

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: 4 July 2023

Ward(s): All

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## Subject: 22/23 Quarter 4 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 Q4 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 Q4 2022/23.

### 3. Background

- 3.1. A suite of corporate performance indicators has been agreed 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	2020/21 Actual	2021/22 Actual	22/23 Target	Q4 22/23 or latest	On target?	Q4 or same period last year	Direction of travel
E1	Percentage of household waste recycled and composted (Q in arrears)	31.3%	30.1%	<b>33% for 22/23</b>	<b>27.6% (Q1-Q3)</b>	<b>No</b>	30.1% (21/22)	<b>Poorer</b>
E11	Number missed waste collections - domestic and commercial (average per calendar month)	289	262	<b>288</b>	<b>270 (Q4)</b>	<b>Yes</b>	254	<b>Poorer</b>
n/a	Number of reported flytips (all land types)	1,982	1,404	<b>n/a</b>	<b>409 (Q4)</b>	<b>n/a</b>	282	<b>Poorer</b>
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	93.5%	96.6%	<b>95%</b>	<b>97.8% (Q4)</b>	<b>Yes</b>	96.6% (21/22)	<b>Better</b>
E7	Cleanliness	91.1%	92.4%	<b>93%</b>	<b>94.2%</b>	<b>Yes</b>	92.4%	<b>Better</b>

	surveys – Detritus (% sites above acceptable standard)				(Q4)		(21/22)	
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	94.9%	99.0%	98%	99.7% (Q4)	Yes	99.0% (21/22)	Better
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	98.5%	99.2%	98%	99.7% (Q4)	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. As at Q3 the year-to-date recycling rate is 27.6% compared to last year’s rate of 30.1% and the 22/23 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.

3.3.3. Total residual tonnages are down 10% compared to the same three quarters last year whilst total recycling tonnages are down 17%. A more thorough analysis and understanding of trends in tonnages will be conducted after Q4 is confirmed. Linked to the lower tonnages, residual waste per household is currently projecting to be down in 22/23 to 355kg compared to 368kg in 21/22.

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 at the time of writing, coverage is now up from 49% in September last year to 69% of suitable estate properties with an extra 10,000 households now receiving this service. 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 three 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. Our new digital engagement tool 'Engagement HQ' is now being used to support communications and engagement with residents. Procurement has commenced for new enclosures at Bemerton (North) Estate and proposals for Finsbury Estate have been agreed with the TRA and procurement for these also underway.
- 3.3.6. **Missed Collections:** Average monthly reported missed waste collections in Q4 were 270, broadly consistent with Q's1-3 and remaining ahead of target every month of 22/23. The average over the year was 265 compared to 262 in 21/22 and 289 in 20/21. Current 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 Q4 being 409. Whilst this is higher than Q4 last year, overall numbers across 22/23 are 8% lower than across 21/22. Of the reported fly-tips on the public highway across the year 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**, average performance has improved consistently across the last three years with 22/23 overall coming in at a very strong 98.5%, well above the already

challenging target or 95% and compared to 96.6% in 21/22. The improvements are attributed to the return of individual sweepers to their substantive rounds.

3.3.10. Overall levels of **detritus** have also improved significantly with the overall result for 22/23 being 96.5% 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 22/23 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 the last couple of years with 22.23 coming in at 99.7% in comparison with 21/22 as a whole of 99.2% and the previous 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	2020/21 Actual	2020/21 Actual	2022/23 Target	Q4 22/23 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	298k	1.298m	1.687m	1.629m (22/23)	No	1.298m	Better

3.5. After the managed leisure re-openings post lockdown, 22/23 targets for leisure visitors were set at 80% of 19/20 actuals. As the year came to a close, overall visitor numbers fell below the profiled target primarily as a result of the impacts of the Sobell Leisure Centre flood in August, 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. The Sobell reinstatement and potential new projects are currently out for public consultation.

### 3.6. Quarter 4 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	Q4 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>3,014 (22/23)</b>	<b>Yes</b>	3,233	<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.

3.6.1. **Islington SHINE referrals:** This measure is now presented as unique household referrals only and excludes re-referrals. After the shortfalls in Q2 and Q3, a final Q4 push with a targeted text campaign meant we hit the annual 3,000 target and despite the challenges caused by the changes to 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 and complex cases have more than tripled compared to 21/22, up from 102 to 339. Re-referrals are also 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.

3.6.2. Debt relief is a key focus as we seek 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. Advisors are finding it difficult to get residents in debt to provide the required financial evidence to administer the grant funds. The Debt Relief Fund supports 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.

3.6.3. The service is planning a targeted mailout to promote ECO4 which is a retrofit grant scheme for owner occupiers and private renters that are in fuel poverty. This will generate extra referrals over the summer which it is hoped will mean there is less of a rush at the end of year to meet referral targets. Over the summer months, the team is also reaching out to partner organisations to improve the referral partnerships that we already have but also try and add other organisations to our referral network. This will hopefully again spread some of the peak winter demand into the summer and autumn.

### 3.7. **Quarter 4 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	Q4 22/23 or latest	On target ?	Q4 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	222	401	500	499	No	401	Better
E3	Number of <b>new</b> electric vehicle charging points across the borough	284	336	500	417	No	336	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

3.7.1. **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 committed to delivering a further 100 each year going forward. At the end of March we fell short by only one and as a result of contractor sickness. Each facility can house six bicycles giving a total current capacity of 2,994.

- 3.7.2. Currently, the paid occupancy rate across the whole storage capacity stands at 81%, up from 71% in January. 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 further reduced further since January, from 2,500 to 1,270.
- 3.7.3. **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 a further 81 in 22/23 taking the total to 417, 83 short of the target. Several factors have contributed to the programme delays with the current issues arising from technical suitability issues after site assessments.
- 3.7.4. At the time of writing, we have added a further 73 in 23/24 so far and taking the total to 490 with an end of year target of 600. 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.
- 3.7.5. **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 later 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 18<sup>th</sup> in 19/20 to 3<sup>rd</sup> in 20/21, and now to 2<sup>nd</sup>, 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%.
- 3.7.6. 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.
- 3.7.7. **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 later in the summer.



### 3.8. Quarter 4 performance update – Working towards a net zero carbon Islington by 2030.

PI No.	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Target	Q4 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	1,162 (Q1-Q3)	Yes	1,375 (Q1-Q3 2021/22)	Better
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,415	2,397	2,450	2,379 (22/23)	Yes	2,397 (21/22)	Better

3.8.1. **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.

3.8.2. New Green Electricity tariffs drove significant reductions in building’s emissions in 21/22 and we remain well ahead of target across the first three quarters of 22/23 with emissions down a further 15% on the same period in 21/22 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). This has been driven by the Corporate Energy Savings Programme implemented due to the energy crisis and specifically more efficient use of heating.

3.8.3. The Energy Services team are currently compiling a list of all council owned or leased sites to identify which ones require decarbonisation works. This will be used to ensure that all buildings that require works to eliminate emissions from gas boilers have feasibility studies carried out. It will also provide the basis for prioritising funding applications and also consider all opportunities to build works into scheduled refurbishments.

- 3.8.4. **Carbon emissions from council vehicle fleet:** Council fleet carbon emissions across 22/23 came in at 2,379 tonnes, 3% ahead of target and a 1% reduction on 21/22. The 22/23 target of 2,450 tonnes represented 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.
- 3.8.5. 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. In Q4 the council took delivery of an electric 28 seater high floor access bus, with 19% of the council's owned fleet now fully electric.
- 3.8.6. **Privately owned cars in the borough:** Latest 2021 data on privately owned cars in the borough shows that numbers have dropped to 34,217, an 8.4% reduction on the 2018 baseline and already ahead of the Transport Strategy 2041 target. Although this will have been influenced by the pandemic causing supply chain issues as well as fuel and vehicle prices, our own policies on car free developments and parking permit pricing will also impact. Islington is second below the City of London in the borough league table pro-rata on population. Diesel vehicles also continue on a positive downward trend, reducing from 11,025 in 2020 to 9,369 in 2021

## 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 Community Wealth Building**

**Date:**

**Corporate Director of Homes and Neighbourhoods**

**Date:**

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

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