

**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 **16 April 2024 at 7.30 pm.**

Enquiries to : Emma Taylor
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Despatched : 8 April 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 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 - 10
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.	Annual Update from North London Waste Authority	11 - 20
9.	Draft Recommendations - Active Travel Scrutiny Review	TO FOLLOW
10.	Quarter 3 Performance Report (2023/24) - Libraries and Heritage	21 - 36
11.	Quarter 3 Performance Report (2023/24) - Employment and Skills	TO FOLLOW
12.	Workplan 2023/4	37 - 38

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.

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London Borough of Islington

Environment and Regeneration Scrutiny Committee - 25 January 2024

Minutes of the meeting of the Environment and Regeneration Scrutiny Committee held at Islington Town Hall, Upper St, N1 2UD on 25 January 2024 at 7.30 pm.

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

Councillor Tricia Clarke in the Chair

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

Apologies were received from Councillor Gilgunn

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

No Substitutes were declared.

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

There were no Declarations of Interest.

60 **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.

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

The Chair updated the committee, explaining the third and final meeting of our task and finish group on the inclusive economy was to be held in February. It was planned to have a presentation on repair workshops held at the climate centre, and Matthew Homer, the officer leading on the library of things. The Labour Environment Forum were planning a public meeting on Thursday, the 8th of February 2024 in Morland Street. Trade unionists from cross north London discussed how they might network to promote the positive changes needed for a sustainable and fair economy. Finally, the date for our special meeting, held in public on the climate emergency, was moved from the 25th of March to the 11th of March due to the GLA elections.

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

The Order of business changed so that the B11 Quarter 2 Performance Report (2023/24) - Libraries and Heritage was presented second and B13 Quarter 2 Performance Report (2023/24) – Employment and Skills was presented third.

63 **PUBLIC QUESTIONS (Item 7)**

Public Questions were taken after each item

64 **ACTIVE TRAVEL EVIDENCE SESSION - WHEELS FOR WELLBEING, JOYRIDERS, TFL (Item 8)**

The committee received presentations from Wheels for Wellbeing, JoyRiders and Transport for London as part of the evidence gathering sessions for the Active Travel Scrutiny Review.

Wheels for Wellbeing

Our organisation, a small charity led by disabled individuals, was established in 2007. Initially, our focus was on providing access to cycling for disabled individuals in South London through three inclusive cycling hubs. Over time, our efforts expanded beyond this, evolving into a campaigning and policy-influencing. We began offering training, consultancy services, and publishing materials to advocate for increased mobility justice. Our central aim was redirecting resources towards those with the least access to transport, particularly emphasising the needs of disabled individuals.

Notably, 22% of the UK population identified as disabled, with disabled individuals being 50% more likely to live in poverty compared to the non-disabled population. Moreover, disparities in access to transportation were stark, with 28% of disabled adults living in households without cars, compared to 15% of non-disabled adults. Regarding public transport, 40% of UK stations were inaccessible, a figure that is even higher in certain areas like Islington. Furthermore, only 10% of people with mobility impairments had access to aids enabling a 1-kilometer journey, showing the challenges faced by disabled people to even be able to make short journeys.

Surveys revealed that among disabled individuals who cycled, 53% cited infrastructure as the main barrier, followed by inadequate parking/storage facilities and cost concerns. Abuse incidents while cycling were reported by 24% of respondents, showing safety issues also ranked highly as a barrier.

Despite these obstacles, there was a desire among disabled individuals to cycle, with 33% expressing interest despite not currently cycling. Notably, 60% of current disabled cyclists used standard two-wheelers, challenging stereotypes about cycling accessibility.

With the concept of equity in active travel, it was emphasised the distinction between equality and equity. While equality seeks uniformity in provision, equity aims to provide tailored support based on individual needs, ensuring fair access for all. By focusing on equitable access to mobility, the benefits extend far beyond individual modes of transportation, enriching communities as a whole.

In Islington, positive initiatives were already underway, including inclusive cycling hubs like Pedal Power. Collaborations with organisations like Bike Works aimed to enhance accessibility further, reflecting a commitment to inclusivity. By prioritising the needs of the most marginalised, we argued, society as a whole stands to gain in numerous ways, from improved health outcomes to enhanced independence.

JoyRiders

Let me share a bit about my journey and the work we've been doing. I was born in the Netherlands cycling was a part of everyday life. I rode my first bike at the age of 3 and continued cycling through school and university without giving it much thought. In 2008, I moved to London.

While I didn't cycle much in my early adult life due to health issues, my perspective changed when my children needed bikes to cycle to school. Despite not seeing many cyclists like myself in London at the time, I took the plunge and bought a bike. Cycling became a liberating experience for me, providing a sense of independence in a city reliant on buses and public transport.

In 2017, I discovered JoyRiders, a group of women who rode together. I quickly became involved, eventually becoming a ride leader and trained cycling instructor. By November 2019, we secured our first major funding, and despite the challenges brought by COVID-19, we adapted our activities online, leading to unexpected growth in our community.

One of the key factors contributing to our success, especially in the early days, was the support we received from local authorities, particularly in providing infrastructure and resources. For instance, the provision of cycle hubs, maintained by the council, has been invaluable not only to JoyRiders but also to various other cycling groups in the community.

Looking ahead to 2023, our initiatives have expanded to encompass social bikeways for women across 10 London boroughs and other cities. We've also become a Bikeability provider and launched the Right to Ride program, focusing on marginalised and ethnic minority communities. Outreach remains a cornerstone of our approach, ensuring that cycling is accessible to everyone.

However, we've encountered challenges, notably in the realm of bike parking. Limited and insecure cycle storage poses a significant barrier, particularly for families and residents in social housing. Addressing this issue requires collaboration between local authorities, community organisations, and developers to provide safe and convenient cycling infrastructure for all.

Our work goes beyond simply promoting cycling; it's about creating inclusive and safe spaces where everyone, regardless of background or ability, can enjoy the benefits of cycling. It's about empowering individuals, fostering community connections, and advocating for systemic changes to make cycling a viable option for all. As we continue to grow and evolve, our goal remains clear: to make cycling accessible, enjoyable, and safe for everyone.

Transport for London (TfL)

Cycling levels in London have been steadily increasing, with cycling emerging as the fastest-growing mode of transportation. Despite starting from a relatively low base, we've witnessed a notable rise in cycling, even during periods of reduced travel demand overall. This growth has been particularly evident in areas where new cycle routes have been introduced.

In 2023, there were 1.26 million cycling journeys, marking a 6% increase from 2022 and a 20% surge compared to pre-pandemic levels. This sustained growth indicates a fundamental shift in transportation preferences, with cycling becoming an increasingly popular choice for Londoners. We estimate that up to two-thirds of car trips in London could potentially be replaced by cycling, presenting a significant opportunity to reduce reliance on cars and align with the Mayor's Transport Strategy goals.

While commuting has been a primary driver of cycling growth, we recognise the need to diversify cycling demographics. It's essential to ensure that cycling is accessible to all Londoners for various purposes, including commuting, running errands, and leisure activities. We aim to see greater representation from women,

older adults, disabled individuals, children, and diverse ethnic groups among cyclists, reflecting the diversity of London's population. Despite progress, significant barriers to cycling persist, particularly concerning road safety concerns. Road danger remains a top concern for potential cyclists, with women, parents, and older Londoners citing safety fears as a deterrent. Addressing these safety concerns is crucial to fostering a more inclusive cycling environment. Additionally, various other barriers, including cost, practicality, social factors, and personal preferences, hinder cycling uptake among underrepresented groups. Efforts to overcome these barriers require a multifaceted approach, including infrastructure improvements, targeted outreach, and community engagement. Over the years, we've made significant strides in expanding cycling infrastructure, tripling the size of the cycleway network from 2016 to 2023. Our strategic cycle network plan aims to ensure that 40% of Londoners live within 400 meters of the cycleway network by 2030, it is at about 22% today. This comprehensive approach involves developing orbital routes, enhancing cycle parking facilities, expanding cycle hire schemes, and providing cycle training initiatives. Furthermore, initiatives like low-traffic neighbourhoods have proven effective in promoting cycling uptake while enhancing road safety and reducing traffic congestion and also associated with a 50% reduction in road casualties. By prioritising investment in cycling infrastructure and implementing supportive policies, we aim to create a more cycling-friendly environment that encourages diverse participation and improves overall mobility in London.

Discussion

During the discussion, it was highlighted the importance of promoting cycling as a mode of transportation and addressing barriers to its adoption. One key point emphasised was the significant health benefits of cycling, there was a need to raise awareness about these health advantages and invest in better cycling infrastructure, taking inspiration from countries like the Netherlands where cycling is more prevalent among women. It was also noted that many disabled individuals start cycling for its health benefits and become highly engaged once they begin. Challenges such as traffic lights favouring vehicular traffic, persuading suburban residents to cycle, and adverse weather conditions were acknowledged. Developing cycling groups further was suggested as a way to encourage cycling in all weather conditions and shift cultural attitudes towards cycling. Questions were raised about the utilisation of provided bikes and the accessibility of cycling equipment for disabled cyclists, especially those living in flats. Suggestions were made for boroughs to prioritise addressing these issues and making access to cycles more affordable. In terms of planning, concerns were raised about the timeline for the strategic network plan, with suggestions for expedited implementation. It was suggested that political will and funding could accelerate the process, especially with the increasing prevalence of Low Traffic Neighborhoods (LTNs) facilitating easier implementations. Overall, the discussion showed the multifaceted benefits of cycling and the importance of addressing various barriers to promote cycling as an accessible and sustainable mode of transportation.

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The Executive Member for Equalities, Culture and Inclusion presented this item to the committee.

There had been an uplift in library attendance and online engagement, particularly compared to the previous quarter, which saw lower numbers potentially due to hot weather. This could also be attributed the recent increase to a combination of expanded library activities and the elimination of fines.

Data on PC usage revealed similar trends across libraries, with a shift towards more Wi-Fi usage on personal devices. The importance of digital support, especially for residents lacking confidence in using technology, was emphasised.

The Summer Reading Challenge received positive feedback from both children and parents, with testimonials highlighting its impact on confidence and motivation in reading.

Efforts are underway to collect more detailed data on library usage to better understand residents' needs and preferences. Initiatives like the Youth Employment Hub and adult community learning courses reflect the broader range of services offered by libraries to support various community priorities.

Plans to introduce card payments at all libraries were discussed, with progress being made in negotiations with Barclays to implement a more convenient and efficient payment system.

Overall, the focus is on tailoring library services to meet evolving community needs and preferences, with ongoing efforts to gather and analyse data for deeper insights into usage patterns and trends.

There was a discussion about why Barclays was chosen for implementing card payments at libraries. It was explained that Barclays, being the council's bank, was recommended by the Deputy Director of Finance, as they offered a reasonable deal. There was openness to considering other options if desired.

Concerns were raised about the need to see the negatives or improvement suggestions. It was agreed that constructive feedback would be valuable and brought to the committee's attention. Specific issues highlighted included the speed of Wi-Fi and connectivity, along with a desire to understand areas of potential complaints.

There were questions surrounding the digital offer update, particularly regarding an increase in hours and whether fewer people were utilizing the services. It was suggested that changing habits and needs might be influencing usage patterns. Initiatives such as gadget workshops and improvements in Wi-Fi connectivity were mentioned as efforts to enhance digital services.

Discussions also focused on the demographics of library users and efforts to capture more detailed information. Pilot activities, such as a Windrush event, were mentioned as examples of initiatives aimed at attracting a diverse range of attendees.

Finally, positive feedback was shared about the central library, highlighting the helpfulness of staff and the significance of libraries in the development of young children and infants.

RESOLVED:

That the report be noted.

66

QUARTER 2 PERFORMANCE REPORT (2023/24) - EMPLOYMENT AND SKILLS (Item 13)

The Executive Member for Inclusive Economy and Jobs presented this item to the committee.

Overall employment figures were significantly exceeding their targets. With a goal of 5,000 over four years, they were already at 3,752 halfway through year two, nearly doubling the figures from the previous year.

As for the outcomes related to parents of children aged 0 to 18. There had been challenges in collecting data in this area due to the reluctance of employees to disclose such information, as a result of stigma around having children in the workplace. However, they had made progress in effectively capturing this data. Concerns were raised regarding the Council contracts and the collection of relevant data from external suppliers. While the reported number was 87, there were challenges in motivating teams to collect data effectively, especially when it came to Council-contracted suppliers. Efforts were underway to address this issue in the upcoming quarters.

They also touched focused on the number of living wage and entry-level jobs. Despite fluctuations throughout the year, they were confident of meeting targets, particularly with apprenticeships. The target for living wage and entry-level jobs had increased by 150%, indicating ambitious goals that were still on track to be met. Lastly, they highlighted opportunities brokered through the construction directory. This directory facilitated connections with local construction companies, promoting local business and ensuring skilled work opportunities for residents. The directory, hosted by the council, aimed to support the circular economy by prioritising contractors who paid a living wage and contributed positively to the community giving social value.

The committee discussed the total increase of the London-living wage of 300 since the last assessment, aiming for a total increase of 500 by the end of the year. However, they noted challenges in achieving this target, attributing some of the difficulties to inflation in the labour market. While there was an expectation that accredited employers would readily sign up, they found barriers such as rising costs and questions about the value of accreditation beyond a badge on a website. Regarding the affordable workspace program, they noted that they had exceeded their initial projections, with increasing business-to-business engagement between workspace tenants. They discussed the quantification of social value derived from the program and suggested improvements in tracking costs to better understand the monetary value of different activities.

They also addressed the uptake of the childcare bursary program, acknowledging that it had been more challenging than anticipated. They identified gaps in coverage, such as childcare for those in training or returning from maternity leave and recognised the need for more targeted outreach to reach those who could benefit most from the programme.

RESOLVED:

That the report be noted.

67

BIODIVERSITY ACTION PLAN REVIEW (Item 9)

Officers updated the committee on the Biodiversity Action Plan. During the presentation on the progress of the biodiversity action plan, it was highlighted that the new plan was launched in 2020, following a requirement for local authorities to produce such plans since the Rio Convention in 1992. The plan's primary focus is on protecting and enhancing biodiversity within the Islington borough, with an emphasis on fostering partnerships between the council, various partner organizations, and the broader community.

Several significant achievements and initiatives were discussed during the presentation. Notably, there has been an uptake in efforts to plant trees, with plans in place to plant 900 trees on schedule. A tree donation scheme was also mentioned, which has successfully contributed to the planting of 66 additional trees, entirely funded externally. This initiative allows residents and businesses to contribute to tree planting efforts, thereby further enhancing greenery in the borough.

Furthermore, various programs, such as the Greener Together program and the Thriving Neighborhoods program, were highlighted for supporting greening initiatives across Islington. These programs provide financial assistance for community-led greening projects, aiming to improve access to nature and reduce environmental health inequalities.

Community involvement was emphasised as a crucial aspect of biodiversity efforts in Islington. Volunteer contributions were estimated at over 25,000 hours, with volunteer groups such as Friends of Parks playing a significant role in carrying out voluntary work in parks and green spaces. This collaborative effort underscores the importance of community engagement in biodiversity conservation.

Efforts are underway to track canopy cover, improve communication about tree planting schedules, and implement sustainable urban drainage strategies to address flooding concerns.

Appreciation was expressed for the Housing Community Gardening Team, with queries about the number of estates they cover and whether it meets demand. The response highlighted the team's role in maximizing green spaces and plans for expansion, though financial constraints may limit further growth.

Another query pertained to increasing complaints about foxes from residents, seeking strategies to address the issue positively and involve residents in biodiversity efforts. The response emphasised education and community engagement to change mindsets over time, along with strategies to discourage foxes from gardens.

RESOLVED:

That the report be noted.

68

ANNUAL REPORT OF THE EXECUTIVE MEMBER FOR ENVIRONMENT AND TRANSPORT (Item 10)

The Executive Member for Environment and Transport gave their Annual Update and presented the Q2 Performance report (2023/24) to the committee.

The presentation acknowledged the hard work of various teams, including street sweepers, refuse and recycling crews, and highway and traffic workers, for their contributions in maintaining the quality of life in Islington. Special recognition was also extended to less visible teams such as mechanics and animal welfare workers. The Executive Member highlighted emerging themes, particularly the increasing challenges posed by climate change, such as extreme heat and intensive rainfall. Climate adaptation efforts were emphasised, including discussions on how to integrate climate resilience into housing and infrastructure projects. Public health considerations were also brought into focus, with climate adaptation being recognised as a growing public health issue. Efforts to embed climate adaptation into routine practices, such as implementing larger gutters on buildings to manage intense rainfall, were mentioned.

Collaboration across teams, especially with public health, to promote health and wellbeing through climate-conscious initiatives. The Executive Member expressed pride in the council's efforts to prioritize these issues and praised the dedication of officers across departments.

Lastly, the presentation touched upon initiatives to promote active travel, including partnerships with organisations like Power Up and efforts to raise awareness about cycling groups like Wheel Sisters. Overall, the presentation highlighted ongoing efforts to address environmental and transportation challenges while expanding the scope of community engagement and support.

During the discussion, various points were raised regarding the impact of climate change on public health, particularly concerning the vulnerability of older residents to heat-related illnesses. There was a consensus on the necessity of integrating climate adaptation measures into housing design, with a specific focus on ensuring adequate ventilation to mitigate the effects of rising temperatures.

Furthermore, the importance of implementing energy efficiency measures in housing to reduce both environmental impact and utility costs for residents was highlighted. Questions were posed regarding the availability of future funding opportunities to support such initiatives.

Regarding electric vehicle (EV) charging infrastructure, inquiries were made about the strategic placement of charging points and the potential for residents to contribute to funding. The challenges involved in determining optimal locations for charging points while considering factors such as demand, technical feasibility, and access for residents were discussed.

The backlog of requests for bike storage allocation and efforts to improve communication with residents regarding available spaces. While there had been a significant reduction in the backlog, operational challenges remained, prompting consideration of potential improvements in communication methods.

There was a discussion about promoting green burial practices and eco-friendly initiatives in cemeteries. While proactive measures were not explicitly confirmed, it was noted that spaces for green burials were being made available, and ongoing efforts were underway in this regard. The biodiversity of cemeteries was highlighted. Queries were raised by members of the public, one member of the public expressed scepticism about the existence of man-made climate change. They proposed that policies derived from the assumption of climate change should be reconsidered, particularly regarding taxation and other measures aimed at mitigating environmental damage. The member of the public suggested transforming the upcoming climate emergency meeting on March 11th into a discussion involving experts from both sides of the debate to examine the existence of man-made

climate change and its associated policy implications. Another member of the public raised queries on the supplementary planning document and when the draft of this would be completed by. The Chair explained the SPD would be coming to a future meeting to be discussed.

RESOLVED:

That the report be noted.

69 QUARTER 2 PERFORMANCE REPORT (2023/24) - ENVIRONMENT AND TRANSPORT (Item 12)

Taken with the Annual Report of the Executive Member for Environment and Transport

70 WORKPLAN 2023/4 (Item 14)

RESOLVED:

That the Workplan 2023/24 be noted.

The meeting ended at 9.45 pm

CHAIR

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North London Waste Authority

Progress Update

North London Waste Authority context

NLWA is the UK's second largest waste authority, serving two million people.

Our aim is to preserve resources and the environment today and for future generations.

Borough councils are responsible for collecting waste and recycling. NLWA then deals with it. We also:

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- promote **waste minimisation** and encourage **recycling**
- arrange materials **collected for recycling** to be recycled
- **transport and dispose** of all “residual waste” collected by our boroughs
- arrange for **7 reuse and recycling centres** to operate including **Hornsey Street RRC**
- plan for the infrastructure and contracts needed to provide **long-term high-quality recycling and waste services**



Waste and recycling services 2023/24 update

Tonnes of waste and recycling collected

In 2022/23, Islington generated around 87,000 tonnes of waste:

- 67,500 tonnes residual waste (i.e rubbish sent for incineration)
- 15,000 tonnes of mixed dry recycling (paper, plastic and metal sent to be recycled)
- 4,500 tonnes of organic waste (food and green waste)

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Hornsey Street reuse and recycling centre

- Hard plastics (like toys and garden furniture) are difficult to recycle and cannot be collected in household recycling bin. In 2023/24 we introduced hard plastics recycling at Hornsey Street.
- 11,000 mattresses were collected for recycling.
- Work has been commissioned to improve pedestrian and cyclist access
- Odour control systems have been improved.



NLWA waste prevention initiatives in Islington

- Discount codes to encourage purchasing reusable period products were launched in January 2024. Accompanied by a communications campaign, events at City University and Islington Ecology Centre and a teacher training session.
- Issued 126 reusable nappy vouchers to Islington parents in 2023/24 - a 17% increase.
- Delivered a food waste prevention behaviour change workshop at Elizabeth House Community Centre and an outreach event at Archway Market as part of a pan-London campaign.
- Partnered with Islington Council to support food waste recycling trials on Holloway Road.

Islington Tribune

Poster boys for the bins

Unsung collectors are celebrated on bus stop billboards

Friday, 22nd September 2023 – By Izzy Rowley



- Together We Recycle launched to create a connection between residents and collection crews.
- Funded the Octopus Community Network to set up three community composting hubs in Islington.
- Funded IT repair workshops.
- Funded two Islington-based groups in 2024/25 to support clothing repair, upcycling and exchange: Arachne Greek Cypriot Women's Group and St Andrew's Church.
- Funding further electrical repair events in 2024/25

North London Heat and Power Project

We are building the best solution for dealing with north London's waste....

- NLHPP is the only proven **sustainable and cost-effective solution** for treating the required volumes of waste generated by 2 million north Londoners, in London. The new facilities will divert up to 700K tonnes of waste from landfill.
- The new energy recovery facility will treat waste as a **valuable resource to generate low-carbon heating, hot water, and electricity** for thousands of homes and businesses locally.
- The new facility will have **state-of-the-art technology** to capture pollutants, making it the **cleanest and safest facility in the UK**. It will be the first facility of its kind to use Selective Catalytic Reduction technology.
- The facilities will be **publicly owned and operated in perpetuity**, guaranteeing that revenue received from energy generation will help reduce the cost of waste disposal for council tax-payers.



Resource Recovery Facility

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Odour suppression control system to remove 99% of odours



Double food and garden waste capacity



2,235 solar panels on the roof

Trial operations have commenced to receive garden and food waste, mattresses, waste from street sweepings, fly tips and public recycling centres. Evaluating proposals for technology to trial removing recyclable materials from black back waste and bulky waste.



Energy Recovery Facility

September 2022



April 2024



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By owning and operating the asset, NLWA is able to ensure a higher environmental performance than facilities elsewhere in the country and that income is kept in the public sector.



EcoPark House

March 2021



April 2024

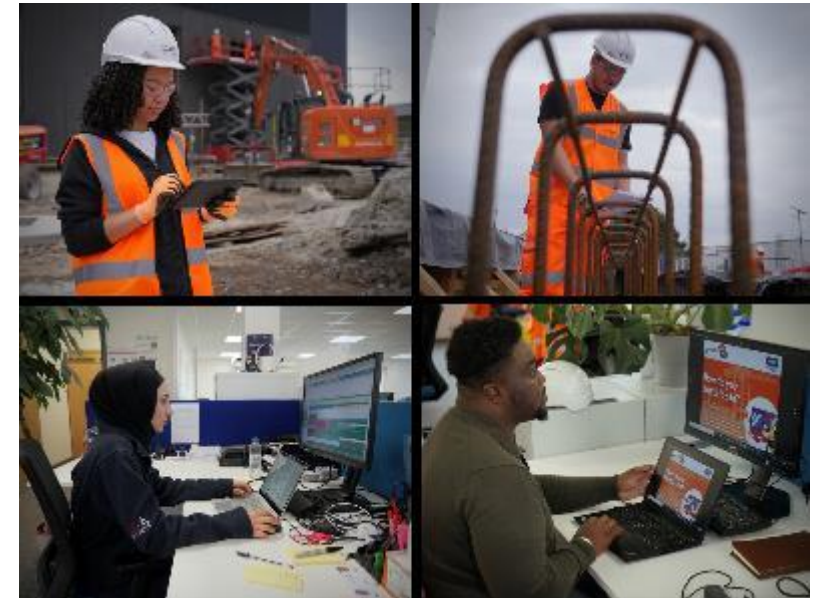


EcoPark House will be an education and community facility for schools and community organisations. It will also be a home for the Edmonton Sea Cadets. The building is off-grid - powered by solar panels and ground source heat pumps.



Community Benefit

- NLWA Members are committed to ensuring that the North London Heat and Power project provide social and economic benefits for residents.
- The Authority is committed to delivering hundreds of jobs, apprenticeships, training placements, and education opportunities. The project also provides funding and support for community organisations. Islington Council sits on the project's social value board to ensure opportunities to benefit Islington residents are maximised. Some examples include:
- Funding and volunteers provided to Hornsey Lane Estate Community Association, supporting activities including:
 - Classes to repurpose clothing and materials to reduce clothing waste.
 - a warm room and support for people to access food and essentials
 - collecting surplus food to be distributed to local residents
- More than 250 school students engaged with across seven Islington schools with education sessions, careers and apprentice advice.
- Seven training placements and two apprenticeships for Islington residents on the project so far.
- Repairs and outdoor refurbishments provided at Hornsey Lane Estate Nursery.



Joint Waste Strategy

- NLWA and the seven boroughs are developing a new ambitious strategy to inform how we manage operations and shape policies over the next 15 years to achieve our aims of reducing waste and supporting a more circular economy.
- Achieving a truly circular economy depends on coordinated contributions of Government, producers, retailers, local authorities and residents. The strategy needs to pull together actions for all partners
- From July to September last year, we engaged with partners, residents, community groups and local businesses to get their views and ensure their priorities are reflected in the strategy. We heard from over 2,000 residents:
 - Respondents prioritised reducing carbon emissions and using environmentally friendly methods of disposal.
 - Recycling more items and reducing the amount of waste produced was a priority for many.
 - Supporting repair and re-use was a popular option amongst respondents.
- Further engagement has taken place with environmental groups to discuss emerging themes in the strategy and inform the drafting.
- The strategy is now being drafted, with a draft likely to be published for public consultation later this year.

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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 3 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. 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 3 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

To review the performance data for Q3 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 – 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	207,762			Target 800,000 per annum
CEW2	Number of Library issues (online)	221,353	253,644	↑	62,469	69,306	76,932			Target 256,180 (1% increase on 2022/23) per annum
CEW3	Number of Library issues (physical)	444,146	515,227	↑	125,800	131,654	123,227			Target 520,379 (1% increase on 2022/23) per annum
CEW4	Active Library members	17,463	20,516	↑	N/A	N/A	N/A			Target 22,346 (5% increase on 2022/23) per annum

3.1 Corporate Indicator CEW1: Number of Library Visits: Q3 Figure 207,762 (target 800,000)

Visits	Q1	Q2	Q3	Q4	Totals
2023/24	202,394	210,045	207,762		620,201
2022/23	185,321	182,660	190,756	207,263	766,000

Visitor figures for Q3 are above the quarterly target of 200,000, an increase that continues the upward trend in visits seen over the majority of 2022/23. The service is forecast to exceed its annualised target.

3.2 Corporate Indicator CEW2: Number of Online Library Issues Q3: 76,932

	Q1	Q2	Q3	Q4	Totals
2023/24	62,384	69,306	76,932		208,707
2022/23	62,100	61,176	64,470	65,898	253,644

This corporate indicator 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.

3.3 Corporate Indicator CEW3: Number of Library Issues Physical Q3 123,227

Issues	Q1	Q2	Q3	Q4	Totals
2023/24	125,800	131,654	123,227		380,681
2022/23	123,620	128,881	126,756	135,970	515,227

The library service continues to promote physical and online stock and has a programme of stock promotions across the year many of which link in with the cultural calendar. In Q3, the service had stock promotion at all libraries for Black History Month including a new book list celebrating Black female authors.

3.4 Corporate Indicator CEW4: Active Library Members Q3 20,516

Target of 21,541 which is a 5% increase on the figure achieved in 2022/23. This data is only available at year end. The trend for the active members for the last four years is as follows:

2022/23 - 20,516
2021/22 – 17,463
2021/21 - 6,954
2019/20 - 26,821.

3.5 PC Usage

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

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.

- In Quarter 3, there were **17,075** hours of computer usage across all 10 libraries. This is the actual number of hours that the PCs were used and needs to be considered in relation to the number of hours that the PCs were potentially available. For example:
- In Q1 – We had a total of 4652.5 library opening hours across all 10 Libraries and recorded 16,924 hours PC usage. If we calculate average usage across all the opening hours its's **3.45** hrs PC usage per opening hr.
- In Q2 – We had a total of 4993 opening hours across all 10 Libraries and recorded 18,215 hours pc usage. If we calculate average usage across all the opening hours its's **3.64** hrs PC usage per opening hr.
- In Q3 – We had a total of 4835.5 opening hours across all 10 Libraries and recorded 17,075 hours PC usage. If we calculate average usage across all the opening hours its's **3.53** hrs PC usage per opening hr.

Library	Number of Hours Q1	Number of Hours Q2	Number of Hours Q3
Archway	1,509	1,611	1,545
Cat & Mouse	360	436	356
Central	6,125	6,794	6,483
Finsbury	2,216	2,165	1736
Lewis Carroll	2	5	1
Mildmay	851	969	883
N4	2,580	2,751	2,425
North	1,240	1,264	1,120
South	1,057	1,244	1,240
West	984	976	1,005
Total	16, 924	18,215	17,075

4. 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 7 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 2016 – 2021.

The 7 universal library outcomes are:

1. Increased reading and literacy
2. Cultural and creative enrichment
3. Improved digital access and literacy.
4. Happier and healthy lives
5. Stronger more resilient communities
6. Helping everyone achieve their full potential.
7. Greater prosperity

These universal outcomes are referenced in our Library Strategy and events offered reflect these as well as the Council's Islington together 2030 plan and its five missions.

- Child Friendly Islington
- Fairer together
- Safe place to call home.
- Community Wealth building
- Greener, healthier Islington

We have a range of regular activities and offer bespoke and themed activities throughout the year.

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.

In quarter 3 we had a total of **15,595** attendees attending a wide range of events. There were 876 events with 7861 child and 7734 adult attendees.

Library	Number of Attendees at events Q1	Number of Attendees at events Q2	Number of Attendees at events Q3
Archway	1,699	1,697	2,513
Cat & Mouse	785	1,376	1,118
Central	2,149	2,457	2,609
Finsbury	1,292	1,357	1,638
Lewis Carroll	811	782	1,062

Mildmay	1,367	1,707	1,588
N4	931	847	1,095
North	1,358	1,520	1,233
South	710	943	1,168
West	1,481	1,630	1,573
Total	12,583	14,316	15,595

The table below shows the range and number of activities during Q3 broken down per month. Across the quarter we had a total of 876 events.

	Baby Bounce Under-fives Toy Library	Chess clubs	Comic forum reading groups poetry groups	Craft	Exercise sessions	Gadget support	Knit/ stitch	Lego clubs	Other events	Story sessions
Oct	120	20	28	31	27	4	5	15	42	16
Nov	119	18	30	20	31	10	5	16	27	14
Dec	102	18	30	25	23	9	5	18	31	17
Totals	341	56	88	76	81	23	15	49	100	47

4.3 Q3 included a range of events to celebrate Black History Month, Libraries week and Recycling week.

Events included:

Repair café at North Library – with waste minimalisation team

Dr Energy and Shine advice sessions – Central and Finsbury 5.10.23 & 16.10.23

Community planting event at North Library – with Greenspace 3.11.23 & 17.11.23

Windrush Scandal author (Amelia Gentleman) and panel event – Central Library.



Panel left to right – Cllr Khondoker, Amelia Gentleman (author) Michael Braithwaite (Windrush victim) Judy Griffiths (Windrush victim) Cllr Rosaline Ogunro

Writing workshops x 3 Increasing diversity in publishing – Central Library

October half term and Christmas holiday family events at all Libraries

New dyslexia collections added at all libraries and a booklist.

Get online – digital sessions to show users how to use online resources.

Hannukah family events x 3 at Archway, Mildmay and N4 library.

Happy Flow free period products initiative started at Central and Finsbury Library in December.

Love Libraries campaign – for Libraries Week. Users told us why they love libraries and filled in love hearts. We had well over 200 responses - users told us that they love libraries because:

- The wide range of books, resources, and services. It also provides an oasis of tranquillity.

- It is my safe space, my place to get books/graphic novels, print, be calm and enjoy seeing staff (who are excellent)
- When I visit the library, the staff help me and I feel happy, comfortable and able to get all the help and support from staff. Lovely books and a great place for everyone no matter what the age.
- It's a great place to get some work done.
- It is real and personal. Not electronic!
- It is an almost last haven of knowledge and fun.
- Books should be universally available for everyone for free.
- It is local and a core part of my community.
- It is a safe place for children.
- It is inviting and accessible and welcoming!
- The library is quiet, the environment is good. I like to read books and live nearby.
- It is a nice working environment.
- It is a place where everyone is welcome. In an ever privatised and commercialised world, it is becoming harder and harder to find free accessible, cosy places full of knowledge and inspiration, plus it is so clean here! Thank you, library staff, for doing all the great work!
- I feel great when I am here. I am in a beautiful and peaceful place, and the atmosphere helps me concentrate much better than in other places, everyone seems to care and is positive, which just fills the air!
- Free books, free and quiet place to read/work/relax/free computer access, free e books on Libby, you can ask the librarians for books in other libraries, comfortable seats, large tables, water fountain, well-maintained toilets, free classes, weekly clubs as a great way to make friends, having like 12 items out at once, your card working at all Islington Libraries, the peace and quiet.
- It's a space for me to work, relax, be part of the community.

I love my library because...

it is a lovely place to spend time reading and knitting!

Also the librarian's are really lovely, welcoming and helpful.

I love my library because...

and help but.
are so friendly
such as poetry,
Any Computer
Somebody
There are activities
group. Always
knitting, reading
there is always
atmosphere
problems, I love
to help. I love
and had my
welcome when
and visit the
i group.

I love my library because.

It is a knowledge base and does
many extra curricular stuff like
knitting, novels and poetry groups

In addition to events and activities library staff have carried out a large amount of community outreach in Q3. This outreach activity enables library staff to make contact with a large number of local organisations and residents as well as promote the whole range of services we offer. All libraries have a community profile which lists all the local organisations, community centres, school etc and staff try to have regular contact with all of the organisations within their local area.

In Q3 outreach activity included:

Stall at Thornhill Christmas fair

Stall at Cally Road Christmas fair

Visits to primary schools to promote the Winter Reading Challenge which started 1.12.23.

Brickworks cost of living event 8.12.23.

Visits to stay and play sessions at Children's centres.

Black History Month storytelling session at Willow Children's centre for childminders group.

4.4 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 Q3 included:

Central, North and West Library – pop up vaccination centres

Islington carers hub – reminiscence and BHM sessions at Central gallery

Reminiscence session at Central with North London cares

All libraries used as a collection location for Lunch Bunch Christmas hampers

Youth Employment Hub – West Library

1st Steps Learning Centre – Central Library

Islington Computer Skills Centre – Finsbury Library

ACL classes at Cat & Mouse Library

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 Q3 a total of 24 compliments/suggestions, comments and complaints were received.

Examples include:

- Thank you for the fantastic service at Archway Library and the helpful staff. Archway has the best selection of audio books which I borrow for my blind 97 year old father.
- Library user wanted to know what events have been organised to celebrate Black History Month and there is a distinct lack of reference to this on the website. User directed to the Islington Directory and Islington life where the events were listed.
- Library user unhappy that the USB ports do not work on the public pcs. This issue was investigated and rectified.
- Library user was unhappy that her son did not receive a prize in the Summer Reading Challenge lucky dip and her son was very upset. Better to give everyone the same or nothing at all. This issue has been discussed and we have decided to make changes to our ceremonies for the 2024 Summer Reading Challenge and will not have lucky dip prizes.

In Q3, the service trialled a new feedback form for adults attending events to ensure that we get as much feedback as possible about the events we are putting on as well as asking for more detailed equalities information about the attendees.

For example, we had the following feedback from the Windrush scandal author panel event:

We had 59 attendees and of these 38 completed feedback from. The response included:

Are you an Islington Resident	Yes - 26	No - 12		
Are you a library member	Yes - 19	No - 19		
How satisfied with the event were you	Extremely - 24	Very - 7	Not so - 1	
What age are you	65+ - 11	45-64 - 14	25-44 - 5	16-24 – 1
How would you describe your gender	Female - 19	Male - 10	Non binary - 0	Other – 0
To which of these groups do you consider you belong	White British – 10 White Irish - 1 White other - 2	Black Caribbean – 8 Black African - 3	Mixed Heritage - 1	Other – 6

Do you consider yourself to have a disability	Yes -4	No - 27		
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6. Implications

6.1 Financial Implications

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

6.2 Legal Implications

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

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

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 and in December the Home Library Service started using an electric van.

6.4 Equalities Impact Assessment

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

promote understanding.

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.

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, stock, 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).

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

This report has presented a detailed narrative describing the performance of Libraries Services in Quarter 3 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: 25.3.2020

Report Author:

Michelle Gannon – Head of Libraries

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Environment and Regeneration Scrutiny Workplan 2023/24

4 July 2023

Membership, Terms of Reference, and Dates of Meetings
Select New Scrutiny Topic for 2023-24
Environment & Transport – Q4 Performance Report
Employment & Skills – Q4 Performance Report
Libraries and Heritage – Q4 Performance Report
Net Zero Carbon Programme – Q4 Performance Report
Agree work plan for 2023-24

12 September 2023

Employment & Skills – Q1 Performance Report

17 October 2023

Scrutiny Topic – Scrutiny Initiation Document
Scrutiny Topic – Islington Pensioners Forum – Evidence Session
Scrutiny Report: Net Zero Carbon Review 2022-23
Libraries and Heritage – Q1 Performance Report
Environment & Transport – Q1 Performance Report
Executive Member for Inclusive Economy and Jobs – Annual Report

23 November 2023

Scrutiny Topic – Evidence Session – Active Travel
Report back on Behavioural Change Scrutiny (2021-22)
Net Zero Carbon Programme – Q1/Q2 Performance Report

25 January 2024

Scrutiny Topic – Evidence Session – Active Travel
Biodiversity Action Plan Review
Executive Member for Environment and Transport – Annual Report
Libraries and Heritage – Q2 Performance Report
Employment & Skills – Q2 Performance Report
Environment & Transport – Q2 Performance Report

7 March 2024

Scrutiny Review: Draft Recommendations Discussion

11 March 2024 – Special Climate Emergency Public Meeting

16 April 2024

Annual Update from North London Waste Authority
Draft Recommendations – Active Travel Scrutiny Review
Libraries and Heritage – Q3 Performance Report
Employment & Skills – Q3 Performance Report

First Meeting of the next year:

Overview of the Council's 2030 Net Zero Carbon Programme – 12 Month Update
Net Zero Carbon Programme – Q3/Q4 Performance Report
Environment & Transport – Q3 Performance Report
Green Skills Evidence Session
Update on the SPD
Agree Scrutiny Topic