

Report of: Executive Member for Environment and Transport

Meeting of	Date	Agenda Item	Ward(s)
Environment and Regeneration Scrutiny Committee	22 January 2019		All

Delete as appropriate	Exempt	Non-exempt
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Report: 2018/19 Quarter 2 Performance Report – Environment and Transport

1. Synopsis

- 1.1 Each year the Council agrees a set of performance indicators and targets which help us to monitor progress in delivering corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the Council’s Scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report gives a progress update for those indicators related to Environment and Transport for the second quarter of 2018/19. As the new Corporate Plan has now been finalised, this report covers some additional measures and related targets.

2. Recommendations

- 2.1 To note progress as at the end of Quarter 2 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 Council’s four theme based scrutiny committees are responsible for monitoring performance in their own areas.

4. Quarter 2 update on Environment and Transport performance

Objective	PI No	Indicator	Frequency	Q2 2018/19 or latest Actual	Target 2018/19	On/Off target	17/18 actual	Better than last year?
<i>Keep the streets clean and promote recycling</i>	PE1	Percentage of household waste recycled and composted (Q in arrears)	Q	28.6% (Q1+Q2)	36.1%	off	29.5%	no
	PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	M	231 pcm	400 pcm	on	550 pcm	yes
	ER6	Number of reported flytips (all land types)	Q	271	not set	n/a	711 in Q2 17/18	yes
<i>Ensure development is well planned</i>	PE9	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	100% Q2	90%	on	100%	same
		b) Percentage of planning applications determined within the target (minors)	M	86.5% Q2	84%	on	88.2%	no
		c) Percentage of planning applications determined within the target (others)	M	93.0% Q2	85%	on	90.4%	yes
<i>Make sure residents have access to high quality parks, leisure facilities and cultural opportunities</i>	PE7	Number of leisure visits	Q	518.2k	2.362m	off	2.514m	yes
	PE8	Number of entries to Islington in Bloom	A	168 (as at 31.5.18)	n/a	n/a	220	no
<i>Provide practical support to help residents cope with the cost of living</i>	JM17	Number of gas or electricity meters in homes supplied by Angelic Energy.	Q	6,218 (as at 28.10.18)	4,000 by 17.10.18	on	n/a	yes
	JM18	Number of Islington residents supported	Q	1,052 (Q1+Q2)	2,500	Off slightly	2,548	same

		through SHINE						
<i>Make it easier and safer for people to travel through the borough and beyond</i>	PE3	Number of bike storage facilities on streets	Q	20 (as at end Q2)	100	on	2	yes
	PE4	Number of new electric vehicle charging points across the borough	Q	69 (as at end Q2)	100	on	18	yes
	PE5	Number of schools with air quality monitors installed	Q	62	62 (all schools)	on	n/a	yes
	PE6	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	A	73% (17/18)	65%	on	73%	same

Keep the streets clean and promote recycling

- 4.1 Audited quarterly **recycling rate** data from Waste Data Flow comes in around three months after the end of the quarter. The confirmed rate for 17/18 was 29.5% and the first two quarters of 18/19 have slipped marginally to 28.6%. A main reason London-wide for lower rates is an increase in tonnages rejected as contaminated as recycling industry tolerances have become tighter. For 17/18, Islington has the fifth highest recycling rate of the twelve inner-London Boroughs.
- 4.2 The first two quarters figures for **residual (non-recycled) waste per household** are projecting to 370kg for the year, slightly better than the record low achieved in 17/18 of 375kg and well ahead of the NLWA agreed target of 407kg. Islington's residual waste per household remains the second lowest of all 32 London Boroughs.
- 4.3 **Missed waste collections** performance continues to improve, with Q2 averaging 231pcm compared to 327pcm in Q1 and against the monthly target of 400. Rounds changes and the arrival of new fleet vehicles have both supported these improvements.
- 4.4 The **fly-tipping indicator** measures the total number of reported fly-tips across all land types and waste types, and the total for 17/18 was 2588 across the borough compared to 3,011 in 16/17 (a 14% reduction) and 4,174 in 15/16. This data is entered on the national fly-capture database, though benchmarking is not considered viable as numbers (and by inference, working definitions) differ so widely.
- 4.5 The above improving trend has continued in the first two quarters of 18/19 with the total number of fly-tips standing at 403 in Q1 and 271 in Q2.

Ensure development is well planned

- 4.6 **Planning applications** performance for Majors in Q2 has remained at 100% determined within time. Performance with Minors has slipped slightly to 86.5% although with Others has improved to 93.0%, both remaining ahead of target. However, the backlog of 'already out of time' applications has risen slightly from 239 in May to 272 in November and these will have to be renegotiated and/or put through in a managed way.
- 4.7 In benchmarking terms for the most recent 12-month period for which data has been published (year to September 2018), the Council's performance remains in the top quartile of all London Borough's for Majors and second quartile for both Minors and Others.

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

- 4.8 After very strong performance in 2017/18, **total Leisure visits** dipped 15% below the overall target in Q2 due to the intensity and duration of summer heatwave (though Tennis and activity in parks increased) and are expected to continue to be impacted in Q3 as a result of the Highbury Pool fire and closure at the end of September. In the Q3 report, we will disaggregate the figures by centre to show any underlying trends.
- 4.9 **Islington in Bloom entries** is a new annual measure that is available each spring. This year there were 168 entries in total, and although this is down from the record 220 in 17/18, that year we made a huge push due to Britain in Bloom. The proposed target for 19/20 is 190.

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

- 4.10 In October 2017, we successfully launched **Angelic Energy**, the Council branded white label number energy supply company (in partnership with Robin Hood Energy). The first 12-month target was 4000 meter points on supply and we substantially exceeded this with over 6,200 meters on supply by the end of October. As at the end of 2018, 56% of the 3,627 of Angelic Energy customers were Islington residents and we continue to see growing numbers of smart meters being installed, our tariff continuing to be competitively priced when compared to the big Six energy suppliers.
- 4.11 The number of Islington residents supported through **SHINE** (Seasonal Health Interventions Network) remains broadly stable, though marginally below the year mid-point target of 1,100 at 1,052, mainly on account of the impact of the prolonged summer heatwave on referral numbers.

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

- 4.12 There are four new corporate PIs under this objective, as shown under PE3-PE6 above. The Council has committed to delivering 100 **bike storage facilities** on our streets by the end of 18/19 and as at the end of Q2 the number stood at 20. We expect to meet this target.
- 4.13 The Council has also committed to installing 400 new **electric vehicle charging points** over the next four years with 100 of these by the end of March 2019. As at Q2, the number newly installed stood at 69 and the cumulative total at 87.
- 4.14 Local air quality is a key Council priority and after a comprehensive rollout, all 62 of the borough's **schools now have local air quality monitoring** and which will remain in place for as long as it is useful.
- 4.15 Lastly, the **percentage of parking appeals won** by the Council at the Enforcement and Traffic Tribunal is a good measure of the quality and fairness of our parking service. This is an annual measure and benchmarking indicates that our result of 73% for 17/18 places Islington as the second most successful of the thirty-five London parking authorities.

Final Report Clearance

Signed

Executive Member for Environment and
Transport

Date

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