

Environment and Climate Change
Town Hall, Upper Street, N1

Joint Report of: Executive Member for Environment, Air Quality and Transport,
Corporate Director of Community Wealth Building and Corporate Director of
Homes and Neighbourhoods.

Meeting of: Environment and Regeneration Scrutiny Committee

Date: 25 January 2024

Ward(s): All

Subject: 23/24 Quarter 2 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 Q2 2023/24 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. To align with the Islington Together 2030 Plan, some additional new measures have also been added that will be reported from Q2 or Q3 onwards.

2. Recommendations

- 2.1. To note performance against targets as at the end of Q2 2023/24.
- 2.2. To note the additional new measures that align with the Islington Together 2030 Plan

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 as well as measures relating 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	2021/22 Actual	2022/23 Actual	23/24 Target	Q2 23/24 or latest	On target?	Q2 or same period last year	Direction of travel
n/a	Residual Waste per household (Q in arrears) This is shown as a year-end projection based on the quarters so far.	367.5kg	350.1kg	318kg	353kg (at Q1)	No	350.1kg	Same
E1	Percentage of household waste recycled and composted (Q in arrears)	30.1%	27.7%	33% 22/23 & 34% 23/24	29.2% (Q1)	No	27.7% (22/23)	Better
n/a	Percentage of commercial waste recycled.	n/a	n/a	22.3%	21.6% (Q1+Q2)	No	n/a	Better
E11	Number missed waste collections - domestic and commercial (average per calendar month)	262	265	275	243 Q2	n/a	265	n/a

n/a	Number of reported flytips (all land types)	1,404	1,292	n/a	720 (Q1+Q2)	n/a	542 Q1+Q2	Poorer
E6	Cleanliness surveys - Litter (% sites above acceptable standard)	96.6%	98.5%	97%	98.8% (Q1+Q2)	Yes	98.5% (22/23)	Better
E7	Cleanliness surveys – Detritus (% sites above acceptable standard)	92.4%	96.5%	95%	96.7% (Q1+Q2)	Yes	96.5% (22/23)	Same
E8	Cleanliness surveys –Graffiti (% sites above acceptable standard)	99.0%	99.7%	99%	99.1% (Q1+Q2)	Yes	99.7% (22/23)	Poorer
E9	Cleanliness surveys – Flyposting (% sites above acceptable standard)	99.2%	99.7%	99%	98.0% (Q1+Q2)	Yes	99.7% (22/23)	Poorer

3.3.1. **Residual (non-recycled) total waste:** Although still very early in the year, projected residual waste per household at Q1 was on a par with the 22/23 figure, itself the second lowest ever amount for Islington and one of the very lowest across London.

3.3.2. **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. The Q1 figure of 29.2% is slightly improved on the 22/23 rate of 27.7%, but remaining down on the 30.1% for 21/22. Early indications are that Q2 will be somewhat higher.

An analysis of all seven NLWA boroughs comparing their 21/22 rates with the 22/23 rates, indicates that Barnet, Hackney and Haringey all had larger drops than Islington, whilst Camden had a much smaller drop. Waltham Forest showed a modest increase which is attributed to a change in methodology around flytipped waste (which Islington had already applied) and Enfield showed a substantial rise attributed to them tackling very high contamination rates which Islington hasn't had. The broad recent downward trend in recycling rates is attributed to the economic downturn with shifting patterns of discretionary household spend and

consumption, and also specifically to a reduction in organics tonnages due to the summer 2022 heatwave suppressing garden waste. Organics tonnages across the summer of 2023 looked stronger again and will feed into the Q2 recycling data.

- 3.3.3. The council has set up a Recycling Data Review Group to more closely scrutinise recycling tonnages and to identify trends and what can be learnt. The recycling rate is calculated from the compilation of complex sets of data from a range of sources. The Group is reviewing this data, not only to identify trends but also ensure data integrity. This will enable quicker and more detailed analysis of emerging trends and early identification of any anomalies so that urgent follow up with NLWA can be taken.
- 3.3.4. The deployment of Islington's new Waste Management Back Office system, scheduled for this year will also improve data handling enabling more accurate performance management for collection rounds.
- 3.3.5. The council is working hard to improve recycling performance through 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 Waste Reduction and Recycling plan sets out a substantial new investment programme to transform recycling facilities on our estates. Improvement works have been commissioned at a dozen different estates, including Bemerton Estate, Finsbury Estate, Camden Estate and Shelley Court. Works are due to commence late January and early February. Consultations have concluded at a number of other estates, including Barnabus House Kings Square Estate, Popham Street Estate and Rotherfield Court, while other sites with ongoing development work and consultations include Thornhill Houses and Hilldrop Estate.
- 3.3.6. In the shorter term, our focus continues to be on extending food waste recycling to remaining purpose-built blocks of flats and as at November, service coverage was up from 43% in April 22 to 79% of suitable properties with an extra 18,000 households now receiving this service.
- 3.3.7. We are also continuing the trial of food waste collections from flats above shops along part of Holloway Road and are participating in a funded research project with ReLondon and two other London Local Authorities to identify ways to increase recycling rates for flats above shops and businesses. The funding is worth up to £25k.

- 3.3.8. A range of communications campaigns and waste prevention campaigns are being delivered in partnership with NLWA, including 'Reduce, Reuse, your Cycle', a reusable period product campaign, schools education and engagement (including promoting uniform exchanges), the Together We Recycle campaign which focusses on the great work done by our front line collection crews, and promotion of the London wide 'Eat Like a Londoner' campaign which aims to drive down food waste.
- 3.3.9. **Commercial Recycling Rate:** The commercial recycling rate for Q1+Q2 is 21.6%, as against the 23/24 target of 22.3%. The council's ambitious 2030 target is 75%. We are in the process of fitting all our commercial waste bins (including recycling) with tag readers which allow the weighing of bins to enable the pinpointing of businesses where recycling can be significantly increased, particularly from a food waste perspective. This rollout is scheduled to be completed by the end of March. Our commercial waste flyer is now more recycling focused and recycling services are still cheaper than general waste services, incentivising cost-conscious businesses.
- 3.3.10. DEFRA will be mandating food waste recycling for larger food producing businesses in 2024 and smaller business are likely to being included by April 2025. This legislation change will enable our sales team to communicate the new requirements and we are confident that this will influence businesses to uptake a food waste service which will improve the recycling rate and help achieve the ambitious commercial recycling target.
- 3.3.11. **Missed Collections:** Average monthly reported missed waste collections in Q2 were 243. As a result of revisiting the methodology used, the figure for Q1 has also now been amended, from 236 previously reported to 247. This makes the monthly average year-to-date figure of 245, an improvement on the 265 average for 22/23 and ahead of the 23/24 target of 275. Current performance remains particularly strong across commercial waste collections. There are an average of 2.1 million collections made every month so the current Q2 performance represents 0.012% reported missed or only one in every 8,000.
- 3.3.12. **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 across Q1 and Q2 being 720. Whilst this is higher than the 542 for the same period last year, it is lower than the 782 figure for the same period in 21/22 and therefore still considered within normal periodic fluctuations.
- 3.3.13. **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.

- 3.3.14. With **litter**, average performance has improved consistently across the last three years with 22/23 overall coming in at a very strong 98.5%, sustained across Q1/Q2 at 98.8% and well above the new 23/24 target of 97%. The improvements are attributed to the return of individual sweepers to their substantive rounds. The council has also recently engaged an Environmental Protection contractor to operate litter enforcement, issuing on-the-spot Fixed Penalty Notices to offenders. To date over 1,100 fines have been issued for littering.
- 3.3.15. Overall levels of **detritus** have also improved significantly with Q1/Q2 coming in 96.7%, comparable to the overall result for 22/23 of 96.5% and much improved on 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.
- 3.3.16. In April the council will move to a reconfigured street cleaning schedule on residential roads. The service will be monitoring any impacts on litter and detritus levels closely and it is hoped that the new littering enforcement contract will help maintain street cleanliness standards.
- 3.3.17. **Graffiti** levels in Q1/Q2 have increased a little on the overall 22/23 performance of 99.7%, but still just ahead of target and will be monitored closely as the year unfolds. The improved position over the last few years is a result of a fully resourced team and the service being much more proactive in removing graffiti from third party infrastructure.
- 3.3.18. Year-to-date **Flyposting** levels at 98% are poorer than last year's 99.7% and below the target of 99%. The main reasons for this are a significant summer spate of posters advertising protests and music/dance events. Actions to address this have included the issuing of cable tie snips to all street sweepers and increasing enforcement through the compliance team.

3.4. Quarter 2 performance update - Make sure residents have access to high quality parks, leisure facilities and cultural opportunities

PI No.	Indicator	2021/22 Actual	2022/23 Actual	2023/24 Target	Q2 23/24 or latest	On target ?	Same period last year	Direction of travel
E10	Number of Leisure Visits	1.298m	1.629m	1.662m (933k for Q1+Q2)	850k Q1+Q2	No	915k	Poorer

3.4.1. As 22/23 came to a close, cumulative leisure visitor numbers fell below the profiled target primarily as a result of the impacts of the Sobell Leisure Centre flood in August, and this negative impact has continued into the first two quarters of 23/24. The targets for 23/24 are based on a 2% uplift on actual monthly visitor numbers in 22/23 and therefore Q1+Q2 has come in 9% below the profiled target.

3.4.2. The refurbished Ironmonger Row Baths Spa reopened on 5 January 2024 and this is expected to positively impact visitor numbers. There remain some outstanding Laundry works on the ground floor which are due for completion in March. Progress is being made to transform the Sobell Leisure Centre following the decision in August to proceed with the new Active Zone. The gym space has been refurbished and re-opened just before Christmas and the fully restored squash courts have just re-opened as well. There has been a lot of detailed design work going on to respond to the feedback from the consultation and later this month we will be ready to share the revised designs for the Active Zone and proposals to expand the community sports offer at the centre and set out a timetable for the gradual re-opening of the centre. We will also be starting this month a three month period of engagement with users, key stakeholders and target groups to build the offer and programme to ensure the Sobell is a flagship centre for accessible and inclusive sport and physical activity.

3.5. Quarter 2 performance update - Provide practical support to help residents cope with the cost of living.

PI No.	Indicator	2021/22 Actual	2022/23 Actual	2023/24 Target	Q2 23/24 or latest	On target ?	Same Period last year	Direction of travel
E13	Residents supported through SHINE – unique household referrals	3,233	3,014	3,000 (1,530 for Q1+Q2)	1,159 (Q1+Q2)	No	1,045	Better

3.5.1. **Islington SHINE referrals:**

3.5.2. Across Q1 and Q2 we had 1,159 SHINE referrals, somewhat up on the figure for the same period last year but still short of the profiled half year target of 1,530. It has however been realised that the quarterly profiling hasn't reflected actual service demand as the year unfolds and this profiling will be revisited for 24/25. The service have been concentrating on debt relief and write-off and are confident of making up the referrals shortfall by year end. Debt relief cases across Q1 and Q2 are twice what they were in the same period last year.

3.5.3. In October, the government started sending out letters regarding the Warm Home discount (and to continue until end of January) and we are getting lots of related enquiries. This year, we are also able to access data from Housing and central Government to help inform residents if they are likely to meet the 'high cost element' eligibility criteria of the Warm Home Discount. If their property appears to meet the 'high cost element' and the bill payer meets the 'low income element' but the Government's eligibility checker indicates there is insufficient data, we will order an EPC (Energy Performance Certificate) to ensure all required data is provided and hopefully enable these residents to get the WHD.

3.5.4. Energy Doctor visits are just ahead of target and given the steep rise in average bills, estimated annual savings per household have increased from £91 in 21/22, £117 in 22/23 to £311 in 23/24.

3.6. **Quarter 2 performance update – Make it easier and safer for people to travel through the borough and beyond.**

PI No.	Indicator	2021/22 Actual	2022/23 Actual	2023/24 Target	Q2 23/24 or latest	On target ?	Q2 or same period last year	Direction of travel
E2	Number of secure cycle parking facilities on streets	401	499	600	500	No	408	Better
E3	Number of new electric vehicle charging points across the borough	336	417	600	496	No	396	Better
	Pothole repair				To be reported from Q1			
n/a	Percentage of parking appeals won at the Enforcement and Traffic Tribunal	69% (20/21)	78% (21/22)	78% (22/23)	77% (22/23)	Yes	78% (21/22)	Same
n/a	People killed or seriously injured on our roads	84 (2020)	96 (2021)	n/a	111 (2022)	n/a	96 (2021)	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 committed to delivering a further 100 each year going forward. In Q1 we hit the 500 target and had programmed another one hundred to be installed in Q4. However, this 600 target is now likely to be achieved in the summer rather than by the end 23/24 as staff resources have been allocated to the dockless hire bike parking pilot.

3.6.2. In order to facilitate hanger location decisions, the service now has a heat map demand analysis by street of waiting list applicants. We are continuing to work on a digital platform 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 and this is now nearing completion.

- 3.6.3. To address the issue of poorly parked e-hire bikes across the borough causing obstacles on our pavements, the council has developed a programme for the delivery of a network of at least 250 on-street e-hire bike parking spaces. Fifty parking spaces will be rolled out each year from summer 2024, with a pilot scheme of 10 parking spaces having been delivered in December. Progress with the rollout of this scheme will be reported annually to the committee.
- 3.6.4. **Electric vehicle charging points:** The Council has also committed to installing 400 new electric vehicle charging points (EVCPs) over the same four-year period and a further 100 each year after that. In 21/22 we added 52 and a further 81 in 22/23 taking the total to 417, 83 short of the 500 22/23 target. Several factors have contributed to the programme delays with the current issues arising from technical suitability issues after site assessments.
- 3.6.5. As at the end of Q2 we have added a further 79 this year and taking the total to 496 with an end of year target of 600. We have completed public consultation on a further 117 lamp column charging points, delivery of which begins this January. We have also identified and begun consultation on a future set of 73 charge points. In benchmarking terms as at July 2023, the provision of EVCPs in Islington remained as ranking 9th per head of population across all 33 London Boroughs.
- 3.6.6. **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. 22/23 data gave a very positive picture with Islington at the very top of the London parking authorities league table with 77% of all appeals won. This is up from 52% in 19/20, 69% in 20/21, and a very similar 78% in 21/22. New 23/24 data is expected late summer.
- 3.6.7. 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.
- 3.6.8. **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.
- 3.6.9. The 2022 figure of 111 casualties shows an increase on the levels seen in 2021 (96) and 2020 (84), though these were both lockdown years with significantly lower levels of traffic. The figure for 2019 was the same as for 2022 with both Hackney and Camden showing very similar trends.

3.6.10. The 111 casualties in 2022 split between 61 on the borough roads and 50 on the Transport for London road network (TLRN), with one fatality on each. Comparing pre-pandemic data (2017-19) with the post-pandemic data of 2022 appears to depict a downward trend, though more so with regards to the number of slightly injured casualties. New 2023 data is expected in the summer.

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

PI No.	Indicator	2021/22 Actual	2022/23 Actual	2023/24 Target	Q2 2023/24 or latest	On target ?	Same period last year	Direction of travel
E4	Carbon emissions for Council buildings (Q in arrears and tonnes CO2)	2,269	2,029	2,127 Q1-527	435 (Q1)	Yes	484	Better
E5	Carbon emissions from Council Transport fleet (tonnes CO2)	2,397	2,379	1,733 (Q1+Q2 840)	1,175 (Q1+Q2)	No	1,172	Same
n/a	Percentage of Council fleet that is fully electric (annual measure).	n/a	n/a	100% by 2030	20.4% (owned) 16.5% (whole)	n/a	n/a	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 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. The council's Net Zero Programme is now called Climate Action.

3.7.2. New Green Electricity tariffs drove very significant reductions in building's emissions in 21/22 and these were built upon across 22/23 with emissions down a further 11% on the previous year. This has been driven by the Corporate Energy

Savings Programme implemented due to the energy crisis and specifically more efficient use of heating. Emissions for Q1 23/24 are 435 tonnes, compared to the profiled target of 527 tonnes and Q1 22/23 of 484 tonnes. Of these 435 tonnes, only 11 tonnes were from electricity use (as more council buildings have switched to green tariffs) and the remaining 424 tonnes from gas usage.

- 3.7.3. A new Corporate Buildings Energy Board has been set up to provide oversight for the energy audit and decarbonisation programmes and meets for the first time this month; this will build on the previous work of the Energy Board set up during the energy crisis, the work of which was later integrated into the wider Climate Action Programme. The 2023/24 energy audit programme commenced in October with a revised approach designed to encourage implementation of the recommendations. These will now be assigned to individual members of staff and logged on a database for follow-up to ensure the action has been taken. Capital works are also continuing to decarbonise council buildings, with the WRC full decarbonisation works nearing completion, contractors appointed for the King Henry's Walk project and the rollout of the new building management systems complete at fourteen corporate sites.
- 3.7.4. A funding bid for ten buildings has been submitted for round 3c of the government's Public Sector Decarbonisation Scheme. The procurement of a main contractor for the decarbonisation programme through the GLA's RE:FIT framework will be completed in early 2024, which will speed up the decarbonisation programme by avoiding having to carry out a separate procurement for each site.
- 3.7.5. **Carbon emissions from council vehicle fleet:** Whilst council fleet carbon emissions across 22/23 came in 3% ahead of the annual target on a trajectory that takes us net zero over ten years, further progress has stalled in both Q1 and Q2 with emissions from our fleet vehicles being very similar to the same period last year and well below the profiled target. This is because of the recent increase in vehicle numbers, mainly in housing repair which has an additional (mainly diesel) 47 hire vehicles for damp/mould related works. These new hired vehicles are currently effectively offsetting the improvements arising from the electrification of the fleet, an additional thirteen electric vehicles having been acquired since the beginning of April.
- 3.7.6. The Environment and Housing departments are working closely together to meet the net zero fleet emission reductions and a council vehicle reduction strategy is being drafted. There will be a new annual PI on progress with fleet electrification, currently standing at 20.4% of the owned fleet and 16.5% of the whole fleet. The 2030 target is 100%.

- 3.7.7. Infrastructure delivered so far this year has included completion of the WRC infrastructure project that has increased the total charging capacity of Islington's sites significantly. A total of 68 EVCPs have been installed across council sites to date with 136 charging connections. So far this year new sites have been commissioned at Fairbridge road, the waste and recycling centre and Central Library. Ongoing works are continuing at Downham road and are expected to be completed by the end of Q3.
- 3.7.8. **Council Climate Action Scorecard:** In a very recently published 2023 Council Climate Action Scorecard, Islington is in joint 5th position of all 186 UK single tiered authorities. We are judged to have particularly strong performance in the areas of Building and Heating , Transport, Planning and Land-use, Governance and Finance, and Collaboration and Engagement. Further information can be found at [Council Climate Action Scorecards | Climate Emergency UK \(councilclimatescorecards.uk\)](https://councilclimatescorecards.uk)

3.8. **New PIs for 23/24**

In order to align this performance report better with the Islington Together 2030 Plan, and in addition to the new quarterly PIs inserted above on residual waste per household, commercial recycling rate and fleet electrification, it is also proposed to add the following measures in future reports to the committee:

- A new quarterly corporate PI on dockless bike parking spaces, a member priority and picking up on Net Zero, Independent lives and 'confident to walk' themes in the 2030 plan. This will commence in the summer.
- A new quarterly corporate PI on pothole repair turnaround as it is both a public safety issue and a managing resources issue. This will be reported commencing Q1.
- A new annual PI on 'net new council owned trees' as increasing canopy cover is also a 2030 plan ambition. This will commence for the end-of year Q4 report.
- An annual PI on 'new green space' as a target of 1.5 hectares of repurposed public realm by 2030 is explicit in the Islington Together plan. This will also commence for the Q4 end-of-year report.

Implications

3.9. **Financial Implications**

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

3.10. Legal Implications

3.10.1. There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement

3.11. Environmental Implications and contribution to achieving a net zero carbon Islington by 2030

3.11.1. There are no environmental impacts from monitoring.

3.12. Equalities Impact Assessment

3.12.1. 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.

4. Conclusion and reasons for recommendations

4.1. 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 to work towards our vision of a Fairer Islington and delivery of the Islington Together 2030 plan. The revised 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: 12.1.24

Corporate Director of Homes and Neighbourhoods

Date: 12.1.24

Executive Member for Environment, Air Quality and Transport

Date: 15.1.24

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