

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: 6 September 2022

Ward(s): All

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## Subject: 22/23 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 2022/23 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 Q1 2022/23.

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

PI No.	Indicator	2020/21 Actual	2021/22 Actual	22/23 Target	Q1 22/23 or latest	On target?	Q1 or same period last year	Direction of travel
E1	Percentage of household waste recycled and composted (Q in arrears)	31.3%	tbc	<b>33% for 22/23</b> 32% (21/22)	<b>29.3%</b> <b>(Q1-Q3 21/22)</b>	<b>No</b>	31.3% (20/21)	<b>Poorer</b>
E11	Number missed waste collections - domestic and commercial (average per calendar month)	289	262	<b>288</b>	<b>273</b> <b>(Q1)</b>	<b>Yes</b>	236	<b>Poorer</b>
n/a	Number of reported flytips (all land types)	1,982	1,404	<b>n/a</b>	<b>255</b> <b>(Q1)</b>	<b>n/a</b>	391	<b>Better</b>
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	93.5%	96.6%	<b>95%</b>	<b>98.7%</b> <b>(Q1)</b>	<b>Yes</b>	96.6% (21/22)	<b>Better</b>

E7	Cleanliness surveys – Detritus (% sites above acceptable standard)	91.1%	92.4%	<b>93%</b>	<b>97.2% (Q1)</b>	<b>Yes</b>	92.4% (21/22)	<b>Better</b>
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	94.9%	99.0%	<b>98%</b>	<b>99.8% (Q1)</b>	<b>Yes</b>	99.0% (21/22)	<b>Better</b>
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	98.5%	99.2%	<b>98%</b>	<b>99.9% (Q1)</b>	<b>Yes</b>	99.2% (21/22)	<b>Better</b>

- 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. After the council expressed some concerns about the NLWA supplied data, they are currently conducting a review of Islington 21/22 tonnages. The outcome of this and the 21/22 outturn are expected shortly and if available, will be reported to the committee verbally. Q1-Q3 last year is currently showing at 29.3%. This compares to the overall 20/21 outturn of 31.3% and against the higher 21/22 target of 32%.
- 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 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.
- 3.3.3. **Missed Collections:** Average monthly reported missed waste collections in Q1 was 273, consistently maintaining the better than target position, though a little down on Q1 last year. Performance is strongest across commercial waste, less so (though still better than sub-target) across domestic refuse and domestic recycling and composting. There are an average of 2.1 million collections made every month so the above performance represents 0.013% 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 Q1 being 255, 35% lower than the 391 in Q1 of last year. Of the reported fly-tips on the public highway across the quarter 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.
- 3.3.6. With **litter**, performance improved substantially across 21/22 and this has been maintained in Q1 with the latest results coming in at a very strong 98.7%, well above the already challenging target of 95%. The improvements are attributed to the return of individual sweepers to their substantive rounds.
- 3.3.7. Overall levels of **detritus** have also improved with Q1 showing a strong 97.2% in comparison to the overall 21/22 result of 92.4%. 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.
- 3.3.8. **Graffiti** levels have also been reducing, with Q1 performance standing at 99.8% in comparison to the overall 21/22 figure of 99.0%. 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.
- 3.3.9. **Flyposting** has also shown continuing improvements over last year with Q1 coming in at 99.9% in comparison with 21/22 as a whole of 99.2% and the previous year's 98.5%.

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

PI No.	Indicator	2020/21 Actual	2020/21 Actual	2022/23 Target	Q1 22/23 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	298k	1.298m	<b>1.687m</b>	<b>478k (Q1)</b>	<b>Yes</b>	254k	<b>Better</b>

3.4.1. After the managed leisure re-openings post lockdown, 22/23 targets have been set at 80% of 19/20 actuals. Q1 visitor numbers have come in 19% ahead of the profiled quarterly target and now standing at around 95% of pre-pandemic levels, with the month of June showing particularly strongly. There remain a few technical issues with the accuracy of the new GLL Flow counting software but overall these are considered to underestimate the actual visitor numbers.

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

PI No.	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Target	Q1 22/23 or latest	On target?	Same Period last year	Direction of travel
E13	Residents supported through SHINE – unique household referrals	5,479*	3,233	<b>3,000</b>	<b>651</b>	<b>No</b>	845	<b>Poorer</b>

\* 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:** This measure is now presented as unique household referrals only and excludes re-referrals. Performance is slightly down on the Q1 target of 780 due to staff sickness and the training of two new members of staff but the team are confident in making that up over the remainder of the year. The corresponding number of interventions was 1,656 so averaging 2.5 per referral. This is somewhat lower than recently as some interventions are seasonal and numbers are cumulative as the year progresses.

3.5.2. Referrals dropped at the back end of last year 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 1 performance update – Make it easier and safer for people to travel through the borough and beyond.

PI No.	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Target	Q1 22/23 or latest	On target ?	Q1 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	222	401	500	401	Yes	243	Better
E3	Number of <b>new</b> electric vehicle charging points across the borough	284	336	500	356	No	269	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	111 (2019)	84 (2020)	n/a	96 (2021)	n/a	84 (2020)	Poorer

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. We achieved this target and have committed to delivering a further 100 by the end of March 2023. The quarterly programme targets for this are an additional 25 in Q3 and 75 in Q4. Each facility can house six bicycles giving a total current 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 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, changes to electrical regulations and errors in the consultation processes which needed to be rerun.

- 3.6.3. In Q1 we added a further 20 EVCPs taking to total to 356 and have also committed to delivering a further 100 on top of the 400 target by the end of 22/23. The programme for this is to reach 400 in Q2, 440 in Q3 and 500 in Q4. In 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.
- 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 18<sup>th</sup> in 19/20 to 3<sup>rd</sup> 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:** 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.
- 3.6.7. The newly released 2021 annual figure for 'Killed or Seriously Injured' (KSI) in road traffic collisions in Islington was 96, up a little from 84 in the previous year. In 2021 there no fatalities, compared to two each in 2020 and 2019. The comparable overall figure for 2019 was 111 and that for 2018 was 141, though this represented the peak after a change in DfT counting methodology. The recent trends can be attributed in part to lower traffic volumes during periods of lockdown.
- 3.6.8. The overall KSI figure for 2021 breaks down (2020 figures in brackets) into 18 (20) pedestrian incidents, 39 (40) cyclist incidents, 24 (19) involving the rider or pillion passenger of a motorbike or moped, 7 (3) car occupants, 1 (0) goods vehicle and 7 (2) in the 'other' category.

3.6.9. A lot of work is going on to reduce road danger in Islington, including Low Traffic Neighbourhoods (LTNs) and segregated cycle ways, and an analysis of the impact of these measures is underway.

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

PI No.	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Target	Q1 2022/23 or latest	On target ?	Same period last year	Direction of travel
E4	Carbon emissions for Council buildings (Q in arrears and tonnes CO2)	4,164	2,269	<b>2,431</b>	<b>2,269</b> 2021/22	<b>Yes</b>	4,164 2020/21	<b>Better</b>
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,415	2,397	<b>2,450</b>	<b>590</b>	<b>585</b>	613 (Q1 21/22)	<b>Better</b>

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. For 21/22, the buildings outturn figure of 2,269 tonnes represents a 46% reduction on the previous 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 2,096 tonnes arising from gas usage and 173 tonnes from electricity usage.

3.7.3. The 22/23 target of 2,431 tonnes represents a 10% reduction of that set for 21/22.

3.7.4. **Carbon emissions from council vehicle fleet:** Council fleet carbon emissions in Q1 stood at 590 tonnes, a 4% reduction on the same period last year and broadly on target. The overall 22/23 target of 2,450 tonnes represents a

cumulative 15% reduction on the 19/20 baseline and on a trajectory that takes us net zero over ten years based on an ambitious programme of fleet electrification.

- 3.7.5. 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:

Handwritten signature in blue ink that reads "K Townsend."

**Corporate Director of Environment**

**Date 28.8.22**

Signed by:

Handwritten signature in black ink that reads "R Chapman".

**Executive Member for Environment, Air Quality and Transport**

**Date: 28.8.22**

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