



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

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	30 November 2021	All

Delete as appropriate:		Non-exempt
-------------------------------	--	------------

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 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 Q2 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 2 performance update – Keep the streets clean and promote recycling.

3.3

PI No.	Indicator	2019/20 Actual	2020/21 Actual	21/22 Target	Q2 21/22 or latest	On target?	Q2 or same period last year	Direction of travel
E1	Percentage of household waste recycled and composted (Q in arrears)	29.6%	31.3%	32%	30.9% (Q1)	No	31.3% (20/21)	Same
E11	Number missed waste collections - domestic and commercial (average per calendar month)	318	289	290	277 (Q2)	Yes	274	Same
n/a	Number of reported flytips (all land types)	1,764	1,982	n/a	391 (Q2)	n/a	607	Better
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	89.9%	93.5%	94%	93.5% (Q2)	Yes	93.5% (20/21)	Same
E7	Cleanliness surveys – Detritus (% sites above acceptable standard)	93.5%	91.1%	92%	87.0% (Q2)	No	91.1% (20/21)	Poorer
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	96.8%	94.9%	97%	98.2% (Q2)	Yes	94.9% (20/21)	Better
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	98.6%	98.5%	98%	98.5% (Q2)	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 Q1's figure of 30.9% being just marginally down on the 20/21 outturn of 31.3% and against the higher 21/22 target of 32%.

The corresponding 'residual (non-recycled) waste per household' figure is 392kg though it is still too early in the year to extrapolate to any proper comparison with last year's record low figure of 348.5kg.

We don't yet have 20/21 benchmarking data but overall, Islington's 19/20 recycling rate of 29.6% placed us 4th out of all 13 inner London Boroughs and our residual waste rate was then the second lowest of all 33 inner and outer London Boroughs. Part of the recent improvement is down to improved processes in place for sorting and accounting for contaminated recycling, though achieving the 21/22 target of 32% will be a challenge.

Missed Collections

- 3.5 Average overall monthly reported missed waste collections in Q2 was 277, slightly up on Q1's record low figure of 236 but still better than target and improved on last year's 289 average.

There are an average of 2.12 million collections made every month so the above performance represents 0.013% reported missed or only one in every 8,000.

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 Q2 being 391, the same as in Q1 and substantially lower than the 607 in Q2 of last year. The reduction in numbers of flytips is likely to be related to the numbers of bulky waste collections the council makes and which is currently running at a high level, up 26% year-to-date on the same period in 19/20. This is considered a better comparison to the same figure for 20/21 as lockdown conditions encouraged high levels of domestic clear-outs.

Of the reported fly-tips on the public highway, across Q1 and Q2 we removed 91% within our 24-hour target time-scale.

Street cleanliness surveys

- 3.7 Street Cleanliness surveys in Islington used to be conducted by Keep Britain Tidy (KBT) but are now conducted in-house using the same on-street survey 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've set ourselves a challenging 94% target across 21/22 and the substantially improved performance across 20/21 has been maintained through Q1 and now also in Q2, with the latter outturn being 93.5% and year-to-date showing as 94.2%. This is well ahead of the 19/20 London benchmark of 91.1%.

Levels of detritus however have continued to slip. Across 20/21 they averaged 91.1%, in Q1 were 89.7% and in Q2 fell to 87%, against the 92% target and 19/20 London benchmark of 89%. On

analysis, the main current real issues are on residential streets and associated with weed growth and parked cars making cleansing and mechanical sweeping of gullies and channels more problematic. We have also identified some methodological issues and inconsistencies that are distorting the results, with differences in the way the in-house surveys are conducted as compared to how KBT used to conduct them. These will be addressed during Q3 and a more accurate and genuinely comparative result should be available to the Committee for the next report.

With flyposting we've maintained the recent good performance in Q2 at 98.5% and stayed well ahead of the London 96% average. For graffiti we've actually built on the Q1's improvements over 20/21, with Q2 coming in at 98.2% compared to last year's 94.9%. This is mainly down to having a fully resourced team and better using local data and being more proactive in removing graffiti from third party infrastructure.

Quarter 2 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	Q2 21/22 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	2.067m	298k	1.231m	609k (Q1+Q2)	Yes	zero	Better

Leisure Centre visits

3.9

After the managed leisure centres reopening in early April, Q1+Q2 visitor numbers have been substantially stronger than expected at little over six hundred thousand and 36% up on the profiled half-year target, now standing at around 60% of pre-pandemic levels. The recovery visitor targets across all quarters of 21/22 build progressively and are based on the assumption of no further lockdown closures or restrictions.

Quarter 2 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	Q2 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	1,641	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+Q2 unique referrals being 1,641 against the profiled mid-year target of 800. The corresponding number of interventions was 5,502 so averaging 3.4 per referral, slightly up on last year's figure of 3.2. The reason for this over-performance is due to

unexpectedly high residual lockdown related demand and now also the opening of Warm Home Discount.

Quarter 2 performance update - Make it easier and safer for people to travel through the borough and beyond

3.12

PI No.	Indicator	2019/20 Actual	2020/21 Actual	2021/22 Target	Q2 21/22 or latest	On target ?	Q2 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	221	222	400	244	No	222 (Q2 20/21)	Better
E3	Number of new electric vehicle charging points across the borough	176	284	400	271	No	210 (Q2 20/21)	Better
n/a	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	52% (18/19)	52% (19/20)	Tbc	71% (20/21)	n/a	52% (19/20)	Better
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 22 facilities have been added so far in the first six months of 21/22. 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 (EVCPs) over the same four-year period. In 20/21 we added 108 taking the total to 284 but earlier this year we had to remove some from Liverpool Road due to Cycleway 38. These will be replaced 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 reflecting the quality of our parking service. Confirmed London Council's data for 20/21 just available shows a substantial improvement from 52% in each of the previous two years,

to a much improved 71% for 20/21. Our benchmarked position against all 34 other London parking authorities has moved up from 18th in 19/20 to 3rd in 20/21.

This much stronger position is as a result of better quality assurance for new CCTV schemes, improved on-street signage and working collaboratively with the adjudicators on the specific reasons for previous cases lost. We have also reintroduced an 'evidence request letter' early in the appeals process which has reduced cancellations on the basis of subsequent new evidence. Early internal evidence suggests that the improvement across 20/21 is continuing into 21/22 and an appropriate 21/22 target will be proposed shortly.

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.

After the very positive reductions shown last quarter in the 2020 annual figure, new data for 2021 will be available next summer.

Quarter 2 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	Q2 2021/22 or latest	On target ?	Q2 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	614 (Q1)	Yes	782 (Q1 20/21)	Better
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,886	2,415	2,805	1,198 Q1+Q2	Yes	1,191 Q1+Q2 20/21	Same

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 Q1 outturn figure of 614 tonnes represents a 21% decrease on the same period last year and also 11% lower than the profiled in-year target. The former reduction is mainly as a result of new Green Electricity tariffs and ongoing lockdown related building closures and under-occupation.

Carbon emissions from council vehicle fleet

3.19 Council fleet carbon emissions across the first half of 21/22 are 12% lower than the profiled in-year target and very similar to the same period last year which was at the height of lockdown and the suspension of the of the Community Transport service. 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.

Progress with the electrification of the council's fleet is ongoing, not only in procuring full electric vehicles, but also an overall reduction in diesel vehicles and replacement with less polluting petrol, hybrid and bi-fuel alternatives.

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:



18.11.21

Corporate Director of Environment

Date



18.11.21

Executive Member for Environment and Transport Date

Report Author: Steve Wills, E&R Performance and Business Officer 15.11.21

Tel: 020 7527 2613

Email: steve.wills@islington.gov.uk