



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

Meeting of:	Date:	Ward(s):
Environment and Regeneration Scrutiny Committee	7 March 2022	All

<b>Delete as appropriate:</b>		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 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 Q3 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 3 performance update – Keep the streets clean and promote recycling.

3.3

PI No.	Indicator	2019/20 Actual	2020/21 Actual	21/22 Target	Q3 21/22 or latest	On target?	Q3 or same period last year	Direction of travel
E1	Percentage of household waste recycled and composted (Q in arrears)	29.6%	31.3%	32%	30.5% (Q1)	No	31.3% (20/21)	Same
E11	Number missed waste collections - domestic and commercial (average per calendar month)	318	289	290	278 (Q3)	Yes	325	Better
n/a	Number of reported flytips (all land types)	1,764	1,982	n/a	340 (Q3)	n/a	573	Better
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	89.9%	93.5%	94%	96.2% (Q3)	Yes	93.5% (20/21)	Better
E7	Cleanliness surveys – Detritus (% sites above acceptable standard)	93.5%	91.1%	92%	93.4% (Q3)	Yes	91.1% (20/21)	Better
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	96.8%	94.9%	97%	99.4% (Q3)	Yes	94.9% (20/21)	Better
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	98.6%	98.5%	98%	99.7% (Q3)	Yes	98.5% (20/21)	Better

### **Recycling rate**

- 3.4 Audited quarterly recycling rate data from Waste Data Flow usually comes in around three months after the end of the quarter with Q1's figure now revised down from the 30.9% given in the last report to 30.5%. This compares to the overall 20/21 outturn of 31.3% and against the higher 21/22 target of 32%.

The provisional Q2 figures showed unusually high residual waste (non-recycled) tonnages, which seem anomalous, These are being analysed and checked for errors before being confirmed.

Newly produced London benchmarking data for 20/21 shows that our 31.3% outturn maintained Islington in 4<sup>th</sup> place out of all 13 inner London Boroughs, behind Lambeth, Southwark and Greenwich, but ahead of Camden, Lewisham, Hackney, Hammersmith and Fulham, Kensington and Chelsea, Wandsworth, Westminster and Tower Hamlets.

### **Missed Collections**

- 3.5 Average overall monthly reported missed waste collections in Q3 was 278, consistently maintaining the better than target position and with the year-to-date average now and improved 264 compared to last year's 289.

There are an average of 2.12 million collections made every month so the above performance represents 0.012% 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 Q3 being 340, substantially lower than the 573 in Q3 of last year. This brings the 21/22 year-to-date figure to 1,122 which is 32% down on the corresponding period in 20/21. 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.

Looking at the raw numbers of fly-tips reported across all 33 London Boroughs across 20/21, Islington had the very lowest number, and this benchmarked position has also been maintained across the first three quarters of 21/22.

Of the reported fly-tips on the public highway year-to-date, 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. This means for example, that in the table above, actual litter performance would only trigger an orange RAG rating in relation to the 94% target, if it dropped to below 93%.

With litter, performance has improved as the year has progressed with Q3 showing 96.2% and the year to date now at 94.9%, ahead of the ambitious 21/22 target of 94.0% This is well ahead of the 19/20 London benchmark of 91.1%. The return of individual sweepers to their substantive rounds has enabled better and more focussed attention to local detail, and this has also resulted in much improved detritus scores as below.

Levels of detritus had deteriorated earlier in the year with the average for Q1 and Q2 being 88.5% against the 92% target, with the scores on residential streets being the poorest. We have turned that around to show 93.4% in Q3 and raising the year-to-date average to 90.1%. This compares to the 19/20 London benchmark of 89%. The above mentioned changes in sweeper deployment, early removal of leaf fall, and better oversight of a consistent surveying methodology have all contributed to the improved figures.

With flyposting we've also had very strong performance with Q3 coming in at 99.7% and bringing the year-to-date average up to 98.6%, comparable to last year and staying well ahead of the London 96% average. Similarly with graffiti, where Q3's 99.4% pushes the average for the year so far to 98.3% 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 3 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	Q3 21/22 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	2.067m	298k	<b>1.231m</b>	<b>843k (April-Nov)</b>	<b>Yes</b>	249k	<b>Better</b>

**Leisure Centre visits**

3.9 After the managed leisure centres reopening in early April last year, year-to-date visitor numbers have been substantially stronger than expected, now standing at 843k for the period to November and 23% up on the profiled target, now standing at around 60% of pre-pandemic levels.

Reliable figures for December are not yet available due to issues with the GLL FLO data collection system and the steep rise in Omicron cases is expected to impact visitor numbers in December and January. The visitor targets across Q4 of 21/22 build progressively and are based on the assumption of no further lockdown closures or restrictions.

**Quarter 3 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	Q3 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*	<b>2,500</b>	<b>2,885</b>	<b>Yes</b>	n/a	<b>n/a</b>

\* These figures are not directly comparable with current performance as they were presented using the old methodology which included 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-Q3 unique referrals being 2,885 against the profiled in-year target of 1,725. The corresponding number of interventions was 10,446 so averaging 3.6 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 also the opening of Warm Home Discount. As domestic energy bills continue to rise steeply, demand for this service is also expected to increase and the council is urgently reviewing how it can best respond to support residents.

### Quarter 3 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	Q3 21/22 or latest	On target ?	Q3 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	221	222	400	240	No	222 (Q3 20/21)	Better
E3	Number of <b>new</b> electric vehicle charging points across the borough	176	284	400	285	No	248 (Q3 20/21)	Better
n/a	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	52% (18/19)	52% (19/20)	75% (21/22)	69.3% (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 Delivery of this programme has suffered due to pandemic delays and issues with funding but the team has been working very hard to catch up. A substantial and fast-paced roll-out of the remaining facilities started on 7<sup>th</sup> February and the service remain confident of reaching the 400 target total by the end of March. 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, though we had to remove some from Liverpool Road due to Cycleway 38.

The programme of required consultations and site assessments has been stepping up and from the position of 285 as at the end of December, we are currently projecting getting to around 385 by the end of March, with the remainder being delivered in April. In updated benchmarking terms as at October 2021, the provision of EVCPs in Islington remained as ranking 9<sup>th</sup> 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 69.3% for 20/21. This is a slightly adjusted figure from the 71% reported in the last report as we mistakenly excluded some categories of appeal that are actually within the PI definition. Our benchmarked position against all 34 other London parking authorities has moved up from 18<sup>th</sup> in 19/20 to 3<sup>rd</sup> in 20/21 and we have now also set a 75% target for 21/22.

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. Manual inputted internal data suggests that the improvements across 20/21 are continuing into 21/22.

### 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 in the 2020 annual figure presented in Quarter 1, next new data for 2021 will be available in the late summer.

### Quarter 3 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	Q3 2021/22 or latest	On target ?	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	754 (Q1/Q2)	Yes	1,494 (Q1/Q2 20/21)	Better
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,886	2,415	2,805	1,844 (Q1-Q3)	Yes	1,837 (Q1-Q3 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 using billing estimates, though these remained especially high under periods of lockdown when meter access was more difficult.

The Q1+Q2 outturn figure of 754 tonnes represents a halving on the same period last year and also 32% lower than the profiled in-year target. The former reduction is mainly as a result of new Green Electricity tariffs, ongoing lockdown related building closures and under-occupation, as well as some adjustment to previously over-estimated gas bills.

#### **Carbon emissions from council vehicle fleet**

- 3.19 Council fleet carbon emissions across the first three quarters of 21/22 are 13% 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:**



25.2.22

Corporate Director of Environment

Date



25.2.22

Executive Member for Environment and Transport Date

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