

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

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

Members of the Environment and Regeneration Scrutiny Committee are summoned to a meeting, which will be held in Islington Town Hall, Upper St, N1 2UD on **25 January 2024 at 7.30 pm.**

Enquiries to : Emma Taylor
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Despatched : 17 January 2024

Membership

Councillor Tricia Clarke (Chair)
Councillor Clare Jeapes (Vice-Chair)
Councillor Fin Craig
Councillor Mick Gilgunn
Councillor Ruth Hayes
Councillor Claire Zammit
Councillor Angelo Weekes
Councillor Caroline Russell

Substitute Members

Councillor Ernestas Jegorovas-Armstrong
Councillor Praful Nargund
Councillor Jason Jackson
Councillor Toby North
Councillor Dave Poyser
Councillor Heather Staff
Councillor Flora Williamson

Quorum is 4 members of the Committee

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

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

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

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

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

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

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

4. Minutes of Previous Meeting	1 - 8
5. Chair's Report	
6. Order of Business	

7. Public Questions

Questions must be related to an item on the meeting agenda. There is no requirement to submit questions in advance, but a question may be rejected if it:

- (a) is defamatory, frivolous or offensive;
- (b) requests the disclosure of information which is confidential or exempt; or
- (c) names, or clearly identifies, a member of staff or any other individual.

B.	Items for Decision/Discussion	Pages
8.	Active Travel Evidence Session - Wheels for Wellbeing, JoyRiders, TfL	
9.	Biodiversity Action Plan Review	9 - 26
10.	Annual Report of the Executive Member for Environment and Transport	27 - 40
11.	Quarter 2 Performance Report (2023/24) - Libraries and Heritage	41 - 52
12.	Quarter 2 Performance Report (2023/24) - Environment and Transport	53 - 68
13.	Quarter 2 Performance Report (2023/24) - Employment and Skills	TO FOLLOW
14.	Workplan 2023/4	

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 7
March 2024

London Borough of Islington

Environment and Regeneration Scrutiny Committee - 23 November 2023

Minutes of the meeting of the Environment and Regeneration Scrutiny Committee held at Islington Town Hall, Upper St, N1 2UD on 23 November 2023 at 7.30 pm.

Present: **Councillors:** Clarke (Chair), Jeapes (Vice-Chair), Craig, Gilgunn, Hayes, Zammit, Weekes and Russell

Councillor Tricia Clarke in the Chair

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

No Apologies were received

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

No Substitutes were declared.

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

No declarations of interest were made.

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

RESOLVED:

That the minutes of the previous meeting be confirmed as an accurate record of proceedings and the chair be authorised to sign them.

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

The second meeting of the task and finish group on the inclusive economy took place this week. During the meeting, there was a presentation by Joyce, the Head of Affordable Workspace Programs, and Maddy from SPACE4 an Affordable Workspace in Finsbury Park. They invited committee members to visit SPACE4 any Wednesday at 12:00 for a community lunch and a tour.

Additionally, the Labour Environment Forum is organising a public meeting on trade unions, employment, and the environment at the Town Hall on January 24. The Executive Member for Environment, transport and Air Quality, Councillor Champion, was in discussions with Power Up North London regarding a solar panel community project in the borough.

Moreover, there was a festive wreath-making event at a community plant nursery in Islington on Saturday, December 9, from 12:00 to 3:00.

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

The order of business was as per the Agenda.

52 **PUBLIC QUESTIONS (Item 7)**

Public Questions would be taken after each item.

53 **ACTIVE TRAVEL EVIDENCE SESSION - PUBLIC HEALTH, OURBIKE AND LIVING STREETS (Item 8)**

Public Health

Sam Rigby from Public Health presented the key health considerations related to public health and active travel. They discussed how physical activity could reduce the risk of various health conditions. They noted that even small increases in activity could yield significant health benefits, and active travel served as an incremental way for inactive individuals to become more active. Highlighting concerns about unequal access to physical activity, they addressed barriers faced by certain groups, such as those from minority ethnic backgrounds, women, young girls, individuals with long-term conditions, the elderly, and those with lower incomes. Active travel was presented as a solution to address these barriers, providing opportunities not only for health benefits but also for increased social connections.

There were many barriers' people faced regarding physical activity, such as lack of time, access, affordability, safety concerns, and environmental accessibility. Active travel was seen as a solution to these barriers, with examples given of how changes in the built environment, like the People-Friendly Streets initiative, could lead to increased physical activity.

There was a recognised need for adaptations to be accessible to those with sensory and mobility impairments. There was an emphasis on the importance of public health interventions in supporting motivation for active travel, raising awareness of its benefits, and providing targeted support to those at higher risk.

Moreover, the broader benefits of active travel were highlighted, including reducing air pollution, carbon emissions, and noise pollution, the potential positive impact on health outcomes and the environment.

A primary focus was on active travel initiatives, particularly the positive impact of removing bollards on physical activity. Pavement improvement and collaboration with other departments emerged as a critical consideration. The unevenness of surfaces was identified as a significant barrier, stressing the importance of collaborative efforts to address this issue and enhance overall infrastructure. The collaborative efforts with communities, as evidenced by studies from other Local Authorities, demonstrated a significant increase in walking (14/15%) when implemented.

The observation of a temporary dip in activity after initial physical changes suggested a need for behavioural adjustments. This dip was attributed to the community's familiarisation with new spaces and the time required to build confidence in engaging with these changes. The broader issues of social isolation and income inequality were acknowledged as interconnected with physical inactivity. Recognising the correlation between social isolation and inactive lifestyles, proposed strategies aimed to address these issues and promote inclusivity. The strategy of motivational conversations, particularly through the "Every Movement Counts" campaign, was emphasised. Community engagement efforts, including

physical activity opportunities on the Islington website and a "Get Active" service pilot through GP practices, were highlighted to encourage tailored solutions for increased activity.

There were concerns about the seemingly low percentage (7%) of deaths related to pollution. Clarification highlighted that each Local Authority estimates mortality figures, considering various diseases linked to air pollution, notably heart diseases and cancer. The need for a more nuanced understanding of the specific diseases and their prevalence was acknowledged.

OurBike

Alper Muduroglu from Our Bike gave a presentation to the committee. They discussed the "Try Before You Buy" scheme, a subscription model allowing users to hire a bike and potentially own it if they like it. The "Our Bike" initiative was likened to car-sharing services like Zipcar, where users can reserve and use cargo bikes subsidized by the Council for £3 per hour.

The purpose of "Our Bike" was to improve air quality, combat climate change, and promote sustainability. Each bike is associated with a local business (host) within the borough, responsible for managing the batteries. The bikes are named after the host who can advertise on them for free. There would also be training provided to get people comfortable using these bikes.

Affordability was a key focus, with "Our Bike" providing an affordable option for cargo bike usage compared to other services. Monthly reporting to the Council includes details on kilometres travelled, number of trips, hours, and member information. Feedback from users and hosts, showcasing positive experiences and diverse applications, is collected and shared with the Council.

Overall, the initiative aims to make cargo bikes accessible, promote sustainable transportation, and integrate the service into the community to make more people travel sustainably and actively.

There was a suggestion to locate a cargobike on Holloway Road near the Northern Health Centre. A question was raised about why none of the hosts are schools or youth centres, especially given concerns about young people's activity. They clarified that hosts are identified by the local economies department at Islington. They are actively seeking a grant to fund two bikes in local deprivation areas and exploring models to support hosts, including potential sponsorship.

The discussion touched on the challenge of hitting certain groups, such as faith groups, in areas of high deprivation. The speaker acknowledged the need for different criteria to engage with these groups effectively. There were ongoing efforts involve exploring diverse funding models, seeking grants for bikes in deprived areas, and considering a mixed model that combines sponsorship, fees, and potential ongoing funding to sustain and expand the initiative.

Living Streets

David Harrison and Kathe Jacob from Living Streets presented to the committee. They commended the council and officers for their outstanding work, particularly praising the success of the People Friendly Streets initiative. They acknowledged the evidence gathered through research and emphasised the need for physical infrastructure to promote walking. A study of outer London boroughs demonstrated a significant increase in walking time, emphasising the achievement and importance of such initiatives.

They highlighted the equity aspect of promoting walking, especially in a borough like Islington where walking is the main mode of transport. They applauded the creation of spaces for all, including those who don't or can't drive. The success of transforming Dover Court into a great walking route was cited as a world-class example with potential for further implementation in other areas.

Liveable neighbourhoods were praised for their success, particularly mentioning improvements to King Henry's Walk. The potential for green corridors and a new green link as a TfN Leisure Walk were discussed. The importance of addressing the economy and local businesses, specifically in Cross Street, to enhance the walking environment was emphasised.

Digital mapping of footways was presented as a successful initiative, with millions of views for the central London map. They urged the council to use and build upon the work already done, including I-Spy walks and maps to engage children in walking.

They discussed the significance of vision and leadership, citing Councillor Champion's commitment and vocal support for active travel. The involvement of multiple council teams and the integration of sustainable transport into the local plan were highlighted as crucial factors. The need for behaviour change was stressed.

Lambeth's curbside strategy was praised, highlighting an interesting proposal to place trees in the carriageway instead of on pavements. This approach involves build-outs into the carriageway to preserve pavements and reduce the risk of tree damage to properties. The suggestion was offered as a consideration for Islington's People Friendly Streets initiative.

They further commented on Islington's commitment to reclaiming space for walking and wheeling, reducing isolation, and promoting public health. The importance of well-maintained pedestrian areas, addressing street clutter, and the positive impact on mental health were underlined.

Councillors expressed interest in the concept of building out and placing trees in the carriageway to improve safety and prevent slippery pavements. They inquired whether there was evidence or if it was still in the planning stage. The response highlighted the practical benefits and the need for careful consideration in planting trees to avoid future issues with footways.

A Councillor suggested incorporating art walks into the active travel initiatives, especially in areas without extensive green space these could emphasise the interesting architectural features along the route.

The discussion touched on the importance of maintaining pavements, addressing issues such as slippery surfaces and potential hazards. A suggestion was made to invite someone to a future meeting to discuss paving issues, with an emphasis on addressing concerns raised by community members.

Councillors raised additional points, including the consideration of safety measures in pavement beautification plans and the need to prioritise the maintenance of pavements to ensure a safer environment for pedestrians. The issue of implementing more benches and the potential anti-social behaviour and loitering an increase in these could cause was also discussed.

The committee thanked all the speakers for their presentations.

54 UPDATE REPORT ON BEHAVIOURAL CHANGE SCRUTINY (2021-22) (Item 9)

Sarah Hitchcock, Head of the Net Zero Carbon Programme, updated the committee on the Behaviour Change Scrutiny Report (2021-22). They outlined the challenges faced, such as scoping issues, changes within the program, and unexpected events like the energy price crisis. Despite these challenges, efforts were made to review the program, raise awareness, and promote the foundations of behaviour change. The Council secured funding to commission a specialist organisation to identify priority interventions and subsequently commission projects.

The presentation highlighted ongoing activities, including a staff behaviour change campaign during the energy price crisis and workshops addressing barriers to zero-carbon initiatives. The Council also conducted staff training on behaviour change theory. There had been outreach work, such as the Together Green website, themed weeks under the Go Zero campaign, and various activities promoting sustainability.

Future steps involve appointing the specialist organisation, developing the Citizens' Panel, conducting a staff survey, rolling out climate awareness training, and launching a new, longer-term behaviour change campaign. The Council aims to align its program with the Corporate Plan, streamline action planning, build internal capacity, and seek funding for long-term sustainability.

In summary, the Council has made progress in realigning its program, securing funding, conducting staff training, and planning for future behaviour change initiatives. They emphasised the importance of continuous implementation and seeking funding to support climate action initiatives like People Friendly Streets.

In response to queries, Sarah explained, the Citizens' Panel was in development, with the aim of creating a corporate panel that engages with a diverse range of residents. Initially focusing on climate action, the panel will conduct a deep dive into climate resilience. Recruitment would ensure demographic representation, especially of underrepresented groups. The panel, consisting of 30 to 40 people, will undergo onboarding and climate awareness training. Sessions will likely launch in spring, supported by the Let's Talk Islington platform, and aim to engage a wider audience through various channels. Regarding scope, details are being worked out

with a specialist to establish clear objectives and areas of influence for the panel. This will help communicate the purpose to both panel members and the wider community.

The Citizens' Panel is envisioned as an ongoing resource for all services, conducting research into specific topics annually or biennially. It aims to involve the community in decision-making processes beyond a single-service focus. The panel's flexibility allows it to address various issues in subsequent years.

The challenges discussed include difficulties in collaboration with other boroughs due to differences in climate action progress, targets, and priorities. Despite challenges, there is an appetite for collaboration, demonstrated by attempts to submit a joint bid for a behaviour change program.

Additionally, it was recognised the need to engage underrepresented groups creatively, such as partnering with local GP surgeries. Development is ongoing, emphasising transparency, clarity of purpose, and broad engagement.

RESOLVED:

That the committee noted the report

55 QUARTER 1/2 PERFORMANCE REPORT (2023/24) - NET ZERO CARBON (Item 10)

Sarah Hitchcock, Head of the Net Zero Carbon Programme, updated the committee on the Quarter 1 and 2 performance of Net Zero Carbon.

They highlighted several points: The latest carbon data, though two years in arrears, shows a drop in emissions due to the impact of COVID-19. Islington's own emissions data reveals some static figures in transport emissions due to new services and fleet additions. The successful completion of Solar PV installations over the summer, supporting Islington's commitment to renewable energy. Transport schemes have been adopted and made permanent, contributing to the reduction of vehicle use. Progress is ongoing in areas like fossil fuel plant-based machinery, grid improvements, and fleet electrification.

In the Green Economy work stream, a review of objectives was underway, focusing on business engagement, apprenticeships, and green jobs. Initiatives such as the Energising Small Business scheme continue to have a positive impact. In the Natural Environment sector, there have been delays in the delivery of greener together projects, affecting round two. Efforts are being made to start it soon. Tree canopy expansion and biodiversity action plans are scheduled. The development of the Citizens' Panel, aligning with the five missions and focusing on specific outcomes. Public health partnerships are being strengthened, and staff training programs are planned for employees.

In Communications and Engagement, efforts are being made to improve web pages for climate action. The Net Zero festival showcased Islington's work and partnerships with entities like Arsenal and local entrepreneurs. The Finance and Investment sector highlighted decarbonisation efforts reflected in Islington's

pensions and investments. Climate budgeting is being explored, along with collaboration with other boroughs and organisations for private sector investment in retrofit.

There was ongoing work on carbon monitoring, feasibility studies, and baseline establishment to understand the impact of projects. Involvement in the Net Zero neighbourhood concept promoted by the Capital Cities Commission was also discussed.

The protection and enhancement of green spaces in Islington are key considerations within the local planning framework. The local plan serves as a guide for development in the borough, and it includes measures to safeguard existing green spaces and promote the creation of new ones where possible. During the planning process, applications are evaluated with a focus on how they contribute to improving biodiversity and preserving or enhancing green areas.

The Planning Committee plays a crucial role in this process. It carefully reviews planning applications and assesses the impact on green spaces, ensuring that proposed developments align with the borough's commitment to environmental sustainability.

As part of specific initiatives, such as the cycleway project, there are efforts to integrate green elements into the urban landscape. For instance, during consultations with local residents and community groups, input is sought to identify areas along pavements that can be enhanced with greenery. This reflects a community-driven approach to greening public spaces, even on a smaller scale.

RESOLVED:

That the committee noted the report

56 **WORKPLAN 2023/24 (Item 11)**

RESOLVED:

That the committee noted the Workplan 23/24 and the Terms of Reference.

The meeting ended at 9.45 pm

CHAIR

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Islington Biodiversity Action Plan 2020 to 2025 progress update



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Agenda Item 9

What is a Biodiversity Action Plan (BAP)?

- A Biodiversity Action Plan (BAP) is an internationally recognised template for protecting and restoring the natural environment. The original impetus for these plans derives from the 1992 Rio Convention on Biological Diversity.
- There is a UK BAP and a London BAP and each London borough aims to have its own BAP.
- The new draft Islington BAP is the third Biodiversity Action Plan for Islington and covers the period 2020 to 2025.
- BAPs are partnership documents and are not just about what the Council is doing. The success of the BAP is dependent on us working together with other organisations and the wider community.



Key priorities in Islington's BAP



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To conserve existing habitats, biodiversity features and species.

To enhance and improve the condition of existing areas of habitat.

To create new habitats or increase the extent of existing habitat or range of species through restoration or expansion.

To engage the whole community in reducing environmental inequality by increasing access to green spaces for people and wildlife, providing the opportunity to learn about, protect and promote Islington's biodiversity.

Built Environment Action Plan Key Successes



1,095 trees planted in 2020 –2022 (900 more planned for 23/24) and Street Tree Donation Scheme Launched. 66 trees have been funded through the sponsorship scheme so far.

New Greening Together Programme launched with £1.5 million of capital funding allocated to deliver projects. To date 13 new community led greening projects delivered and 15 in progress.

Adopted and launched a new Islington Local Plan which helps strengthen the requirements for all developments to protect, enhance and contribute to the landscape, biodiversity value and growing conditions of the development site and surrounding area, including protecting and enhancing connectivity between habitats. Currently preparing for the introduction of Biodiversity Net Gain legislation.

Launched the Thriving Neighbourhood Programme that aims to transform shared spaces on estates and their immediate vicinity across Islington. So far it has funded 20 greening improvement projects on estates .

Rolling out the Liveable neighbourhoods programme which are designed to create better, more welcoming spaces for local people and communities. 5 Liveable neighbourhoods currently being engaged on.

Natural Environment Investment Readiness Fund funding for development of pocket park framework, Future Parks Accelerator funding to accelerate urban greening and Transport for London funding for the Greening Cally Project secured and in development.

Parks and Open Spaces Action Key Successes



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100,000 bulbs planted on housing estates

10,500m² additional habitat created for wildlife (far more than annual 250m² target)

New Housing Community Gardening Team created to support existing volunteer groups estate gardening groups and develop new ones.

Parks for Health Strategy launched

New planting donated by Chelsea Flower Show, planted by volunteers at Packington Estate. Over new 4000 plants were planted.

Completed a restructure of the Grounds Maintenance Service which now has dedicated Horticultural Teams to improve the quality of horticultural areas and improve biodiversity.

Access to Nature Action Plan Successes



Over 25,000 volunteer hours carried out in parks by Friends of Parks Groups and others (council and community led volunteering)

Big City Butterflies Project engaged with 530 people in raising awareness about gardening for butterflies

Every BrightStart Worker trained up to at least Level 1 as a Forest School practitioner, working with children under 5

Almost 20,000 visits by young people taking part in education sessions in parks

Wider range of people than ever before benefitting from nature events through initiatives such as Dementia-friendly walks, Intergeneration Events and Islam and Nature Walks

Designated Sites Action Plan Key Successes



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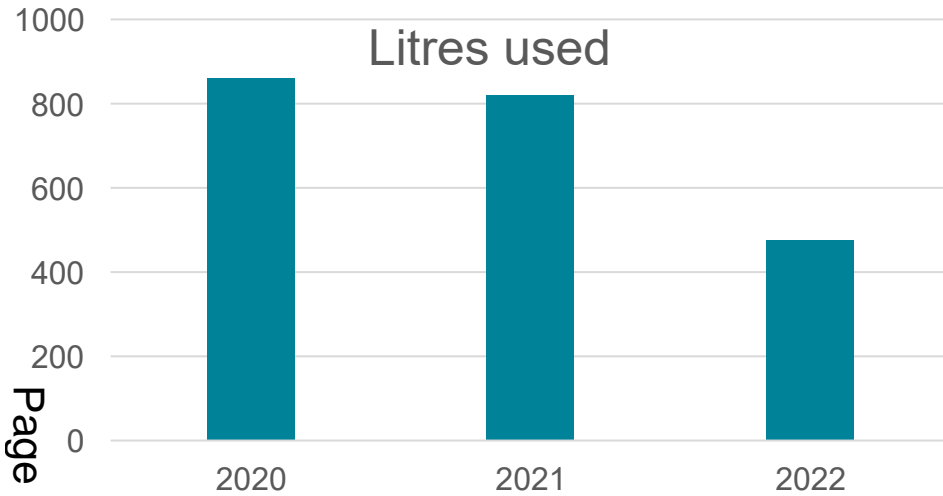
Three new SINCs (Sites of Importance for Nature Conservation) designated: Grenville Road Gardens, Wray Crescent, Bevin Court.

£450k funding secured and delivered the restoration of the New River Walk water course which included desilting work to improve river ecosystem health.

Habitat creation and enhancement projects undertaken on a number of SINCs, for example Dartmouth Park, King Square Gardens and Caledonian Park

New wetland area created at Gillespie Park in partnership with Siemens.

Reduction in Herbicide Use Across the Borough



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The Council no longer uses glyphosate in our parks or housing estate green areas unless we are treating invasive species such as Japanese Knotweed.

Spraying of pavements is minimised through targeted spraying technology which only sprays weeds and reduces drift risk.

All tree pits in the borough are no longer sprayed and we are encouraging residents to plant them up.

Scheme to allow residents to opt out of their street being sprayed provided they hand weed, is being developed.

Further examples of the work being done to improve biodiversity in the borough.

Wray Crescent - Friends of Park work to improve local habitat for bees and education about the challenges bees face.

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New River Walk Improvements

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Bennett Court – New wildflower meadow



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Myawaki Forest at Barnard Park



School Children on Big Cities Butterflies workshop & Pond Dipping



Tree pit with planting



Big City Butterflies Men's Shed at Kings Square



New wildlife garden at Highbury Fields Bandstand

- The wildlife garden was created by Bright Start and Greenspace working in partnership
- Over 3,000 under 5's and their families have benefitted from activities in the garden
- Two more wildlife gardens are now planned in conjunction with Bright Start – at Whittington Park and Barnard Park

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Next steps

- The BAP will continue to provide the strategic framework for our biodiversity work through to 2025.
- Beyond this, local authorities will be required to produce Local Nature Recovery Strategies (LNRS), which will replace BAPs as the means by which biodiversity priorities will be identified.
- The Greater London Authority is currently working to produce an LNRS for London as a whole, which will provide a strategic overview for individual boroughs.
- An LNRS must contain a local habitat map and a written statement of biodiversity priorities. In preparation for this, Islington is commissioning a new ecological survey of SINC sites and potential SINC sites which will help inform our emerging LNRS.

**Thank you
&
Questions ??**

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Executive Member for Environment, Transport and Air Quality - Annual Performance Report

E&R Scrutiny Committee

23rd November 2023

Climate Action

- In the recently published **Council Climate Action Scorecard**, Islington is in joint 5th position of all 186 UK single-tiered authorities.
- We have cut direct emissions from our **pension fund** by 40% between 2021 and 2023
- Developed and agreed a **Citizens Panel** model with an initial focus on climate action to be launched early 2024
- Development of the **Net Zero Supplementary Planning Document** underway, following a proactive engagement programme with residents, businesses, housing associations, and architects/developers.
- Free **planning advice** now available for householders on when planning permission is required for retrofit
- Over 200 **solar panels** now installed across five council buildings and ground source heat pump installed at New River College. Decarbonisation works for the Waste and Recycling Centre complete, with four more buildings underway including Archway Leisure Centre.
- UCL completed an **analysis of retrofitting and energy change** options for existing council housing stock.
- Successfully partnered ReLondon delivering **Circular Economy grants** for small businesses
- Joint action plan for reducing carbon emissions drafted with Anchor Institutions and launched in April 2023 with a six-week **Go Zero campaign**.

Energy Services

- 2022/23 **CO₂ emissions from fleet vehicles** were 2,379 tonnes, 3% lower than the target of 2,450.
- 2022/23 **CO₂ emissions from council buildings** were 2,029 tonnes, 17% lower than the target of 2,431 tonnes and representing an 11% reduction on 2021/22.
- Successful bids were made to the **Public Sector Decarbonisation Scheme (PSDS)** for Archway Leisure Centre, Drayton Park Primary and King Henry's Walk care home, which will see gas boilers replaced with heat pumps and solar panels installed.
- **Feasibility studies** have now been carried out for 51 council buildings and schools, with a successful bid made to the Low Carbon Skills Fund for a further 31.
- **Solar panel arrays** were installed at four other council sites funded by Islington's Carbon Offset Fund.
- A successful bid was made to the **Social Housing Decarbonisation Fund wave 2** to install energy efficiency measures at 371 council properties (raising them to an EPC C rating).
- **Energising Small Business** funding has been awarded to 167 applicants to date, delivering annual savings of 192 tonnes of CO₂ and an average saving to businesses of over £1,000 a year.

Fuel Poverty and Seasonal Health Interventions Network – SHINE

- Across 2022/23:
 - our **Energy Doctors** supported 1,168 Islington households, saving them an estimated £137k on bills and 651 tonnes of carbon.
 - our **Energy Advice Team** supported 339 households with debt and complex cases which has resulted in £8k debt relief. Demand for the debt service has tripled compared to 2021/22.
 - SHINE received 3,014 **unique household referrals** and delivered 11,800 interventions resulting in a estimated total of £1.4 million of savings for vulnerable residents.
- SHINE retained its pan-London advice contracts with EDF and the GLA . Several other boroughs have enquired about running SHINE schemes tailored to them.
- SHINE worked with colleagues to improve **referrals from other council services** (care leavers, blue badge, free school meals)
- SHINE is liaising with support organisations inside and outside the council on a **coordinated cost of living response** to ensure maximum take-up of the service.

Air Quality

- Supporting transport, inclusive economy and housing projects across the borough with **pollution monitoring** and working on reducing pollution from **construction equipment**.
- Surveyed ten care homes in the borough to **reduce vulnerable resident's exposure to air pollution**.
- Awarded **Defra funding** to trial real-time display of pollution monitoring data.
- Islington leading with Camden on London wide **wood burning research** and communications project.
- Investigating prevalence of **non-construction NRMM** ('Non-road mobile machinery') in the borough.
- Evaluating the first ever visitor mooring **electric charging points** along the Islington canal network.
- Published report with Global Action Plan on first of a kind programme to **train Islington GPs** on health effects of Air Pollution.
- Completed study with Groundwork and UEL on the **impact of road cleaning on particulate matter** pollution.
- Published report with Imperial College London on **wood burning impacts** in the borough.
- Supported outer London boroughs with the **Ultra-Low Emission Zone expansion** that now covers the whole of London.

Strategic Transport

- Top scoring inner London borough on the 2023 **Healthy Streets Scorecard**, for third successive year.
- **Removal of roundabouts** – Works continue at Old Street to complete the public realm improvements and finish works to the station entrance and fit out the shop units in the subway area. Final works to be complete by spring 2024 (new station entrance, lift and public realm improvements). Bath Street and Peerless Street traffic and environmental improvements mitigation scheme completed May 2023.
- 496 **Electric Vehicle Charging Points** have been installed to date with the end of 2023/24 target being 600.
- 500 **on-street bike hangars** have been installed to date, with the capacity for 3,000 bicycles. Target of 600 on-street hangars by the end of 2023/24, with commitment to meet demand and cut costs for lower-income households.
- The council has exceeded its commitment to reduce the number of **privately owned cars** in the borough by 6.9% from a 2016 baseline of 37,372 by 2041. The most recent figure (2021) is 34,217 (8.4% down).
- The next **Islington Transport Strategy biennial monitoring report**, which tracks progress against targets and commitments, due to be published spring 2024.
- People killed or seriously injured in **road traffic collisions** in Islington in 2022 was 111, up from 96 in 2021, as was the case with most other London boroughs as traffic returned to pre-pandemic levels. 49 of these were on TLRN roads and 60 on borough roads. There were 2 fatalities as compared to none in 2021.

Housing Estate transport developments

- Implemented over 130 estate **Traffic Management Orders** to maintain safe access for residents and services.
- Ongoing program of **re-purposing parking spaces** to promote cycling and recycling.
- Provided 2780 **secure cycle storage spaces** across 284 facilities in a variety of design solutions tailored to local needs and environmental context.
- Offering inclusive and accessible cycle storage provision for cargo and adapted cycles.
- Completing accessibility improvements such as a recent new wheelchair access ramp, with more to follow.
- **De-cluttering public rights** of way to modernise pedestrian access routes and encourage walking and mobility scooters.
- Increasing **mobility scooter storage and charging** facilities.

Transport Projects and people-friendly streets

- St Mary's Church and Amwell **Low Traffic Neighbourhood (LTN)** both now been made permanent. Six out of seven LTNs are now permanent.
- Significant progress made on development of new **Liveable Neighbourhoods (LN)**
 - **Mildmay** : 3rd round consultation – complete
 - **The Cally** : 2nd round co design - complete
 - **Barnsbury and Laycock**: 2nd round co design - complete
 - **Bunhill and Barbican, and Dartmouth Park** : 1st round early engagement – complete
 - Work on the first three expected to start in 24/25.
- Additional three **School Streets** made permanent with primary school programme virtually complete. **Sacred Heart** School Street and public realm improvements complete, including permanent traffic filter and two build-outs. Ongoing improvements to deliver the benefits of Street Streets to primary schools on main roads.
- **Nags Head to York Way cycleway** – design phase and consultation complete, construction to start in January.
- **Southgate Road/Northchurch Road junction** – design phase and consultation complete
- Work continues to deliver public realm projects at **Kings Square and Clerkenwell Green**, though latter has been suspended due to major local gas works.

Waste Minimisation and Recycling

- Islington's **residual waste per household** figure for 2022/23 was confirmed as 450.1kg, our second lowest ever and remaining one of the lowest across all London boroughs.
- Our 22/23 **recycling rate** however was 27.7%, the lowest since 2007/8. This downward trend is shared across most other NLWA boroughs and considered a combination of the impacts of the very hot summer on organics tonnages and more broadly the economic downturn, with shifting patterns of discretionary household spend and consumption.
- Second **Reduction and Recycling Plan** agreed in Feb 2023, setting new 2030 recycling commitment of 40%.
- **£500k estate recycling investment, more than £2m over three years**, to make recycling on estates easier and more convenient for residents.
- **Expansion of the food waste recycling service** to remaining suitable purpose-built blocks of flats. Current coverage is 75% with a target of 100% by March 2024.
- Trial of **food waste for flats above shops** (first in country) complete and ongoing project with ReLondon to improve recycling rates for flats above shops.
- Series of **repair cafes** held throughout 23/23 funded through social value contract donations.
- Aiming to reopen **Library of Things** in N4 Library in Spring 2024.

Street Services Cleansing Operational Performance

- Waste and recycling collections showing consistent good performance on reported monthly **missed collections**, averaging 265 across 22/23 compared to 262 in 21/22 and 289 in 20/21.
- There are an average of 2.1 million collections made every month so the above performance represents 0.012% reported missed or only one in every 8,000.
- Missed waste and recycling collections (for both residents and businesses) have improved consistently with current levels running at half of what they were five years ago.
- Across 22/23 reported **fly-tip numbers across all land types** at 1,292 were down 8% on the 21/22 number, itself down 29% on 20/21. The proportion on the public highway being removed within 24 hours remains over 90%.
- On-street cleanliness surveys (LEQS) showed that **Litter levels** across the borough have improved consistently over the last few years, in 22/23 standing at 98.5% of surveyed 'transects' at or above a pre-defined acceptable standard.
- 22/23 levels of **Flyposting, Detritus (debris) and Graffiti**, also all improved on 21/22.
- The council has recently engaged an Environmental Protection contractor to operate **litter enforcement**, issuing on the spot Fixed Penalty Notices to offenders. To date over 1,100 fines have been issued for littering.

Fleet Decarbonisation

- **Electrification of the fleet** continues, now with 87 fully electric vehicles ranging from cars and vans to refuse vehicles. To date the electrified fleet includes six RCVs, five buses and nine vehicles at 3.5t and over.
- Additional **ebikes & e-cargo bikes** within Environmental Services well used by a variety of different services
- Installation of additional **power and charging infrastructure** has been completed at Cottage Road allowing wide-scale introduction of EVCPs to support the fleet transition.
- **Fiftyseven EVCPs with 134 total connection points have been installed** across ten council locations: the Waste & Recycling Centre, Pritchard Court, Laycock Centre, Fairbridge Road depot, Ecology Centre, 222 Upper Street, Newington Barrow Way, Randells Rd, Town Hall & Central Library
- Alongside the work on electrification the team are also working on **delivering a strategy to manage the reduction of the total number of vehicles** the council operates to deliver services. This will support the reduction of the total environmental and financial impact of the council's fleet and promote more sustainable transport solutions.
- The team is also working in conjunction with several other services across the council on the **energy masterplan workstream** to look at the variety of decarbonisation programmes taking place at the WRC and realise opportunities to ensure the site is making best use of it's upgraded electrical capacity.

Parks and Trees

- The new **Parks for Health Strategy** is being implemented through the provision (by the council and partners) of over four hundred health and wellbeing activities in parks, and with 260 Green Social Prescribing Referrals for people with health problems.
- In **London in Bloom**, Islington retained its Gold Award and was joint category winner. Gillespie Park won Gold and Conservation Area of the Year. Individual awards were also received 8 other parks including a Gold and category win for Granville Road Gardens in the Small Park Category. The borough also won the **Best Horticultural Health & Wellbeing Award** and **Best Community Engagement Award**.
- Three more Islington parks and open spaces have awarded Green Flag status in Keep Britain Tidy Green Flag Awards, taking the total to thirteen. The latest addition of parks awarded were **Duncan Terrace Gardens, Canonbury Square, and Grenville Row Gardens**.
- Continued strong community participation in our parks with **45 Friends of Parks groups** signed up to the Friends of Parks Charter and over 12,300 volunteer hours delivered across 22/23.
- We planted 451 **new trees** on streets and in parks in 22/23, though losses (including weather related) were also high at 318. Along with the (net) new 84 on Housing land, this gives a net new trees total for 22/23 of 217. The council has the ambition of six hundred net new trees a year.

Greening the Borough

- **Islington Greener Together** – 13 of the round one projects have now been delivered and a further 7 will be complete by the end of this year and another 12 by the end of March 24.
- First new Islington designed parklet installed at Mayton Street.
- Robert Blair School Street greening scheme completed.
- Cleveland Road Community Rain garden completed.
- New pocket park created in partnership with Central District Alliance in Clerkenwell.
- Greener Together Champions programme in partnership with Groundwork launched.
- **Green Finance for 'Islington Pocket Park Framework'** project has developed a draft pocket park design framework which is being ground tested with the Cultivating Cally project and now at investor testing phase.
- Joint internal training programme delivered for Highways and engineering staff around the delivery of green infrastructure with Camden.
- Second round of Islington Greener Together proposed for February 2024

Cemeteries

- In 22/23 Islington and Camden Cemetery Service facilitated **2,198 funerals** (902 burials and 1,294 cremations), representing a slight decrease on previous years as demand for services return to pre Covid volumes.
- **Memorials Sales** have continued to grow, contributing nearly £250k to the services ringfenced account for reinvestment.
- Key projects around further **Burial Ground development** and **Burial Vaults** have been delivered increasing capacity and providing variation in choice for our residents.
- Key projects moving forward include development works around our **Reclamation Strategy** (delivering around new 9,000 burial plots) will continue along with and **Grounds and Infrastructure improvements**.

Community Engagement and Wellbeing

222 Upper Street, London, N1 1XR

Report of: Assistant Director of Community Learning and Libraries

Meeting of: Employment and Regeneration Scrutiny Committee

Date:

Ward(s): All

Subject: Libraries Quarter 2 2023-24 Performance Report

1. Synopsis

- 1.1. The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. These indicators are in the process of being refreshed, with a view to more accurately measuring libraries' contribution to strategic council priorities and will be drawn up following the Community Spaces Review, implementing the recommendations from it. Progress on key performance measures is reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2. This report sets out Quarter 2 2023-24 progress against targets for those performance indicators that fall within the Library Service outcome area, for which the Employment and Regeneration Scrutiny Committee has responsibility.

2. Recommendations

- 2.1. To review the performance data for Q2 2023/24 for measures relating to Library Services.

3. Background

The performance measures covered by this report are largely based on the Corporate Performance Indicator set, which is refreshed annually. The performance indicators for the library service are:

Number of library visits

Number of library issues (physical and online)

Number of active members – i.e. someone who has used their library ticket in the past 12 months

In addition to these Corporate Performance indicators, this report shall include data/feedback for the following:

PC usage

Library activities – number of attendees at events

User feedback

PI No.	Indicator	2021/22	2022/23	Better to be	2023/24 Q1	2023/24 Q2	2023/24 Q3	2023/24 Q4	In-year trend	Notes on measure, targets and benchmarking
Empowering strong and supportive communities										
CEW1	Number of library visits	342,384 (Q3 & Q4 Only)	766,000	↑	202,394	210,045				Target 800,000 per annum
CEW2	Number of Library issues (online)	221,353	253,644	↑	62,469	69,306				Target 256,180 (1% increase on 2022/23) per annum
CEW3	Number of Library issues (physical)	444,146	515,227	↑	125,800	131,654				Target 520,379 (1% increase on 2022/23) per annum
CEW4	Active Library members	17,463	20,516	↑	N/A	N/A				Target 22,346 (5% increase on 2022/23) per annum

3.1. Corporate Indicator CEW1: Number of library visits: Q2 figure 202,394 (target 800,000)

Visits	Q1	Q2	Q3	Q4	Totals
2023/24	202,394	210,045			412,439
2022/23	185,321	182,660	190,756	207,263	766,000

- 3.2. Visitor figures for Q2 are above the quarterly target of 200,000, an increase that continues the upward trend in visits seen over the majority of 2022/23. In response to the cost of living crisis, the service formally abolished fines and waived outstanding fines which was received with positive feedback from users and media recognition. This decision, and the marketing messages that went around may have resulted in increased visits.

3.3. **Corporate Indicator CEW2: Number of online library issues Q2: 69,396**

	Q1	Q2	Q3	Q4	Totals
2023/24	62,384	69,306			131,780
2022/23	62,100	61,176	64,470	65,898	253,644

3.4. This is a new corporate indicator that aims to highlight the breadth of the library offer and the uptake of online and e-resources. The issues here show the take-up of a number of resources: e-books; e-audio books; e-newspapers and e-magazines that users can access via Libby, Borrowbox and other library apps.

3.5. **Corporate Indicator CEW3: Number of library issues physical Q2 125,800**

Issues	Q1	Q2	Q3	Q4	Totals
2023/24	125,800	131,654			257,454
2022/23	123,620	128,881	126,756	135,970	515,227

3.6. The library service continues to promote physical and online stock which usually sees usage peak in quarters 3 and 4.

3.7. **Corporate Indicator CEW4: Active library members Q2 20,516**

3.8. Target of 21,541 which is a 5% increase on the figure achieved in 2022/23.

3.9. This data is only available at year end. The trend for the active members for the last four years is as follows:

2022/23 - 20,541
 2021/22 – 17,463
 2021/21 - 6,954
 2019/20 - 26,821.

3.10. **PC Usage**

3.11. All of the libraries offer public computers which are free to use. In addition to using the software on the machines and accessing the internet, users can print and scan from them. There are a total of 123 computers across all of the 10 libraries.

- 3.12. Within the digital offer, all libraries offer free Wi-Fi. The last few years have seen user habits change, with a steady reduction in the demand for public computers and an increase in demand for usage of Wi-Fi, enabling users to use their own devices. Several reasons for this are likely to be the affordability of internet-enabled devices, such as tablets and smartphones. In addition, over the course of the pandemic, several partners, including Adult Community Learning launched laptop and tablet grant schemes that gave residents in need of devices something they could use to access the internet. The service has responded to these changes in habits by modernising the layout where possible, increasing the amount of study desking with power for usage and retaining PCs where demands need to be met.
- 3.13. The PC booking system provides detailed reports on the uptake of the public PCs, with usage currently standing at circa 50% take up of available sessions. The data below indicate higher usage of PCs in libraries that have more of them and have longer opening hours.
- 3.14. In Quarter 2, **18,215** hours of computer usage across all 10 libraries was recorded, broken down as below:

Library	Number of Hours Q1	Number of Hours Q2
Archway	1,509	1,611
Cat & Mouse	360	436
Central	6,125	6,794
Finsbury	2,216	2,165
Lewis Carroll	2	5
Mildmay	851	969
N4	2,580	2,751
North	1,240	1,264
South	1,057	1,244
West	984	976
Total	16, 924	18,215

4.0

Number of residents attending events and activities in Libraries

- 4.1 In 2022/23, the service recorded 43,970 attendees to a wide range of events across the library service. This was above the target of 32,000 and represented approx. 15% of the Islington population.
- 4.2 The free activities on offer cut across a range of themes under the Library Service strapline of Read, Learn, and Connect. They are responsive to community need and support the Universal Library Outcomes identified by the Department for Digital, Culture, Media and Sport in their strategic ambition for public libraries, 'Libraries Deliver: Ambition for Public Libraries in England'. Uptake of these engaging and creative sessions was positive, with **14,316** attendees attending a wide range of events in Quarter 2. In addition to bespoke and themed activities, some of the regularly timetabled activities include:
- Weekly under-fives and baby bounce sessions
 - Chess and games clubs for adults and children
 - Reading groups for adults and children
 - Gentle exercise class for older adults
 - Gadget support sessions
 - Knit and natter groups
 - Lego clubs for children
 - Toy libraries.

Library	Number of Attendees at events Q1	Number of Attendees at events Q2
Archway	1,699	1,697
Cat & Mouse	785	1,376
Central	2,149	2,457
Finsbury	1,292	1,357
Lewis Carroll	811	782
Mildmay	1,367	1,707
N4	931	847
North	1,358	1,520
South	710	943
West	1,481	1,630
Total	12,583	14,316

- 4.3 Q2 included the Summer Reading Challenge as well as the summer holiday activities for children and families. Many of these activities linked in with the theme of the Summer Reading Challenge which this year was Get Set, Read and made the link between physical wellbeing and reading.

We had a total of 1,946 children start the challenge with 878 completing it - read 6 books over the summer period. This is approx. 45% of all starters.

In 2022 we had 1,246 children start the challenge with 535 completing it (approx. 42%)

Library	Number of children completing the Summer Reading Challenge 2023	Number of children completing the Summer Reading Challenge 2022
Archway	123	74
Cat & Mouse	49	45
Central	174	111
Finsbury	92	41
Lewis Carroll	61	45
Mildmay	65	31
N4	109	46
North	58	33
South	72	63
West	75	46
Total	878	535

4.4 In Q2 our events and activities included 68 summer holiday activities for children and families. Highlights of Q2 include:

- Ranger Stu and his animals – at 6 libraries
- Little Angel make a puppet – at 4 libraries
- Institute of Physics - Mimi's rainbow adventure – North Library
- British Library animal sensory story-time event – Archway Library
- Create cheer squad pom poms & megaphone from recycled materials – Finsbury Library
- Come and design and make your badge or fridge magnet – Mildmay Library
- West Library opened on Sunday 2 July for Cally Festival
- Launch of Toy Library at Central Library – 18 September.

In addition to events and activities library staff have carried out a large amount of community outreach in Q2 including:

- Visits to most of the primary schools to promote the Summer Reading Challenge
- Cost of living events
- Jean Stokes summer party
- Stay and play sessions at Children's centres.
- Age UK Staying well conference.

4.5 The library service plays a key role in supporting local priorities and services that deliver on them. Some of the activities that were run in local libraries in Q2 included:

- Voluntary Action Islington at Finsbury, Archway, Central and N4 Library to talk to residents about volunteering opportunities in the borough.
- Targeted Youth Services (Zone youth club) using community Room at C&M while their building is being refurbished July – Nov 2023, Tues, Wed and Thursday evening.
- Central library Gallery used for exhibition of art work from schools competition to encourage girls to become involved in sport and physical activity. July 2023
- Bright Futures running Education Support surgery at North for parents and carers - August.
- Water and sun protection at Libraries for distribution to homeless people during hot weather.
- Bright Futures – lunch bunch registration support F and Mildmay
- Sim cards from Good Things Foundation available at Central
- 2 X engagement events at Mildmay to update residents on refurb plans (18 & 20 July)
- Bookswap started at Brickworks community centre.
- Islington carers hub using West Library hall for a session on memory loss and dementia 21.9.23
- Age UK using North Library hall for session on lasting power of attorney 12.9.23
- Mildmay Library hosting consultation sessions on Liveable neighbourhoods scheme September.

5.0 Feedback from users

- 5.1 The library service receives a large amount of feedback from users. Some of this is received in libraries via customer talk back forms, some comes in via the website, on Twitter or from contact Islington.
- 5.2 In Q2 a total of 29 compliments/suggestions, comments and complaints were received.
- 5.3 Examples include:
- Libraries are fantastic. I have read 4 great e books and 3 physical books are reserved and waiting at the branch around the corner (on Twitter)
 - Thank you for all the baby bounce songs and rhymes, It is always a special event during the week. Talk back form West Library
 - We have loved the summer events. Today with Ranger Stu was a delight (on Twitter)
 - User wants to commend Oby for her outstanding and dedicated service. Talk back from Cat & Mouse Library
 - User found the computers very slow. Talk back form N4 Library
 - User found the Wi-Fi very slow over the last few weeks. Talk back form Central Library

In addition to these in Q2 we received a large amount of feedback from users about the Summer Reading Challenge. Examples include:

Feedback from children	Feedback from parents/carers
------------------------	------------------------------

The Summer Reading Challenge has made me feel confident about reading harder books. I enjoy reading books with a twist in it.	A really good way to keep kids engaged and excited about reading, specially in the summer when they are in “no school mode” Its made the passion for reading continue uninterrupted into the new school year.
I liked when we talked about the books with the people at the library.	The Summer Reading Challenge was very good as this led me to read more books along with the kids. Librarians were very friendly when questioning kids as it was a two-way dialogue. Well done!
I am reading longer books and really enjoying it.	My daughter is reluctant to read so that was a great motivator.
I discovered that I love books.	My child really got into the challenge. He was keen to complete it and has been waiting for his medal. He enjoyed talking to the librarians.
I like the Summer Reading Challenge because it gave me a chance to read new books and talk about them.	I really enjoyed the challenge and reading with my daughter. She learnt so much.

6. Implications

6.1 Financial Implications

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

6.2 Legal Implications

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

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

- 6.3.1 The libraries service is committed to contributing towards achieving a net-zero carbon Islington by 2030. All libraries are collection points for recycling bags and food waste bags.

6.4 Equalities Impact Assessment

- 6.4.1 The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.
- 6.4.2 An Equalities Impact Assessment is not required in relation to this report, because this report is looking at historical performance information and does not relate to a new policy, procedure, function, service activity or financial decision. Where a new policy, procedure, function, service activity or financial decision is mentioned in the commentary within this report, there should be a separate Equalities Impact Assessment for that specific development, rather than attached to the reporting on performance for any measures that this would affect.
- 6.4.3 The libraries service continues to offer a service that is inclusive, accessible, welcoming and relevant to all. Addressing inequalities is central to the 'Read, Learn, Connect' mission of libraries, and is reflected in opening hours; the online offer (where e-audiobooks support those who have visual conditions access library materials); the activities offered (such as Eid craft events); thematic displays (such as for Pride and Black History months).
- 6.4.4 Operating within the Directorate of Community Engagement and Wellbeing, working alongside the Equalities team and reporting to the Executive member for Equalities, Culture and Inclusion, the Library Service is committed to developing an even stronger offer that addresses inequalities by mapping the offer to need and addressing gaps where they may be identified.

7 Conclusion and reasons for recommendations

- 7.1 This report has presented a detailed narrative describing the performance of Libraries Services in Quarter 2 2023-24. Where performance is off target, a summary of the actions being undertaken to improve performance has been included.

Appendices:

- None

Background papers:

- None

Final report clearance:

Signed by:

**Assistant Director Community Learning & Libraries
Akeel Ahmed**

Date: 4.11.23

Report Author:

Michelle Gannon – Head of Libraries

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Environment and Climate Change
Town Hall, Upper Street, N1

Joint Report of: Executive Member for Environment, Air Quality and Transport,
Corporate Director of Community Wealth Building and Corporate Director of
Homes and Neighbourhoods.

Meeting of: Environment and Regeneration Scrutiny Committee

Date: 25 January 2024

Ward(s): All

Subject: 23/24 Quarter 2 Performance Report: Environment and Transport

1. Synopsis

- 1.1. The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. Progress on key performance measures are reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2. This report sets out Q2 2023/24 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. To align with the Islington Together 2030 Plan, some additional new measures have also been added that will be reported from Q2 or Q3 onwards.

2. Recommendations

- 2.1. To note performance against targets as at the end of Q2 2023/24.
- 2.2. To note the additional new measures that align with the Islington Together 2030 Plan

3. Background

- 3.1. A suite of corporate performance indicators has been agreed which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - Building a Fairer Islington. Targets are set on an annual basis and performance is monitored internally, through Departmental Management Teams, Corporate Management Board, and externally through the Scrutiny Committees.
- 3.2. The Environment and Regeneration Scrutiny Committee is responsible for monitoring and challenging performance for the Place and Environment outcome area of making Islington a welcoming and attractive borough and creating a healthier environment for all as well as measures relating to helping residents cope with the cost of living.
- 3.3. **Quarter 2 performance update – Keep the streets clean and promote recycling.**

PI No.	Indicator	2021/22 Actual	2022/23 Actual	23/24 Target	Q2 23/24 or latest	On target?	Q2 or same period last year	Direction of travel
n/a	Residual Waste per household (Q in arrears) This is shown as a year-end projection based on the quarters so far.	367.5kg	350.1kg	318kg	353kg (at Q1)	No	350.1kg	Same
E1	Percentage of household waste recycled and composted (Q in arrears)	30.1%	27.7%	33% 22/23 & 34% 23/24	29.2% (Q1)	No	27.7% (22/23)	Better
n/a	Percentage of commercial waste recycled.	n/a	n/a	22.3%	21.6% (Q1+Q2)	No	n/a	Better
E11	Number missed waste collections - domestic and commercial (average per calendar month)	262	265	275	243 Q2	n/a	265	n/a

n/a	Number of reported flytips (all land types)	1,404	1,292	n/a	720 (Q1+Q2)	n/a	542 Q1+Q2	Poorer
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	96.6%	98.5%	97%	98.8% (Q1+Q2)	Yes	98.5% (22/23)	Better
E7	Cleanliness surveys – Detritus (% sites above acceptable standard)	92.4%	96.5%	95%	96.7% (Q1+Q2)	Yes	96.5% (22/23)	Same
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	99.0%	99.7%	99%	99.1% (Q1+Q2)	Yes	99.7% (22/23)	Poorer
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	99.2%	99.7%	99%	98.0% (Q1+Q2)	Yes	99.7% (22/23)	Poorer

3.3.1. **Residual (non-recycled) total waste:** Although still very early in the year, projected residual waste per household at Q1 was on a par with the 22/23 figure, itself the second lowest ever amount for Islington and one of the very lowest across London.

3.3.2. **Recycling rate:** Audited quarterly recycling rate data from Waste Data Flow (the national waste and recycling performance database) usually comes in around three months after the end of the quarter. The Q1 figure of 29.2% is slightly improved on the 22/23 rate of 27.7%, but remaining down on the 30.1% for 21/22. Early indications are that Q2 will be somewhat higher.

An analysis of all seven NLWA boroughs comparing their 21/22 rates with the 22/23 rates, indicates that Barnet, Hackney and Haringey all had larger drops than Islington, whilst Camden had a much smaller drop. Waltham Forest showed a modest increase which is attributed to a change in methodology around flytipped waste (which Islington had already applied) and Enfield showed a substantial rise attributed to them tackling very high contamination rates which Islington hasn't had. The broad recent downward trend in recycling rates is attributed to the economic downturn with shifting patterns of discretionary household spend and

consumption, and also specifically to a reduction in organics tonnages due to the summer 2022 heatwave suppressing garden waste. Organics tonnages across the summer of 2023 looked stronger again and will feed into the Q2 recycling data.

- 3.3.3. The council has set up a Recycling Data Review Group to more closely scrutinise recycling tonnages and to identify trends and what can be learnt. The recycling rate is calculated from the compilation of complex sets of data from a range of sources. The Group is reviewing this data, not only to identify trends but also ensure data integrity. This will enable quicker and more detailed analysis of emerging trends and early identification of any anomalies so that urgent follow up with NLWA can be taken.
- 3.3.4. The deployment of Islington's new Waste Management Back Office system, scheduled for this year will also improve data handling enabling more accurate performance management for collection rounds.
- 3.3.5. The council is working hard to improve recycling performance through a combination of service improvements and encouraging behaviour change. Given that the comparative recycling rates on estates are on average only about 60% of that for street properties, our Waste Reduction and Recycling plan sets out a substantial new investment programme to transform recycling facilities on our estates. Improvement works have been commissioned at a dozen different estates, including Bemerton Estate, Finsbury Estate, Camden Estate and Shelley Court. Works are due to commence late January and early February. Consultations have concluded at a number of other estates, including Barnabus House Kings Square Estate, Popham Street Estate and Rotherfield Court, while other sites with ongoing development work and consultations include Thornhill Houses and Hilldrop Estate.
- 3.3.6. In the shorter term, our focus continues to be on extending food waste recycling to remaining purpose-built blocks of flats and as at November, service coverage was up from 43% in April 22 to 79% of suitable properties with an extra 18,000 households now receiving this service.
- 3.3.7. We are also continuing the trial of food waste collections from flats above shops along part of Holloway Road and are participating in a funded research project with ReLondon and two other London Local Authorities to identify ways to increase recycling rates for flats above shops and businesses. The funding is worth up to £25k.

- 3.3.8. A range of communications campaigns and waste prevention campaigns are being delivered in partnership with NLWA, including 'Reduce, Reuse, your Cycle', a reusable period product campaign, schools education and engagement (including promoting uniform exchanges), the Together We Recycle campaign which focusses on the great work done by our front line collection crews, and promotion of the London wide 'Eat Like a Londoner' campaign which aims to drive down food waste.
- 3.3.9. **Commercial Recycling Rate:** The commercial recycling rate for Q1+Q2 is 21.6%, as against the 23/24 target of 22.3%. The council's ambitious 2030 target is 75%. We are in the process of fitting all our commercial waste bins (including recycling) with tag readers which allow the weighing of bins to enable the pinpointing of businesses where recycling can be significantly increased, particularly from a food waste perspective. This rollout is scheduled to be completed by the end of March. Our commercial waste flyer is now more recycling focused and recycling services are still cheaper than general waste services, incentivising cost-conscious businesses.
- 3.3.10. DEFRA will be mandating food waste recycling for larger food producing businesses in 2024 and smaller business are likely to being included by April 2025. This legislation change will enable our sales team to communicate the new requirements and we are confident that this will influence businesses to uptake a food waste service which will improve the recycling rate and help achieve the ambitious commercial recycling target.
- 3.3.11. **Missed Collections:** Average monthly reported missed waste collections in Q2 were 243. As a result of revisiting the methodology used, the figure for Q1 has also now been amended, from 236 previously reported to 247. This makes the monthly average year-to-date figure of 245, an improvement on the 265 average for 22/23 and ahead of the 23/24 target of 275. Current performance remains particularly strong across commercial waste collections. There are an average of 2.1 million collections made every month so the current Q2 performance represents 0.012% reported missed or only one in every 8,000.
- 3.3.12. **Fly-tipping:** The 'fly-capture' fly-tipping indicator measures the total number of reported fly-tips across all land types and waste types, with the number across Q1 and Q2 being 720. Whilst this is higher than the 542 for the same period last year, it is lower than the 782 figure for the same period in 21/22 and therefore still considered within normal periodic fluctuations.
- 3.3.13. **Street cleanliness surveys:** Street Cleanliness surveys in Islington used to be conducted by Keep Britain Tidy (KBT) but are now conducted in-house using the

same on-street survey methodology. These are now conducted continuously as opposed to in tranches with survey sites covering all local land types across retail, industrial, housing, highways and recreation etc. All measures are collated to represent the observable amounts of litter, detritus (organic matter and gravel/sand etc), graffiti and flyposting. The results are then analysed, weighted and presented as a single percentage under each category giving the proportion of sites that are at or above a defined acceptable standard (or its inverse). Therefore, in the table above, the higher the figures (closer to 100%) the better.

- 3.3.14. With **litter**, average performance has improved consistently across the last three years with 22/23 overall coming in at a very strong 98.5%, sustained across Q1/Q2 at 98.8% and well above the new 23/24 target of 97%. The improvements are attributed to the return of individual sweepers to their substantive rounds. The council has also recently engaged an Environmental Protection contractor to operate litter enforcement, issuing on-the-spot Fixed Penalty Notices to offenders. To date over 1,100 fines have been issued for littering.
- 3.3.15. Overall levels of **detritus** have also improved significantly with Q1/Q2 coming in 96.7%, comparable to the overall result for 22/23 of 96.5% and much improved on the overall 21/22 result of 92.4%. Aside from sweepers returning to their individual rounds, improvements are a result of using local land-use performance data to target interventions on residential streets which were previously bringing the results down.
- 3.3.16. In April the council will move to a reconfigured street cleaning schedule on residential roads. The service will be monitoring any impacts on litter and detritus levels closely and it is hoped that the new littering enforcement contract will help maintain street cleanliness standards.
- 3.3.17. **Graffiti** levels in Q1/Q2 have increased a little on the overall 22/23 performance of 99.7%, but still just ahead of target and will be monitored closely as the year unfolds. The improved position over the last few years is a result of a fully resourced team and the service being much more proactive in removing graffiti from third party infrastructure.
- 3.3.18. Year-to-date **Flyposting** levels at 98% are poorer than last year's 99.7% and below the target of 99%. The main reasons for this are a significant summer spate of posters advertising protests and music/dance events. Actions to address this have included the issuing of cable tie snips to all street sweepers and increasing enforcement through the compliance team.

3.4. Quarter 2 performance update - Make sure residents have access to high quality parks, leisure facilities and cultural opportunities

PI No.	Indicator	2021/22 Actual	2022/23 Actual	2023/24 Target	Q2 23/24 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	1.298m	1.629m	1.662m (933k for Q1+Q2)	850k Q1+Q2	No	915k	Poorer

3.4.1. As 22/23 came to a close, cumulative leisure visitor numbers fell below the profiled target primarily as a result of the impacts of the Sobell Leisure Centre flood in August, and this negative impact has continued into the first two quarters of 23/24. The targets for 23/24 are based on a 2% uplift on actual monthly visitor numbers in 22/23 and therefore Q1+Q2 has come in 9% below the profiled target.

3.4.2. The refurbished Ironmonger Row Baths Spa reopened on 5 January 2024 and this is expected to positively impact visitor numbers. There remain some outstanding Laundry works on the ground floor which are due for completion in March. Progress is being made to transform the Sobell Leisure Centre following the decision in August to proceed with the new Active Zone. The gym space has been refurbished and re-opened just before Christmas and the fully restored squash courts have just re-opened as well. There has been a lot of detailed design work going on to respond to the feedback from the consultation and later this month we will be ready to share the revised designs for the Active Zone and proposals to expand the community sports offer at the centre and set out a timetable for the gradual re-opening of the centre. We will also be starting this month a three month period of engagement with users, key stakeholders and target groups to build the offer and programme to ensure the Sobell is a flagship centre for accessible and inclusive sport and physical activity.

3.5. Quarter 2 performance update - Provide practical support to help residents cope with the cost of living.

PI No.	Indicator	2021/22 Actual	2022/23 Actual	2023/24 Target	Q2 23/24 or latest	On target ?	Same Period last year	Direction of travel
E13	Residents supported through SHINE – unique household referrals	3,233	3,014	3,000 (1,530 for Q1+Q2)	1,159 (Q1+Q2)	No	1,045	Better

3.5.1. **Islington SHINE referrals:**

3.5.2. Across Q1 and Q2 we had 1,159 SHINE referrals, somewhat up on the figure for the same period last year but still short of the profiled half year target of 1,530. It has however been realised that the quarterly profiling hasn't reflected actual service demand as the year unfolds and this profiling will be revisited for 24/25. The service have been concentrating on debt relief and write-off and are confident of making up the referrals shortfall by year end. Debt relief cases across Q1 and Q2 are twice what they were in the same period last year.

3.5.3. In October, the government started sending out letters regarding the Warm Home discount (and to continue until end of January) and we are getting lots of related enquiries. This year, we are also able to access data from Housing and central Government to help inform residents if they are likely to meet the 'high cost element' eligibility criteria of the Warm Home Discount. If their property appears to meet the 'high cost element' and the bill payer meets the 'low income element' but the Government's eligibility checker indicates there is insufficient data, we will order an EPC (Energy Performance Certificate) to ensure all required data is provided and hopefully enable these residents to get the WHD.

3.5.4. Energy Doctor visits are just ahead of target and given the steep rise in average bills, estimated annual savings per household have increased from £91 in 21/22, £117 in 22/23 to £311 in 23/24.

3.6. **Quarter 2 performance update – Make it easier and safer for people to travel through the borough and beyond.**

PI No.	Indicator	2021/22 Actual	2022/23 Actual	2023/24 Target	Q2 23/24 or latest	On target ?	Q2 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	401	499	600	500	No	408	Better
E3	Number of new electric vehicle charging points across the borough	336	417	600	496	No	396	Better
	Pothole repair				To be reported from Q1			
n/a	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	69% (20/21)	78% (21/22)	78% (22/23)	77% (22/23)	Yes	78% (21/22)	Same
n/a	People killed or seriously injured on our roads	84 (2020)	96 (2021)	n/a	111 (2022)	n/a	96 (2021)	Poorer

3.6.1. **Secure cycle parking:** The council committed to delivering 100 secure cycle parking facilities on our streets each year over a four-year period to 2021/22, making 400 in total. We achieved this target and committed to delivering a further 100 each year going forward. In Q1 we hit the 500 target and had programmed another one hundred to be installed in Q4. However, this 600 target is now likely to be achieved in the summer rather than by the end 23/24 as staff resources have been allocated to the dockless hire bike parking pilot.

3.6.2. In order to facilitate hanger location decisions, the service now has a heat map demand analysis by street of waiting list applicants. We are continuing to work on a digital platform which will simplify the way we offer and monitor bike hangar spaces which will make running an accurate occupancy figure more straightforward and more accurate and this is now nearing completion.

- 3.6.3. To address the issue of poorly parked e-hire bikes across the borough causing obstacles on our pavements, the council has developed a programme for the delivery of a network of at least 250 on-street e-hire bike parking spaces. Fifty parking spaces will be rolled out each year from summer 2024, with a pilot scheme of 10 parking spaces having been delivered in December. Progress with the rollout of this scheme will be reported annually to the committee.
- 3.6.4. **Electric vehicle charging points:** The Council has also committed to installing 400 new electric vehicle charging points (EVCPs) over the same four-year period and a further 100 each year after that. In 21/22 we added 52 and a further 81 in 22/23 taking the total to 417, 83 short of the 500 22/23 target. Several factors have contributed to the programme delays with the current issues arising from technical suitability issues after site assessments.
- 3.6.5. As at the end of Q2 we have added a further 79 this year and taking the total to 496 with an end of year target of 600. We have completed public consultation on a further 117 lamp column charging points, delivery of which begins this January. We have also identified and begun consultation on a future set of 73 charge points. In benchmarking terms as at July 2023, the provision of EVCPs in Islington remained as ranking 9th per head of population across all 33 London Boroughs.
- 3.6.6. **Parking appeals:** The percentage of parking appeals won by the council at the Enforcement and Traffic Tribunal is an annual measure reflecting the quality of our parking service. 22/23 data gave a very positive picture with Islington at the very top of the London parking authorities league table with 77% of all appeals won. This is up from 52% in 19/20, 69% in 20/21, and a very similar 78% in 21/22. New 23/24 data is expected late summer.
- 3.6.7. This much stronger position is as a result of better quality assurance for new CCTV schemes, improved on-street signage and working collaboratively with the adjudicators on the specific reasons for previous cases lost. We have also reintroduced an 'evidence request letter' early in the appeals process which has reduced cancellations on the basis of subsequent new evidence.
- 3.6.8. **Road traffic collisions:** The ambitious Islington Transport Strategy 2019-2041 contains a commitment to achieving 'Vision Zero' by 2041, eliminating all transport related deaths and serious injuries in Islington over the next 20 years.
- 3.6.9. The 2022 figure of 111 casualties shows an increase on the levels seen in 2021 (96) and 2020 (84), though these were both lockdown years with significantly lower levels of traffic. The figure for 2019 was the same as for 2022 with both Hackney and Camden showing very similar trends.

3.6.10. The 111 casualties in 2022 split between 61 on the borough roads and 50 on the Transport for London road network (TLRN), with one fatality on each. Comparing pre-pandemic data (2017-19) with the post-pandemic data of 2022 appears to depict a downward trend, though more so with regards to the number of slightly injured casualties. New 2023 data is expected in the summer.

3.7. Quarter 2 performance update – Working towards a net zero carbon Islington by 2030.

PI No.	Indicator	2021/22 Actual	2022/23 Actual	2023/24 Target	Q2 2023/24 or latest	On target ?	Same period last year	Direction of travel
E4	Carbon emissions for Council buildings (Q in arrears and tonnes CO2)	2,269	2,029	2,127 Q1-527	435 (Q1)	Yes	484	Better
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,397	2,379	1,733 (Q1+Q2 840)	1,175 (Q1+Q2)	No	1,172	Same
n/a	Percentage of Council fleet that is fully electric (annual measure).	n/a	n/a	100% by 2030	20.4% (owned) 16.5% (whole)	n/a	n/a	Better

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

3.7.2. New Green Electricity tariffs drove very significant reductions in building’s emissions in 21/22 and these were built upon across 22/23 with emissions down a further 11% on the previous year. This has been driven by the Corporate Energy

Savings Programme implemented due to the energy crisis and specifically more efficient use of heating. Emissions for Q1 23/24 are 435 tonnes, compared to the profiled target of 527 tonnes and Q1 22/23 of 484 tonnes. Of these 435 tonnes, only 11 tonnes were from electricity use (as more council buildings have switched to green tariffs) and the remaining 424 tonnes from gas usage.

- 3.7.3. A new Corporate Buildings Energy Board has been set up to provide oversight for the energy audit and decarbonisation programmes and meets for the first time this month; this will build on the previous work of the Energy Board set up during the energy crisis, the work of which was later integrated into the wider Climate Action Programme. The 2023/24 energy audit programme commenced in October with a revised approach designed to encourage implementation of the recommendations. These will now be assigned to individual members of staff and logged on a database for follow-up to ensure the action has been taken. Capital works are also continuing to decarbonise council buildings, with the WRC full decarbonisation works nearing completion, contractors appointed for the King Henry's Walk project and the rollout of the new building management systems complete at fourteen corporate sites.
- 3.7.4. A funding bid for ten buildings has been submitted for round 3c of the government's Public Sector Decarbonisation Scheme. The procurement of a main contractor for the decarbonisation programme through the GLA's RE:FIT framework will be completed in early 2024, which will speed up the decarbonisation programme by avoiding having to carry out a separate procurement for each site.
- 3.7.5. **Carbon emissions from council vehicle fleet:** Whilst council fleet carbon emissions across 22/23 came in 3% ahead of the annual target on a trajectory that takes us net zero over ten years, further progress has stalled in both Q1 and Q2 with emissions from our fleet vehicles being very similar to the same period last year and well below the profiled target. This is because of the recent increase in vehicle numbers, mainly in housing repair which has an additional (mainly diesel) 47 hire vehicles for damp/mould related works. These new hired vehicles are currently effectively offsetting the improvements arising from the electrification of the fleet, an additional thirteen electric vehicles having been acquired since the beginning of April.
- 3.7.6. The Environment and Housing departments are working closely together to meet the net zero fleet emission reductions and a council vehicle reduction strategy is being drafted. There will be a new annual PI on progress with fleet electrification, currently standing at 20.4% of the owned fleet and 16.5% of the whole fleet. The 2030 target is 100%.

- 3.7.7. Infrastructure delivered so far this year has included completion of the WRC infrastructure project that has increased the total charging capacity of Islington's sites significantly. A total of 68 EVCPs have been installed across council sites to date with 136 charging connections. So far this year new sites have been commissioned at Fairbridge road, the waste and recycling centre and Central Library. Ongoing works are continuing at Downham road and are expected to be completed by the end of Q3.
- 3.7.8. **Council Climate Action Scorecard:** In a very recently published 2023 Council Climate Action Scorecard, Islington is in joint 5th position of all 186 UK single tiered authorities. We are judged to have particularly strong performance in the areas of Building and Heating , Transport, Planning and Land-use, Governance and Finance, and Collaboration and Engagement. Further information can be found at [Council Climate Action Scorecards | Climate Emergency UK \(councilclimatescorecards.uk\)](https://councilclimatescorecards.uk)

3.8. **New PIs for 23/24**

In order to align this performance report better with the Islington Together 2030 Plan, and in addition to the new quarterly PIs inserted above on residual waste per household, commercial recycling rate and fleet electrification, it is also proposed to add the following measures in future reports to the committee:

- A new quarterly corporate PI on dockless bike parking spaces, a member priority and picking up on Net Zero, Independent lives and 'confident to walk' themes in the 2030 plan. This will commence in the summer.
- A new quarterly corporate PI on pothole repair turnaround as it is both a public safety issue and a managing resources issue. This will be reported commencing Q1.
- A new annual PI on 'net new council owned trees' as increasing canopy cover is also a 2030 plan ambition. This will commence for the end-of year Q4 report.
- An annual PI on 'new green space' as a target of 1.5 hectares of repurposed public realm by 2030 is explicit in the Islington Together plan. This will also commence for the Q4 end-of-year report.

Implications

3.9. **Financial Implications**

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

3.10. Legal Implications

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

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

3.11.1. There are no environmental impacts from monitoring.

3.12. Equalities Impact Assessment

3.12.1. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

4. Conclusion and reasons for recommendations

4.1. 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 to work towards our vision of a Fairer Islington and delivery of the Islington Together 2030 plan. The revised corporate performance indicators are one of a number of tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining good quality services for residents.

Appendices: none.

Background papers: none.

Final report clearance:

Approved by:

Corporate Director of Community Wealth Building

Date: 12.1.24

Corporate Director of Homes and Neighbourhoods

Date: 12.1.24

Executive Member for Environment, Air Quality and Transport

Date: 15.1.24

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