental issues and behavioural change projects are eligible e.g. tackling air pollution Mayors Air Quality Fund can fund a behavioural change pilot that looks at improving cycling uptake and reduce cycling on pavements. There will also be the need for some initial 'pump prime' funding to be provided to enable the pilot/s to be initiated**

## **DRAFT RECOMMENDATIONS SCRUTINY REVIEW – BEHAVIOURAL CHANGE**

That the Executive be recommended, with a view to supporting the effective implementation of the Council's Zero Carbon strategy –

- a)** That given the success in a number of other Local Authorities of effective behavioural change being implemented, an appropriate organisation be engaged to undertake a pilot/s project to investigate the provision of applying behavioural change. The pilot project/s should be determined from the Council's 5 key areas to achieve the Zero Carbon strategy by 2030, in order that areas can be identified for trial projects for environmental change. The pilot project/s should be determined by the Director of Environment and Regeneration, in consultation with the Chair/Vice Chair of the Committee, and Executive Member Environment and Transport and Head of Corporate Communications
- b)** That in view of the need for 'cross cutting issues to be addressed effectively across Council areas, Departments should work closely together to ensure a clear message is communicated to residents, in order to avoid duplication and ensure a consistent message is conveyed
- c)** That appropriate 'pump prime' funding be made available for the behaviour change process to be understood, and implemented, and for the pilot project/s to be trialled

- d)** That following the completion of the pilot project, an analysis take place of the effectiveness of the project, with a view to promoting further work on behavioural change within the Council, via an appropriate organisation, or by the creation of an 'in house' team within the Council in order to promote behavioural change and continue to monitor the impacts/effectiveness of behavioural change schemes adopted. Such analysis should be imparted to other Council staff, in order that knowledge can be embedded amongst staff
  
- e)** That in view of the recommendations above a behavioural change 'toolkit' be created, and consideration be given to the creation of this in liaison with an appropriate organisation
  
- f)** That, in conjunction with recommendation a) above, an appropriate organisation be engaged to undertake a pilot project to investigate the provision of applying behavioural change in relation to the appropriate communications of a selection of Environment services e.g. a more localised approach that can target messages to the resident, rather than more generic national messages. Specific targeted messages to people who have moved residence are far more effective than on the general population, as they are not set in their ways in their commuting patterns
  
- g)** That consideration be given to a more localised approach to communications that can target messages to the public, rather than more generic messages that are often not as effective as they could be
  
- h)** That, in view of (d) above, consideration be given as to whether an officer should be responsible for communications within corporate communications team at a specific departmental level, in order to ensure a more targeted approach is taken
  
- i)** That the Council seek funding opportunities to support the pilot and long-term implementation of behavioural change activities e.g. funding from Government, Mayor of London, other organisations, the LGA etc. The Government is supportive of behavioural change approaches, and the Mayor of London and other organisations have various funds that support tackling environmental issues and behavioural changes

- j) That by way of implementing (a) – (i) above, to engage with Islington’s compliance teams who have an evidence base of ideas that have/have not worked. Islington has various ‘Doing the Right Things’ compliance teams. These teams may have ideas as to what works/does not work, e.g. Bin your Gum campaign, funded by Mars/Wrigley reduced abuse by 50% at Farringdon Station and is now being rolled out across the borough. The Committee also understands that the ‘Thoughtless Dog Owners – We are watching you’ campaign has been successful

The aim of the review is to consider ways to change behaviours of both individuals, and organisations/businesses in all areas of activity that will help Islington Council achieve its 2030 environmental targets.

## **Evidence**

The review ran from September 2019 to July 2020, and evidence was received from a variety of sources:

### **Witnesses:**

Presentation from Islington's Communications Team.

Presentation on Behavioural Science from Professor Ivo Vlaev of Warwick University and Amy Jones of Ernst Young LLP.

Presentation received from Debbie Crossan and Geoff Hinks, IMPOWER

### **Objectives:**

To consider suggestions that help Islington Council achieve its environmental targets

## **Summary of Findings**

Accessibility to data and developments in psychology, (for example in the popular work of Daniel Kahneman who has won Nobel Prizes in both economics and psychology), has led to a lot of interest from Government. At one point the Government had its own Nudge unit. The phrase Nudge Economics was invented by two US Academics – Thaler and Sunstein

Human behaviour greatly affects wealth, the environment and society, and importantly in light of the current climate of financial insecurity, IT adds another layer of complexity and challenge. The Committee noted that unhealthy behaviours like smoking, obesity, and healthcare associated infections, are related to the choices people make

The realisation of the need to influence behaviour change in all aspects of society has resulted in institutions and government applying behavioural insights into 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

Applying behavioural science has resulted in improving health outcomes, for example the dramatic fall in levels of smoking across adults in the UK, although this has not been in the case of the poorest members of the society. There is a recognition that behaviour changes of smokers is due to a combination of factors, such as price rises, social marketing campaigns, and public smoking bans

Three conditions are necessary and sufficient for the performance of a specified behaviour, 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, issues to consider are the level of knowledge, awareness and mental stamina in order to engage in understanding and reasoning. The question that needs to be addressed, is whether people will be able to understand the message, will they find it difficult to understand, and is there a role for tools to assist in understanding and reasoning

In terms of opportunity, the Committee were informed of the importance of having environmental infrastructure and technology in place, in order to support and sustain the behaviour, as there is clear evidence to confirm how people are affected by their environment

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

The Committee received evidence from Professor Vlaev that models on behavioural insights have shown that when human beings receive information, this 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 tends to avoid losses, and acquire gains, in their decision making process

Nudge theory or economics challenges previous theories and practices of addressing human behaviour. It recognises first that the environment has a big impact and questions what can action can be taken about human irrationality. Nudge economics recognises that instead of telling people what to do, it needs to work with human nature to effect change

Nudge means pushing people gently, not shoving or forcing them, or persuading them into new and better behaviours, which would result in cost effective measures

Professor Vlaev reiterated the importance of the message that to impact behaviour change, there is a need for it to be timely and it is important who delivers the message, as people tend to respond to someone who is recognisable, hence the role of celebrities. Also social norms are relevant, for example sharing what others are doing goes a long way in changing behaviour

The Committee were also informed that offering options will not result in any significant change in behaviour, but by employing default techniques changes in behaviours can be seen, 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 pension schemes and organ donations, whereas enrolment becomes automatic, and opting out will require a concerted effort

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

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. The Unit'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 informed that whatever initiative designed is evidence based, and trialled

Amy Jones indicated that in over 2 years, 80 projects had been delivered by the Behavioural Unit (BU), and about 150 members of staff had been upskilled, resulting in lots of benefits and returns on investment

Members heard evidence of the approach employed by Croydon's Behavioural unit, whose sole aim was to improve 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 result is to design something that addresses those behaviours and make it easier. This needs to be tested, and, if necessary amended, and improvements made. The final stage will be to implement and roll it out

Notable examples where behavioural insights approach was employed by the Unit was in addressing the failure of the Council to comply with the statutory deadline of 21 days with Children Looked After. In this instance it was noted that 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

Islington Council's Compliance Team continually engages the public reinforcing the messages of doing the right thing, especially with litter disposal or dog fouling. In addition, Members noted that the Street Environment Services Team had taken part in a successful trial for reducing the anti - social behaviour of chewing gum with a specialist Behaviour Change group. The campaign around transport hubs including Farringdon Station, and a high street bus stop, led to a reduction of gum littering by 48%

The Committee was also informed of a tool kit developed by Mars Wrigley, in partnership with a social enterprise called 'Behaviour Change', which includes a range of free and unbranded materials designed to tackle gum litter in the UK.

Waste enforcement remains an important function of the Compliance Team who carry out enforcement action, and campaigns, to reduce the anti- social problem of fly tipping. In addressing the issue of fly-tipping the efforts of SES, and the Compliance Team, has helped alleviate the issue around some problematic hot-spot locations across the borough

The Committee noted however that there is a financial cost to implementing change, and that behavioural change often needs reinforcement. The Committee noted however that many successful behavioural change projects fund themselves. There is funding available for tackling environmental issues, and behavioural change projects are eligible e.g. if tackling air pollution the Mayors Air Quality Fund could fund a behavioural change pilot that looks at improving cycling update and reduce cycling on pavements. Further funding opportunities are also available such as the LGA etc. However, our recommendations reflect that initially some 'pump prime' funding will need to be available initially

The Committee noted that behavioural change plays a key part when considering long-term goals, as this is an opportunity to build team skills in order to get a more long-term sustainable approach to effect change

The Committee were of the view that a more localised targeted approach is adopted in certain areas, rather than a generic communications approach. The Committee therefore consider that consideration be given to whether a specific officer should be responsible in corporate communications to more effectively target residents. In addition, the Committee were of the view that where there are 'cross cutting' issues, there is a need for Communications and Departments to improve co-ordination to ensure effective messages is conveyed to residents. It will also be important to ensure that behavioural change techniques is shared amongst Council staff so that they are embedded in the organisation

The Committee also that COVID has provided the Government with an opportunity to effect behavioural change in a number of areas, and may also enable the Council an opportunity to effect behavioural change. This is evidenced by the wearing of 'face masks', before it was made compulsory. However, the message needs to be as simple as possible in order to communicate effectively

Political parties have used behavioural change science all the time. Rather than a blanket doorstep leafletting policy, or blanket social media, political parties have found it effective to target only those households/voters likely to vote for them, and then encourage their likely voters to go and vote. (Source – The Victory Lab, the Secret Science of Winning Campaigns -2012 an analytical description of use of data in Elections – a successful change in political method can result in a 5%-10% change). People are successfully encouraged to vote if they believe others will vote, rather than appealing to the sense of being a good citizen. This same appeal, as not being the odd one out has led to an increase of 15% in payment following non-payment of Council Tax and in Islington this has been used successfully for residents behind with their Council Tax.

The essence of most interventions is in principle to make things easier, however there are instances where the intervention is designed to make things harder, for example introducing wall climbers to prevent the painting of graffiti on walls.

The Committee received evidence of an example of a staircase with music being built into it to encourage people not to take the lift. In the control, the staircase had no music and was unused. However, in the Fun staircase with music, at a small extra cost, created behaviour change. In addition, the Committee are of the view that if half the borough is issued with for example food recycling bins and there is appropriate communication given about the bins, and 80% of residents take advantage of this, this is a better result than the whole borough getting recycling bins with no appropriate communications, and only 10% using them

Addressing behaviour change also requires 'political buy in' and leadership. In addition, before tackling behaviour among its residents, staff behaviours would also need to be addressed, in order to ensure a clear and coherent message is conveyed

It was noted 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

Making things accessible will result in an uptake of service or activity, for example, 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. In addition, targeted messages regarding household electrical appliances and its energy use, and savings on electrical bills is well received. In terms of discouraging short journey driving it was noted that mentioning the amount of levels of Co2 emissions does not work, however stating to residents the cost to their car budget, and by using computerised data, residents take notice

Another success highlighted in evidence, 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

The Committee also received evidence from IMPOWER, an external consultancy who had worked with a number of Local Authorities in behaviour change and had considerable success in achieving behaviour change in reduction of fly tipping as a result of initiatives. The Committee are of the view that given the evidence of the success of Environmental change a 'pilot project' should take place in order to assess the effectiveness of behavioural change in a specific areas, such as food recycling, which could provide cost effective benefits to the Council and contribute towards the 2030 net zero carbon target

The Committee also noted the famous example of a picture of a small housefly on urinals, which gives men 'something to aim at', and that this reduces the need for cleaning around the urinal as a result of spillage, and has resulted in an 80% success rate in Amsterdam, which has now been adopted by public bodies across the world. Woolwich Council also decreased anti-social behaviour by painting attractive pictures of babies of shop shutters. Also the NHS uses forms with tick boxes, as they are tidy, rather than boxes where untidy writing can lead to confusing results

## **Conclusion**

The Committee concluded, that in light of Council's commitment towards meeting its zero carbon emission target by 2030, a lot of work will be required not only by Government in terms of policies and legislation, but also work in crucially influencing behaviour change of individual or businesses. The Committee are of the opinion that consideration should be given to either, or commissioning a consultancy to look at a specific area of the service, which can be piloted.

The Committee recognise that Islington in comparison to its neighbouring authorities has one of the highest recycling rates, especially with its dry waste, however this could be improved if food waste recycling is addressed by employing behavioural techniques.

The Committee is aware that recommendations from a review on household recycling are presently being implemented, however we consider that the area of food recycling could be piloted, in order to assess whether behavioural science can be applied effectively

The Committee also considered that communication is an area that needs to be addressed, especially in terms the message and the language conveyed, as this influences behaviour change.

The Committee would finally like to thank all the witnesses that gave evidence in relation to the scrutiny.

## MEMBERSHIP OF THE ENVIRONMENT & REGENERATION SCRUTINY COMMITTEE – 2019/20

### **Councillors:**

Councillor David Poyser (Chair)  
Councillor Roulin Khondoker (Vice-Chair)  
Councillor Tricia Clarke  
Councillor Paul Convery  
Councillor Phil Graham  
Councillor Mouna Hamitouche MBE  
Councillor Clare Jeapes  
Councillor Gulcin Ozdemir  
Councillor Caroline Russell

### **Substitutes:**

Councillor Nurullah Turan

### ***Acknowledgements:***

*The Committee would like to thank all the witnesses who gave evidence to the review.*

### ***Officer Support:***

Emma Kidd – *Departmental Support Manager*  
Ola Adeoye – *Senior Democratic Services Officer*

**SCRUTINY REVIEW INITIATION DOCUMENT (SID)**

Review: Behavioural Change

Scrutiny Review Committee: Environment and Regeneration Scrutiny Committee

Director leading the review: Keith Townsend

Lead Officer(s): Lynne Stratton ( Communication) & Emma Kidd ( Environment & Regeneration Services)

Overall aim:

To consider ways to change behaviours of both individuals and organisations/ businesses in all areas of activity that will help Islington Council achieve its 2030 environmental targets.

Objectives of the review:

- To consider suggestions that help Islington Council achieve its environmental targets

How is the review to be carried out:

Scope of the review

The review will focus on wide ranging initiatives to raise awareness of businesses, individuals and households on :

Recycling

- Transport and decreasing the use of cars
- All planning communications to households and developers
- Angelic Energy and addressing fuel poverty

Types of evidence:

- Data from the relevant services in Islington, giving comparative benchmarks with other councils.
- Presentations from experts
- Evidence from examples of best practices in local government (possibly Croydon as an authority), Islington's Revenue and Benefits
- Islington local groups, ie Islington Schools and Recycling champions etc.

Additional Information:

In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.

**Key Output**

1. Scrutiny Initiation Document - 12 September 2019
2. Draft Recommendations – 29 September 2020
3. Final Report – 29 September 2020

# People-friendly streets

## Low Traffic Neighbourhoods

E&R Scrutiny – 29 September 2020

## Context – transport challenges

### **Climate emergency**

- Net zero carbon by 2030

### **Traffic casualties**

- The most common cause of death for children in the UK aged 5 to 14 is being hit by a vehicle
- In Islington cycle trips are 5% of trips but people who cycle are involved in 30% of casualties

### **Inactivity – obesity crisis**

- 22% - overweight/obesity levels of children at Reception
- 38% - overweight/obesity levels of children at Year 6

### **Air pollution**

- Vehicles are responsible for approximately 50% of the emissions contributing to air pollution
- Premature death as a result of air pollution
- Respiratory problems as a result of air pollution
- Link between air pollution and Coronavirus



### Benefits

- Walking and cycling improves physical and mental health and reduces air pollution
- Less traffic on residential streets will help create more pleasant communities

### Impact of Covid

- Public transport capacity running at a fifth of pre-crisis levels
- Many journeys a day will need to be made by other means
- Nearly 70% of Islington households doesn't have access to a private vehicle
- Modelling shows that without action, there will be significantly more motorised traffic than before the pandemic

**If people switch only a fraction of journeys to cars, London risks grinding to a halt, air quality will worsen, and road danger will increase.**



### Traffic Management Act 2004: network management in response to COVID-19

*"Local authorities in areas with **high levels of public transport use** should take measures to **reallocate road space to people walking and cycling**, both to encourage active travel and to enable social distancing during restart."*

Above from:

<https://www.gov.uk/government/publications/reallocating-road-space-in-response-to-covid-19-statutory-guidance-for-local-authorities/traffic-management-act-2004-network-management-in-response-to-covid-19>



# Strategic context

# Draft Transport Strategy



## OBJECTIVE 3: EFFICIENT

Islington's limited road space will be managed by rebalancing priority towards walking, cycling and public transport by reducing the volume and dominance of motorised traffic, creating a more pleasant transport environment.

# Corporate Strategy

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

- Improve air quality across the borough, especially near schools by closing streets at opening and closing times and install air quality monitors at every school
- Deliver at least one cycling improvement in every ward over the next four years, install 400 more bike storage facilities on streets and seek TfL support for more protected cycle routes
- Install 400 new electric vehicle charging points across the borough
- Convert all 11,350 streetlights in the borough to LED by March 2019
- Work towards banning lorries (HGVs) from driving on residential roads
- Work with TfL to remodel gyratories at Highbury Corner, Nags Head, Old Street and King's Cross

# Budget Commitment

# Draft Zero Carbon Strategy



**Vision 2030:**  
**Creating a Net Zero Carbon Islington by 2030**



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Islington set to get first liveable neighbourhood as part of £10million spending announcement

PUBLISHED: 13:16 19 February 2020 | UPDATED: 17:57 19 February 2020 | Lucas Cumiskey



## People-friendly streets: aims

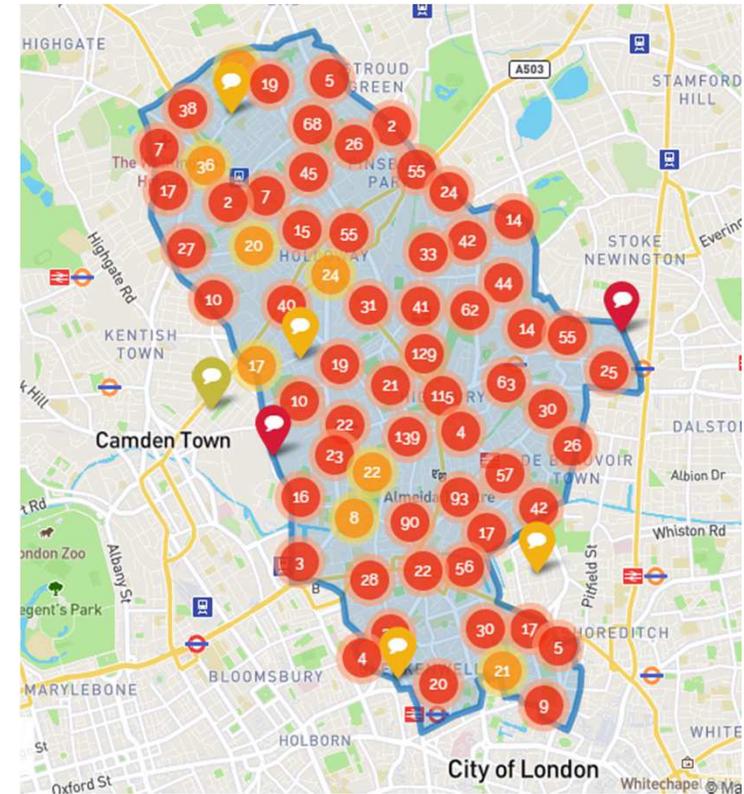
- To make it easier and safer to walk and cycle
- For people to be healthier
- To allow social distancing
- To help people enjoy their area



# People-friendly streets: early engagement

## Commonplace platform

- Launched in May
- Asking for comments
- Map
- 4,500 comments



## People-friendly streets: Low Traffic Neighbourhoods

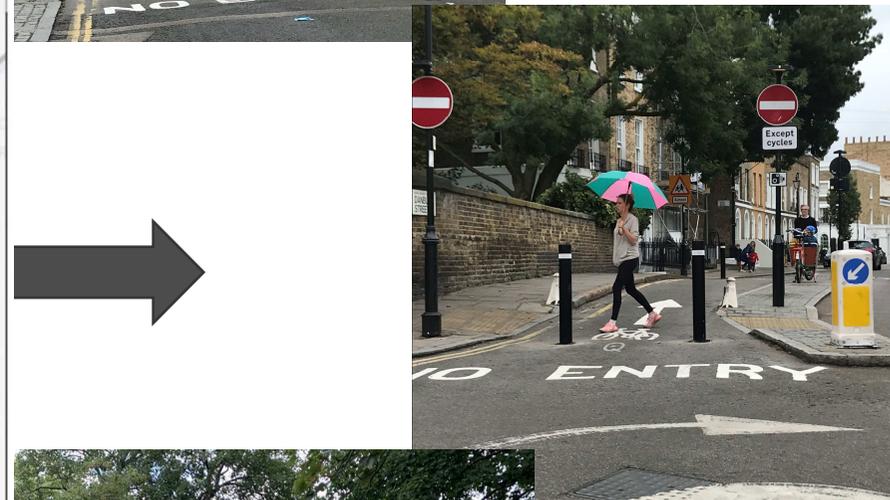
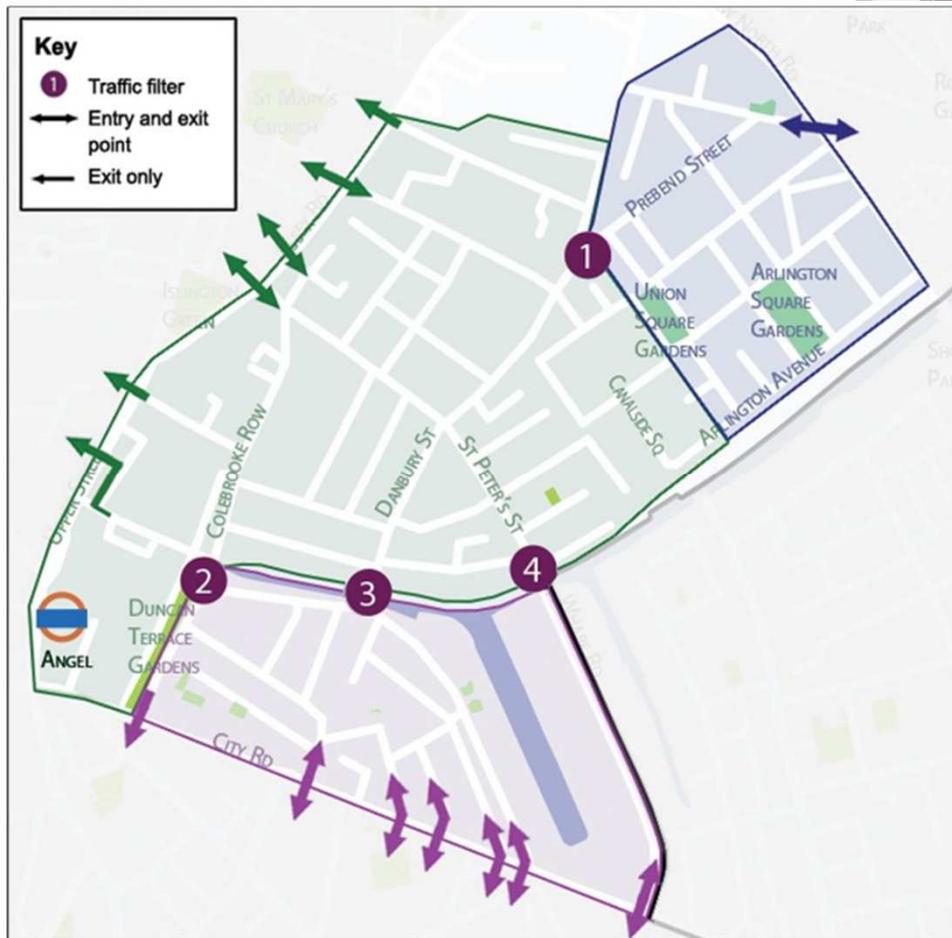
### **Borough-wide programme – a third to be delivered by the end of 2020**

- Implemented:
  - St Peter's (July)
  - Canonbury East (August)
- Under construction:
  - Clerkenwell Green (September)
- Construction soon to commence:
  - Canonbury West (September)

*(Also: changes in the Mayton Street area introduced (August) after last year's public consultation)*



# Low Traffic Neighbourhoods St Peter's example



## People-friendly streets: Low Traffic Neighbourhoods (cont.)

### Next Low Traffic Neighbourhoods

- Amwell area
- Highbury Fields and Highbury West
- St Mary's Church



## People-friendly streets: School Streets

### **All primary schools not on main roads to be School Streets by end of 2020 (timed restrictions with camera enforcement)**

- 13 historic School Streets (pre-Covid)
- 16 delivered over the summer (August 2020)
- 10 more to be delivered by end of year (October-December 2020)



## People-friendly streets: Cycleways

### Cycle routes with segregated cycle lanes:

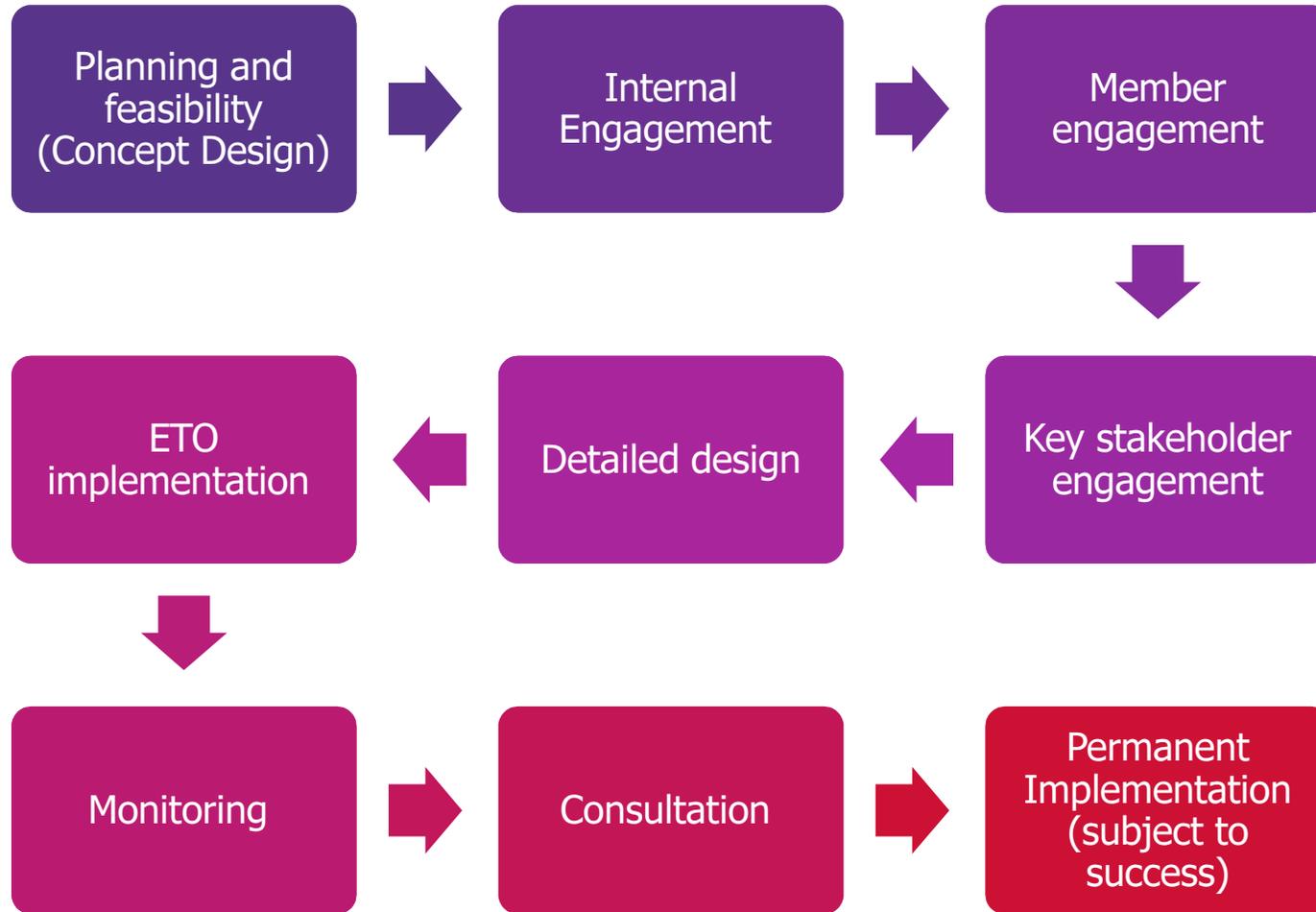
- Permanent cycle lanes under construction:
  - Highbury Fields to Finsbury Park (Cycleway 38 northern section)
  - Balls Pond Road section of Cycle Superhighway 1 (working with Hackney)
- Pop-up cycle lanes under construction:
  - York Way (working with Camden)
  - Pentonville Road to Holloway Road (Cycleway 38 southern section)



*(One 'quietway' (without cycle segregation) soon to be completed through delivery of a series of LTNs)*



# Process: step-by-step



# PFS is a cross-council programme



## Key lessons

- Emergency services – understanding requirements
- Correspondence – sufficient staff resource available
- Nimble response – making amendments where needed
- Communication – getting the message right
- Understanding proposals – good graphics and explanation of local access



## Next steps

- Delivering more people-friendly streets schemes and cyclways
- Listening to resident feedback
- Making adjustments where needed
- Monitoring of impact of changes
  - Traffic patterns: inside LTNs and outside (any displacement)
  - Pedestrian behavior and cycle flows
  - Bus journey times
  - Air quality
  - Crime and ASB
  - Emergency Services response times
- Public consultation after 12 months
- Decision after 18 months



# Questions & Discussion

Martijn Cooijmans  
Head of Strategic Projects & Transport Planning  
and Interim Head of Traffic

Ayanda Collins  
Traffic & Parking Programme Manager

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**Environment and Regeneration  
Town Hall, Upper Street, N1 2UD**

**Executive Member of Environment and Transport and Corporate Director of Environment and Regeneration**

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Environment and Regeneration Scrutiny Committee	29 September 2020	All

<b>Delete as appropriate:</b>		Non-exempt
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## **SUBJECT: Quarter 1 Performance Report: Place and Environment**

### **1. Synopsis**

- 1.1 The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. Progress on key performance measures are reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2 This report sets out Q1 2020/21 progress against targets for those performance indicators that mainly fall within the Place and Environment outcome area, for which the Environment and Regeneration Scrutiny Committee has responsibility. There are also a couple of Energy measures from the Jobs and Money outcome area that relate to helping residents cope with the cost of living

### **2. Recommendations**

- 2.1 To note performance against targets in Q1 2020/21.
- 2.2 To agree that the Local Environmental Quality Standards measures outlined in paragraph 3.3 below are added to the suite of performance indicators monitored by the Committee.

### **3. Background**

- 3.1 A suite of corporate performance indicators has been agreed for 2018-22, which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - *Building a Fairer Islington*. Targets are set on an annual basis and performance is monitored internally, through Departmental

Management Teams, Corporate Management Board, and externally through the Scrutiny Committees.

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

3.3 A number of additional performance measures are being monitored corporately through 20/21 with the one relevant to this Committee given below.

1. **Local Environment Quality surveys.** Three times a year, surveyors from Keep Britain Tidy (KBT) monitor the levels of litter, detritus, graffiti and fly-posting at a sample selection of sites and land-types across the borough. These are reported against a standardised acceptable threshold, so the PI definition for each of the four categories is essentially ‘% of surveyed sites at or above an acceptable standard’. Tranche 1 results for 20/21 were 93.7% for litter, 94.2% for detritus, 96% for graffiti and 99.2% for fly-posting.

It is recommended that these measures are added to the suite of performance indicators monitored by this Committee.

**Quarter 1 performance update – Keep the streets clean and promote recycling.**

3.4

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
PE1	Percentage of household waste recycled and composted (Q in arrears)	29.3%	29.6%	31%	31.8% (Q4 19/20)	Yes	29.9%	Yes
PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	324	318	305	267	Yes	323	Yes
ER6	Number of reported flytips (all land types)	1,434	1,764	n/a	462	n/a	419	No

**Recycling rate**

3.5 Audited quarterly recycling rate data from Waste Data Flow comes in around three months after the end of the quarter with Q4 19/20 showing a significant jump to 31.8% from the 27.1% in Q3 and now giving the whole year 19/20 rate as 29.6%, marginally up on the 29.3% for the previous year. However, the reasons for this Q4 spike appear to be related to the way in which the split between household waste and commercial waste was estimated in advance in January, and the sudden

unexpected impact of Covid and lock-down on the actual much lower commercial tonnages that were collected in Q4. It is therefore considered as a one-off adjustment, albeit a fortuitous one from the point of view of its positive impact on the annual rate.

The estimates of these projected splits (called the Non-Household Declaration (NHHD)) are now being done monthly in an effort to make them more concretely related to the rapidly changing real commercial climate, though it is impossible to forecast the impact on 20/21 recycling rates of the temporary closure of the Reuse and Recycling Centre (RRC), the widespread shift to home working and the prolonged near collapse of the commercial waste market.

In relation to the continuing shortfall on the target, this is as a result of a combination of contamination in communal recycling bins and factors reducing the proportion of recyclable material in the overall waste stream (e.g. ongoing light-weighting of packaging, reductions in paper usage and in food waste). Officers continue to work hard to target recycling sites that contain contaminated materials by introducing new bin and lid designs, improving signage and communications, and working with frontline crews, caretakers and landlords to identify the problems and deal with them. The council's Reduction and Recycling Plan 2018-2022 sets out a full programme of action for increasing our levels of recycling and reuse, and continuing to successfully reduce overall levels of waste.

The figure for the 19/20 'residual (non-recycled) waste per household is a record low 353kg, comparing to the 18/19 figure of 365.5kg and 375kg for 17/18. In 18/19, Islington's residual waste per household was the third lowest amongst all London Boroughs.

### Missed Collections

- 3.6 Average monthly reported missed waste collections in Q1 were a strong 267 compared to the tightened 20/21 target of 305 and average performance of 324 across the whole of 2018/19. This an aggregate figure across commercial waste, domestic refuse, and recycling/composting collections. Nine new replacement refuse collection vehicles and a dedicated food waste vehicle were added to the fleet in the last year, reducing down-time and improving collection reliability. There is also ongoing and targeted use of crew performance data to further support service improvements.

### Fly-tipping

- 3.7 The 'fly-capture' fly-tipping indicator measures the total number of reported fly-tips across all land types and waste types, with the number in Q1 standing at 462 compared to 419 in the same period last year, an increase that can be attributed in part to the closure of the RRC. This is set against the annual figures having decreased substantially and consistently over the three year 15/16 to 18/19 period

Of those reported fly-tips on the public highway, across 19/20 we removed 93% within the 24-hour target time, though efficient removal can actually lead to an increase in flytip numbers as some habitual offenders may be encouraged.

### Quarter 1 performance update – Ensuring development is well planned.

3.8

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target ?	Q1 or Same Period last year	Better than Q1/SP last year?
PE9a	Percentage of planning applications	100%	100%	90%	100%	Yes	100%	Same

	determined within 13 weeks or agreed time (majors)							
PE9b	Percentage of planning applications determined within the target (minors)	83.5%	88.3%	<b>85%</b>	<b>93.2%</b>	<b>Yes</b>	82.7%	<b>Yes</b>
PE9c	Percentage of planning applications determined within the target (others)	87.9%	88.1%	<b>85%</b>	<b>84.7%</b>	<b>Just off</b>	84.5%	<b>Yes</b>

### Determination of Planning applications

3.9 Planning applications performance for Majors across Q1 remained at 100% determined within the target time or agreed timescales. Performance for Minors determined within time stood at a very strong 93.2% and Others determined at 84.7% against the revised targets of 85%.

Behind the scenes, good progress is also being made to reduce the number of already out-of-time backlog applications. This had been rising at the end of 19/20 but the service has since managed to reduce this by around 10% to the mid July point. The main reasons for a backlog of applications that aren't determined within the government set time frame are the complexity of sometimes controversial applications, elaborate statutory consultation requirements, scheme revisions and negotiations with developers to secure a wide range of benefits for the borough.

### Quarter 1 performance update - Make sure residents have access to high quality parks, leisure facilities and cultural opportunities

3.10

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
PE7	Number of Leisure Visits	2.137m	2.067m	<b>tbc</b>	<b>zero</b>	<b>n/a</b>	538.3k	<b>No</b>

### Leisure Centre visits

3.11 In response to lock-down, all our Leisure Centres were closed on 20th March, with a phased reopening not commencing until 25<sup>th</sup> July. Therefore, visitor numbers in Q1 were zero. It is proposed that 20/21 visitor targets will be agreed shortly as part of a 'Deed of Variation' with GLL, though optimising usage within social distancing capacity limits whilst also maintaining public safety and confidence will be a major challenge in the months ahead, operationally and financially.

The 19/20 annual figure was 5.2% short of the target and 3.3% short of the total for 18/19, mainly as a result of the closure of Highbury Pool in the wake of the fire, and early Covid impacts in March. The reopening of Highbury pool hall remains on schedule for January 2021.

**Quarter 1 performance update - Provide practical support to help residents cope with the cost of living**

3.12

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
JM17	Number of Angelic Energy Islington Customers	new	2,489	tbc	<b>2,432</b>	tbc	new	n/a
JM18	Number of Islington residents supported through SHINE	3,474	3,643	<b>3,500</b>	<b>862 (2586 interventions)</b>	<b>Yes</b>	495	<b>Yes</b>

**Angelic Energy Islington customers**

3.13 The number of local Angelic Energy customers dropped slightly in Q1, now standing at 2,432 and down from 2,489 as at the end of March. The reasons for this are the suspension of the Housing Voids service during lockdown, previously a key source of new customers, and due to stability concerns with the parent company Robin Hood Energy, it was decided in February that all marketing of the service should be suspended.

As at the time of writing, it has just been announced that Robin Hood Energy, the supply partner for Angelic Energy customers, has sold its customer contracts to British Gas. Although customers' energy supplies will be unaffected by the sale, the council is currently reviewing all options so as to ensure residents have continued access to affordable and greener tariffs.

**Islington SHINE referrals**

3.14 The number of Islington residents supported through SHINE (Seasonal Health Interventions Network) in Q1 was 862 and well ahead of the quarterly profiled target of 500. The corresponding number of interventions was 2,586 against the target of 1,820, averaging 3 interventions per referral. The substantial increase in demand for the service during lockdown resulted from fuel-poor residents experiencing loss of income through being furloughed or having hours reduced, alongside increased energy usage from being at home more often than usual.

The reasons for the gradual drop in the average number of interventions per referral are the shifting balance between types of intervention requiring annual reapplication (like Warm Home Discount and Water Sure) and those that don't (like Priority Service Register), where a resident only needs referring the once. Over time therefore, the range of possible interventions for vulnerable residents who are re-referred every year tends to reduce.

The accumulating quarterly targets across 20/21 are 500, 1,100, 2,400 and 3,500 referrals (same total as last year), corresponding to 1,820, 4,000, 8,500 and 12,000 interventions, whilst the estimated average annual energy cost saving for each SHINE referral is estimated at £213, with WHD (where applicable) accounting for £140.

## Quarter 1 performance update - Make it easier and safer for people to travel through the borough and beyond

3.15

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
PE3	Number of secure cycle parking facilities on streets	116	221	<b>300</b>	<b>221</b>	<b>Yes</b>	116	<b>Yes</b>
PE4	Number of <b>new</b> electric vehicle charging points across the borough	67	176	<b>300</b>	<b>176</b>	<b>No</b>	132	<b>Yes</b>
PE5	Number of Islington primary schools with a completed Air Quality Audit	0	0	<b>tbc</b>	<b>0</b>	<b>n/a</b>	0	<b>n/a</b>
PE6	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	73% (17/18)	52% (18/19)	<b>tbc</b>	<b>19/20 still awaited</b>	<b>tbc</b>	52% (18/19)	<b>tbc</b>
ER1	People killed or seriously injured on our roads	125 (2017)	141 (2018)	<b>n/a</b>	<b>111 (2019)</b>	<b>n/a</b>	141	<b>Yes</b>

### Secure cycle parking

3.16 The Council has committed to delivering 100 secure cycle parking facilities on our streets each year to 2021/22, making 400 in total. A further 105 facilities were installed 19/20 bringing the total at the two year midpoint to 221 and ahead of target. Due to lockdown, this remains the position as at the end of Q1 and it currently seems likely that due to supplier availability, all 20/21 installations will happen in Q4. The existing provision now equates to spaces for nearly 1326 bikes. This programme will be of added importance to residents with the expected post lockdown upsurge in cycling.

### Electric vehicle charging points

3.17 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 19/20 stood at 176, bringing the net total in Islington to 190 and as with cycle parking, there were no new installations in Q1.

We will be working hard in 20/21 to manage and overcome the funding constraints, siting issues that arise in public consultation, and occasional clashes with other public realm projects such as cycleways and housing estate redevelopment. The projected roll-out across the remainder of the year is currently 203 by Q2, 245 by Q3 and 300 by year-end.

### School air quality audits

- 3.18 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. This measure has now been replaced with the number of Islington primary schools with a completed Air Quality Audit. The programme for these has been delayed due to Covid 19, related redeployments and TfL funding, but the Committee will be provided with an update as soon as funding is found and auditing can resume.

### Parking appeals

- 3.19 The percentage of parking appeals won by the Council at the Enforcement and Traffic Tribunal in 19/20 has still not been released by London Councils, but is hoped for shortly. This is reported to the Committee as a measure of the quality and fairness of our parking service. The result for 17/18 was 73%, dropping to 52% for 18/19, though still placing us in the second quartile of all London authorities. As explained in previous reports, this drop in performance was due to very substantial increase in the number of local appeals being made and from a resource perspective, a corresponding increase in the proportion the Council did not contest. Additional staff have been appointed and the Parking service now have much closer involvement in the design and sign-off of new traffic schemes. A lot of work is also going on to improve the quality of PCN evidence, analysing highest loss locations, and improving signage and the siting of cameras, though this may take time to show through in the overall results.

### Road traffic accidents

- 3.20 The ambitious new Islington Transport Strategy 2019-2041 is scheduled to be adopted by Executive in October. The draft Strategy contains a commitment to achieving ‘Vision Zero’ by 2041, eliminating all transport related deaths and serious injuries in Islington. The annual 2019 figure for ‘Killed or Seriously Injured’ (KSI) in road traffic accidents in Islington has now been published as 111. This is a substantial reduction on last year’s figure of 141, though it is too early to ascertain any longer term trend, and the lock-down related reduction in traffic across much of 2020 should also be expected to positively impact this year’s figures. The overall KSI figure for 2019 breaks down as 25 pedestrian incidents, 44 cyclist incidents, 33 involving the rider or pillion passenger of a motorbike or moped, 2 car occupants and 7 other category.

### Quarter 1 performance update – Working towards a net zero carbon Islington by 2030

3.21

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
PE4	Carbon emissions for Council buildings (in arrears and tonnes CO2)	5,037	4,574	<b>4,384</b>	<b>4,574 (19/20)</b>	<b>Yes</b>	5,037	<b>Yes</b>
PE5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,724	2,886	<b>2,886</b>	<b>562 (profile d target 691)</b>	<b>Yes</b>	691	<b>Yes</b>

### Carbon emissions from council buildings

3.22 In June 2019, the Council declared an Environment and Climate Change Emergency and the Carbon Zero Strategy 2030 will also be recommended for adoption by the Executive in October after public consultation. We are now monitoring the Council’s own internal progress with quarterly measures of the CO2 emissions for Council operational buildings (within the Borough) and those from the Council’s transport fleet. The former is reported a quarter in arrears in order to minimise estimates, and the most recent tonnage figures for 19/20 are given in the table above. The data for operational buildings shows a 9.2% reduction compared to the previous year, and due to a combination of grid decarbonisation and lower electricity use.

The target for 20/21 is a further 4% reduction and is based on projected grid decarbonisation only. Subsequent years reduction targets are being developed, based on analyses of energy use in specific buildings and related targeted projects.

**Carbon emissions from council vehicle fleet**

3.23 Quarter 1 emissions for the council’s fleet are 19% down on the same period last year due to lock-down related reductions in diesel use, mainly across community transport due to school closures. The target for 20/21 is a ‘placeholder’ 0% change on 19/20, the first year of a ten year trajectory to net-zero based on an ambitious programme of fleet electrification, especially multiple heavier vehicles.

Year	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30
Emissions (tonnes)	2,886	2,805	2,450	1,733	1,366	827	195	55	8	5
% change vs baseline (2019/20)	0%	-3%	-15%	-40%	-53%	-71%	-93%	-98%	-100%	-100%

The reasons for the 6% annual increase in fleet CO2 emissions in 19/20 are thought to be two-fold. One is as a result of the switch from older Euro V trucks to the new Euro VI models negatively affecting 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. The other reason was the shift from diesel to petrol vans used by Housing, also for air quality reasons, but with petrol having a higher carbon impact.

**4. Implications**

**4.1 Financial implications:**

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

**4.2 Legal Implications:**

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

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

There are no environmental impact arising from monitoring performance

**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.

## 5. Reason for recommendations

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

Appendices - none

Final report clearance:

### Signed by:



17.9.20

Corporate Director of Environment and  
Regeneration

Date



17.9.20

Executive Member for Environment and Transport    Date

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# Executive Member for Environment and Transport - Annual Performance Presentation

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E&R Scrutiny Committee

29<sup>th</sup> September 2020

Agenda Item B6

## Fuel Poverty

- In 2019-20 **Energy Doctors** conducted over 1,500 visits across London. Since lockdown, they have continued to support over 700 households with bespoke consultations, contactless delivery of measures and guided installations.
- Over half of the total visits/consultations since April 2019 have been in Islington, **saving our residents £124k on bills and 1,110 tonnes of carbon.**
- Since April 2019, our **Energy Advice** line has supported 4,500 Islington referrals, saving residents over £135k through Warm Home Discount applications and the most vulnerable residents, £13k through debt relief.

## Seasonal Health Interventions Network - SHINE

- We have **retained all funding** from the Mayor of London and EDF Energy to facilitate SHINE London contracts, and our bespoke arrangements with Hackney and Camden councils for dedicated advice lines.
- We have successfully partnered with UK Power Networks to **gain a further £25k per year** for targeted support in high fuel poverty areas, backdated for 19-20.
- Significant **demand for SHINE since lockdown** with fuel-poor residents experiencing loss of income through being furloughed or having hours reduced, alongside increased energy usage from being at home much more.

- Draft of **Net Zero Carbon strategy** published in February. Following extensive public consultation, final version is due for adoption by Executive in October.
- **CO2 Emissions from council buildings** down by 8.7% in 2019/20 compared to 2018/19.
- The new energy centre **Bunhill District Heat Network** (which uses waste heat from the tube) launched in March 2020, increasing the capacity of the network to over 2,000 local homes.
- **Smart Energy Networks** – Launched the Green Smart Community Integrated Energy Systems (GreenSCIES) project with fifteen partners including London South Bank University and TfL
- Group PV residents buying scheme '**Group Solar Together London**' – 16 new arrays totalling 34 kWp have been installed in the 2019/20 round to date.
- **Energising Small Business fund** – to date, funding has been awarded to 48 applicants, delivering annual savings of 90 tonnes of CO2 and an average saving to businesses of around £770 a year.
- £500k bid submitted to the **Green Homes Grant** for funding to deliver energy efficiency improvements to council, social and private housing as part of this new government scheme.
- 31 projects have been funded to date from the **Islington Community Energy Fund**, with savings of around 120 tonnes of CO2 per annum.

## Air Quality

- Islington adopted the new **Air Quality Strategy and Action plan** 2019-2023 in October last year
- The **nitrogen oxides monitoring network** now covers over 250 locations including all schools and nurseries in the borough
- Working with community groups on the **school's clean air toolkit**
- Work has started to install **electric charging points** along the Islington canal network
- Working with boroughs across London on an **anti-idling campaign**
- Working on the introduction to improvements and expansion of the **Ultra-Low Emission Zone, the Low Emission Zone and Non-Road Mobile Machinery LEZ**
- Islington is leading on the 16-borough **Healthy Streets Everyday project** to encourage street scape improvements, traffic regulations, car free events etc
- Working with Imperial College London to test **air/pollution filters** in schools and small air quality monitors
- Ongoing replacement of our vehicle fleet with **zero and low emission vehicles**, including larger vehicles, such as buses and refuse vehicles where technology allows.

- Following public consultation in 2019 the final **Islington Transport Strategy 2019-2041** is due for adoption by Executive in October.
- **Removal of roundabouts** – Archway completed June 2017, Highbury Corner completed October 2019, Old Street construction recommenced (TfL's new estimated completion date is Autumn 2022).
- **Low Traffic Neighbourhoods** – St Peter's, Canonbury East and Clerkenwell Green delivered over the summer, Canonbury West and Amwell due to start, Highbury and St Mary's Church to follow this Autumn.
- 29 **School Streets** delivered with a further 10 to follow by the end of 2020.
- **New cycleways** under construction – Finsbury Park to Highbury Fields (part of Cycleway 38), Pentonville Road to Holloway Road (pop-up; part of Cycleway 38), York Way (pop-up), Balls Pond Road (part of Cycle Superhighway 1). King's Cross Road to Southgate Road cycle route (Cycleway 27) to be delivered through delivery of three Low Traffic Neighbourhoods.
- 178 new **Electric Vehicle Charging Points** now installed, bringing the total to 192, with end of year 21/22 target of 400.
- 221 **bike hangars now** installed with capacity for 1326 bikes. End of 21/22 target also 400.

## Waste and Recycling

- Islington's **recycling rate** increased slightly from 29.3% in 18/19 to 29.6% in 19/20, though ongoing efforts required to reduce contamination.
- Our 19/20 '**residual (non-recycled) waste per household**' figure of 353kg is at an historically low level and one of the very lowest across London.
- Ongoing reduction in reported **missed collections**, with 19/20 monthly average at 318 and first four months of 20/21 averaging 270. Improvements supported by continuation of the fleet replacement programme including **London's first electric RCV** and continued targeted use of performance data.
- The recycling team won the **2019 Recycling Team of the Year** at the annual MRW National Recycling Awards for delivering through collaboration across departments in the Council.
- New Islington Waste **Reduction and Recycling Plan 2018-2022** currently being agreed with GLA and containing new commitments and targets.
- The **Recycling Champions** scheme was launched, with more than sixty local residents signing up to date.
- London first **Low Plastic Zone** was launched, with a report on **reducing single use plastic** approved by the Scrutiny Committee.

## SES Cleansing Operational Performance

- The **Street Cleansing** service has maintained high standards with the average monthly number of street cleansing incidents reported reducing from 34 in 2017/18 to 30 in 2018/19 and 24 in 2019/20.
- Independent '**Keep Britain Tidy**' **survey data (LEQS)** also showing good performance across all PIs for litter, detritus, graffiti and fly-posting following the service remodel in 2018/19.
- Continued **service transformation** through improved technology. A new back office time management system has been implemented to provide a fully auditable record of overtime worked and agency used.
- Service was nominated for the **Litter Initiative of the Year award** at the annual Keep Britain Tidy awards and at National Recycling Awards for our innovative street litter bin design and scheme roll out of 307 bins.
- In 19/20, the proportion of **fly-tips** on the public highway removed within 24 hours of being reported held at 93%.
- Small increase in overall **fly-tip** numbers (all land types) with the figure for 19/20 at 1,764 compared to 1,434 in the previous year, though still consistently down on previous three years.
- The service continue to support the **apprenticeship scheme** and have recruited a further 4 apprentices.

# Parks and Cemeteries

- Development and adoption of a new 5 Year **Biodiversity Action Plan** for the borough.
- **Caledonian Clock Tower Project** activity program established and over 2000 people going on tours.
- **Camden and Islington Parks for Health Project** continues to progress well with Islington selected to be Green Social Prescribing Demonstrator pilot by DEFRA.
- **London in Bloom** named Islington as joint winner in its Best City Category. Gillespie Park winning gold and category winner in the Conservation Area Category. **Islington in Bloom** moved to a virtual platform this year.
- Getting the community involved with parks with more than 800 **volunteer hours** for Under 16's, 2,000 volunteer hours 16+. Friends of Groups have added a further 3,000+ volunteer hours across the borough.
- During lockdown, Parks Service staff were **redeployed** to support waste and recycling services, grave digging, food distribution, enhanced cleaning of facilities and management of social distancing in parks.
- 420 **replacement and new trees** have been planted in Islington in the 2019/2020 planting season.
- During the height of the health emergency, the Cemetery Service managed a 95% **increase in demand**, conducting nearly 900 funerals in Q1.
- **iCo Memorials** have had a further 11% growth in 19/20, on top of the 30% achieved in 18/19.
- **ICCM Charter Awards** - Gold Standard for Crematorium and Silver Standard for Burials.

## **ENVIRONMENT & REGENERATION SCRUTINY COMMITTEE**

### **WORK PROGRAMME 2020/2021**

#### **29 SEPTEMBER 2020**

- 1) Membership, Terms of Reference & Dates of Meetings
- 2) Scrutiny Review: Behavioural Science - Draft Recommendations and Report
- 3) Angelic Energy - update
- 4) Low Traffic Neighbourhoods/People Friendly Streets – Officer presentation
- 5) Quarter 1 Performance Indicator Reports 2020/21–Environment and Transport
- 6) Annual Report of the Executive Member for Environment and Transport – 2019/20
- 7) Scrutiny Topics and Work Programme 2020/2021

#### **16 NOVEMBER 2020**

- 1) Bio-Diversity Action Plan – Officer update
- 2) Quarter 1 Performance Indicator Reports 2020/21 – Employment and Economic Development
- 3) Annual Report of the Executive Member for Economic Development - 2019/20
- 4) Scrutiny Topic – Draft SID
- 5) Work Programme 2020/2021

#### **17 DECEMBER 2020**

- 1) Scrutiny Review:
- 2) Q2 Performance Report (2020/21) – Environment & Transport
- 3) Quarter 2 Performance Report (2020/21)- Employment & Skills
- 4) Work Programme 2020/2021

#### **4 FEBRUARY 2021**

- 1) Air Quality – Officer update (Tbc)
- 2) Work Programme 2020/2021

**8 MARCH 2021**

- 1) Scrutiny Review (TBC)
- 2) Work Programme 2020/2021

**27 APRIL 2021**

- 1) Scrutiny Review (TBC)
  - 2) Q3 Performance Report (2020/21)- Employment & Skills
  - 3) Q3 Performance Report (2020/21) – Environment & Skills
  - 4) Work Programme 2020/2021
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