

Report of: Executive Member for Environment and Transport

Meeting of	Date	Agenda Item	Ward(s)
Environment and Regeneration Scrutiny Committee	25 June 2019		All

Delete as appropriate	Exempt	Non-exempt
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Report: 2018/19 End of Year/Quarter 4 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 fourth quarter of 2018/19, and includes newer measures and related targets incorporated in the current Corporate Plan.

2. Recommendations

- 2.1 To note progress as at Quarter 4 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. End of Year/Quarter 4 update on Environment and Transport performance

Objective	PI No	Indicator	Frequency	Q4 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	29.1% (Q1-Q3)	36.1%	off	29.5%	no
	PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	M	324 pcm (18/19 average)	400 pcm	on	550 pcm	yes
	ER6	Number of reported flytips (all land types)	Q	1,434 (18/19 total)	not set	n/a	2,588 (17/18 total)	yes
<i>Ensure development is well planned</i>	PE9	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	100% (Q1-Q4)	90%	on	100%	same
		b) Percentage of planning applications determined within the target (minors)	M	83.5% (Q1-Q4)	84%	Just off	88.2%	no
		c) Percentage of planning applications determined within the target (others)	M	87.9% (Q1-Q4)	85%	on	90.4%	no
<i>Make sure residents have access to high quality parks, leisure facilities and cultural opportunities</i>	PE7	Number of leisure visits	Q	2.138m (18/19 total)	2.362m	off	2.315m	no
	PE8	Number of entries to Islington in Bloom	A	230 prov (as at 31.5.19)	200	n/a	168 - 17/18 220 - 16/17	yes
<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	6,797 (as at 31.3.19)	9,000 by 17.10.19	on	n/a	yes
	JM18	Number of Islington residents supported	Q	3,474 (18/19)	2,500	on	2,548	yes

		through SHINE		total)				
<i>Make it easier and safer for people to travel through the borough and beyond</i>	PE3	Number of secure, protected cycle parking facilities on streets	Q	116 (as at end Q4)	100	on	2	yes
	PE4	Number of new electric vehicle charging points across the borough	Q	67 (as at end Q4)	100	off*	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)	75%	on	73%	same

* 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 Q4 and therefore 18/19 as a whole is expected at the end of June. The confirmed rate for 17/18 was 29.5% and the first three quarters of 18/19 have slipped marginally to 29.1%. 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 three quarters figures for **residual (non-recycled) waste per household** are projecting to 374kg 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 The Mayor's Environment Strategy requires London waste authorities, including Islington, to develop Waste '**Reduction and Recycling Plans**' (RRP) to cover the period 2018-2022, These plans need to show that we are acting in general conformity with the municipal waste provisions of the strategy and should include local reduction and recycling targets that contribute to the Mayor's London-wide targets. The Council's draft RRP has recently been out for public consultation and the final version is expected to come to the Executive for adoption in September.
- 4.4 Average **missed waste collections** performance has stabilised in recent months with the 18/19 monthly average standing at 324. This compares to the target of 400 and the average for 17/18 of 550 pcm. New fleet vehicles continue to support service improvements.
- 4.5 The **fly-tipping indicator** measures the total number of reported fly-tips across all land types and waste types, and the total for 18/19 was 1,434. This compares to 2,588 in 17/18 (a 45% drop), 3,011 in 16/17 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 across Councils.

Ensure development is well planned

- 4.6 **Planning applications** performance for Majors over the whole of 18/19 remained at 100% determined within time. Performance for Minors stood at 83.5% compared to the

84% target and last year's figure of 88.2%, whilst for Others it was 87.9% against the target of 85% and 90.4% last year. These results are against the backdrop of a particularly challenging Autumn period of sudden staff shortages. The backlog of 'already out of time' applications is also being held stable.

- 4.7 In benchmarking terms for the most recent 12-month period for which data has been published (year to December 18), 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** across 18/19 have fallen 9.5% below the annual target and 7.6% below the 17/18 figure. This is due to the intensity and duration of summer heatwave (though Tennis and activity in parks increased) and the impact of the Highbury Pool fire and closure at the end of September. The Highbury Leisure Centre partially reopened in early December.
- 4.9 **Islington in Bloom entries** is a new annual measure that is available late in each spring. This year's provisional figures show a very positive 230 entries in total, a 37% increase on last year's number, and even topping the 220 figure for 16/17 in which a huge push was made for 'Britain in Bloom'.

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. Current meters on supply as at the end of March stood at 6,797, with over half of Angelic Energy customers being Islington residents. The current target is 9,000 at the two-year point of 17.10.19. 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.
- 4.11 2018/19 saw the number of Islington residents supported through **SHINE** (Seasonal Health Interventions Network) rise strongly to 3,474, substantially ahead of the 2,500 target and last year's 2,548. This has been due to the Mayor's Warmer Home scheme increasing referrals and the success of the Winter communications campaign, and despite the lack of demand through the summer heat wave period.

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

- 4.12 There are four new corporate PIs under this objective, as shown under PE3-PE6 above. The Council committed to delivering 100 **secure, protected cycle parking facilities** on our streets by the end of 18/19 and the actual figure has topped out at 116. This equates to spaces for nearly 700 bikes.
- 4.13 The Council has also committed to installing 400 **new electric vehicle charging points** over the next four years. The figure as at the end of March stood at 67 (bringing the net cumulative total to 92), down on the 100 annual target, but this being due to the new lamp post charging points that were intended to be installed in March actually falling into 18/19 as a result of the decision to consult with residents. As at the time of writing (4 June) a further 61 have been installed since April.

- 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. New data for the 18/19 year is expected in August.

Final Report Clearance

Signed



17.6.19

Executive Member for Environment and
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Date

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