

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

Meeting of	Date	Agenda Item	Ward(s)
<b>Environment and Regeneration Scrutiny Committee</b>	<b>28 July 2020</b>		<b>All</b>

Delete as appropriate	Exempt	Non-exempt

## **Report: 2019/2020 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 and year end 2019/20.
- 1.4 Because of the Coronavirus pandemic and consequent lockdown, a council-wide Covid 19 'recovery dashboard' has been developed for 2020/21 and revised corporate performance reporting will be developed. This is likely to include the addition of new measures and the deletion or suspension of older measures.

### **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. Quarter 4 - 2019/20 update on Environment and Transport performance

### 4.1 *Keep the streets clean and promote recycling*

Objective	PI No	Indicator	Frequency	Q4 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>27.1% (Q3)</b>	30%	<b>off</b>	29.3%	<b>30.1%</b>	
	PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	M	<b>318 pcm (19/20 av)</b>	350 pcm	<b>on</b>	324 pcm	<b>324</b>	
	ER6	Number of reported flytips (all land types)	Q	<b>1,764 (19/20)</b>	not set	<b>n/a</b>	1,434	<b>1,434</b>	

4.1.1 Audited quarterly **recycling rate** data from Waste Data Flow comes in around three months after the end of the quarter with Q3 showing a significant dip to 27.1% and the Q1-Q3 year-to-date figure now at 29.0%, compared to the rate for the whole of 18/19 of 29.3%. The reasons for this drop were an additional 2,000 tonnes of residual waste over and above what would normally be expected. The waste arisings have increased due to a change in operations at the Hornsey Street transfer station impacting all boroughs that tip waste there. Contaminated tonnage which historically had been "lost" is now allocated back to boroughs increasing their overall residual tonnages. Analysis is ongoing and NLWA are in the process of setting up a working group with dedicated officers especially to tackle data issues around waste reporting.

4.1.2 In relation to addressing the wider issue of contaminated recycling, officers continue to work hard to target recycling sites that contain contaminated materials, by introducing new bin and lid designs, improving signage and communications, and working with frontline crews, caretakers and landlords to identify the problems and deal with them. The council's Reduction and Recycling Plan 2018-2022 sets out a programme of action for increasing levels of recycling and reuse and reducing overall levels of waste.

4.1.3 Based on the Q1-Q3 figures, the current projection for 19/20 **residual (non-recycled) waste per household** is now 375 kg compared to the 18/19 figure of 365.5kg (a record low amount) and also 375kg for 17/18. In 18/19, Islington's residual waste per household was the third lowest amongst all London Boroughs.

4.1.4 **Reported missed waste collections** across 19/20 averaged 318 a month compared to the 350 target and 324 across the whole of 2018/19. This an aggregate figure across commercial waste, domestic refuse, and recycling/composting collections. In terms of the sub-targets for these three categories, commercial waste missed collections were consistently low across the year. Both domestic refuse and recycling/composting misses tended to increase and fall below target in the June to September period, but improved after that and which improved performance has continued into the first two months of 20/21.

4.1.5 Nine new replacement refuse collection vehicles and a dedicated food waste vehicle have been added to the fleet in the last year, reducing down-time and improving collection reliability. There is also ongoing and targeted use of crew performance data to further support service improvements.

4.1.6 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 19/20 standing at 1,764 compared to 1,434 in 18/19, a 23% increase. This is set against the annual figure having decreased substantially and consistently over the last three years from over 4,000 in 15/16. This data, along with council actions against fly-tipping are 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.

4.1.7 Of those reported fly-tips on the public highway, across 19/20 we removed 93% within the 24-hour target time, though efficient removal can actually lead to an increase in flytip numbers as some habitual offenders may be encouraged.

#### 4.2 **Ensure development is well planned**

Objective	PI No	Indicator	Frequency	Q4 2019/20 or latest Actual	Target 2019/20	On/Off target	18/19 actual	Same period last year	Direction of travel in performance
<i>Ensure development is well planned</i>	PE9	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	<b>100% (19/20)</b>	90%	<b>on</b>	100%	<b>100%</b>	
		b) Percentage of planning applications determined within the target (minors)	M	<b>88.3% (19/20)</b>	84%	<b>on</b>	83.5%	<b>83.5%</b>	
		c) Percentage of planning applications determined within the target (others)	M	<b>88.1% (19/20)</b>	87%	<b>on</b>	87.9%	<b>87.9%</b>	



4.2.1 **Planning applications** performance for Majors across 19/20 remained at 100% determined within the target time or agreed timescales. The annual performance for

Minors determined within time stood at a strong 88.3% compared to the 84% target and last year's overall figure of 83.5%. Others applications determined within the target time across 19/20 was 88.1% against the year's revised target of 87% and 87.9% in 18/19.

4.2.2 In the background however, the number of already out-of-time backlog applications had been rising, up to around 330 as at year-end compared to 280 in October. The early impact of the Covid 19 pandemic in March and the associated suspension of site visits, alongside IT issues affecting consultation letters, further impacted Others performance at the turn of the year, and the associated backlog. Early indications are that the service is successfully addressing these issues with the backlog having peaked in early May.

4.2.3 The government has unfortunately withdrawn publishing data enabling London borough benchmarking but the annual 19/20 performance across all three categories is likely to remain top or second quartile.

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



Objective	PI No	Indicator	Frequency	Q4 2019/20 or latest Actual	Target 2019/20	On/Off target	18/19 actual	Same period last year	Direction of travel in performance
<i>Make sure residents have access to high quality parks, leisure facilities and cultural opportunities</i>	PE7	Number of leisure visits	Q	<b>2.067m (19/20)</b>	2.181m	<b>off</b>	2.138m	<b>2.138m</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>	

4.3.1 After progressive quarterly improvements in the wake of the Highbury Pool fire, Total Leisure visits also suffered in advance of and subsequent to the total lockdown with all leisure centres closed for the last 11 days of March, and remaining closed at the time of writing. The 19/20 annual figure was 5.2% short of the target and 3.3% short of the total for 18/19.

4.3.2 Despite the lockdown and associated supply issues, the reinstatement of the Highbury pool hall remains on schedule for early 2021. At the time of writing, there is no certainty on government guidance with respect to the reopening of leisure centres and swimming pools, though it is hoped this may commence in July.

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

Objective	PI No	Indicator	Frequency	Q4 2019/20 or latest Actual	Target 2019/20	On/Off target	18/19 actual	Same period last year	Direction of travel in performance
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<i>Provide practical support to help residents cope with the cost of living</i>	JM17	Number of Angelic Energy Islington Customers (new)	Q	<b>Baseline: 2,489 at 31.3.20</b>	2,527	<b>off</b>	n/a	<b>n/a</b>	
	JM18	Number of Islington residents supported through SHINE	Q	<b>3,643 (19/20)</b>	3,500,	<b>on</b>	3,474	<b>3,474</b>	



4.4.1 To make it more locally relevant, the **Angelic Energy** performance indicator has changed to the number of Angelic customers within the borough. As at the end of March this stood at 2,489, up on the September Q2 figure of 2,318 but with very little movement in Q4 and as a result, falling marginally short of the target. Due to stability concerns with the parent company Robin Hood Energy and also then talk of likely lockdown, it was decided that all marketing should be suspended in February and March, and this continues to be the case at the time of writing.

4.4.2 The number of Islington residents supported through **SHINE (Seasonal Health Interventions Network)** continued to be strong with referrals across 19/20 standing at 3,643, ahead of the target of 3,500 and comparing to the 18/19 figure of 3,474. However, the average number of interventions per referral has dropped over the same period from 3.8 to 3.3 due to the shifting balance between types of intervention requiring annual reapplication (like Warm Home Discount and Water Sure) and those that don't (like Priority Service Register), where a resident only needs referring the once. Over time therefore, the range of possible interventions for vulnerable residents who are re-referred every year tends to reduce.

4.4.3 The estimated average annual energy cost saving for each SHINE referral is estimated at £213, with WHD (where applicable) accounting for £140.



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

Objective	PI No	Indicator	Frequency	Q4 2019/20 or latest Actual	Target 2019/20	On/Off target	18/19 actual	Same period last year	Direction of travel in performance
<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>221 (at end Q4)</b>	200 over first two years	<b>on</b>	116 at year end	<b>116</b>	
	PE4	Number of <b>new</b> electric vehicle charging points across the borough	Q	<b>176 (at end Q4)</b>	200 over first two years	<b>off</b>	67 at year end	<b>67</b>	
	PE5	Number of Islington primary schools with a completed Air Quality Audit	Q	<b>0 as at 31.3.20</b>	12 by 31.3.20, all 46 by 31.3.22	<b>off</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>	
		People killed or seriously injured on our roads	A	<b>141 (2018)</b>	n/a	<b>n/a</b>	125 (2017)	<b>n/a</b>	

- 4.5.1 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 each year to 2021/22 and making 400 in total. A further 105 facilities were installed 19/20 bringing the total at the two year midpoint to 221 and ahead of target. The existing provision now equates to spaces for nearly 1326 bikes. This programme will be of added importance to residents with the expected post lockdown upsurge in cycling.
- 4.5.2 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 19/20 stood at 176, with a handful of installations stalled due to the March lockdown. This brings the net total in Islington to 190. We will be working hard in 20/21 to manage and overcome the funding constraints, siting issues that arise in public consultation, and occasional clashes with other public realm projects such as cycleways and housing estate redevelopment.
- 4.5.3 **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. This measure was replaced with the number of Islington primary schools with a completed Air Quality Audit. The programme for these has been delayed due to Covid 19, related redeployments and TfL funding, but the Committee will be provided with an update in the next report.
- 4.5.4 The **percentage of parking appeals won by the Council** at the Enforcement and Traffic Tribunal was 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. As explained in the Q3 report, this drop in performance was due to very substantial increase in the number of local appeals being made and from a resource perspective, a corresponding increase in the proportion the Council did not contest. Additional staff have been appointed and the Parking service now have much closer involvement in the design and sign-off of new traffic schemes. A lot of work is also going on to improve the quality of PCN evidence, analysing highest loss locations, and improving signage and the siting of cameras. The 19/20 data is expected to be available in August or September.
- 4.5.5 After public consultation, the ambitious new Islington Transport Strategy 2019-2041 is now scheduled to be adopted by Executive in October. The draft Strategy contains a commitment to achieving 'Vision Zero' by 2041, eliminating all **transport related deaths and serious injuries in Islington**. The annual figure for 'Killed or Seriously Injured' (KSI) in road traffic accidents in Islington will be provided to the Committee as a way of monitoring progress with Vision Zero, with the 2019 figures expected in August.

#### 4.6 **Climate Change**

Objective	PI No	Indicator	Frequency	Q4 2019/20 or latest Actual	Target 2019/20	On/Off target	18/19 actual	Same period last year	Direction of travel in performance
<i>PI's to monitor Council Carbon emissions</i>	tbc	Carbon emissions for Council operational buildings (Q in arrears).	Q	<b>2,990 tonnes (Q1-Q3)</b>	Baseline year		5,037 tonnes	<b>3,349 tonnes</b>	
	tbc	Carbon emissions from Council Transport fleet	Q	<b>2,886 tonnes (19/20)</b>	Baseline year		2,726 tonnes	<b>2,726 tonnes</b>	

4.6.1 In June 2019, the Council declared an Environment and Climate Change Emergency and the Carbon Zero Strategy 2030 will also be recommended for adoption by the Executive in October after public consultation. We are now monitoring the Council's own internal progress with quarterly measures of the **CO2 emissions for Council operational buildings (within the Borough) and those from the Council's transport fleet**. The former will be reported a quarter in arrears in order to minimise estimates, and the most recent figures are given in the table above. The data for operational buildings shows a 11% improvement on the same period (Q1-Q3) last year whilst that for the transport fleet shows a 6% increase from 18/19 to 19/20.

4.6.2 The reasons for this increase in transport CO2 emissions are thought to be two-fold. One is as a result of the switch from older Euro V trucks to the new Euro VI models negatively affecting 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. The other reason was the shift from diesel to petrol vans used by Housing, also for air quality reasons, but with petrol having a higher carbon impact.

4.6.3 The above increase in transport related emissions will be offset as more electric vehicles enter the Council's fleet, and especially multiple heavier vehicles, notwithstanding that the availability of these have long lead times. We expect to see this impacting to reduce overall fleet CO2 emissions within the next twelve months or so.

Final Report Clearance

Signed



20.7.20

Executive Member for Environment and Transport

Date

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