

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

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Environment and Regeneration Scrutiny Committee	17 December 2020	All

<b>Delete as appropriate:</b>		Non-exempt
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**SUBJECT: Quarter 2 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 Q2 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 Q2 2020/21.
- 2.2 To note that an additional suite of four performance indicators has been added under paragraph 3.7 below. These relate to the outcomes of independent Local Environmental Quality Surveys (LEQS) in the borough.

**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.

**Quarter 2 performance update – Keep the streets clean and promote recycling.**

3.3

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q2 2020/21 or latest	On target?	Q2 or Same Period last year	Better than Q2/SP last year?
PE1	Percentage of household waste recycled and composted (Q in arrears)	29.3%	29.6%	<b>31%</b>	<b>31.1% (Q1)</b>	<b>Yes</b>	29.8%	<b>Yes</b>
PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	324	318	<b>305</b>	<b>274</b>	<b>Yes</b>	355	<b>Yes</b>
ER6	Number of reported flytips (all land types)	1,434	1,764	<b>n/a</b>	<b>607</b>	<b>n/a</b>	410	<b>No</b>
PE8	LEQS surveys - Litter (% sites above acceptable standard)	90.7%	89.9%	<b>94%</b>	<b>92.7% (tranches 1&amp;2)</b>	<b>No</b>	89.9% (19/20)	<b>Yes</b>
PE9	LEQS surveys – Detritus (% sites above acceptable standard)	92.1%	93.5%	<b>92%</b>	<b>92.6% (tranches 1&amp;2)</b>	<b>Yes</b>	93.5% (19/20)	<b>No</b>
PE10	LEQS surveys – Graffiti (% sites above acceptable standard)	97.9%	96.8%	<b>97%</b>	<b>95.7% (tranches 1&amp;2)</b>	<b>No</b>	96.8% (19/20)	<b>No</b>
PE11	LEQS surveys – Flyposting (% sites above acceptable)	98.8%	98.6%	<b>98%</b>	<b>98.5% (tranches 1&amp;2)</b>	<b>Yes</b>	98.6% (19/20)	<b>No</b>

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**Recycling rate**

3.4 Audited quarterly recycling rate data from Waste Data Flow comes in around three months after the end of the quarter with Q1 20/21 showing 31.1%, just ahead of the 31% annual target. The 19/20 rate was 29.6%, itself marginally up on the 29.3% for the previous year.

The data for Q1 shows increases in organic tonnages and lockdown related reductions in both residual waste from street cleansing as well as recycling brought to the HRRC. It is difficult to know how all these competing trends will unfold as lockdown eases.

Based on the Q1 tonnages, the very early first projection of the 20/21 'residual (non-recycled) waste per household' figure is 332kg. This follows last years confirmed figure of 353 kg, itself a record low amount. In 18/19, Islington's residual waste per household was the third lowest amongst all London Boroughs.

**Missed Collections**

3.5 Average monthly reported missed waste collections in Q2 were 274, remaining at a similar low level to those in Q1 and ahead of the 305 target. 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**

3.6 The 'fly-capture' fly-tipping indicator measures the total number of reported fly-tips across all land types and waste types, with the number in Q2 increasing to 607 compared to 410 in the same period last year. Press reports have suggested an increase in fly-tipping across the country over the last six months though official statistics have not yet been released. Lockdown clear-outs and reduced access to waste facilities will both have likely contributed to increases in fly-tipping. Notwithstanding the recent upward trend, annual figures decreased substantially and consistently over the three year 15/16 to 18/19 period.

Any emerging fly-tipping hot spot locations are identified through resident service requests and information from crews and supervisors, and then monitored and cleared on a more frequent basis. Frontline supervisors have been provided with e-bikes to enable them to be more responsive and SES are working to procure a new back office system that will allow better location mapping. This will be rolled out in 2021/2. Some public recycling sites are particularly prone to fly-tipping and other well-known locations include Cynthia Street, Dewey Road and Yonge Park. A leaflet drop, targeted at hot spot locations is scheduled for early in the new year.

Of those reported fly-tips on the public highway, across the first two quarters 20/21 we removed 91% 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.

**LEQS surveys**

3.7 Each year Keep Britain Tidy (KBT) are commissioned to undertake Local Environmental Quality Surveys (LEQS) in Islington, as well as in many other Council areas across the country. These occur in tranches three times a year and follow a well-established methodology of selecting survey sites covering all local land types across retail, industrial, housing, highways and recreation etc.

All measures are then collated to represent the observable amounts of litter, detritus (organic matter and gravel/sand etc), graffiti and flyposting. The results are then analysed, weighted and presented as a single percentage under each category giving the proportion of sites that are at or above a defined acceptable standard (or its inverse). Therefore in the table above, the higher the figures (closer to 100%) the better.

For litter, we have set ourselves a challenging 94% target across 20/21. Across the first two tranches of the year so far have achieved 92.7%, an improvement on the 90.7% in 18/19 and 89.9% in 19/20. It has also been a period in which the cleansing service has not been at full deployment due to staff being sick, needing to isolate or redeployed to refuse and recycling.

Levels of detritus and flyposting have remained broadly on a par with the previous two years but there are somewhat higher levels of graffiti, which KBT have reported as a nationwide phenomenon. We will seek to address this with communications and targeted removal campaigns.

### Quarter 2 performance update – Ensuring development is well planned

3.8

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q2 2020/21 or latest	On target?	Q2 or Same Period last year	Better than Q2/SP last year?
PE9a	Percentage of planning applications determined within 13 weeks or agreed time (majors)	100%	100%	<b>90%</b>	<b>90.9%</b>	<b>Yes</b>	100%	<b>No</b>
PE9b	Percentage of planning applications determined within the target (minors)	83.5%	88.3%	<b>85%</b>	<b>94.4%</b>	<b>Yes</b>	91.5%	<b>Yes</b>
PE9c	Percentage of planning applications determined within the target (others)	87.9%	88.1%	<b>85%</b>	<b>87.5%</b>	<b>Yes</b>	88.4%	<b>No</b>

#### Determination of Planning applications

3.9 Planning applications performance for Majors across Q2 dropped below 100% for the first time in several years as a result of a single application going out of time due to an administrative oversight. Performance for Minors determined within time improved to a very strong 94.4% and Others determined to 87.5%, both against the revised targets of 85%.

Behind the scenes, good progress is also being made to further 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 15% since July.

## Quarter 2 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	Q2 2020/21 or latest	On target ?	Q2 or Same Period last year	Better than Q2/SP last year?
PE7	Number of Leisure Visits	2.137m	2.067m	tbc	121,480	n/a	501,943	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 25<sup>th</sup> July. Visitor numbers in Q2 were 121,480, around a quarter of the level the same period last year. Monthly figures for August and September showed an increase from 27% to 42% on the same months last year.

Unfortunately, Leisure Centres had to close again for four weeks from 5 November with reopening scheduled for 3 December. It is proposed that 20/21 visitor targets will be agreed 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.

## Quarter 2 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	Q2 2020/21 or latest	On target?	Q2 or Same Period last year	Better than Q2/SP last year?
JM17	Number of Angelic Energy Islington Customers	<b>Indicator now deleted as scheme has closed</b>						
JM18	Number of Islington residents supported through SHINE	3,474	3,643	3,500	880 (3520 interventions)	Yes	664	Yes

### Angelic Energy Islington customers

3.13 Robin Hood Energy, the supply partner for Angelic Energy customers, has now sold its customer contracts to British Gas. Although customers' energy supplies are unaffected by the sale, this PI is now deleted.

### Islington SHINE referrals

3.14 The number of Islington residents supported through SHINE (Seasonal Health Interventions Network) in Q2 was 862 and well ahead of the quarterly profiled target of 600, and also well ahead of the mid-year target. The corresponding number of interventions was 3,520 against the target of 2,180, increasing the average interventions per referral to four. The substantial increase in demand for the service during lockdown and subsequent restrictions has 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. Demand has also risen from the opening of the Warm Home Discount season alongside extensive publicity for ECO schemes, in particular the new Government Green Home Grant vouchers.

With home visits not possible, the Energy Doctor service has been fulfilling consultations with residents virtually, before having their small measures (bulbs, draught excluders etc) delivered. This has removed the barrier of visit cancellations, and has also increased the amount of consultation time between advisors and residents which has contributed to increased interventions. The council's advice line is operating exactly as before only with advisors working from home.

The accumulating quarterly SHINE 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 2 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	Q2 2020/21 or latest	On target ?	Q2 or Same Period last year	Better than Q2/SP last year?
PE3	Number of secure cycle parking facilities on streets	116	221	<b>300</b>	<b>222</b>	<b>Yes</b>	116	<b>Yes</b>
PE4	Number of <b>new</b> electric vehicle charging points across the borough	67	176	<b>300</b>	<b>210</b>	<b>Yes</b>	161	<b>Yes</b>
PE5	Number of Islington primary schools with a completed Air Quality Audit	0	0	<b>tbc</b>	<b>0</b>	<b>n/a</b>	0	<b>n/a</b>
PE6	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	73% (17/18)	52% (18/19)	<b>tbc</b>	<b>52% (19/20)</b>	<b>n/a</b>	52% (18/19)	<b>same</b>
ER1	People killed or seriously injured on our roads	125 (2017)	141 (2018)	<b>n/a</b>	<b>111 (2019)</b>	<b>n/a</b>	141	<b>Yes</b>

#### 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 supplier availability, this remains the position as at the end of Q2 with the exception of one additional Greenspace facility in Hermit Street. It is expected that all the remaining 20/21 installations will happen in Q4. The existing provision now equates to spaces for nearly 1,332 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. Q2 saw the installation of a further 34 Source London EVCPs, bringing the total new ones to 210 and the net total in Islington to 224.

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 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 was 52%, exactly the same as the previous year. This measure is reported to the Committee as a measure of the quality and fairness of our parking service. This 19/20 result places us 18<sup>th</sup> out of the 34 of all London parking authorities.

The explanation behind our current performance is a complex picture. On the one hand, of those appeals to the Tribunal that actually reach the adjudicator, the council won 81%, the highest level across London. Where we perform much less well is in the very high proportion that go to Tribunal that the council do not contest (and therefore automatically lose), and this is usually due to a scheme design, signage or evidence issue.

Reducing the proportion of appeals that we do not contest is therefore a key service priority, and in order to improve the quality and fairness of parking enforcement as a whole, the service now have much closer involvement in the design and sign-off of any new traffic schemes. A lot of work is also going on to improve the quality of evidence to support PCNs, analysing issues at specific locations, and improving signage and the siting of cameras. We have also introduced evidence request letters to appellants, inviting them to submit evidence of exemption at an early stage. This is expected to result in quicker cancellation of many PCN's before the Tribunal stage might otherwise be needed.

#### **Road traffic collisions**

- 3.20 No new data on local road traffic collisions is now expected until next year, although the ambitious new Islington Transport Strategy 2019-2041 was adopted by Executive in November. The 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 collisions in Islington was 111. This is a substantial reduction on the previous years 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 2 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	Q2 2020/21 or latest	On target?	Q2 or Same Period last year	Better than Q2/SP last year?
PE4	Carbon emissions for Council buildings (Q in arrears and tonnes CO2)	5,037	4,574	<b>4,384</b>	<b>782 (Q1)</b>	<b>Yes</b>	1,135	<b>Yes</b>
PE5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,724	2,886	<b>2,886</b>	<b>629</b>	<b>Yes</b>	708	<b>Yes</b>

**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 was adopted by the Executive in November. 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 Q1 are given in the table above. This shows a 31% decrease on same period last year, mainly on account of building closures during Covid restrictions. The total 19/20 tonnage outturn was 9.2% below figure for 18/19 due to grid decarbonisation and lower electricity use.

The target for 20/21 is based on a 4% reduction on 19/20 owing to 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 2 emissions for the council’s fleet are 11% down on the same period last year due to reductions in diesel use, mainly across community transport. The figure for Q1 and Q2 is 15% down. The targets for the next ten years are based on the percentage reduction from the 19/20 baseline and form a 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)	<b>0%</b>	-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:**



4.12.20

Corporate Director of Environment and  
Regeneration

Date



8.12.20

Executive Member for Environment and Transport    Date

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