



**Executive Member for Environment and Transport and Corporate Director of Environment.**

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Environment and Regeneration Scrutiny Committee	8 June 2021	All

<b>Delete as appropriate:</b>		Non-exempt
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## **SUBJECT: Quarter 4 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 Q4 end-of-year 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 as at end of Q4 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 4 performance update – Keep the streets clean and promote recycling.

3.3

PI No.	Indicator	2018/19 Actual	2019/20 Actual	20/21 Target	Q4 2020/21 or latest	On target?	Q4 or Same Period last year	Better than Q4/SP last year?
PE1	Percentage of household waste recycled and composted (Q in arrears)	29.3%	29.6%	31%	30.3% (Q1-Q3)	No	29.6%	Yes
PE2	Number of missed waste collections - domestic and commercial (average per calendar month)	324	318	305	289 (av Q4)	Yes	321	Yes
ER6	Number of reported flytips (all land types)	1,434	1,764	n/a	1,982	n/a	1,764	No
PE8	LEQS surveys - Litter (% sites above acceptable standard)	90.7%	89.9%	94%	93.5% (all tranches 20/21)	Yes	89.9% (19/20)	Yes
PE9	LEQS surveys – Detritus (% sites above acceptable standard)	92.1%	93.5%	92%	91.1% (all tranches 20/21)	Yes	93.5% (19/20)	No
PE10	LEQS surveys – Graffiti (% sites above acceptable standard)	97.9%	96.8%	97%	94.9% (all tranches 20/21)	No	96.8% (19/20)	No
PE11	LEQS surveys – Flyposting (% sites above acceptable standard)	98.8%	98.6%	98%	98.5% (all tranches 20/21)	Yes	98.6% (19/20)	Same

### **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 Q3 rising to 31.3% and taking the 20/21 year to date figure to 30.3%. The 19/20 rate was 29.6%, itself marginally up on the 29.3% for the previous year. Based on the Q1 – Q3 tonnages, the projection of the 20/21 'residual (non-recycled) waste per household' figure is 364kg. This follows last years confirmed figure of 353 kg, a record low amount.

Overall, Islington's 19/20 recycling rate placed us 4<sup>th</sup> out of all 13 inner London Boroughs and our residual waste rate was the second lowest of all 33 inner and outer London Boroughs.

### **Missed Collections**

- 3.5 Average monthly reported missed waste collections in Q4 improved to 289, the same level as the year as a whole and better than both the target and the performance in 19/20. This measure is an aggregate figure across commercial waste, domestic refuse, and recycling/composting collections.

### **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 Q4 being 340 and taking the year as a whole to 1,982, 12% up on last year. 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 20/21 we removed 91% within the 24-hour target time, though efficient removal can sometimes 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. Given the nature of the data, a tolerance of one percentage point has been applied to achievement of our LEQS performance targets

For litter, we set ourselves a challenging 94% target across 20/21 and achieved 93.5%, though lockdown impacts on footfall will have contributed to that. However, this is well up on previous year's performance and well ahead of the 19/20 London benchmark of 91.1%.

Levels of detritus have slipped a bit though still ahead of last year's London benchmark of 89%, whereas on flyposting we've maintained very good performance and staying well ahead of the London 96% average. Increases in graffiti have been reported by KBT as a recent nationwide phenomenon and which the service locally will seek to address by communications and targeted removal campaigns.

### Quarter 4 performance update – Ensuring development is well planned

3.8

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q4 2020/21 or latest	On target?	Q4 or Same Period last year	Better than Q4/SP last year?
PE9a	Percentage of planning applications determined within 13 weeks or agreed time (majors)	100%	100%	90%	96.4% (20/21)	Yes	100%	No
PE9b	Percentage of planning applications determined within the target (minors)	83.5%	88.3%	85%	94.8% (20/21)	Yes	88.3%	Yes
PE9c	Percentage of planning applications determined within the target (others)	87.9%	88.1%	85%	87.7% (20/21)	Yes	88.1%	Same

#### Determination of Planning applications

3.9 Planning applications performance for Majors across 20/21 came in at 96.4% with just one 'out of time' determination (in Q2). Performance for Minors determined within time was very strong at 94.8% and Others determined came in at 87.7%, very similar to last year and with both remaining above the 85% target.

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 2020 and it now stands at 298 as at 12 May 2021.

### Quarter 4 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	2020/21 or latest	On target ?	Same Period last year	Better than SP last year?
PE7	Number of Leisure Visits	2.137m	2.067m	n/a	297,525 (20/21)	n/a	2.067m	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 20/21 were just under 300,000, around 14% of the level the previous year. Our Leisure Centres reopened on 12.4.21 though 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 4 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	2020/21 or latest	On target?	Same Period last year	Better than SP last year?
JM18	Number of Islington residents supported through SHINE	3,474	3,643	3,500	5,479 (20/21)	Yes	3,643	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 overall 20/21 figure of nearly 5,500 50% up on the 19/20 figure. The corresponding number of interventions was 17,317, also well 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. Demand later in the year also rose 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.

In 20/21, the average estimated annual cost saving (approved by EDF) for each household receiving the Energy Doctor service 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 and the overall annual energy cost saving for residents in 20/21 was £411k, approaching double that in the previous year.

### Quarter 4 performance update - Make it easier and safer for people to travel through the borough and beyond

(table on next page)

3.14

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	2020/21 or latest	On target ?	Q4 or same Period last year	Better than Q4/SP last year?
PE3	Number of secure cycle parking facilities on streets	116	221	300	222 (at end Q4)	No	221	Yes
PE4	Number of <b>new</b> electric vehicle charging points across the borough	67	176	300	284 (at end Q4)	No	176	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 committed to delivering 100 secure cycle parking facilities on our streets each year to 2021/22, making 400 in total. As a result of the pandemic, only one facility was able to be installed in 20/21 bringing the total at year end to 222. These programme delays were due to supplier availability, funding and staff redeployment. New funding has been secured for 21/22 and the service remain confident of reaching the 400 total by year end, with a further 23 expected to have been installed by the date of this Committee.. The existing provision equates to spaces for over 1,300 bikes and the 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 (EVCP) over the same four-year period. In 20/21 we added 108 taking the total to 284, and the net total (including pre-existing ones) to 298. In benchmarking terms as at October last year, the provision of EVCPs in Islington ranked 9<sup>th</sup> out of the 33 per head of population across all 33 London Boroughs.

### Parking appeals

- 3.17 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 18<sup>th</sup> out of the 34 London parking authorities. The annual release of new data for 20/21 is expected in the late summer.

### Road traffic collisions

- 3.18 New data on local road traffic collisions will be forthcoming later in the year. The ambitious Islington Transport Strategy 2019-2041 was adopted by Executive in November last year and

contained a commitment to achieving 'Vision Zero' by 2041, eliminating all transport related deaths and serious injuries in Islington over the next 20 years.

The 2019 annual figure for 'Killed or Seriously Injured' (KSI) in road traffic collisions in Islington was 111, a substantial reduction on the previous year's figure of 141. The overall KSI figure for 2019 breaks down into 25 pedestrian incidents, 44 cyclist incidents, 33 involving the rider or pillion passenger of a motorbike or moped, 2 car occupants and 7 in the 'other' category.

**Quarter 4 performance update – Working towards a net zero carbon Islington by 2030**

3.19

PI No.	Indicator	2018/19 Actual	2019/20 Actual	2020/21 Target	Q4 2020/21 or latest	On target ?	Q4 or same Period last year	Better than Q4/SP last year?
PE4	Carbon emissions for Council buildings (Q in arrears and tonnes CO2)	5,037	4,574	<b>4,384</b>	<b>2,748 (Q1-Q3)</b>	<b>Yes</b>	2,990	<b>Yes</b>
PE5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,724	2,886	<b>2,886</b>	<b>2,415 (20/21)</b>	<b>Yes</b>	2,886	<b>Yes</b>

**Carbon emissions from council buildings**

3.20 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.

The most recent tonnage figures for Q1-Q3 are given in the table above, showing an estimated 8% decrease on same period last year. However, the actual decrease will be substantially greater than this as lock-down related meter access issues have resulted in many over-estimated gas bills.

The target for 20/21 is based on a 4% reduction on 19/20 owing to grid decarbonisation only. Subsequent year's reduction targets are being developed, based on renewable tariffs and analyses of energy use in specific buildings and related targeted projects.

**Carbon emissions from council vehicle fleet**

3.21 Council fleet carbon emissions across 20/21 are 16% down on those in the previous year, mainly due to reductions in diesel use by community transport. The targets for the period to 2030 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.

**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:**

Corporate Director of Environment

Date

Executive Member for Environment and Transport    Date

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