

**Report of: Executive Member for Environment and Transport**

Meeting of	Date	Agenda Item	Ward(s)
<b>Environment and Regeneration Scrutiny Committee</b>	<b>28 March 2019</b>		<b>All</b>

Delete as appropriate	Exempt	Non-exempt
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## **Report: 2018/19 Quarter 3 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 third quarter of 2018/19. As the Corporate Plan has now been finalised, this report covers an updated measures and related targets.

### **2. Recommendations**

- 2.1 To note progress as at 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 Council's four theme based scrutiny committees are responsible for monitoring performance in their own areas.

## 4. Quarter 3 update on Environment and Transport performance

Objective	PI No	Indicator	Frequency	Q3 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	<b>28.6% (Q1+Q2)</b>	36.1%	<b>off</b>	29.5%	<b>no</b>
	PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	M	<b>370 (Q3 av)</b>	400 pcm	<b>on</b>	550 pcm	<b>yes</b>
	ER6	Number of reported flytips (all land types)	Q	<b>477 (Q3)</b>	not set	<b>n/a</b>	674 in Q3 17/18	<b>yes</b>
<i>Ensure development is well planned</i>	PE9	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	<b>100% (Q3)</b>	90%	<b>on</b>	100%	<b>same</b>
		b) Percentage of planning applications determined within the target (minors)	M	<b>73.2% (Q3)</b>	84%	<b>off</b>	88.2%	<b>no</b>
		c) Percentage of planning applications determined within the target (others)	M	<b>80.7% (Q3)</b>	85%	<b>off</b>	90.4%	<b>no</b>
<i>Make sure residents have access to high quality parks, leisure facilities and cultural opportunities</i>	PE7	Number of leisure visits	Q	<b>1.572m (Q1-Q3)</b>	2.362m	<b>off</b>	2.514m	<b>no</b>
	PE8	Number of entries to Islington in Bloom	A	<b>168 (as at 31.5.18)</b>	n/a	<b>n/a</b>	220	<b>no</b>
<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	<b>6,740 (as at 24.2.19)</b>	9,000 by 17.10.19	<b>on</b>	n/a	<b>yes</b>
	JM18	Number of Islington residents supported through SHINE	Q	<b>2,264 (Q1-Q3)</b>	2,500	<b>on</b>	2,548	<b>same</b>

<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	<b>54 (as at end Q3)</b>	100	<b>on</b>	2	<b>yes</b>
	PE4	Number of <b>new</b> electric vehicle charging points across the borough	Q	<b>69 (as at end Q3)</b>	100	<b>off*</b>	18	<b>yes</b>
	PE5	Number of schools with air quality monitors installed	Q	<b>62</b>	62 (all schools)	<b>on</b>	n/a	<b>yes</b>
	PE6	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	A	<b>73% (17/18)</b>	75%	<b>on</b>	73%	<b>same</b>

\* see 4.12 below

### *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 and Q3 is therefore expected at the end of March. 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 Average **missed waste collections** performance has fallen somewhat from that in quarters 1 and 2 but remaining ahead of target, with Q3 averaging at 370 pcm compared to the 400 monthly target. This compares with 452pcm in the same quarter last year. The dip in Q3 is attributed to the poorer autumn weather and higher overall waste tonnages slowing the progress of crews on their rounds.
- 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. The Q3 figure was 477 which compares to 674 for the same period the previous year. 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.

### *Ensure development is well planned*

- 4.5 **Planning applications** performance for Majors in Q3 has remained at 100% determined within time. However, performance with Minors and Others has slipped substantially this quarter, Minors standing at 73.2% and Others at 80.7%, both below their annual targets. This is as a result of a particularly difficult month in November after sudden staff shortages, and performance has since picked back up, with the backlog of 'already out of time' applications being held stable.
- 4.6 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

- 4.7 After very strong performance in 2017/18, **total Leisure visits** across Q1-Q3 have fallen 9.3% below the profiled target and 7.5% below the same period last year. This is due to the intensity and duration of summer heatwave (though Tennis and activity in parks increased) and in Q3, the impact of the Highbury Pool fire and closure at the end of September. The Highbury Leisure Centre partially reopened in early December.
- 4.8 **Islington in Bloom entries** is a new annual measure that is available late in 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

- 4.9 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. Current meters on supply stands at 6,740, with over half of Angelic Energy customers being Islington residents. We continue to see growing numbers of smart meters being installed, the tariff continuing to be competitively priced when compared to the big six energy suppliers.
- 4.10 Quarter 3 saw the number of Islington residents supported through **SHINE** (Seasonal Health Interventions Network) rise strongly to 2,264, just short of the 18/19 annual target of 2,500. This was primarily as a result of the Q3 success with Warm Home Discount promotions, and makes up for the lack of demand through the summer heat wave period.

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

- 4.11 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 Q3 the number stood at 54. We continue to expect to meet this target.
- 4.12 The Council has also committed to installing 400 new **electric vehicle charging points** over the next four years. As at Q3, the number newly installed stood at 69 and the cumulative total at 87. The additional new lamp post charging points that were intended to be installed in March are now scheduled for April as a result of the decision to consult with residents.
- 4.13 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.
- 4.14 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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