

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

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	8 March 2021	All

Delete as appropriate:		Non-exempt
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SUBJECT: Quarter 3 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 Q3 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 Q3 2020/21.

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 3 performance update – Keep the streets clean and promote recycling.

3.3

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q3 2020/21 or latest	On target?	Q3 or Same Period last year	Better than Q3/SP last year?
PE1	Percentage of household waste recycled and composted (Q in arrears)	29.3%	29.6%	31%	29.7% (Q1+Q2)	No	30.0%	No
PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	324	318	305	325 (av Q3)	No	272	No
ER6	Number of reported flytips (all land types)	1,434	1,764	n/a	573 (Q3)	n/a	511	No
PE8	LEQS surveys - Litter (% sites above acceptable standard)	90.7%	89.9%	94%	92.7% (tranches 1&2)	No	89.9% (19/20)	Yes
PE9	LEQS surveys – Detritus (% sites above acceptable standard)	92.1%	93.5%	92%	92.6% (tranches 1&2)	Yes	93.5% (19/20)	No
PE10	LEQS surveys – Graffiti (% sites above acceptable standard)	97.9%	96.8%	97%	95.7% (tranches 1&2)	No	96.8% (19/20)	No
PE11	LEQS surveys – Flyposting (% sites above acceptable standard)	98.8%	98.6%	98%	98.5% (tranches 1&2)	Yes	98.6% (19/20)	No

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 Q2 showing a dip to 28.5% from 31.1% in Q1 and giving a year to date figure of 29.7%. The 19/20 rate was 29.6%, itself marginally up on the 29.3% for the previous year.

The data for Q2 shows increases in residual tonnages consequent to further reopening of the WRC and the bulky waste collection service. With so many competing lockdown related underlying trends, it is very difficult to project what the end of year rate will be.

Based on the Q1 + Q2 tonnages, the early projection of the 20/21 'residual (non-recycled) waste per household' figure is 350kg. 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 Q3 were 325 compared to 274 in Q2, and the first time this has slipped below the new more ambitious 20/21 target of 305 pcm. This an aggregate figure across commercial waste, domestic refuse, and recycling/composting collections. The main factors for the recent downturn in performance are Covid related staff absence and the 'bubbling' of crews. This bubbling was introduced as a more Covid secure way of managing the risks of a crew member testing positive and means that only that one fixed crew need then self-isolate rather than potentially two or three crews, as when staff used to be mixed up more. The downside to this is that the replacement or agency crew is usually a lot less familiar with the specific collection round, resulting in more missed collections. The service are mitigating this by placing any reoccurring missed collections on a monitoring list that are checked and flagged on the day of collection.

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 Q3 being 573, slightly up on the 511 for the same period last year, but down on the 607 reported in Q2. Press reports have suggested an increase in fly-tipping across the country over the last nine 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

Of those reported fly-tips on the public highway, across the first three quarters of 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 feel 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 3 performance update – Ensuring development is well planned

3.8

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q3 2020/21 or latest	On target?	Q3 or Same Period last year	Better than Q3/SP last year?
PE9a	Percentage of planning applications determined within 13 weeks or agreed time (majors)	100%	100%	90%	100% (Q3)	Yes	100%	Same
PE9b	Percentage of planning applications determined within the target (minors)	83.5%	88.3%	85%	93.2% (Q3)	Yes	89.8%	Yes
PE9c	Percentage of planning applications determined within the target (others)	87.9%	88.1%	85%	88.8% (Q3)	Yes	93.2%	No

Determination of Planning applications

3.9

Planning applications performance for Majors across Q3 was back up to 100% after the one 'out of time' determination in Q2 and now stands at 96% year-to-date. Performance for Minors determined within time stayed very strong at 93.2% and Others determined to 88.8%, both against the revised targets of 85%.

Behind these figures, steady progress is also being made to further reduce the number of already out-of-time backlog applications, albeit with a slight blip over the Christmas leave period. This had been rising at the end of 19/20 but the service has since managed to reduce this by over 20% since the peak in May.

Quarter 3 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	Q3 2020/21 or latest	On target?	Q3 or Same Period last year	Better than Q3/SP last year?
PE7	Number of Leisure Visits	2.137m	2.067m	n/a	297,525 (Q1-Q3)	n/a	1.556m	No

Leisure Centre visits

3.11 Throughout 20/21, all our Leisure Centres have been subject to recurrent lock-down closures and only partial intermittent re-openings. Visitor numbers across Q1-Q3 were just under 300,000, around 20% of the level the same period last year. It remains unclear when they may be allowed to open their doors again and optimising usage within social distancing capacity limits whilst also maintaining public safety and confidence will continue to be a major challenge into 21/22, operationally and financially.

Quarter 3 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	Q3 2020/21 or latest	On target?	Q3 or Same Period last year	Better than Q3/SP last year?
JM18	Number of Islington residents supported through SHINE	3,474	3,643	3,500	3,998 (Q1-Q3)	Yes	2,606	Yes

Islington SHINE referrals

3.13 The number of Islington residents supported through SHINE (Seasonal Health Interventions Network) continues to be very strong, with the Q1-Q3 figure of 3,998 already ahead of the year-end target and 53% up on the same period last year. The corresponding number of interventions was 12,874, also already ahead of the 20/21 target of 12,000.

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. Quarter 2 and 3 demand has also risen after the opening of the Warm Home Discount (WHD) season alongside extensive publicity for ECO schemes, in particular the new Government Green Home Grant vouchers.

With full home visits being undeliverable at this time, the councils Energy Doctor service has instead been fulfilling consultations with residents virtually, before having their small measures (bulbs, draught excluders etc) contactlessly delivered. This has removed the barrier of visit cancellations, and has also increased the amount of consultation time between advisors and residents, both of which have contributed to increased interventions. After the measures have been delivered, the team make follow-up calls to establish how installation went and any issues that might have arisen. The council's advice line is operating exactly as before only with advisors working from home.

In 20/21, the average estimated annual cost saving (approved by EDF) for each household receiving the Energy Doctor service has increased from £90 to £145 on account of a shift to increase the amount of LED bulbs and Radflex radiator panels that are given out and reductions in other measures such as door and letterbox draught proofing brushes. Where applicable, WHD savings average another £140 per household.

Quarter 3 performance update - Make it easier and safer for people to travel through the borough and beyond

3.14

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q3 2020/21 or latest	On target ?	Q3 or Same Period last year	Better than Q3/SP last year?
PE3	Number of secure cycle parking facilities on streets	116	221	300	222 (at Q3)	Yes	160	Yes
PE4	Number of new electric vehicle charging points across the borough	67	176	300	248 (at Q3)	Yes	161	Yes
PE6	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	73% (17/18)	52% (18/19)	tbc	52% (19/20)	n/a	52% (18/19)	same
ER1	People killed or seriously injured on our roads	125 (2017)	141 (2018)	n/a	111 (2019)	n/a	141	Yes

Secure cycle parking

3.15 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 in 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 Q3 with the exception of one additional Greenspace facility in Hermit Street in Q2. It is expected that all the remaining 20/21 installations will happen in Q4. The existing provision now equates to spaces for 1,332 bikes. This programme will be of added importance to residents with the expected post lockdown upsurge in cycling.

Electric vehicle charging points

3.16 The Council has also committed to installing 400 new electric vehicle charging points over the same four-year period. Q3 saw the installation of a further 38 Source London EVCPs, bringing the total new ones to 248 and the net total in Islington to 262.

We will be working hard in quarter 4 and into 21/22 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.

School air quality audits

3.17 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 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

3.18 The percentage of parking appeals won by the council at the Enforcement and Traffic Tribunal is an annual measure which was reported in the Q2 report, For 19/20, it stood at 52%, exactly the same as the previous year and placing us 18th out of the 34 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

3.19 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 last year. The Strategy contains a commitment to achieving 'Vision Zero' by 2041, eliminating all transport related deaths and serious injuries in Islington over the next 20 years. 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 3 performance update – Working towards a net zero carbon Islington by 2030

3.20

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q3 2020/21 or latest	On target?	Q3 or Same Period last year	Better than Q3/SP last year?
PE4	Carbon emissions for Council buildings (Q in arrears and tonnes CO2)	5,037	4,574	4,384	1,623 (Q1+Q2)	Yes	1,872	Yes
PE5	Carbon emissions from Council Transport fleet	2,724	2,886	2,886	1,837 (Q1-Q3)	Yes	2,170	Yes

	(tonnes CO2)							
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Carbon emissions from council buildings

3.21 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 2020. 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+Q2 are given in the table above, showing an estimated 13% decrease on same period last year. The actual decrease will in fact turn out to be substantially greater than this as lock-down related meter access issues have resulted in many over-estimated gas bills. 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

3.22 Quarters 1-3 emissions for the council’s fleet are 15% down on the same period last year due to reductions in diesel use, mainly across community transport. 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.

Infrastructure for Electric Fleet Vehicles

Smart electric vehicle chargers for our fleet are now operational at The Laycock Centre, Randals Road Depot and the WRC ground floor, and will be installed within the next three months at Prichard Court (additional light vehicle car park adjacent to WRC) and 222 Upper Street.

The WRC electrical capacity increase project, with partial funding from the Mayor of London’s Good Growth Fund, is well underway with the increased grid connection secured and larger substation, distribution equipment and cabling tender due to be launched imminently. This will provide the WRC with enough electrical capacity and “behind the charger” infrastructure to provide power to all 230 vehicles based in the depot, including all of our HGV and bus fleet. Smart charger installations at the WRC will follow the completion of the substation and cabling works in stages and as our electric vehicle fleet increases.

All smart chargers across the council are managed by a single back-office system which manages power usage and provides information for cost allocation. Each fleet vehicle is assigned a swipe card which is used to activate any council site smart charger and record usage information. The Energy team are also working on increasing solar PV generation capacity at sites where vehicles are parked and charged, and once achieved, this solar energy will be utilised wherever possible to power fleet vehicles.

Fleet Reduction

Work is ongoing to reduce the overall number of vehicles in use by the council, though to some extent this has been offset by an increase in the Housing fleet with greater insourcing and more trade and technical staff.

The table below shows the situation now as compared to 2018.

Islington Council Fleet Vehicles by Type 2018 / 2021

Light Vehicles	2018	2021	Count
Car (up to 7 seats)	35	55	20
Van (up to 3.5t)	295	275	-20
<i>sub-total</i>	330	330	0
Heavy and Specialist Vehicles			
Bus (all types)	64	56	-8
Jetter (graffiti removal etc)	5	7	2
MEWP (access platform)	1	1	0
7.5t (caged tippers etc)	16	17	1
Sweeper (HGV & compact)	23	23	0
Skip Loader (18t HGV)	2	1	-1
Gritter (18t HGV)	4	4	0
Gully Cleanser (18t HGV)	1	1	0
RCV (18t & 26t HGV)	49	37	-12
<i>sub-total</i>	165	147	-18
Total Fleet Vehicles	495	477	-18
Housing			
Housing Fleet Only	177	207	30
<i>Total Fleet Excluding Housing</i>	318	270	-48

The increase in cars is not significant in isolation as several teams including Housing are now utilising low or zero emission cars in place of their previous diesel vans. There are currently an additional 12 cars and vans in temporary operation specifically for use during the Covid period and will leave the fleet once operating conditions are back to normal. Lastly, SES are presently trialling six ebikes which are in use with area supervisors. There may be scope within other areas of the council fleet to trial cargo bikes and/or quadricycles etc but this will need further work and assessment.

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:



23.2.21

Corporate Director of Environment and
Regeneration

Date



23.2.21

Executive Member for Environment and Transport Date

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