

Environment
Town Hall, Upper Street, N1

Joint Report of: Executive Member for Environment, Air Quality and Transport,
and Corporate Director of Environment

Meeting of: Environment and Regeneration Scrutiny Committee

Date: 14 June 2022

Ward(s): All

Subject: 21/22 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 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 the end of Q4 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.

3.3. **Quarter 4 performance update – Keep the streets clean and promote recycling.**

PI No.	Indicator	2019/20 Actual	2020/21 Actual	21/22 Target	Q4 21/22 or latest	On target?	Q4 or same period last year	Direction of travel
E1	Percentage of household waste recycled and composted (Q in arrears)	29.6%	31.3%	32%	29.3% (Q1-Q3)	No	31.3% (20/21)	Poorer
E11	Number missed waste collections - domestic and commercial (average per calendar month)	318	289	290	254 (Q4)	Yes	289	Better
n/a	Number of reported flytips (all land types)	1,764	1,982	n/a	282 (Q4)	n/a	340	Better
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	89.9%	93.5%	94%	98.3% (Q4)	Yes	93.5% (20/21)	Better
E7	Cleanliness surveys – Detritus (% sites above	93.5%	91.1%	92%	96.9%	Yes	91.1% (20/21)	Better

	acceptable standard)				(Q4)			
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	96.8%	94.9%	97%	99.6% (Q4)	Yes	94.9% (20/21)	Better
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	98.6%	98.5%	98%	99.7% (Q4)	Yes	98.5% (20/21)	Better

3.3.1. **Recycling rate:** Audited quarterly recycling rate data from Waste Data Flow (the national waste and recycling performance database) usually comes in around three months after the end of the quarter with Q1-Q3 now showing at 29.3%. This compares to the overall 20/21 outturn of 31.3% and against the higher 21/22 target of 32%. However, due to some technical issues with tonnage data recording, the year-to-date rate does not contain all available data and this will be adjusted in due course in Q4. We are currently projecting an end-of-year rate of a little over 30%.

3.3.2. The last full set of London benchmarking data which is for 20/21 shows that our 31.3% outturn maintained Islington in 4th 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.

3.3.3. **Missed Collections:** Average monthly reported missed waste collections in Q4 was 254, consistently maintaining the better than target position and giving an overall 21/22 monthly average of 262 compared to last year's 289. Improvements have been across commercial collections, domestic refuse, but particularly pronounced with domestic recycling and composting. 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.

3.3.4. **Fly-tipping:** 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 282, lower than the 340 in Q4 of last year. This brings the overall 21/22 number to 1,404 which is 29% down on the corresponding number in 20/21. Of the reported fly-tips on the public highway across the year we removed 92% within our 24-hour target time-scale, a high level of performance that has been maintained for several years.

- 3.3.5. **Street cleanliness surveys:** 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.
- 3.3.6. Unfortunately, since the last Q3 report, **errors** have been discovered in the previously reported data and in the precise formula used to make the results calculation. The outturns given below correct for these and actually show stronger performance than previously reported to the Committee.
- 3.3.7. With **litter**, performance has improved substantially this year with Q4 survey results coming in at 98.3% and taking 21/22 as a whole to 96.6%. This is well above the already challenging target of 94% and ahead of the 93.5% in 20/21. The improvements are attributed to the return of individual sweepers to their substantive rounds.
- 3.3.8. Overall levels of **detritus** have also improved with Q4 showing a strong 96.9% and 21/22 as a whole coming in at 92.4%. This compares to the 92% target and 91.1% performance across 20/21. Aside from sweepers returning to their individual rounds, improvements are a result of using local land-use performance data to target interventions on residential streets which were previously bringing the results down.
- 3.3.9. **Graffiti** levels have also been reducing, with 21/22 performance standing at 99.0% after a very strong Q4 result of 99.6% and against the target of 97%. These positive outcomes are a result of a fully resourced team and the service being much more proactive in removing graffiti from third party infrastructure.
- 3.3.10. **Flyposting** has also shown improvements over last year. Q4 came in at 99.7% and 21/22 as a whole at 99.2%, comparing to last year's 98.5%.

3.4. Quarter 4 performance update - Make sure residents have access to high quality parks, leisure facilities and cultural opportunities

PI No.	Indicator	2019/20 Actual	2020/21 Actual	2021/22 Target	Q4 21/22 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	2.067m	298k	1.231m	1.298m (21/22)	Yes	298k	Better

3.4.1. After the managed leisure centres reopening in early April last year, 21/22 visitor numbers have come in 5% ahead of target and standing at around 60% of pre-pandemic levels. Performance built strongly across the first few months of the year but the Covid Omicron variant impacted numbers particularly in December and January. Visitor numbers have now resumed growing month on month.

3.5. Quarter 4 performance update - Provide practical support to help residents cope with the cost of living.

PI No.	Indicator	2019/20 Actual	2020/21 Actual	2021/22 Target	Q4 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	3,233	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.

3.5.1. **Islington SHINE referrals:** 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.

- 3.5.2. Performance remains very strong, with 3,233 unique referrals across 21/22, 29% ahead of target. The corresponding number of interventions was 12,182 so averaging 3.8 per referral, 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.
- 3.5.3. Referrals dropped in Q4 as a result of lengthy resident enquiries about the price cap crisis and 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. SHINE is liaising with We Are Islington, Resident Support Scheme, Income Maximisation Team, and others on a coordinated cost of living response.

3.6. Quarter 4 performance update – Make it easier and safer for people to travel through the borough and beyond.

PI No.	Indicator	2019/20 Actual	2020/21 Actual	2021/22 Target	Q4 21/22 or latest	On target ?	Q4 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	221	222	400	401	Yes	222	Better
E3	Number of new electric vehicle charging points across the borough	176	284	400	336	No	284	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

- 3.6.1. **Secure cycle parking:** The council committed to delivering 100 secure cycle parking facilities on our streets each year over a four year period to 2021/22,

making 400 in total. Whilst the programme suffered due to pandemic delays and issues with funding, 161 such facilities were installed in Q4, taking the total above target to 401. Each facility can house six bicycles giving a total capacity of 2,406.

- 3.6.2. **Electric vehicle charging points:** 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 and in 21/22 we added a further 52, leaving us 64 short of the target. Programme delays derived from TfL halting their rapid charging programme, supplier's site assessments being delayed because of Covid impacts on staff, and some delays were caused by a change to the electrical regulations which regulate the installation of charge points on lamp columns. In Q4, there were errors in the consultation processes which needed to be rerun.
 - 3.6.3. In April we added a further 20 EVCPs taking to total to 356 with the remainder of the current programme being to reach 400 by August. In benchmarking terms as at October 2021, the provision of EVCPs in Islington remained as ranking 9th per head of population across all 33 London Boroughs.
 - 3.6.4. **Parking appeals:** New 21/22 data on Parking Appeals is expected in the late summer. 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. London Council's data for 20/21 showed a substantial improvement from 52% in each of the previous two years, to a much improved 69.3%. Our benchmarked position against all 34 other London parking authorities moved up from 18th in 19/20 to 3rd in 20/21.
 - 3.6.5. 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.
 - 3.6.6. **Road traffic collisions:** New 2021 data on road traffic collisions is expected in July. 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 2020 annual figure showed very positive reductions over previous years, though this may have been partly due to the reduction in traffic volumes because of the pandemic.
- 3.7. **Quarter 4 performance update – Working towards a net zero carbon Islington by 2030.**

PI No.	Indicator	2019/20 Actual	2020/21 Actual	2021/22 Target	Q4 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	1,375 (Q1-Q3)	Yes	2,763 (Q1-Q3 20/21)	Better
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,886	2,415	2,805	2,396 (21/22)	Yes	2,415 (20/21)	Same

3.7.1. **Carbon emissions from council buildings:** 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.

3.7.2. The Q1-Q3 buildings outturn figure of 1,375 tonnes represents a halving on the same period last year, substantially as a result of new Green Electricity tariffs but also lockdown related building closures and under-occupation. This tonnage figure breaks down to 1,256 tonnes arising from gas usage and 119 tonnes from electricity usage.

3.7.3. **Carbon emissions from council vehicle fleet:** Council fleet carbon emissions across 21/22 were 15% ahead of target, and very similar to the same period last year which was at the height of lockdown and the suspension 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 vehicle

3.7.4. 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

- 4.1.1. The cost of providing resources to monitor performance is met from within each service's core budget

4.2. Legal Implications

- 4.2.1. 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

- 4.3.1. There are no environmental impacts from monitoring.

4.4. Equalities Impact Assessment

- 4.4.1. 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. Conclusion and reasons 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 for residents.

Appendices: none.

Background papers: none.

Final report clearance:

Signed by:

K Tamurd.

Corporate Director of Environment

Date 24.5.22

Signed by:



Executive Member for Environment, Air Quality and Transport

Date: 6.6.22

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