

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

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	14 September 2021	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 2021/22 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 is also an Energy measure 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 Q1 2021/22.

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

3.3

PI No.	Indicator	2019/20 Actual	2020/21 Actual	21/22 Target	Q1 21/22 or latest	On target?	Q1 or same Period last year	Direction of travel
E1	Percentage of household waste recycled and composted (Q in arrears)	29.6%	31.3%	32%	31.3% (20/21 outturn)	Yes	29.6% (19/20)	Better
E11	Number missed waste collections - domestic and commercial (average per calendar month)	318	289	290	236 (Q1)	Yes	267	Better
n/a	Number of reported flytips (all land types)	1,764	1,982	n/a	391 (Q1)	n/a	462	Better
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	89.9%	93.5%	94%	94.8% (Q1)	Yes	93.5% (20/21)	Better
E7	Cleanliness surveys – Detritus (% sites above acceptable standard)	93.5%	91.1%	92%	89.7% (Q1)	No	91.1% (20/21)	Poorer
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	96.8%	94.9%	97%	97.5% (Q1)	Yes	94.9% (20/21)	Better
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	98.6%	98.5%	98%	97.5% (Q1)	Yes	98.5% (20/21)	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 Q4 rising to 34.7% and taking the 20/21 outturn just above target to 31.3%. The Q4 figures contained tonnage adjustments across the whole year and this is the highest Islington annual rate since 2016/17, with the 19/20 rate at 29.6% and the 18/19 rate at 29.3%.

The corresponding 21/22 'residual (non-recycled) waste per household' figure was 348.5kg, our lowest ever and comparing to 353kg for the previous year.

Overall, Islington's 19/20 recycling rate placed us 4th out of all 13 inner London Boroughs and our residual waste rate was the second lowest of all 33 inner and outer London Boroughs. There are now improved processes in place for sorting and accounting for contaminated recycling and which should support the council in achieving the 21/22 target of 32%.

Missed Collections

- 3.5 Average monthly reported missed waste collections in Q1 improved again to 236 compared to the average for 20/21 of 289. This is the strongest performance over many years for a measure which is the aggregate figure across commercial waste, domestic refuse, and recycling/composting collections.

There are an average of 2.12 million collections made every month so the above performance represents 0.011% reported missed or only one in every 9,000.

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 Q1 being 391 compared to 462 in Q1 of last year and 1,982 across 20/21 as a whole. Press reports suggested a lock-down related nationwide increase in fly-tipping across last year with clear-outs and reduced access to waste facilities and it is hoped that the recent reductions will continue.

Of those reported fly-tips on the public highway, across Q1 we removed 92% within our 24-hour target time-scale.

Street cleanliness surveys

- 3.7 Street Cleanliness surveys (LEQS or Local Environmental Quality Surveys) in Islington used to be conducted by Keep Britain Tidy but are now conducted in-house using the same on-street methodology. These are now conducted continuously as opposed to in tranches with survey sites covering all local land types across retail, industrial, housing, highways and recreation etc.

All measures are 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 performance targets and comparisons with previous years.

For litter, we set ourselves a challenging 94% target across 20/21 and achieved 93.5%. This improvement has continued in Q1 with an outturn of 94.8%, substantially ahead of previous year's performance and well ahead of the 19/20 London benchmark of 91.1%.

Levels of detritus however have continued to slip a bit though still ahead of the 19/20 London benchmark of 89%. The main issue in Q1 was on residential streets and associated with weed

growth and parked cars making cleansing and mechanical sweeping of gullies and channels more problematic.

If the detritus score doesn't improve, Street Scene Operational Services will seek to work with colleagues in Highways and Parking to have affected streets closed to vehicles for a few hours within a day, possibly every quarter, to service the street in terms of a thorough mechanical sweep as well as to service/repair all gullies which we know is causing problems across London particularly when there is heavy rainfall.

With flyposting we've maintained good performance and stayed ahead of the London 96% average, whereas after the increases of 20/21 performance on graffiti has significantly improved in Q1 with a fully resourced team which under lockdown was subject to some redeployment to refuse and recycling services. We are also better using local data and being more proactive in removing graffiti from third party infrastructure.

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

3.8

PI No.	Indicator	2019/20 Actual	2020/21 Actual	2021/22 Target	Q1 21/22 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	2.067m	298k	1.231m	254k	Yes	zero	Better

Leisure Centre visits

3.9 After the managed leisure centre reopening on 12.4.21 Q1 visitor numbers have been substantially stronger than expected and 49% up on the Q1 target of 170k, now standing at around half of what a normal quarter would be. Membership (excluding frozen) has also increased from 9,263 at the end of March to 11,349 at the end of June. The recovery targets across the quarters of 21/22 build progressively and are based on the assumption of no further lockdown closures or restrictions.

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

3.10

PI No.	Indicator	2019/20 Actual	2020/21 Actual	2021/22 Target	Q1 21/22 or latest	On target ?	Same Period last year	Direction of travel
E13	Residents supported through SHINE – unique household referrals	3,643*	5,479*	2,500	845	Yes	n/a	n/a

* These figures are not directly comparable with current performance as they were presented using the old methodology which includes re-referrals of the same household.

Islington SHINE referrals

3.11 The KPI on SHINE (Seasonal Health Interventions Network) referrals has been modified to bring it into line with that required by and supplied to funders as well as public commitments made in the council's Challenging Inequalities Strategy. Previously this measure was presented as counting all referrals, including re-referrals, but now we are presenting this as unique household referrals only.

Performance remains very strong, with Q1 unique referrals being 845 against the profiled target of 375. The corresponding number of interventions was 2,455 so averaging 2.9 per referral. The reason for this over-performance is due to unexpectedly high residual lockdown related demand.

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

(table on next page)

3.12

PI No.	Indicator	2019/20 Actual	2020/21 Actual	2021/22 Target	Q1 21/22 or latest	On target ?	Q1 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	221	222	400	243	No	221 (Q1 20/21)	Better
E3	Number of new electric vehicle charging points across the borough	176	284	400	269	No	176 (Q1 20/21)	Better
n/a	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	73% (17/18)	52% (18/19)	Tbc on 20/21 outturn	52% (19/20)	n/a	52% (18/19)	Same
n/a	People killed or seriously injured on our roads	141 (2018)	111 (2019)	n/a	84 (2020)	n/a	111 (2019)	Better

Secure cycle parking

3.13 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 and issues with funding, only one new facility was able to be installed in 20/21 but these issues have now been resolved and a further 21 facilities have been added in Q1. The service remain confident of reaching the 400 total by year end and have a funded programme in place to deliver this, though mainly in Q4. These facilities are expected to be of added importance to residents with the expected post lockdown upsurge in cycling.

Electric vehicle charging points

3.14 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 but in Q1 21/22 we had to remove some from Liverpool Road due to Cycleway 38. These will be replaced when electrical safety issues with the contractor have been resolved and the service has a programme in place to deliver the remainder and hit the target by the end of Q4.

In benchmarking terms as at October 2020, the provision of EVCPs in Islington ranked 9th per head of population across all 33 London Boroughs.

Parking appeals

- 3.15 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 last year and is hoped to be available from London Councils to be reported to this Committee in November. Much work has been put into improving performance here and we hope this will show when the data is published.

Road traffic collisions

- 3.16 The ambitious Islington Transport Strategy 2019-2041 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 newly released 2020 annual figure for 'Killed or Seriously Injured' (KSI) in road traffic collisions in Islington was 84, a further a substantial reduction from the previous year's figure of 111 and that for 2018 of 141. This can be attributed in part to lower traffic volumes during periods of lockdown. The overall KSI figure for 2020 breaks down into 20 pedestrian incidents, 40 cyclist incidents, 19 involving the rider or pillion passenger of a motorbike or moped, 3 car occupants and 2 in the 'other' category.

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

3.17

PI No.	Indicator	2019/20 Actual	2020/21 Actual	2021/22 Target	Q1 2021/22 or latest	On target ?	Q1 or same period last year	Direction of travel
E4	Carbon emissions for Council buildings (Q in arrears and tonnes CO2)	4,574	4,164	2,701	4,164 (20/21)	Yes	4,574 (19/20)	Better
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,886	2,415	2,805	618	Yes	562	Poorer

Carbon emissions from council buildings

- 3.18 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 billing estimates.

The outturn tonnage figures for 20/21 are given in the table above, showing an 9% decrease on 19/20, though much of this can be attributed to lockdown related building closures. The 21/22 target of 2,701 tonnes compares to that of 4,384 tonnes from 20/21 and is a consequence of the switch to green electricity tariffs for most of the council's building stock.

Carbon emissions from council vehicle fleet

- 3.19 Council fleet carbon emissions across Q1 21/22 are 8% lower than the profiled target of 670 tonnes. While this is higher than the same period the previous year, this is simply due to the suspension of much of the Community Transport service across Q1 20/21 due to lockdown. The targets for each year 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.

An indication of the progress made with the electrification of our fleet is given in the table below. The figures not only highlight the work we have done in procuring full electric vehicles, but also an overall reduction in diesel vehicles through less polluting petrol, hybrid and bi-fuel alternatives.

We currently have a number of additional vehicles on the fleet to allow for social distancing/single crewing in relation to Covid. Our current fleet list also now includes hire vehicles more accurately. These factors combined make it appear that the fleet has increased, however in real terms we have seen a reduction in total vehicles over this period.

Fuel Type	September 2018 (proportion of total fleet)	August 2021 (proportion of total fleet)
Diesel	453 (92%)	244 (49%)
Petrol	18 (3.7%)	163 (33%)
Electric	17 (3.4%)	59 (12%)
Hybrid Petrol/Electric	5 (1.0%)	28 (5.6%)
Bi-Fuel CNG	0 (0%)	2 (0.04%)
Total	493	496

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.

Final report clearance:

Signed by:

Corporate Director of Environment

Date

Executive Member for Environment and Transport Date

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