



Executive Member of Environment and Transport and Corporate Director of Environment and Regeneration

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	29 September 2020	All

Delete as appropriate:		Non-exempt
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SUBJECT: Quarter 1 Performance Report: Place and Environment

1. Synopsis

- 1.1 The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. Progress on key performance measures are reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2 This report sets out Q1 2020/21 progress against targets for those performance indicators that mainly fall within the Place and Environment outcome area, for which the Environment and Regeneration Scrutiny Committee has responsibility. There are also a couple of Energy measures from the Jobs and Money outcome area that relate to helping residents cope with the cost of living

2. Recommendations

- 2.1 To note performance against targets in Q1 2020/21.
- 2.2 To agree that the Local Environmental Quality Standards measures outlined in paragraph 3.3 below are added to the suite of performance indicators monitored by the Committee.

3. Background

- 3.1 A suite of corporate performance indicators has been agreed for 2018-22, which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - *Building a Fairer Islington*. Targets are set on an annual basis and performance is monitored internally, through Departmental

Management Teams, Corporate Management Board, and externally through the Scrutiny Committees.

3.2 The Environment and Regeneration Scrutiny Committee is responsible for monitoring and challenging performance for the Place and Environment outcome area of making Islington a welcoming and attractive borough and creating a healthier environment for all, and also a couple of Energy measures from the Jobs and Money outcome area that relate to helping residents cope with the cost of living.

3.3 A number of additional performance measures are being monitored corporately through 20/21 with the one relevant to this Committee given below.

1. **Local Environment Quality surveys.** Three times a year, surveyors from Keep Britain Tidy (KBT) monitor the levels of litter, detritus, graffiti and fly-posting at a sample selection of sites and land-types across the borough. These are reported against a standardised acceptable threshold, so the PI definition for each of the four categories is essentially ‘% of surveyed sites at or above an acceptable standard’. Tranche 1 results for 20/21 were 93.7% for litter, 94.2% for detritus, 96% for graffiti and 99.2% for fly-posting.

It is recommended that these measures are added to the suite of performance indicators monitored by this Committee.

Quarter 1 performance update – Keep the streets clean and promote recycling.

3.4

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
PE1	Percentage of household waste recycled and composted (Q in arrears)	29.3%	29.6%	31%	31.8% (Q4 19/20)	Yes	29.9%	Yes
PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	324	318	305	267	Yes	323	Yes
ER6	Number of reported flytips (all land types)	1,434	1,764	n/a	462	n/a	419	No

Recycling rate

3.5 Audited quarterly recycling rate data from Waste Data Flow comes in around three months after the end of the quarter with Q4 19/20 showing a significant jump to 31.8% from the 27.1% in Q3 and now giving the whole year 19/20 rate as 29.6%, marginally up on the 29.3% for the previous year. However, the reasons for this Q4 spike appear to be related to the way in which the split between household waste and commercial waste was estimated in advance in January, and the sudden

unexpected impact of Covid and lock-down on the actual much lower commercial tonnages that were collected in Q4. It is therefore considered as a one-off adjustment, albeit a fortuitous one from the point of view of its positive impact on the annual rate.

The estimates of these projected splits (called the Non-Household Declaration (NHHD)) are now being done monthly in an effort to make them more concretely related to the rapidly changing real commercial climate, though it is impossible to forecast the impact on 20/21 recycling rates of the temporary closure of the Reuse and Recycling Centre (RRC), the widespread shift to home working and the prolonged near collapse of the commercial waste market.

In relation to the continuing shortfall on the target, this is as a result of a combination of contamination in communal recycling bins and factors reducing the proportion of recyclable material in the overall waste stream (e.g. ongoing light-weighting of packaging, reductions in paper usage and in food waste). 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 full programme of action for increasing our levels of recycling and reuse, and continuing to successfully reduce overall levels of waste.

The figure for the 19/20 'residual (non-recycled) waste per household is a record low 353kg, comparing to the 18/19 figure of 365.5kg and 375kg for 17/18. In 18/19, Islington's residual waste per household was the third lowest amongst all London Boroughs.

Missed Collections

- 3.6 Average monthly reported missed waste collections in Q1 were a strong 267 compared to the tightened 20/21 target of 305 and average performance of 324 across the whole of 2018/19. This an aggregate figure across commercial waste, domestic refuse, and recycling/composting collections. Nine new replacement refuse collection vehicles and a dedicated food waste vehicle were 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.

Fly-tipping

- 3.7 The 'fly-capture' fly-tipping indicator measures the total number of reported fly-tips across all land types and waste types, with the number in Q1 standing at 462 compared to 419 in the same period last year, an increase that can be attributed in part to the closure of the RRC. This is set against the annual figures having decreased substantially and consistently over the three year 15/16 to 18/19 period

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.

Quarter 1 performance update – Ensuring development is well planned.

3.8

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target ?	Q1 or Same Period last year	Better than Q1/SP last year?
PE9a	Percentage of planning applications	100%	100%	90%	100%	Yes	100%	Same

	determined within 13 weeks or agreed time (majors)							
PE9b	Percentage of planning applications determined within the target (minors)	83.5%	88.3%	85%	93.2%	Yes	82.7%	Yes
PE9c	Percentage of planning applications determined within the target (others)	87.9%	88.1%	85%	84.7%	Just off	84.5%	Yes

Determination of Planning applications

- 3.9 Planning applications performance for Majors across Q1 remained at 100% determined within the target time or agreed timescales. Performance for Minors determined within time stood at a very strong 93.2% and Others determined at 84.7% against the revised targets of 85%.

Behind the scenes, good progress is also being made to reduce the number of already out-of-time backlog applications. This had been rising at the end of 19/20 but the service has since managed to reduce this by around 10% to the mid July point. The main reasons for a backlog of applications that aren't determined within the government set time frame are the complexity of sometimes controversial applications, elaborate statutory consultation requirements, scheme revisions and negotiations with developers to secure a wide range of benefits for the borough.

Quarter 1 performance update - Make sure residents have access to high quality parks, leisure facilities and cultural opportunities

3.10

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
PE7	Number of Leisure Visits	2.137m	2.067m	tbc	zero	n/a	538.3k	No

Leisure Centre visits

- 3.11 In response to lock-down, all our Leisure Centres were closed on 20th March, with a phased reopening not commencing until 25th July. Therefore, visitor numbers in Q1 were zero. It is proposed that 20/21 visitor targets will be agreed shortly as part of a 'Deed of Variation' with GLL, though optimising usage within social distancing capacity limits whilst also maintaining public safety and confidence will be a major challenge in the months ahead, operationally and financially.

The 19/20 annual figure was 5.2% short of the target and 3.3% short of the total for 18/19, mainly as a result of the closure of Highbury Pool in the wake of the fire, and early Covid impacts in March. The reopening of Highbury pool hall remains on schedule for January 2021.

Quarter 1 performance update - Provide practical support to help residents cope with the cost of living

3.12

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
JM17	Number of Angelic Energy Islington Customers	new	2,489	tbc	2,432	tbc	new	n/a
JM18	Number of Islington residents supported through SHINE	3,474	3,643	3,500	862 (2586 interventions)	Yes	495	Yes

Angelic Energy Islington customers

3.13 The number of local Angelic Energy customers dropped slightly in Q1, now standing at 2,432 and down from 2,489 as at the end of March. The reasons for this are the suspension of the Housing Voids service during lockdown, previously a key source of new customers, and due to stability concerns with the parent company Robin Hood Energy, it was decided in February that all marketing of the service should be suspended.

As at the time of writing, it has just been announced that Robin Hood Energy, the supply partner for Angelic Energy customers, has sold its customer contracts to British Gas. Although customers' energy supplies will be unaffected by the sale, the council is currently reviewing all options so as to ensure residents have continued access to affordable and greener tariffs.

Islington SHINE referrals

3.14 The number of Islington residents supported through SHINE (Seasonal Health Interventions Network) in Q1 was 862 and well ahead of the quarterly profiled target of 500. The corresponding number of interventions was 2,586 against the target of 1,820, averaging 3 interventions per referral. The substantial increase in demand for the service during lockdown resulted from fuel-poor residents experiencing loss of income through being furloughed or having hours reduced, alongside increased energy usage from being at home more often than usual.

The reasons for the gradual drop in the average number of interventions per referral are 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.

The accumulating quarterly targets across 20/21 are 500, 1,100, 2,400 and 3,500 referrals (same total as last year), corresponding to 1,820, 4,000, 8,500 and 12,000 interventions, whilst the estimated average annual energy cost saving for each SHINE referral is estimated at £213, with WHD (where applicable) accounting for £140.

Quarter 1 performance update - Make it easier and safer for people to travel through the borough and beyond

3.15

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
PE3	Number of secure cycle parking facilities on streets	116	221	300	221	Yes	116	Yes
PE4	Number of new electric vehicle charging points across the borough	67	176	300	176	No	132	Yes
PE5	Number of Islington primary schools with a completed Air Quality Audit	0	0	tbc	0	n/a	0	n/a
PE6	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	73% (17/18)	52% (18/19)	tbc	19/20 still awaited	tbc	52% (18/19)	tbc
ER1	People killed or seriously injured on our roads	125 (2017)	141 (2018)	n/a	111 (2019)	n/a	141	Yes

Secure cycle parking

3.16 The Council has committed to delivering 100 secure cycle parking facilities on our streets each year to 2021/22, 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. Due to lockdown, this remains the position as at the end of Q1 and it currently seems likely that due to supplier availability, all 20/21 installations will happen in Q4. 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.

Electric vehicle charging points

3.17 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, bringing the net total in Islington to 190 and as with cycle parking, there were no new installations in Q1.

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. The projected roll-out across the remainder of the year is currently 203 by Q2, 245 by Q3 and 300 by year-end.

School air quality audits

- 3.18 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 has now been 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 as soon as funding is found and auditing can resume.

Parking appeals

- 3.19 The percentage of parking appeals won by the Council at the Enforcement and Traffic Tribunal in 19/20 has still not been released by London Councils, but is hoped for shortly. This is reported to the Committee as a measure of the quality and fairness of our parking service. The result for 17/18 was 73%, dropping to 52% for 18/19, though still placing us in the second quartile of all London authorities. As explained in previous reports, 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, though this may take time to show through in the overall results.

Road traffic accidents

- 3.20 The ambitious new Islington Transport Strategy 2019-2041 is 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 2019 figure for 'Killed or Seriously Injured' (KSI) in road traffic accidents in Islington has now been published as 111. This is a substantial reduction on last year's figure of 141, though it is too early to ascertain any longer term trend, and the lock-down related reduction in traffic across much of 2020 should also be expected to positively impact this year's figures. The overall KSI figure for 2019 breaks down as 25 pedestrian incidents, 44 cyclist incidents, 33 involving the rider or pillion passenger of a motorbike or moped, 2 car occupants and 7 other category.

Quarter 1 performance update – Working towards a net zero carbon Islington by 2030

3.21

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q1 2020/21 or latest	On target?	Q1 or Same Period last year	Better than Q1/SP last year?
PE4	Carbon emissions for Council buildings (in arrears and tonnes CO2)	5,037	4,574	4,384	4,574 (19/20)	Yes	5,037	Yes
PE5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,724	2,886	2,886	562 (profile d target 691)	Yes	691	Yes

Carbon emissions from council buildings

3.22 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 is reported a quarter in arrears in order to minimise estimates, and the most recent tonnage figures for 19/20 are given in the table above. The data for operational buildings shows a 9.2% reduction compared to the previous year, and due to a combination of grid decarbonisation and lower electricity use.

The target for 20/21 is a further 4% reduction and is based on projected grid decarbonisation only. Subsequent years reduction targets are being developed, based on analyses of energy use in specific buildings and related targeted projects.

Carbon emissions from council vehicle fleet

3.23 Quarter 1 emissions for the council's fleet are 19% down on the same period last year due to lock-down related reductions in diesel use, mainly across community transport due to school closures. The target for 20/21 is a 'placeholder' 0% change on 19/20, the first year of a ten year trajectory to net-zero based on an ambitious programme of fleet electrification, especially multiple heavier vehicles.

Year	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30
Emissions (tonnes)	2,886	2,805	2,450	1,733	1,366	827	195	55	8	5
% change vs baseline (2019/20)	0%	-3%	-15%	-40%	-53%	-71%	-93%	-98%	-100%	-100%

The reasons for the 6% annual increase in fleet CO2 emissions in 19/20 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. Implications

4.1 Financial implications:

The cost of providing resources to monitor performance is met within each service's core budget.

4.2 Legal Implications:

There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

4.3 Environmental Implications and contribution to achieving a net zero carbon Islington by 2030.

There are no environmental impact arising from monitoring performance

4.4 Resident Impact Assessment:

The Council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The Council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The Council must have due regard to the need to tackle prejudice and promote understanding.

5. Reason for recommendations

- 5.1 The Council's Corporate Plan sets out a clear set of priorities, underpinned by a set of firm commitments and actions that we will take over the next four years to work towards our vision of a Fairer Islington. The corporate performance indicators are one of a number of tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining good quality services.

Appendices - none

Final report clearance:

Signed by:



17.9.20

Corporate Director of Environment and
Regeneration

Date



17.9.20

Executive Member for Environment and Transport Date

Report Author: Steve Wills, E&R Performance and Business Officer
Tel: 020 7527 2613
Email: steve.wills@islington.gov.uk