

Environment
Town Hall, Upper Street, N1

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

Meeting of: Environment and Regeneration Scrutiny Committee

Date: 27 March 2023

Ward(s): All

Subject: 22/23 Quarter 3 Performance Report: Environment and Transport

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 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 Q3 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 3 performance update – Keep the streets clean and promote recycling.**

PI No.	Indicator	2020/21 Actual	2021/22 Actual	22/23 Target	Q3 22/23 or latest	On target?	Q3 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)	27.9% (Q1+Q2)	No	30.1% (21/22)	Poorer
E11	Number missed waste collections - domestic and commercial (average per calendar month)	289	262	288	251 (Q3)	Yes	279	Better
n/a	Number of reported flytips (all land types)	1,982	1,404	n/a	341 (Q3)	n/a	340	Same
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	93.5%	96.6%	95%	98.9% (Q3)	Yes	96.6% (21/22)	Better

E7	Cleanliness surveys – Detritus (% sites above acceptable standard)	91.1%	92.4%	93%	97.6% (Q3)	Yes	92.4% (21/22)	Better
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	94.9%	99.0%	98%	99.7% (Q3)	Yes	99.0% (21/22)	Better
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	98.5%	99.2%	98%	99.6% (Q3)	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 initially came in at 30.0% but at Q2, this was revised down to 28.4% due to a contractor error that caused some material not to be recycled. Q2 has come in at 27.4%, making the year-to-date percentage 27.9%. This compares to last year’s rate of 30.1% and the current year’s target of 33.0%.
- 3.3.2. An analysis of all seven NLWA boroughs comparing their 21/22 rates with the mid-year 22/23 position indicates that most other partner boroughs have seen a similar drop as Islington, with only Enfield showing an increase. Enfield’s improvement is attributed to them tackling very high contamination rates which Islington hasn’t had. The trend so far in 22/23 may be attributable to the economic downturn (both recycled and residual tonnages are down) as consumption patterns shift, as well as the push on commercial recycling affecting our non-household apportionment given by NLWA (part of the waste weighing calculation).
- 3.3.3. 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.
- 3.3.4. 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 6,000 more households are now receiving this service than at the end of Q2. We are also 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).

- 3.3.5. 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. Recycling site improvements have recently been delivered at Andover Estate, Bentham Court, Hawthorne Close and Southwood Close, and over the next six months we will be completely revamping recycling facilities at the Bemerton and Finsbury Estates.
- 3.3.6. **Missed Collections:** Average monthly reported missed waste collections in Q3 was 251, showing a small but consistent improvement through the year with Q1 at 273 and Q2 at 265. No single month in 22/23 has so far been below target. Performance remains particularly strong across commercial waste collections. There are an average of 2.1 million collections made every month so the current performance represents 0.013% reported missed or only one in every 8,000.
- 3.3.7. **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 Q3 being 341, virtually identical to last year's Q3 figure of 340. The 22/23 year to date figure is 883, 21% below the figure at this point in the year in 21/22. Of the reported fly-tips on the public highway across the quarter we removed 91% within our 24-hour target timescale, a high level of performance that has been maintained for several years.
- 3.3.8. **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.

- 3.3.9. With **litter**, performance improved substantially across 21/22 and this has been maintained in this year with Q3 coming in at a very strong 98.9%, well above the already challenging target of 95%. The improvements are attributed to the return of individual sweepers to their substantive rounds.
- 3.3.10. Overall levels of **detritus** have also improved with Q3 showing a strong 97.6% 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.
- 3.3.11. **Graffiti** levels have also been reducing, with Q3 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.
- 3.3.12. **Flyposting** has also shown continuing improvements over last year with Q3 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 3 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	Q3 22/23 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	298k	1.298m	1.687m	1.236m (Q1-Q3)	Yes	918k	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 only 1% ahead of the profiled target after five consecutive months of the impacts of the Sobell Leisure Centre flood, which negative impact is expected to continue for the

remainder of 2023. The Ironmonger Row Baths Spa is scheduled to be completed by January 2024 and this is expected to positively impact visitor numbers, though the Sobell reinstatement and some potential new projects are still at an early stage of being considered.

3.5. Quarter 3 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	Q3 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	2,184 (Q1-Q3)	No	2,885	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. After a slow start, year to date performance has picked up in Q3 is now within 18% of the profiled target, and the service are prioritising hitting the end of year target of 3,000 with a substantial targetted text campaign.

3.5.2. Unique household referrals have struggled this year due to changes in the government’s Warm Home Discount scheme. Previously people had to apply for this and SHINE helped a large number of clients apply for it (1,265 in 2021/22). However, the rules changed in 2022 to introduce auto-registration, meaning people no longer needed help from SHINE. Helping clients apply for WHD was a quick task, meaning a large number of referrals could be achieved efficiently. As all the WHD-only clients have disappeared, most other interventions (assistance with dealing with suppliers, debt relief etc) are more time consuming, but have all increased in volume. For example, debt cases are more than double the number compared to 21/22.

3.5.3. The combination of losing a large number of potential referrals that could be dealt with quickly, and the remaining referrals taking longer to deal with, have meant the number of referrals has reduced. Q2 referrals were also affected by the promotional mailout being delayed as needing to be redesigned to complement the Cost of Living campaign. Also relevant is that re-referrals are at an all-time

high, meaning that the same household is calling back repeatedly within the year, but only get counted once for the purpose of the KPI.

3.5.4. Debt relief is a key focus in Q4 to ensure that we are getting the maximum amount of amount of debt written off for vulnerable residents as possible, especially now that the Islington Debt Relief Fund is live. This is funding to support residents struggling with energy bill debt, which will start with £77,000 of funding over the next two years. We expect 250 households in the borough will need supporting this financial year, and 350 in the next financial year to get debts they are unable to pay written off.

3.5.5. Average wait times on the SHINE advice line peaked over the Christmas period but have now been halved to an average 15-20 minutes and the recruitment of extra staff will continue to help mitigate this. We continually closely monitor the demographics of our service users to ensure that we are reaching the most vulnerable residents

3.6. **Quarter 3 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	Q3 22/23 or latest	On target ?	Q3 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	222	401	500	422	Yes	240	Better
E3	Number of new electric vehicle charging points across the borough	284	336	500	396	No	285	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
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- 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 are scheduled to be delivered in Q4, though we have now added a further 21 since April. Each facility can house six bicycles giving a total current capacity of 2,532.
- 3.6.2. As at end of January, the paid occupancy rate across the whole capacity stood at 71%, rising to 87% including spaces that have been offered and awaiting confirmation. Occupancy rates fluctuate depending on when new hangars are installed, especially when in large batches. We are working on a digital platform, due to launch in the summer, which will simplify the way we offer and monitor bike hangar spaces which will make running an accurate occupancy figure more straightforward and more accurate. After a thorough ongoing audit, the resident waiting list for bike hangar space has been substantially reduced from nearly 7,000 to 2,500 and the allocation process speeded up.
- 3.6.3. **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.
- 3.6.4. 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.
- 3.6.5. **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 data for 22/23 will be available in the summer. 21/22 data showed a further improvement from 69% the previous year to 78%. 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%.

3.6.6. 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.

3.6.7. **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 3 performance update – Working towards a net zero carbon Islington by 2030.**

PI No.	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Target	Q3 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	681 (Q1+Q2)	Yes	754 (Q1+Q2 2021/22)	Better
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,415	2,397	2,450	1,786 (Q1-Q3)	Yes	1,814 (Q1-Q3 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. New Green Electricity tariffs drove significant reductions in building's emissions in 21/22. Energy usage in Q2 is down 29% on the same period in 2021/22, which is

entirely due to a 40% reduction in electricity use compared to same period last year (as this quarter is summer, there was little variation in gas usage, which is used only for hot water in this period). The 40% reduction has been achieved as a result of efforts to reduce electricity consumption as part of the energy cost saving drive.

- 3.7.3. As most council buildings are on green electricity tariffs (and are recorded as zero emissions), the 40% reduction above refers only to sites on non-green tariffs, which is mostly community centres and some nurseries. As we continue our smart meter rollout, the discrepancies (catch-up bills) from estimated gas usage will reduce, allowing for more accurate comparisons between quarters.
- 3.7.4. 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.
- 3.7.5. **Carbon emissions from council vehicle fleet:** Year to date council fleet carbon emissions stand at 1,786 tonnes, a 2% reduction on the same period last year and ahead of the profiled target of 1,846 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. Transport emissions covers fuel only as EV charging is included in buildings emissions through the electricity supply.
- 3.7.6. 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. In Q3 the council took delivery of its first three electric sweeping vehicles as well as a UK first fully accessible community transport bus, with 18% of the council's owned fleet now fully electric.
- 3.7.7. There are currently forty EVCP's for council fleet vehicles with the capacity upgrade at the Waste Recycling Centre promising to deliver a further thirty by the end of March. Fairbridge Road has had chargers installed this quarter awaiting a new connection, Central Library design has been completed awaiting the commencement of works and Brewery Road and Downham Road are still in the design phase.

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:

Approved by:

Corporate Director of Environment and Climate Change

Date: 16.3.23

Approved by:

Executive Member for Environment, Air Quality and Transport

Date: 16.3.23

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