

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: 23 January 2023

Ward(s): All

Subject: 22/23 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 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 Q2 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 2 performance update – Keep the streets clean and promote recycling.**

| PI No. | Indicator | 2020/21 Actual | 2021/22 Actual | 22/23 Target | Q2 22/23 or latest | On target? | Q2 or same period last year | Direction of travel |
|--------|--|-------------------|-------------------|-------------------------------------|-----------------------|------------|-----------------------------|---------------------|
| E1 | Percentage of household waste recycled and composted (Q in arrears) | 31.3% | 30.1% | 33% for 22/23 32% (21/22) | 30.0% (Q1) | No | 30.1% (21/22) | Same |
| E11 | Number missed waste collections - domestic and commercial (average per calendar month) | 289 | 262 | 288 | 265 (Q2) | Yes | 277 | Better |
| n/a | Number of reported flytips (all land types) | 1,982 | 1,404 | n/a | 287 (Q2) | n/a | 391 | Better |
| E6 | Cleanliness surveys - Litter (% sites above acceptable standard) | 93.5% | 96.6% | 95% | 98.5% (Q2) | Yes | 96.6% (21/22) | Better |

| | | | | | | | | |
|----|--|-------|-------|------------|-------------------|------------|---------------|---------------|
| E7 | Cleanliness surveys – Detritus (% sites above acceptable standard) | 91.1% | 92.4% | 93% | 96.7% (Q2) | Yes | 92.4% (21/22) | Better |
| E8 | Cleanliness surveys –Graffiti (% sites above acceptable standard) | 94.9% | 99.0% | 98% | 99.7% (Q2) | Yes | 99.0% (21/22) | Better |
| E9 | Cleanliness surveys – Flyposting (% sites above acceptable standard) | 98.5% | 99.2% | 98% | 99.6% (Q2) | Yes | 99.2% (21/22) | 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. Q1 22/23 came in at 30.0%, on a par with the 21/22 outturn of 30.1%. This compares to the 22/23 target of 33.0% and overall 20/21 outturn of 31.3%.
- 3.3.2. The updated 21/22 London benchmarking data indicates our position slipped from 4th to 5th of the 13 comparison Inner London boroughs and behind Greenwich, Lambeth, Southwark and City of London. Eight of all the Inner London boroughs also experienced a reduction in recycling levels from 20/21 to 21/22 and contrariwise, only two of the seven NLWA boroughs saw an increase. Our increased 21/22 residual waste per household figure of 367.5kg has also slipped us to 5th across all 33 London boroughs.
- 3.3.3. The plateauing of Islington’s recycling rate at around 30% over the last few years mirrors national and regional trends. The council is working hard to address this using a combination of service improvements and encouraging behaviour change. Given that the comparative recycling rates on estates are on average only about 60% of that for street properties, our new draft waste Reduction and Recycling plan sets out a substantial new investment programme to transform recycling facilities on our estates. In the short term, our focus is on extending food waste recycling to remaining purpose-built blocks of flats and continuing the trial of food waste collections from flats above shops along part of Holloway Road (one of the first local authorities to do so).
- 3.3.4. We are also delivering on the first tranche of Thriving Neighbourhoods funded estate recycling infrastructure improvements, with at least £600k committed to deliver better facilities and supported by an additional two new member of staff in

the recycling team focussed on this delivery and to work with communities on estates to drive up the quality of service and recycling rates.

- 3.3.5. **Missed Collections:** Average monthly reported missed waste collections in Q2 was 265, marginally better than the Q1 figure of 273 and consistently maintaining the better than target position. Performance remains particularly strong across commercial waste collections. 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.
- 3.3.6. **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 Q2 being 287, 27% lower than the 391 in Q2 of last year. Of the reported fly-tips on the public highway across the quarter we removed 92% within our 24-hour target timescale, a high level of performance that has been maintained for several years.
- 3.3.7. **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.
- 3.3.8. With **litter**, performance improved substantially across 21/22 and this has been maintained in Q1 and Q2 with the latest results coming in at a very strong 98.5%, well above the already challenging target of 95%. The improvements are attributed to the return of individual sweepers to their substantive rounds.
- 3.3.9. Overall levels of **detritus** have also improved with Q2 showing a strong 96.7% 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.
- 3.3.10. **Graffiti** levels have also been reducing, with Q2 performance standing at 99.7% 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.

3.3.11. **Flyposting** has also shown continuing improvements over last year with Q2 coming in at 99.6% in comparison with 21/22 as a whole of 99.2% and the previous year's 98.5%.

3.4. **Quarter 2 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 | Q2 22/23 or latest | On target ? | Same period last year | Direction of travel |
|--------|--------------------------|----------------|----------------|----------------|---------------------|-------------|-----------------------|---------------------|
| E10 | Number of Leisure Visits | 298k | 1.298m | 1.687m | 915k (Q1+Q2) | Yes | 617k | Better |

3.4.1. After the managed leisure re-openings post lockdown, 22/23 targets have been set at 80% of 19/20 actuals. Year to date visitor numbers are now 11% ahead of the profiled target and now standing at around 90% of pre-pandemic levels. However, in the aftermath of the Sobell Leisure Centre flood, visitor numbers in August and September fell short of the monthly targets, and a negative impact is expected to continue for the remainder of the year.

3.5. **Quarter 2 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 | Q2 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 | 3,000 | 1045 (Q1+Q2) | No | 1,641 | Poorer |

* 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. Year to date performance is 30% down on the profiled Q1+Q2 target of 1530 due to training of new staff and delays in the promotion mailout as needing to be redesigned to complement the Council’s cost of living campaign.

3.5.2. As at the end of October, the mailouts were in full swing with 15,000 residents having been reached. The phone lines have been extremely busy and referrals are rising steeply. The service are confident that the end of year targets will be achieved and the main focus is to ensure that we are getting the maximum amount of debt for residents as possible written off.

3.5.3. SHINE has partnered with Health and Social Care to write to residents with known health vulnerabilities to encourage them to access SHINE support and register for the priority service register. In January, an additional 6,000 residents that have previously accessed the service but haven’t yet this year will be invited to see if there is any additional support that we can provide.

3.6. **Quarter 2 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 | Q2 22/23 or latest | On target ? | Q2 or same period last year | Direction of travel |
|--------|---|-------------------|-------------------|-------------------|-----------------------|-------------|-----------------------------|---------------------|
| E2 | Number of secure cycle parking facilities on streets | 222 | 401 | 500 | 408 | Yes | 244 | Better |
| E3 | Number of new electric vehicle charging points across the borough | 284 | 336 | 500 | 396 | No | 271 | Better |
| n/a | Percentage of parking appeals won at the Enforcement and Traffic Tribunal | 52% (19/20) | 69% (20/21) | 75% (21/22) | 78% (21/22) | Yes | 69% (20/21) | 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 majority of these will be delivered in Q3 and Q4, though we have added a further seven year to date. Each facility can house six bicycles giving a total current capacity of 2,448. After a through audit, the resident waiting list for bike hangar space has been substantially reduced from nearly 7,000 to 4,290, and the allocation process speeded up.
- 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 52, and so far in 22/23 a further 60 taking us to 396. Programme delays derived from TfL halting their rapid charging programme, supplier's site assessments being delayed because of Covid, changes to electrical regulations and errors in the consultation processes which needed to be rerun.
- 3.6.3. We have set an end of 22/23 target of 500 though the remaining programme has now slipped to all being in Q4. This is as a result of technical suitability issues after site assessments. 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:** 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. New 21/22 data shows a further improvement from 69% the previous year to 78% now. Our benchmarked position against all 34 other London parking authorities moved up from 18th in 19/20 to 3rd in 20/21, and now to 2nd, just behind Hackney. The London average figure is 57%. Islington's 'Did not contest' (DNC) cases were only 14% compared to the London average of 22%.
- 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. The 2022 data will be released in the summer of 2023.

3.7. **Quarter 2 performance update – Working towards a net zero carbon Islington by 2030.**

| PI No. | Indicator | 2020/21 Actual | 2021/22 Actual | 2022/23 Target | Q2 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 | 2,431 | 484 (Q1) | Yes | 538 (Q1 2021/22) | Better |
| E5 | Carbon emissions from Council Transport fleet (tonnes CO2) | 2,415 | 2,397 | 2,450 | 1,172 (Q1+Q2) | Yes | 1,198 (Q1+Q2 21/22) | Better |

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 represented a 46% reduction on the previous year, substantially as a result of new Green Electricity tariffs. In Q1 we have continued this improving trend with the 484 tonnes (breaking down to 431 tonnes arising from gas usage and 53 tonnes from electricity usage) as against the profiled target of 603 tonnes.

3.7.3. The 22/23 target of 2,431 tonnes represents a 10% reduction of that set for 21/22, with the quarterly tonnages breaking down to 603 for Q1, 392 for Q2, 594 for Q3 and 842 for Q4.

- 3.7.4. **Carbon emissions from council vehicle fleet:** Year to date council fleet carbon emissions stand at 1,172 tonnes, a 2% reduction on the same period last year and just ahead of the profiled target of 1,187 tonnes. 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. A further five e-cargo bikes have also recently been added to the fleet, replacing three vans. These are being trialled by teams across the council and a rider training package is being arranged to facilitate the transition.

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 Tansford."

Corporate Director of Environment

Date: 16.1.23

Signed by:

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

Executive Member for Environment, Air Quality and Transport

Date: 16.1.23

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