

Report of: Executive Member for Environment and Transport

Meeting of	Date	Agenda Item	Ward(s)
Environment and Regeneration Scrutiny Committee	26 February 2018		All

Delete as appropriate	Exempt	Non-exempt
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Report: 2017/18 Quarter 3 Performance Report – Environment

1. Synopsis

- 1.1 Each year the Council agrees a set of performance indicators and targets which help us to monitor progress in delivering corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the Council's Scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report sets out a progress update for those indicators related to Environment during the third quarter of 2017-18.

2. Recommendations

- 2.1 To note progress to the end of Quarter 3 against key performance indicators.

3. Background

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

4. Quarter 3 update on Environment performance

Objective	PI No	Indicator	Frequency	Q1-Q3 Actual Apr-Sept	Q1-Q3 Target Apr-Sept	Target 2017-18	On/Off target	Same period last year	Better than last year?
<i>Effective disposal of waste and recycling</i>	ER1	Percentage of household waste recycled and composted	Q	29.7% (Q1+Q2)	35.6%	35.6%	off	31.6% (16/17)	no
	ER2	Number of missed waste collections - domestic and commercial (per calendar month)	M	586 (average)	450	450	off	475 (average)	no
	ER6	Number of reported flytips (all land types, per calendar month)	M	tbc**	n/a	none	n/a	277 (average)	tbc
<i>Deal promptly with planning applications</i>	ER3	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	100% (Q3)	90%	90%	on	100.0%	same
		b) Percentage of planning applications determined within the target (minors)	M	89.3% (Q3)	84%	84%	on	87.7%	yes
		c) Percentage of planning applications determined within the target (others)	M	93.2% (Q3)	85%	85%	on	89.4%	yes
<i>Promote and increase use of leisure centres</i>	ER4	Number of leisure visits	Q	1,813,227	1,607,607	2,188,359	on	1,749,539	yes
<i>Tackle fuel poverty</i>	ER5	Residents' energy cost savings (annualised)	Q	£163,939	£139,720	£182,500	on	£276,888	no

Effective disposal of waste and recycling

- 4.1 Audited quarterly **recycling rate** data from Waste Data Flow (WDF) comes in around three months after the end of the quarter. The recycling rate for Q1 17/18 was 29.8% and Q2 was 29.5%, though the overall residual waste figure was a more positive 198kg. WDF data entry is complex and the Head of Service intends to review our process to ensure all possible relevant waste tonnages are being picked up. The current slightly lower figures are in part attributable to high levels of commingled recycling rejected as contaminated at the depot, though this has already been addressed by changes in sorting methods. The Islington rate for 16/17 was 31.6% and although this lagged behind the ambitious target, it is up one percentage point on the previous year's rate of 30.6%.
- 4.2 In 16/17, Islington's overall rate remained the third highest of the twelve Inner-London Boroughs and the highest of all for dry recycling (ie excluding garden and kitchen waste), so we continue to perform well in benchmarking terms.
- 4.3 The 16/17 figure for **residual (non-recycled) waste per household** was 403kg, exceeding the NLWA target of 413kg, and the second lowest of all London Boroughs.
- 4.4 The recent 'Contender' IT software problems have now been resolved and **missed waste collections data** for the first three quarters of 17/18 show a steadily improving trend, down from

815 in April (after the collections rounds changes in February) to 416 in December, the lowest of the year so far. New and more reliable fleet vehicles are supporting longer term improvement.

- 4.5 Members recently asked for a **dumping/fly-tipping indicator**, and this is added as a monthly measure in ER6 above. This is the total number of reported fly-tips across all land types and waste types, and the total for 16/17 was 3,011 compared to 4,174 in the previous year, a reduction of 28%. Unfortunately, the recent Contender software problems mean that no Q1-Q3 data has been available, but this situation is hoped to be rectified shortly.

Deal promptly and effectively with planning applications

- 4.6 **Planning applications** performance for Majors remains very strong, with Q3 remaining at 100% after 16/17 came in at 97.9%. In Q2, both Minors and Others are also maintaining their strong performance of up around 90% of applications being determined within 8 weeks, and both slightly ahead of Q3 last year.
- 4.7 In benchmarking terms (Q1-4 16/17), the Council's performance is in the top quartile of all London Borough's for Majors, borderline top quartile for Minors, and 2nd quartile for Others.

Promote and increase use of public facilities

- 4.8 **Total Leisure visits** across the first nine months of the year are 13% ahead of the GLL contractual target for the period and also 4% ahead of the same period last year, notwithstanding major building projects at Sobell (Trampoline Park) and at Highbury Pools (one small temporary studio in place rather than two large studios, and no health suite).

Resident's energy cost savings

- 4.9 The Quarters 1-3 **annualised estimated energy cost savings** for residents remains strong and ahead of target, mainly due to performance on Warm Home Discount and increased EDF contract funding. This performance indicator is an aggregated measure of estimated savings achieved by residents through Warm Home Discount (WHD), Debt Relief and Energy Doctor (EDTH) visits

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Final Report Clearance

Signed

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Executive Member for Environment and Transport

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Date