

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

Meeting of	Date	Agenda Item	Ward(s)
<b>Environment and Regeneration Scrutiny Committee</b>	<b>13 January 2020</b>		<b>All</b>

Delete as appropriate	Exempt	Non-exempt
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## **Report: 2019/2020 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 2019/20, and includes newer measures and related targets incorporated in the current Corporate Plan.

### **2. Recommendations**

- 2.1 To note progress as at Quarter 2 against key performance indicators.
- 2.2 To note the additional PIs that have been proposed in order to report and measure progress in reducing the Council’s own CO2 emissions, towards Vision Zero, and also on primary schools air quality audits
- 2.3 To also note the proposed changes to the Angelic Energy performance indicator.

### 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 1 - 2019/20 update on Environment and Transport performance

Objective	PI No	Indicator	Frequency	Q1 2019/20 or latest Actual	Target 2019/20	On/Off target	18/19 actual	Same period last year	Direction of travel in performance
<i>Keep the streets clean and promote recycling</i>	PE1	Percentage of household waste recycled and composted (Q in arrears)	Q	<b>29.8% (Q1)</b>	30% (new WRRP)	<b>off</b>	29.3%	<b>28.7%</b>	
	PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	M	<b>355 pcm (Q2 av.)</b>	350 pcm	<b>off</b>	324 pcm	<b>231</b>	
	ER6	Number of reported flytips (all land types)	Q	<b>829 (Q1+Q2)</b>	not set	<b>n/a</b>	1,434	<b>674</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% (Q2)</b>	90%	<b>on</b>	100%	<b>100%</b>	
		b) Percentage of planning applications determined within the target (minors)	M	<b>91.5% (Q2)</b>	84%	<b>on</b>	83.5%	<b>86.5%</b>	

		c) Percentage of planning applications determined within the target (others)	M	<b>88.4% (Q2)</b>	87%	<b>on</b>	87.9%	<b>93.0%</b>	
<i>Make sure residents have access to high quality parks, leisure facilities and cultural opportunities</i>	PE7	Number of leisure visits	Q	<b>1.040m (Q1+Q2)</b>	2.180m (Q1+Q2 1.129m)	<b>off</b>	2.138m	<b>1.106m</b>	
	PE8	Number of entries to Islington in Bloom	A	<b>251 (as at 30.9.19)</b>	200 in 19/20, 220 in 20/21	<b>on</b>	168 in 18/19	<b>n/a</b>	
<i>Provide practical support to help residents cope with the cost of living</i>	JM17	<b>PROPOSED</b> Number of Angelic Energy Islington Customers	Q	<b>2,211 as at 31.10.19</b>	TBC	<b>n/a</b>	2,111 as at 31.3.19	<b>1,997 as at 31.10.18</b>	
		<b>EXISTING</b> Total number of Angelic Energy meter points		<b>6,048 as at 17.10.19</b>	9,000 (by 17.10.19)	<b>off</b>	6,797 (as at 31.3.19)	<b>~6,200 as at 17.10.19</b>	
	JM18	Number of Islington residents supported through SHINE	Q	<b>1,139 (Q1+Q2)</b>	3,500, (Q1+Q2 1,100)	<b>on</b>	3,474	<b>1,052</b>	
<i>Make it easier and safer for people to travel through the borough and beyond</i>	PE3	Number of secure cycle parking facilities on streets	Q	<b>116 (as at end Q2)</b>	200 over first two years	<b>on</b>	116 at year end	<b>20</b>	
	PE4	Number of <b>new</b> electric vehicle charging points across the borough	Q	<b>161 (as at end Q2)</b>	200 over first two years	<b>on</b>	67 at year end	<b>69</b>	
	PE5	<b>PROPOSED</b> Number of Islington primary schools with a completed Air Quality Audit	Q	<b>0</b>	12 by 31.3.20, all 46 by 31.3.22	<b>n/a</b>	0	<b>0</b>	<b>new</b>
	PE6	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	A	<b>52% (18/19)</b>	75%	<b>off</b>	73% (17/18)	<b>n/a</b>	
		<b>PROPOSED</b> People killed or	A	<b>141 (2018)</b>	n/a	<b>n/a</b>	125 (2017)	<b>n/a</b>	

		seriously injured on our roads							
<i>PI's to monitor Council Carbon emissions</i>	tbc	<b>PROPOSED</b> Carbon emissions for Council operational buildings.	Q	<b>1,939 tonnes (Q1+Q2)</b>	tbc	<b>tbc</b>	5,024 tonnes	<b>2,122 tonnes</b>	
	tbc	<b>PROPOSED</b> Carbon emissions from Council Transport fleet	Q	<b>1,397 tonnes (Q1+Q2)</b>	tbc	<b>tbc</b>	2,726 tonnes	<b>1,341 tonnes</b>	

### 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 with Q1 showing a slight improvement to 29.8%. The recycling rate for the whole of 18/19 was 29.3%, marginally down on the 29.5% for the previous year. For 17/18 (the latest period for which comparative data is available), Islington had the fifth highest recycling rate of the twelve Inner-London Boroughs.
- 4.2 Based on Q1 figures, the current early projection for 19/20 **residual (non-recycled) waste per household** is 362 kg, and very similar to the confirmed 18/19 figure of 363kg, itself a record low amount and comparing to the 375kg in 17/18. In 17/18, Islington's residual waste per household remained the second lowest of all 32 London Boroughs.
- 4.3 The Mayor's Environment Strategy requires London waste authorities, including Islington, to have developed Waste '**Reduction and Recycling Plans**' (RRP) to cover the period 2018-2022. After public consultation, our ambitious plan with revised targets and new commitments was adopted by the Executive in October.
- 4.4 **Reported missed waste collections** in Q2 show a modest increase to a monthly average of 355 compared to 323 in Q1 and 324 across the whole of 2018/19, and just outside the revised target of 350. Q2 is usually the poorest quarter of the year due to staff holidays and stand-in or agency staff not being as familiar with the rounds. Q2 last year had two months of exceptionally low figures which are now considered anomalous, with data from the three previous years showing the aforementioned seasonal trend. New fleet vehicles and targeted use of performance data continuing to support service improvements.
- 4.5 The 'fly-capture' **fly-tipping indicator** measures the total number of reported fly-tips across all land types and waste types, with the number for 18/19 being 1,434, and the first two quarters of 19/20 coming in at 829. The annual figure has decreased substantially and consistently over the last three years from over four thousand in 15/16. It is considered too early to judge the moderate increase so far this year compared to the same period last year as a worsening trend. The 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. Of those reported fly-tips on the public highway, across Q2 we removed 92% within the 24-hour target time.

### Ensure development is well planned

- 4.6 **Planning applications** performance for Majors continues at 100% determined within the target time or agreed timescales. Across Q2, performance for Minors determined within time stood at a much improved 91.5% compared to the 84% target and last year's figure of 83.5%. Others applications also saw an improvement over Q1 to 88.4% against the years revised target of 87% and 87.9% across the whole of last year. The number of already out-of-time backlog applications also saw an improvement, down from 304 in July to 280 in October

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

- 4.7 **Total Leisure visits** continues to pick up in the aftermath of the Highbury Pool fire closures at the end of September 2018. The 19/20 quarterly targets are based on a 2% uplift on actual visitor numbers across 2018/19 with Q1 coming in at 10.3% below target but Q2 showing an improved position at 5.2% below the profiled target.
- 4.8 The number of **Islington in Bloom entries** is available annually in June. This figure for 19/20 reached a record 251, a 49% increase on last year's number, though this is considered exceptional and the target for next year has been set at a still ambitious 220.

*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 4,000 meter points on supply (some customers being dual-fuel) and we substantially exceeded this. As at the end of the second year, this figure now stands at a little over 6,000 meter points, short of the 9,000 target and down from the peak of nearly 7,000 in June.
- 4.10 Both the recent dip and the shortfall from target are in different ways due to the fact that the extremely competitive tariffs in place this time last year (when the target were set) didn't last, initially attracting lots of particularly savvy switchers to sign up but that those customers now coming to the end of their contracts are and switching again elsewhere. Angelic Energy tariffs remain in the most affordable top third of all energy providers though the expected launch of the Mayor's own energy company 'London Energy' in December will present further market competition.
- 4.11 Around sixty percent of current Angelic Energy customers are Islington residents and to align more closely with our Corporate Plan, it is now proposed to change the performance measure from all Angelic Energy meter points to the **number of Islington households signed up**. As at the end of Q2, this stood at 2,200, down slightly from the peak of 2,261 in August.
- 4.12 2018/19 saw the number of Islington residents supported through **SHINE** (Seasonal Health Interventions Network) rise strongly and this has continued through Q1 and Q2, with referrals standing at 1,139 and ahead of the profiled mid-year position of 1,100. The number of interventions per referral also remains strong. The estimated average annual energy cost saving by each SHINE referral is estimated at £213 and so the additional one year cost savings associated with these additional SHINE referrals will be almost a quarter of a million pounds.

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

- 4.13 There are four corporate PIs under this objective, as shown under PE3-PE6 above. The Council committed to delivering 100 **secure cycle parking facilities** on our streets by the end of 18/19 and a further 100 each year to 2021/22 and making 400 in total. While

no new facilities have yet been provided in 2019/20, we are on course to install fifty in December and a further fifty in March, thereby keeping on track to fulfilling this commitment at the half-way point. The existing provision equates to spaces for nearly 700 bikes.

- 4.14 The Council has also committed to installing 400 **new electric vehicle charging points** over the same four-year period. The figure as at the end of September (18 months in) stood at 161, on target, and bringing the net cumulative total to 173.
- 4.15 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. It is therefore recommended that this indicator now be removed from the suite and replaced with the number of **Islington primary schools with a completed Air Quality Audit**. The proposed programme for this is to have all 46 primary schools completed over the next two and a half years, with the initial target for the period to 31.3.20 being twelve.
- 4.16 A schools Air Quality Audit consists of an initial desk exercise focussing on elements outside of the school that affect local air pollution, then a site visit examining pollution sources within the school and the feasibility of actions to reduce these. A report is finally produced presenting a list of actions that can be taken to either reduce the levels of pollution or mitigate against them. Schools can then implement the actions with relevant partners or use the report as a basis to seek appropriate funding.
- 4.17 Lastly, the **percentage of parking appeals won** by the Council at the Enforcement and Traffic Tribunal is intended as a measure of the quality and fairness of our parking service. This is an annual measure and the result for 17/18 was 73%, placing Islington as the second most successful of the thirty-five London parking authorities. Unfortunately, the result for 18/19 shows this declining to 52%, though still placing us in the second quartile of all London authorities.
- 4.18 The drop in performance in 18/19 is due to very substantial 77% year-on-year increase in the number of local appeals made and our not being sufficiently staffed to be able to contest a significant proportion of these within the required timescales. This increase in appeals is considered a result of moving to 24:7 in Zones C and K, work around Stroud Green, and tightening up on customer errors using the RingGo system. The proportion of appeals made is still only 0.4% of all PCN's issued (one in 230), and the service has now employed four new staff in order to stabilise the situation.
- 4.19 After public consultation, the ambitious new Islington Transport Strategy 2019-2041 is scheduled to be adopted by Executive in January. It contains a commitment to achieving **'Vision Zero' by 2041**, eliminating all transport related deaths and serious injuries in Islington. Accordingly, it is proposed that the annual figure for 'Killed or Seriously Injured' (KSI) in road traffic accidents in Islington is added to the indicator suite and provided to the Committee as a way of monitoring progress with Vision Zero. As can be seen in the table above, there was a moderate increase in local KSI from 2017 to 2018.

### Climate Change

- 4.20 In June, the Council declared an Environment and Climate Change Emergency and it is proposed that performance measures are needed to measure the Council's own progress toward making Islington net zero carbon by 2030. The intention therefore is to report quarterly both the carbon emissions for Council operational buildings (within the Borough) and those from the Council's transport fleet, both in terms of tonnes of CO2. The figures relating to 2018/19 are given in the table above, and also those for Q1+Q2 2019/20. The

data for operational buildings shows an 8.6% improvement on the same period last year whilst that for the transport fleet shows a 4.2% increase.

4.21 The reasons for this increase in transport CO2 emissions are thought to be as a result of the switch from older Euro V trucks to the new Euro VI models. The Euro standards relate predominantly to emissions of NOx and Particulate Matter (PM) from vehicle exhausts, but this also negatively effects fuel economy, so while emissions of NOx and PM are reduced by the shift to newer vehicles, there is a concomitant moderate increase in CO2.

Final Report Clearance

Signed



Executive Member for Environment and  
Transport

Date

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