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DATE: 27 May 2016

To: Members of the  
**ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

Councillor William Huntington-Thresher (Chairman)

Councillor Angela Page (Vice-Chairman)

Councillors David Cartwright QSFM, Ian Dunn, Ellie Harmer, Samaris Huntington-Thresher, David Livett, Sarah Phillips, Catherine Rideout and Melanie Stevens

A meeting of the Environment Policy Development and Scrutiny Committee will be held at Bromley Civic Centre on **TUESDAY 7 JUNE 2016 AT 7.00 PM**

MARK BOWEN

Director of Corporate Services

*Copies of the documents referred to below can be obtained from*  
<http://cde.bromley.gov.uk/>

## A G E N D A

### **PART 1 AGENDA**

**Note for Members:** Members are reminded that Officer contact details are shown on each report and Members are welcome to raise questions in advance of the meeting.

### **STANDARD ITEMS**

**1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**

**2 DECLARATIONS OF INTEREST**

**3 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC  
ATTENDING THE MEETING**

In accordance with the Council's Constitution, questions to the Chairman of this Committee must be received in writing four working days before the date of the meeting. Therefore please ensure that questions are received by the Democratic Services Team by 5pm on Wednesday 1<sup>st</sup> June 2016.

**4 MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING HELD ON  
15TH MARCH 2016 (Pages 5 - 14)**

## **HOLDING THE PORTFOLIO HOLDER TO ACCOUNT**

### **5 QUESTIONS TO THE PORTFOLIO HOLDER FROM MEMBERS OF THE PUBLIC AND COUNCILLORS ATTENDING THE MEETING**

In accordance with the Council's Constitution, questions to the Portfolio Holder must be received in writing four working days before the date of the meeting. Therefore please ensure that questions are received by the Democratic Services Team by 5pm on Wednesday 1<sup>st</sup> June 2016.

### **6 PRE-DECISION SCRUTINY OF REPORTS TO THE ENVIRONMENT PORTFOLIO HOLDER**

The Environment Portfolio Holder to present scheduled reports for pre-decision scrutiny on matters where he is minded to make decisions.

- a PROVISIONAL OUTTURN 2015/16** (Pages 15 - 26)
- b CAPITAL PROGRAMME MONITORING - 3RD QUARTER 2015/16 & ANNUAL CAPITAL REVIEW 2016 TO 2020** (Pages 27 - 34)
- c ENVIRONMENT PORTFOLIO PLAN 2016/19** (Pages 35 - 158)
- d DISABLED PERSON PARKING BAY PERMITS AND WHITE BAR MARKING UPDATE** (Pages 159 - 176)
- e PENGE HIGH STREET IMPROVEMENTS** (Pages 177 - 182)
- f PROPOSED SAFETY IMPROVEMENTS ON COPERS COPE ROAD** (Pages 183 - 192)
- g PRIVATE STREET WORKS: PLAWSFIELD ROAD - SECOND RESOLUTION** (Pages 193 - 196)
- h APPOINTMENTS TO THE COUNTRYSIDE CONSULTATIVE PANEL AND THE LEISURE GARDENS AND ALLOTMENTS PANEL 2016/17** (Pages 197 - 200)

### **7 PRE-DECISION SCRUTINY OF REPORTS TO THE EXECUTIVE**

- a FLOODING AND WATER MANAGEMENT ACT** (Pages 201 - 206)
- b REDEVELOPMENT OF CHISLEHURST RECREATION GROUND PAVILION**  
Report to follow

**POLICY DEVELOPMENT AND OTHER ITEMS**

- 8 **CONGESTION RELIEF SCHEMES - UPDATE** (Pages 207 - 216)
- 9 **FORWARD WORK PROGRAMME MATTERS ARISING AND CONTRACTS REGISTER** (Pages 217 - 228)

**PART 2 AGENDA**

- 10 **LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006, AND THE FREEDOM OF INFORMATION ACT 2000**

The Chairman to move that the Press and public be excluded during consideration of the items of business listed below as it is likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public were present there would be disclosure to them of exempt information.

**Items of Business**

**Schedule 12A Description**

- 11 **PRE-DECISION SCRUTINY OF PART 2 REPORT TO THE EXECUTIVE**
  - a **PARKING CONTRACT** (Pages 229 - 234) Information relating to the financial or business affairs of any particular person (including the authority holding that information)

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## ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.30 pm on 15 March 2016

### Present

Councillor William Huntington-Thresher (Chairman)  
Councillor Sarah Phillips (Vice-Chairman)  
Councillors Kevin Brooks, Simon Fawthrop,  
Samaris Huntington-Thresher, Angela Page and  
Melanie Stevens

### Also Present

Councillor Colin Smith and Councillor Lydia Buttinger

#### **103 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**

Apologies were received from Councillors David Jefferys, Terence Nathan, Chris Pierce and Catherine Rideout. Cllr Simon Fawthrop attended as alternate for Cllr Chris Pierce.

#### **104 DECLARATIONS OF INTEREST**

There were no declarations.

#### **105 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING**

There were no questions to the Committee.

#### **106 MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING HELD ON 2ND FEBRUARY 2016**

The minutes were agreed.

#### **107 QUESTIONS TO THE PORTFOLIO HOLDER FROM MEMBERS OF THE PUBLIC AND COUNCILLORS ATTENDING THE MEETING**

Two questions were received for oral reply along with two questions for written reply. Details of the questions and replies are at **Appendix A**.

#### **108 PRE-DECISION SCRUTINY OF REPORTS TO THE ENVIRONMENT PORTFOLIO HOLDER**

##### **A) BUDGET MONITORING 2015/16**

**Report FSD15021**

Based on expenditure and activity levels to 31st December 2015, the latest budget monitoring position for the Environment Portfolio 2015/16 showed an under-spend of £172k, with the controllable budget projected to be underspent by £139k at year-end.

Details were provided of the projected outturn with a forecast of projected spend against each relevant Environmental Services Division compared to the latest approved budget. Background to variations was also outlined.

**RESOLVED that the Environment Portfolio Holder be recommended to endorse the latest 2015/16 budget projection for the Environment Portfolio.**

**B) ARBORICULTURAL STRATEGY/TREE PLANTING AND MAINTENANCE INITIATIVE**

**Report ES16015**

Members considered the L B Bromley Tree Strategy for the next four years setting out responsibilities for tree owners (public and private), benefits of trees to the borough, and best arboriculture practice. Prepared in response to National, Regional and Local policy frameworks, the Strategy also considers the benefits of maintaining trees, reviews the existing Policy framework and examines the Borough context including ownership of Bromley's trees.

The Strategy would be monitored by completing actions and achieving performance measures, the Council's Trees and Woodland Team reporting annually on key performance indicators and any notable issues.

Of the £750k approved by Council on 22nd February 2016 for Member initiatives, Report ES16015 proposed that £250k be delegated to the Executive Director, Environment and Community Services for additional tree maintenance, new tree planting, and enhancing woodland.

In discussion a number of points were raised.

Clarification was sought on whether trees within the grounds of academy schools should be treated as trees on private land and where appropriate protected through Tree Preservation Orders (TPOs). The Chairman suggested having a clearer definition of a safe tree with respect to storm severity (e.g. a 1 in 30 year storm event) as it would highlight to residents that trees would always be susceptible to damage if the weather was sufficiently severe. In regard to pruning and safety surveys it was highlighted that trees would be re-inspected following a storm. A definition of a low risk tree and criteria could also be provided in the Strategy.

A brief summary was also provided on the position with Ash Dieback in the borough. The position was anticipated to get worse before any improvement. According to the Forestry Commission, the problem was particularly prevalent

in the east of the borough including the St Mary Cray area. The Forestry Commission would deliver a new round of treatment and can provide further information.

If approved, it would be necessary for the Planning Department to comply with the Strategy.

Surveying TPOs and reviewing and updating them for electronic recording could take several years to implement. Interested parties would know before TPOs are revoked and Ward Members would be amongst interested parties to be informed. New TPO criteria would be reported to Members, the criteria for trees worthy of protection having not previously changed.

A Member suggested that TPOs need to be (consistently) enforced. It seemed too easy for developers and residents to remove a tree and plant another in an alternative location; a monetary sanction was necessary, not simply a new tree planting. Although some money could be obtained through the Capital Asset value scheme for trees which needed to go to Planning, compensation was sometimes not possible with planting a few saplings. The Chairman suggested a recommendation to the Portfolio Holder encouraging Planning to enforce TPO defaults.

It was intended to seek a meeting with Government sources to lobby for a change in legislation so that the onus would be on a resident/developer to prove that a tree had not been removed wilfully. It was suggested that rare trees should be automatically protected by a TPO. The Chairman suggested including a new recommendation to reflect this with the Portfolio Holder writing to Government for increased powers to enable the Council to protect trees in the borough.

**RESOLVED that the Portfolio Holder be recommended to:**

**(1) adopt the Arboriculture Strategy and Policies outlined therein and in Report ES16015;**

**(2) delegate authority to the Executive Director for Environment and Community Services, in consultation with the Portfolio Holder for the Environment, to draw-down the £250k earmarked reserve as required for enhancing the environment through maintenance of trees and the replacement of those that have been lost;**

**(3) encourage the Planning Department to enforce TPO defaults; and**

**(4) support a meeting with Government sources to lobby for a change to legislation so that the onus lay with the resident/developer to prove that a tree has not been taken down wilfully and that rare trees are automatically protected by a TPO with representations made to Government for increased powers enabling the Council to provide greater protection for trees in the borough.**

## **C) ENVIROCRIME / FLY-TIPPING ACTION INITIATIVE**

### **Report ES16017**

Following Council approval on 22nd February for £750k to be set aside as one-off funding for Member Initiatives, Report ES16017 sought approval to use £250k of the sum for action against fly-tipping and enviro-crime, the report also outlining proposed work in this regard.

Fly-tipping incidents in the borough had increased in recent years and an Officer Working Group, established last November, created an action plan to co-ordinate the Council's response to the problem. Going forward, the plan would use the £250k sum to build on existing projects and initiatives overseen by the Working Group.

The following approach was outlined:

- installation of street furniture such as height barriers and width restrictors at known hotspots;
- enforcement activities such as joint Police operations and greater use of CCTV and other technologies; and
- a communications campaign.

Although having no enforcement/prosecutions target, it was intended to prosecute where evidence existed of fly-tipping/enviro-crime and to emphasise the responsibility of individuals for their waste. Officers sought to raise the public's awareness of enforcement in the borough and a joint enforcement operation with the Metropolitan Police had been undertaken on 9<sup>th</sup> March. Over a three hour period 26 vehicles were stopped; if waste was carried, checks were made for necessary documents such as a waste carrier notice. It was intended to conduct similar operations in the next few months. As well as liaising with conventional local media (in reporting enforcement outcomes), social media could also aid deterrence.

It was confirmed that a waste carriers notice would be necessary to carry garden waste to private land as part of a business. It was also suggested that resident associations might be able to help in regard to width restrictions at fly-tipping/enviro-crime hotspots. It was confirmed that officers were looking at roads where the installation of width restrictors might be an option.

**RESOLVED that the Portfolio Holder be recommended to:**

**(1) approve the general aims set out in Report ES16017 to take further action in combatting enviro-crime; and**

**(2) delegate authority to the Executive Director for Environmental and Community Services to draw down the earmarked reserve as required to take the action outlined in Report ES16017 in discussion with the Portfolio Holder.**



**109 PARTNER SCRUTINY - WASTE MANAGEMENT CONTRACT**

**Report ES16016**

Members reviewed the performance of Waste Management, covering the collection of all Municipal Waste (refuse & recycling) and its subsequent disposal.

The Regional Manager of the Council's Waste Management contractor, Veolia Environmental Services, was in attendance for the item along with Veolia's Contract Manager for the L B Bromley contract.

In a wide-ranging discussion on Veolia's performance a number of points were discussed with key considerations included in the summary below.

- To help prevent spillage of material between collection and deposit in vehicles, crews are taught about tidying up with supervisors liaising with collection crews – failure to deliver required standards would be considered a disciplinary matter.
- Plastics can be blown on to the highway in windy conditions and Veolia were prepared to look at introducing specific training for the problem if necessary.
- Bring banks sometimes get full with material left around the banks. Veolia's Environment Manager would look further at the problem - if necessary collection schedules would change. It was suggested that it should not be solely for residents to report such problems.
- With bottles/cans/plastics collected every two weeks, a Member noted that a number of bottles were left at bring banks over Christmas. Members were advised that collections had doubled prior to the holiday. Two vehicles are allocated to lift the bring banks and Christmas is a busy period for Veolia. Dust carts had also been used to clear material left.
- It was not possible to take forward a suggestion that collection crews also visit a local bring bank, at least to report whether or not the bank was full. Veolia collection rounds and crews were maximised. Bring banks had been assessed for low usage and through the Environment Manger and new neighbourhood officers it would be possible to empty the banks sooner with an amendment to the Waste Management contract. The new neighbourhood approach would help to remove any silo approach with services.
- The neighbourhood officers would be desk based for 30% of their time and operational outside in remaining time. More technical solutions would be introduced in the field from 1<sup>st</sup> April in the new programme. An officer would cover two wards with one working day out of five given to waste activity (other activities would include monitoring of street cleaning).
- To promote the Green Garden Waste (GGW) collection service as widely as possible, advertising in a variety of local magazines and at

gardening outlets was being explored. The sides of recycling vehicles would also be used along with promotion in *Environment Matters*.

- It might be possible in the future for residents to report that a GGW collection was not needed for a particular week – this could be looked at when considering a new environmental services contract from 2019.
- The total number of missed collections in the borough compared broadly to missed collections in other boroughs.
- On recycling it was intended to complete a residual waste audit to gauge the composition of waste materials left for collection. This would help identify whether it was necessary to highlight certain materials for recycling e.g. cardboard and bathroom plastics. *Environment Matters* would also be used to promote key recycling messages. It was better for residents to segregate all plastics for recycling even if some were unable to be recycled. This would be no more expensive and evidence suggested that widening the range of plastics for recycling also increased other types of recycling.
- Recycling bags had been provided at flatted accommodation to increase recycling levels but as these had not been successful, localised issues were now being considered - it was necessary to have appropriate infrastructure in co-operation with Affinity Sutton.
- It was confirmed that the size of cardboard boxes should be reduced so that cardboard pieces can fit into collection wheelie bins – vehicles should only be loaded using the bins.

The Chairman thanked the Veolia representatives for attending the meeting.

**RESOLVED that the performance of the contractor (Veolia Environmental Services) be noted.**

## **110 SCRUTINY OF THE ENVIRONMENT PORTFOLIO HOLDER**

Addressing the Committee, the Portfolio Holder referred to managing a reducing budget for the Portfolio.

With impending service revisions for Green Garden Waste (GGW) Satellite Sites, officers would be vigilant in monitoring for any increase in fly-tipping. Recycling performance generally for L B Bromley had dropped slightly and it was necessary to restore performance to previous levels. There was possibly a higher percentage of used nappies in waste for landfill.

Changes to Parking Charges had bedded in and the Portfolio Holder was pleased that road safety continues to improve in the borough with an evidence led approach making a difference.

On budget performance next year, the Portfolio Holder anticipated keeping the portfolio to budget at least, subject to unforeseeable circumstances particularly in regards to any severe weather.

In discussion, the Portfolio Holder responded to questions on highway utility works. The Portfolio Holder suggested that gas and water pipes were at

greater risk to problems in cold weather. Much of the pipe network was old and the Portfolio Holder suspected that many problems were age related. Compensation could be sought from a utility company laying new pipes or cables to an insufficient depth but it would first be necessary to prove the company had not undertaken its work properly. The Mayor of London had been clear that utility companies need to maintain good performance to keep traffic moving and there was evidence to suggest they were improving.

Aware that affordable measures had been taken to address certain congestion pinch points, the Chairman enquired of the way forward to ease other congestion problems which might be more expensive to undertake. The Portfolio Holder felt there was no obvious solution to improving traffic flows at certain places. Improving congestion was a priority and Members were encouraged to highlight any particular problem in their ward. Although some measures might now be difficult to afford, this should not prevent them being prioritised and funding bids made to TfL.

The Portfolio Holder confirmed that he would make representations to press for a change to the Regulation of Investigatory Powers Act (RIPA) so enabling CCTV cameras to be used proactively against anti-social behaviour such as fly-tipping and dog fouling.

The Portfolio Holder also responded to matters raised in connection with “*Fix my Street*” on the Council’s website.

## **111 FORWARD WORK PROGRAMME, MATTERS ARISING, AND CONTRACTS REGISTER**

### **Report ES16009**

Members noted items for future meetings in 2016/17.

An organised visit of the Waldo Road Reuse and Recycling Centre had taken place on 11<sup>th</sup> March 2016. For the future it was agreed that any visits would be solely related to work undertaken by a Working Group of the Committee.

A meeting of the Committee’s Working Group established to consider the new Environmental Services Contract would be arranged for a date in April 2016.

Concerning the latest Contracts Register Summary, an update was given on the current position concerning contracts for On-Street Poster sites and Bus Shelter Poster sites. It was noted that progress on the re-tendering of the Parking Service had been scrutinised at the Commissioning WG of E&R PDS.

The Chairman also requested any feedback post-meeting on his draft contribution to the 2015/16 PDS Annual Report for Council (the draft contribution having been tabled for Members).

In concluding the meeting the Chairman thanked Members for their scrutiny work during the year and also thanked officers for their support.

**RESOLVED that:**

- (1) the Forward Work Programme of items for future meetings in 2016/17 be noted (Democratic Services Note: since the meeting, the Council's Programme of Meetings 2016/17 had been agreed with the next meeting date of the Committee confirmed as 7<sup>th</sup> June 2016);**
- (2) progress concerning previous Committee requests be noted; and**
- (3) a summary of contracts related to the Environmental Portfolio be noted.**

The Meeting ended at 9.46 pm

Chairman

**QUESTIONS TO THE ENVIRONMENT PORTFOLIO HOLDER FROM JANE GREEN FOR ORAL REPLY**

1. Appendix B, Agenda Item 6b (Environment PDS 2/2/16) lists Wickham Way for "Proposed Footway Resurfacing Schemes 2016/17."  
This road has a distinctive red brick pavement with a landscape strip.  
Can you please clarify whether the whole, or just part, of the pavement in Wickham Way is to be resurfaced and that the treatment will be 'like for like'?

**Reply**

The planned footway works in Wickham Way will consist of localised repairs to the red brick paving in those areas which have loose pavers or an uneven surface. Repairs will be completed using 'like for like' materials.

**Supplementary Question**

Jane Green sought further clarification on where repairs would be undertaken in Wickham Way.

**Reply**

The Portfolio Holder indicated that advice would be provided; officers would undertake a full review and repair where necessary. Members of the public were also welcome to report any concerns such as trip hazards.

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2. How much has been allocated in the budget for the scheduled footway resurfacing works in Wickham Way?

**Reply**

The works will be fully funded from the planned footway maintenance budget, although a detailed estimate has yet to be prepared for this particular project.

**Supplementary Question**

In view of budget constraints, Jane Green enquired of the powers the Council has to take action against householders causing any damage to the footway.

**Reply**

The Portfolio Holder indicated that it was necessary to find people in the act of causing damage in order for officers to initiate prosecution action. Any assistance that the local Residents Association could provide would be helpful. Jane Green commented that she had some photographs which she felt the Portfolio Holder would find useful.

Councillor Fawthrop asked whether the Portfolio Holder would agree that where examples of anti-social behaviour were seen, the full weight of prosecution action should be taken against an offender, as there would ultimately be a cost to the local Council taxpayer should this not be the case. Referring to the example of enforcement against fly-tipping, the Portfolio Holder indicated that even though a small number of offences were witnessed, on each occasion it was possible to obtain a witness statement, the Council would proceed strenuously to take the maximum level of enforcement action.

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## **QUESTIONS TO THE ENVIRONMENT PORTFOLIO HOLDER FOR WRITTEN REPLY**

### **Questions from Mr Richard Gibbons**

1. Following Policyholders' comments in News Shopper in response to parents of Pratts Bottom Primary School children call for action to reduce vehicle speeds in Rushmore Hill - an area prone to traffic incidents - please quantify degree of pedestrian suffering necessary for action to be taken here, and elsewhere in the borough where similar calls have been made?

### **Reply**

It is difficult to answer your question concerning "traffic incidents" as it is not clear precisely what you have in mind when you use the term.

So far as *traffic accidents* are concerned, I can confirm that Rushmore Hill remains one of the Boroughs safer roads distributor roads.

You would need to clarify precisely what you mean by "pedestrian suffering" and "elsewhere in the Borough" to enable me to respond in a helpful and informed manner.

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2. How many miles/kilometres of roads in LB Bromley are designated with 20mph, 30mph, 40mph, 50mph, 60mph, 70mph limits, including a breakdown between local authority and TfL control/management/maintenance?

### **Reply**

Please find enclosed maps that show the roads in the Borough of Bromley by speed limit. The TLRN (Transport for London Road Network) is solely the A21 (full length) and the A232 from Locksbottom (A21 junction) westward to the Borough boundary.

I hope this is what you need.

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Report No.  
FSD16037

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** Environment Portfolio Holder

**For Pre-Decision Scrutiny by the Environment PDS Committee on**

**Date:** 7<sup>th</sup> June 2016

**Decision Type:** Non-Urgent Executive Non-Key

**Title:** PROVISIONAL OUTTURN 2015/16

**Contact Officer:** Claire Martin, Head of Finance  
Tel: 020 8313 4286 E-mail: Claire.martin@bromley.gov.uk

**Chief Officer:** Nigel Davies, Executive Director of Environment and Community Services

**Ward:** Borough-wide

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1. Reason for report

This report provides the Portfolio Holder with the provisional final outturn position for 2015/16 for the Environment Portfolio. This shows an under spend of £1.049m for 2015/16.

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2. **RECOMMENDATIONS**

That the Portfolio Holder is requested to:

- 2.1 Endorse the 2015/16 provisional outturn position for the Environment Portfolio.
- 2.2 Note the outturn position in respect of the Environment projects within the Member Priority Initiatives programme; and
- 2.3 Approve the drawdown of the carry forward sums held in Central Contingency, £306k for parking automatic cameras, £13k for the Waste Electrical & Electronic Equipment grant funded work and £69.5k to develop standing advice that could be provided on surface water drainage proposals in major development planning applications.

## Corporate Policy

1. Policy Status: Existing Policy Sound financial management.
  2. BBB Priority: Excellent Council; Quality Environment
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## Financial

1. Cost of proposal: Not Applicable
  2. Ongoing costs: Recurring Cost
  3. Budget head/performance centre: All Environment Portfolio Budgets,
  4. Total current budget for this head: £43.7m
  5. Source of funding: Existing revenue budgets 2015/16
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## Staff

1. Number of staff (current and additional): 157ftes
  2. If from existing staff resources, number of staff hours: N/A
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## Legal

1. Legal Requirement: Statutory Requirement: The statutory duties relating to financial reporting are covered within the Local Government Act 1972; the Local Government Finance Act 1998; the Accounts and Audit Regulations 1996; the Local Government Act 2000 and the Local Government Act 2002
  2. Call-in: Applicable
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## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The services covered in this report affect all Council Taxpayers, Business Ratepayers, those who owe general income to the Council, all staff, Members and Pensioners.
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## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments:



### 3. COMMENTARY

- 3.1 The 2015/16 provisional outturn for the Environment Portfolio shows an under spend of £1.049m against a controllable budget of £33.14m, representing a 3.17% variation. The detailed variations are shown in Appendix 1 with a summary included in Section 5.
- 3.2 Costs attributable to individual services have been classified as “controllable” and “non-controllable” in Appendix 1. Budget holders have full responsibility for those budgets classified as “controllable” as any variations relate to those factors over which the budget holder has, in general, direct control. “Non-controllable” budgets are those which are managed outside of individual budget holder’s service and, as such, cannot be directly influenced by the budget holder in the shorter term. These include, for example, building maintenance costs and property rents which are managed by the Property Division but are allocated within individual departmental/portfolio budgets to reflect the full cost of the service. As such, any variations arising are shown as “non-controllable” within services but “controllable” within the Resources Portfolio. Other examples include cross departmental recharges and capital financing costs. This approach, which is reflected in financial monitoring reports to budget holders, should ensure clearer accountability by identifying variations within the service that controls financial performance. Members should specifically refer to the “controllable” budget variations relating to portfolios in considering financial performance. These variations will include the costs related to the recession.

### 4. POLICY IMPLICATIONS

- 4.1 The Resources Portfolio Plan includes the aim of effective monitoring and control of expenditure within budget and includes the target that each service department will spend within its own budget.
- 4.2 The four year financial forecast report highlights the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2016/17.
- 4.3 Chief Officers and Departmental Heads of Finance are continuing to place emphasis on the need for strict compliance with the Council’s budgetary control and monitoring arrangements.

### 5. FINANCIAL IMPLICATIONS

- 5.1 The total variation for the Environment Portfolio at the year-end is an under spend of £1.049m. Excluding the carry forward sum of £306k, the under spend is £743k. The main variations compared to the last reported budget monitoring report in March 2015 are as follows: -

Variation	£'000
Automatic cameras for enforcement (carry forward request)	(306)
Increase in contraventions	(188)
Vacancies within the CCTV monitoring team and parking shared service	(86)
Part year vacant posts from staffing review	(59)
Indigo contract costs	(49)
Winter Service	(46)
Income from road closures	(42)
Part year vacancies within highways	(38)
Part year vacancies within SEN transport client team	(36)
Highway maintenance	(30)
Revenue funding for CCTV capital scheme no longer required	(30)
	<u>(910)</u>

5.2 Some of the major variations are summarised below, with more detail included in Appendix 1.

### **Street Scene and Green Space (Cr £167k)**

5.3 There are additional savings of Cr £43k from public conveniences due to the implementation of budget options before the end of last year.

5.4 Additional tree works have been undertaken on both street and parks trees totalling Dr £163k.

5.5 Actual disposal tonnage (mainly from trade waste delivered) was Dr £97k above budget. This was more than offset by Cr £207k from income from trade waste delivered at the CA sites

5.6 There is an under spend of Cr £245k for green garden waste. This is due to an under spend of Cr £58k within staffing and running expenses, the continuing sale of green garden waste stickers, Cr £19k and additional income of Cr £168k, from the subscription service as more customers signed up for the service during the year.

5.7 Other waste variations total Dr £173k, which is due to the purchase of new contract monitoring software (Dr £48k), additional costs relating to the purchase of replacement waste containers and weighbridge refurbishment (Dr £87k), extra costs incurred for the installing of the side guards on all vehicles and undertaking a residual waste survey (Dr £50k) and a shortfall of income for recycled paper due to lower quality as a result of the rain.

5.8 Other variations within Street Scene and Green Space include Cr £66k from staff vacancies, Cr £35k from market income, Cr £22k from snow friend materials and other miscellaneous variations totalling Dr £18k.

### **Transport and Highways (Cr £873k)**

5.9 The mild winter has resulted in an under spend of winter service budgets of Cr £131k.

5.10 The improvement in performance by utility companies in the area of defect notices and permits has resulted in a deficit of income of Dr 397k. Staffing vacancies has during the year has led to an under spend on staffing across the division of Cr £176k.

5.11 At the end of the year there was a surplus of income totalling Cr £266k for on- and off- street parking. An increase in parking and bus lane contraventions during the year has resulted in additional income of Cr £79k being received compared to budget.

5.12 Due to technical problems there was a delay in purchasing and installing the automatic enforcement cameras and a carry forward request has been submitted to then Executive for Cr £306k.

5.13 Additional income of Cr £59k was received for parking permits mainly due to the withdrawal of the free visitor vouchers for the over 60's. Extra income was also received for road closures during the year, Cr £42k.

5.14 A reduction in the use of the mail delivery service has led to savings of Cr £42k and contract savings for Indigo have been achieved totalling Cr £99k.

5.15 Other variances across the division total Cr £70k made up of Cr £40k saving as equipment was not refreshed, Cr £30k relating to a revenue contribution towards the CCTV room upgrade no longer being required due to the legislative changes around the use of CCTV for enforcement.

<b>Variation</b>	<b>£'000</b>
Underspend on public conveniences	Cr 43
Tree works	163
Additional net cost for waste disposal contract costs	97
Trade waste delivered income	Cr 207
Variation in green garden waste budgets	Cr 245
Purchase of containers and refurbishment of weighbridge	87
Contract monitoring software development	48
Installation of side guards and waste survey	50
Staff vacancies	Cr 66
Market income	Cr 35
Winter service	Cr 131
Reduction in income from defect notices	397
Automatic enforcement cameras (carry forward)	Cr 306
Staff vacancies across the highways and transport division	Cr 176
income from on and off street parking	Cr 266
Net income from bus lane and parking contraventions	Cr 79
Savings made on contract payments to Indigo	Cr 99
Income from permits	Cr 59
Savings on the mail delivery service	Cr 42
Income from road closures	Cr 42
Equipment savings	Cr 40
Contribution to capital no longer needed for CCTV upgrade	Cr 30
Other miscellaneous variations across the department	Cr 25
	<b><u>Cr 1,049</u></b>

## **Carry Forward Requests**

### Parking - Automated Cameras - Bus Lanes - £180,000

- 5.16 On 2nd December 2015 the Executive agreed a sum of £306k be released from the Central Contingency (set aside for Parking Enforcement ) for the purchase and installation of ten automated cameras to undertake Bus Lane enforcement and five automated cameras for enforcement at schools via a Framework run by Waltham Forest. The £180k for Bus Lanes was not spent in 2015/16 due to the longer ordering time of this specialist equipment and some technical issues such as the connection of the encoders. Approval is sought from the Portfolio Holder to release this carry forward sum to meet the costs of the equipment and installation in 2016/17.

### Parking - Automated Cameras - Non Bus Lanes - £126,000

- 5.17 As part of the £306k released from the Central Contingency outlined above, the supply and installation of the automated cameras around schools £126k was not spent in 2015/16 also due to the longer ordering time of this specialist equipment and technical issues. Approval is sought from the Portfolio Holder to release this carry forward sum to meet the costs of the equipment and installation in 2016/17.

### WEEE Grant - £13,090

- 5.18 Bromley was awarded a grant of £27,000 during 2015/16 for the Waste Electrical & Electronic Equipment (WEEE) collection projects from the Distributor Take Back Scheme Phase III. The Project aimed to take WEEE recycling closer to the residents, by placing attractive, sensibly sized modular collection banks at points within schools where pupils, parents and teachers can easily access them. It is hoped that this project will further increase the collection of WEEE

material. The project was to run through to 2016/17 and the remaining balance of £13,090 is needed to meet the costs of the project during the next financial year Approval is sought from the Portfolio Holder to release this carry forward sum to ensure the project can continue to be run during the next financial year.

Drainage/Lead Flood Grant - £69,482

- 5.19 Bromley received grant funding from Defra in April 2015 to help support the role of Lead Local Flood Authorities (LLFAs) as statutory consultees for the planning application process. The total value of one-off funding received was £69,481.73 and was to help LLFAs prepare to undertake their new role. The funding was not ring-fenced, but the Government did expect authorities to use sufficient of the funding to build capacity within the organisation and to develop standing advice that could be provided on surface water drainage proposals in major development planning applications as efficiently and cost-effectively as possible.
- 5.20 A report will be brought to the next Executive to seek approval to use the grant and will provide details of the activities that will be funded by it.

<b>Non-Applicable Sections:</b>	Legal, Personnel
Background Documents: (Access via Contact Officer)	2015/16 budget monitoring files within ES finance section

## Environment Portfolio Provisional Outturn Summary for 2015/16

2014/15 Actuals £'000	Division Service Areas	2015/16 Original Budget £'000	2015/16 Latest Approved £'000	2015/16 Outturn £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
77	<b>Public Protection</b>							
	Emergency Planning	75	75	70	Cr 5	1	0	0
<b>77</b>		<b>75</b>	<b>75</b>	<b>70</b>	<b>Cr 5</b>		<b>0</b>	<b>0</b>
	<b>Street Scene &amp; Green Space</b>							
4,115	Area Management/Street Cleansing	4,048	4,037	3,976	Cr 61	2	Cr 50	0
2,429	Highways	2,542	2,512	2,622	110	3	128	0
Cr 42	Markets	Cr 2	Cr 2	Cr 52	Cr 50	4	Cr 43	Cr 40
5,745	Parks and Green Space	5,676	5,791	5,821	30	5	22	0
467	Street Regulation	513	515	501	Cr 14	6	Cr 2	0
17,613	Waste Services	17,853	18,087	17,905	Cr 182	7	Cr 158	Cr 270
<b>30,327</b>		<b>30,630</b>	<b>30,940</b>	<b>30,773</b>	<b>Cr 167</b>		<b>Cr 103</b>	<b>Cr 310</b>
	<b>Support Services</b>							
545	Support Services	518	520	516	Cr 4	8	0	0
<b>545</b>		<b>518</b>	<b>520</b>	<b>516</b>	<b>Cr 4</b>		<b>0</b>	<b>0</b>
	<b>Transport &amp; Highways</b>							
252	Depots	275	275	296	21	9	0	0
6,921	Highways incl London Permit Scheme	6,794	7,219	7,447	228	10	335	145
Cr 6,496	Parking	Cr 6,696	Cr 6,451	Cr 7,455	Cr 1,004	11-16	(345)	Cr 85
176	Traffic & Road Safety	157	168	112	Cr 56	17	0	0
327	Transport Support Services	342	395	333	Cr 62	18	Cr 26	0
<b>1,180</b>		<b>872</b>	<b>1,606</b>	<b>733</b>	<b>Cr 873</b>		<b>Cr 36</b>	<b>60</b>
<b>32,129</b>	<b>TOTAL CONTROLLABLE</b>	<b>32,095</b>	<b>33,141</b>	<b>32,092</b>	<b>Cr 1,049</b>		<b>Cr 139</b>	<b>(250)</b>
6,238	<b>TOTAL NON-CONTROLLABLE</b>	5,332	8,075	8,075	0		Cr 33	0
2,221	<b>TOTAL EXCLUDED RECHARGES</b>	2,290	2,483	2,483	0		0	0
<b>40,588</b>	<b>PORTFOLIO TOTAL</b>	<b>39,717</b>	<b>43,699</b>	<b>42,650</b>	<b>Cr 1,049</b>		<b>Cr 172</b>	<b>(250)</b>

## Reconciliation of Latest Approved Budget

£'000

## Original budget 2015/16

39,717

Repairs and Maintenance - carry-forward from 2014/15	33
Keston Ponds Dam - carry-forward from 2014/15	20
Countryside & Woodland works - carry-forward from 2014/15	40
Waste - 3 split-bodied vehicles - carry-forward from 2014/15	558
Increase in Contract Costs re TLG Pension contributions	23
Lead Local Flood Authority grant	213
waste - split bodied budget not required & returned ton CC	Cr 200
Funding agreed for automatic parking cameras	306
SEN Transport Client	53
Merit awards	24
<b>Latest Approved Budget for 2015/16</b>	<b>40,787</b>

## Memorandum Items

Capital Charges 5802	-175
Deferred Charges (REFCUS) 5804	413
Impairment 5806	2704
Gov Grants Deferred 5807	-379
Insurance	-92
Rent Income	-78
Repairs & Maintenance	0
IAS19 (FRS17)	351
Excluded Recharges	192
<b>Reported Latest Approved Budget for 2015/16</b>	<b>43,723</b>

**REASONS FOR VARIATIONS****1. Emergency Planning Cr £5k**

Minor variations across the service total Cr £5k.

**2. Area Management & Street Cleansing Cr £61k**

Savings brought-forward as a result of the closure of public conveniences total £43k. The FPN contract has a net variation of Cr £5k for 2015/16. Other minor variations across the service total Cr £18k

<b>Summary of overall variations within Area Management &amp; Street Cleansing</b>	<b>£'000</b>
Savings as a result of closure of Public Conveniences	Cr 43
Other minor net variations	Cr 18
<b>Total variation for Area Management &amp; Street Cleansing</b>	<b>Cr 61</b>

**3. Highways SSGS Dr £110k**

There is an underspend on salaries of £37k due to vacancies partly offset by the additional monitoring carried out by the contractor of Dr £29k.

Due to the mild winter the stock on supplies of salt etc. have not needed to be replenished resulting in an underspend of £22k on the Snow Friends budget.

The additional spend on potholes Dr £128k is as a result of the wet winter which like the cold weather causes defects and erosion on the carriageways. This has been covered by management action to achieve savings on other areas such as minor Improvements Cr £108k.

The additional spend on Safety Out of Hours Dr £32k is due to clearer reporting and is met from underspends on road markings and guard rails (Cr £31k).

There is an increase in income from Street traders licensing of £11k due to an increase in the number of license applications being received. Similarly income from Skip licenses is higher by Cr £3k due to an increase in requests. Other miscellaneous income Cr £2k.

Tree maintenance is overspent by £133k due to a number of works that have had to be carried out relating to unpredictable emergency callouts, root pruning health and safety works and post 2013/14 storm remedial works. This out turn is higher than last projected due to the increased number of remedial works recommended from condition surveys in the period December to March 16.

Other minor net variances across the service total Dr £2k.

<b>Summary of overall variations within Highways SS&amp;GS</b>	<b>£'000</b>
Employee costs	Cr 37
Agency/ Consultancy costs	29
Snow Friends	Cr 22
Potholes	128
Minor Improvements etc	Cr 108
Road Markings and guard rails	Cr 31
Safety Out of Hours	32
Tree maintenance	133
Income from Street Traders Licence and skip licence fees etc	Cr 16
Minor variations net	<u>2</u>
<b>Total variation for Highways SS&amp;GS</b>	<b><u>110</u></b>

**4. Markets - Cr £50k Variation**

As a result of higher activity than budgeted, income was overachieved by £35K. In addition there was a net underspend of £15k across staffing and running expenses.

**5. Park and Green Space Dr £30k**

Post 2013/14 storm remedial works have been carried out on trees within parks and allotments, leading to an overspend of £30k within tree maintenance.

**6. Street Regulation Cr £14k**

This underspend mainly relates to the part year effect of vacant posts as a result of the staffing review within this division.

**7. Waste Services Cr £182k**

Green garden waste disposal tonnages were 1,186 tonnes below budget mainly due to the weather during the year, resulting in an underspend of £53k. For information, the total tonnage of 14,634 tonnes for 2015/16 is 189 tonnes below the 2014/15

Across the garden waste collection service, there was an underspend of £245k. This is a combination of a underspend of £58k within staffing and running expenses, the continuing sale of green garden waste stickers Cr £19k, and additional income for the garden waste subscription service of Cr £168k.

Disposal tonnages from increased trade waste delivered activity were 1,450 tonnes above budget resulting in an overspend of £207k.

As a direct consequence of the extra tonnage described above, additional income of £207k was received for trade waste delivered. This offsets the disposal overspend from Weighbridge tonnage.

For other residual tonnages, there is an overspend of £42k. This is mainly due to the expected additional tonnage relating to the extra day for the leap year. This is more than offset by a reduction in detritus tonnage resulting in an underspend of £99k.

Other overspends include Dr £87k relating to the purchase of bins / containers, largely for trade waste customers and depot refurbishment works.

Within paper recycling income, there is a deficit of £28k. This relates largely to an issue with 2015-16 paper tonnages that have been adversely affected by wet weather over recent months, and have not been able to be recycled in the usual way. Actual paper tonnage is 290 tonnes below budget and 936 tonnes below 2014/15 actual tonnage.

Within other income streams, there is a net surplus of Cr £43k income from trade waste collected income, textile collections and kitchen waste liners.

Savings of £250k were built into the 2015/16 waste services budget for the revision to the kerbside paper collection service. The report to the Environment Portfolio Holder on 18 February 2015 highlighted that after taking account of the one-off implementation costs, the savings expected to be delivered during 2015/16 would be below the target by £107k. The savings for future years would however be exceeded by £250k per annum.

The actual implementation of the changes began at the end of June, a month later than expected. However actual costs were far less than anticipated and the resulting level of saving was £275k in 2015/16, which is £25k above the target saving.

An underspend on the Coney Hill contract costs Cr £36k has partly offset additional disposal costs of Dr £52k associated with the disposal of incinerator ash tonnage.

As a result of the introduction of the Safer Lorry Scheme, vehicles of more than 3.5 tonnes have to be fitted with sideguards to protect cyclists from being dragged under the wheels in the event of a collision, as well as special mirrors to provide a better view of cyclists and pedestrians. The costs of adapting the waste fleet was £34,500.

Tonnages for recycling and food waste have fallen over the last year while residual waste tonnages are increasing. To understand the reasons for this and to fully inform future potential tenderers for the new Waste contract, a waste audit survey was undertaken at a cost of £15k. This information will help to inform future waste strategies and operational changes.

The existing software had to be developed to include the waste and grounds maintenance contracts in order to improve the contract monitoring that will be carried out by the new contract support team within Street Scene and Green space. The development of the software will have the versatility to support the commissioning process providing an IT foundation for contract management beyond 2019 when the service contracts are due to be tendered, Dr £48k.

Other minor variances total Dr £12k

<b>Summary of overall variations within Waste Services</b>		<b>£'000</b>
Waste disposal tonnages - Green Garden Waste	Cr	53
Underspend from Green Garden Waste service	Cr	245
Waste disposal tonnages - Trade Waste Delivered		207
Trade waste delivered income	Cr	207
Waste disposal tonnages - other residual tonnage	Cr	57
Bins & weighbridge refurbishment		87
Paper recycling income		28
Trade waste collected and textile collection income	Cr	43
Impact of implementation of revised kerbside collection arrangements	Cr	25
Coney Hill and Incinerator ash		16
Side guard costs & kerbside residual waste survey		50
Contract monitoring software		48
Other minor variations across the waste service budget		12
<b>Total variation for Waste Services</b>	<b>Cr</b>	<b>182</b>

#### **8. Support Services Cr 4k**

Minor variations across the service total Cr £4k.

**9. Depots - Dr £21k**

This overspend is due to additional costs incurred for business rates and electricity at the depot.

**10. Highways (incl London Permit Scheme) Dr 228k**

Within NRSWA income, there is a projected net deficit of £397k. This is partly the result of improving performance by utility companies in the area of defect notices, which has resulted in lower charges raised by the Council, and appears to be an ongoing trend.

Part year vacancies has resulted in an underspend of £38k against staffing.

The winter service budgets are £131k underspent, essentially due to the relatively mild winter and lack of snowfall. The table below gives a breakdown of winter service budgets, final expenditure, and subsequent variances: -

<b>Winter Service</b>	<b>Budget £'000</b>	<b>Outturn £'000</b>	<b>Variance £'000</b>
Salt, gritting & snow clearance	164	85 Cr	79
Met Office Costs	26	22 Cr	4
Vehicle / plant maintenance & repairs	111	95 Cr	16
Standby / training / overtime and other costs	106	74 Cr	32
<b>Winter Service Totals</b>	<b>407</b>	<b>275 Cr</b>	<b>131</b>

<b>Summary of variations within Highways (incl London Permit Scheme)</b>	<b>£'000</b>
NRSWA income	397
Staffing	Cr 38
Winter maintenance	Cr 131
<b>Total variation for Highways</b>	<b>228</b>

**11. Bus Lane Contraventions Cr 657k**

As a result of reinstating bus lane enforcement following completion of public realm works in Bromley North from March 2015, there is additional income of around £469k for 2015/16 and Cr £8k from previous years pcns. The Equipment budget is underspent by £180k due to the delay on the purchase and installation of the automated camera scheme because of order time and technical issues. This underspend is the subject of a carry forward request.

<b>Summary of variations within Bus Lane Contraventions</b>	<b>£'000</b>
PCNs Issued for Bus Lanes	Cr 477
Purchase of equipment	Cr 180
<b>Total variations within Bus Lanes</b>	<b>Cr 657</b>

**12. Off Street Car Parking Cr 218k**

Overall there is a surplus of £183k for off street parking income. Cr £149k extra is from Village Way and the Civic Centre multi-storey car parks which is offset by a deficit of around £100k at the Hill MSCP. There is also extra income of £61k from the Mitre Close surface car park. It should be noted that the average income at Mitre Close for April 2014 to February 2015 was £2k however in March 2015 this rose to £6k and has continued at this level for the rest of the year. This is because some spaces were being used by the Bromley North contractors during the period of works and therefore enforcement did not commence until March 2015. Other surface car parks show a net surplus of around £73k mainly in Beckenham and West Wickham.

Additionally there is an underspend of £10k due to a one-off business rates rebate which is offset by additional rent of Dr £23k due to a backdated rent increase. Indigo car parking contract costs are underspent by £50k. Other minor net variations across the service total Dr 2k.

<b>Summary of variations within Off Street Car Parking</b>	<b>£'000</b>
Business Rate rebate	Cr 10
Backdated rent increase	23
Third party payments- Indigo (formerly Vinci Park).	Cr 50
Off Street Car Parking income - multi-storey car parks	Cr 49
Off Street Car Parking income - other surface car parks	Cr 134
Minor variations	2
<b>Total variations within Off Street Parking</b>	<b>Cr 218</b>



**13. On Street Parking Cr £100k**

Due to the replacement of on street P&D machines with cashless parking there is a projected underspend on airway costs of £6k and other minor variations total Cr £11k.

There is additional on street parking fee income of £56k from various locations across the borough as well as Cr £27k income from bay suspensions.

<b>Summary of variations within On Street Parking</b>		<b>£'000</b>
P&D Airway costs	Cr	6
On Street Parking income	Cr	83
Other minor variations	Cr	11
<b>Total variations within On Street Parking</b>		<b><u>Cr 100</u></b>

**14. Parking Enforcement Dr £75k**

Salaries on CCTV staff are underspent by £43k, of which Cr £32k is due to a vacant post not filled and Cr £11k due to holiday/ sickness cover not being required. Indigo contract payments are underspent by £49k.

Equipment costs are underspent by £167k mostly due to the automated camera scheme being delayed due to the longer order time and technical issues such as the connection of the encoders (Cr £126k). Other equipment is underspent as the planned purchase of equipment did not go ahead due to the proximity to award of the new parking contract (Cr £41k). The automated camera underspend is the subject of a carry forward request.

Other variations include an underspend of the computer equipment maintenance budget Cr £19k. The upgrade was not required as the new system for automated cameras was about to be introduced.

There is a net surplus of £286k from PCNs issued by Indigo Park (formerly known as Vinci Park) in the current year due to an increase in contraventions. Additional income of Cr £125k has been received over the year for contraventions that occurred prior to 1st April 2015. For information, the number of contraventions during the 9 months to December 2015 resulted in an average of 5,700 per month and this figure was used to project contraventions for the final 3 months of the year. The actual number of contraventions that occurred during the final quarter was 18,480. The average number of contraventions per month during this period was 6,160 compared to the 5,700 during the previous 9 months.

A net deficit of Dr £826k is for mobile and static cameras due to changes in legislation from April 2015. This is partly offset by additional income from old year tickets Cr £17k.

The revenue contribution to capital in 2014/15 for the CCTV control room was no longer required and was returned to the revenue account. This was because the technical enhancements were no longer required due to the change in legislation relating to the use of CCTV cameras.

Other minor variations across the service total Cr £15k.

<b>Summary of variations within Car Parking Enforcement</b>		<b>£'000</b>
CCTV Salary costs	Cr	43
Indigo contract costs	Cr	49
Equipment Costs - automated cameras.	Cr	126
Other equipment	Cr	41
Purchase of computer equipment	Cr	19
PCNs issued by CEOs	Cr	411
PCNs issued by mobile & static cameras		809
Return of Direct Revenue Financing from 2014/15 not required	Cr	30
Minor variations	Cr	15
<b>Total variations within Car Parking Enforcement</b>		<b><u>75</u></b>

**15. Parking Shared Service Cr £43k**

It is projected that the net variation on Parking Shared Service for Bromley 2015/16 will be Cr £43k, mainly due to vacant posts.

**16. Permit and Disabled Parking Cr £61k**

The increase in permit income of Cr £59k is mainly due to the withdrawal of the free visitor vouchers for the over 60's. Other minor variations total Dr £4k.

Minor net variations within the disabled parking service total Cr £6k.

<b>Summary of variations within Permit and Disabled Parking</b>		<b>£'000</b>
Permit Income	Cr	59
Permit parking minor net variations		4
Disabled Parking variations	Cr	6
<b>Total variations</b>		<b><u>Cr 61</u></b>

**Summary of overall variations within Parking:**

Bus Routes enforcement	Cr	477
Off Street Car Parking	Cr	218
On Street Car Parking	Cr	100
Parking Enforcement		201
Equipment costs for automatic cameras (bus lanes & parking around schools) (C/F Request)	Cr	306
Parking Shared Service		-43
Permit & Disabled Parking		-61
<b>Total Variation for Parking</b>	<b>Cr</b>	<b>1,004</b>

**17. Traffic & Road Safety Cr£56k**

There was an underspend of Cr £27k for staffing within TP Strategy mainly due to the TP Managers post remaining vacant for a number of months. Additional spend of Dr £19k was incurred on minor traffic management schemes which was more than offset by an overachievement of income from road closure charges (Cr £42k). Within Road Safety there was a Cr £18k underspend as a result of the 'refunded days' within the school crossing patrol contract. There was a net underachievement of income of Dr £12k from the Disabled Person's Parking Bays scheme as further consultation had to be undertaken to consider whether the scheme could be fully implemented or not.

**Summary of variations within Traffic & Road Safety**

		<b>£'000</b>
Staffing	Cr	27
Minor traffic schemes		19
Road closure income	Cr	42
School crossing patrol contract	Cr	18
Disabled Person parking Bay scheme		12
<b>Total variations for Traffic &amp; Road Safety</b>	<b>Cr</b>	<b>56</b>

**18. Transport Support Services Cr £62k**

A reduction in the mail delivery service requirements across the Council has meant that there was an underspend on drivers and transport running costs of Cr £42k. The SEN Transport Client transferred to Environment from Care Services in the later part of 2015. This service was carrying staff vacancies which resulted in a £25k underspend. Other minor variations across the service total Dr £5k

**Summary of variations within Transport Support Services**

		<b>£'000</b>
Driver & transport costs for mail delivery service	Cr	42
Vacancies within SEN transport client	Cr	25
Other minor variations		5
<b>Total variations for Transport Support Services</b>	<b>Cr</b>	<b>62</b>

**Waiver of Financial Regulations:**

The Council's Contract Procedure Rules state that where the value of a contract exceeds £50k and is to be exempted from the normal requirement to obtain competitive quotations, the Chief Officer has to obtain the agreement of the Director of Resources and Finance Director and (where over £100,000) approval of the Portfolio Holder, and report use of this exemption to Audit Sub committee bi-annually. Since the last report to the Executive, no waivers have been actioned:

**Virements Approved to date under Director's Delegated Powers**

Details of virements actioned by Chief Officers under delegated authority under the Financial Regulations "Scheme of Virement" will be included in financial monitoring reports to the Portfolio Holder. Since the last report to Executive, no virements have been actioned.

Report No.  
FSD16027

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:**        **Environment Portfolio Holder**  
**For Pre-Decision Scrutiny by the Environment PDS Committee on**

**Date:**                    **7th June 2016**

**Decision Type:**        Non-Urgent                    Executive                    Non-Key

**Title:**                    **CAPITAL PROGRAMME MONITORING - 3RD QUARTER  
2015/16 & ANNUAL CAPITAL REVIEW 2016 TO 2020**

**Contact Officer:**        Martin Reeves, Principal Accountant (Technical & Control)  
Tel: 020 8313 4291    E-mail: martin.reeves@bromley.gov.uk

**Chief Officer:**            Director of Finance

**Ward:**                    All

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1. Reason for report

On 10th February 2016, the Executive received a report summarising the current position on capital expenditure and receipts following the 3rd quarter of 2015/16 and presenting for approval the new capital schemes in the annual capital review process. The Executive agreed a revised Capital Programme for the five year period 2015/16 to 2019/20. This report highlights changes agreed by the Executive in respect of the Capital Programme for the Environment Portfolio. The revised programme for this portfolio is set out in Appendix A, detailed comments on individual schemes are included at Appendix B and the new schemes approved for this Portfolio are set out in paragraph 3.8.

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2. **RECOMMENDATION(S)**

**The Portfolio Holder is asked to note and confirm the changes agreed by the Executive on 10<sup>th</sup> February 2016.**

## Corporate Policy

1. Policy Status: Existing Policy: Capital Programme monitoring and review is part of the planning and review process for all services. Capital schemes help to maintain and improve the quality of life in the borough. Effective asset management planning (AMP) is a crucial corporate activity if a local authority is to achieve its corporate and service aims and objectives and deliver its services. The Council continuously reviews its property assets and service users are regularly asked to justify their continued use of the property. For each of our portfolios and service priorities, we review our main aims and outcomes through the AMP process and identify those that require the use of capital assets. Our primary concern is to ensure that capital investment provides value for money and matches the Council's overall priorities as set out in the Community Plan and in "Building a Better Bromley". The capital review process requires Council Directors to ensure that bids for capital investment provide value for money and match Council plans and priorities.
  2. BBB Priority: Excellent Council
- 

## Financial

1. Cost of proposal: Increase of £4.1m, mainly due to 2019/20 annual provision for TfL funded Traffic & Highway schemes (see para 3.8)
  2. Ongoing costs: Not Applicable
  3. Budget head/performance centre: Capital Programme
  4. Total current budget for this head: £29.1m for the Environment Portfolio over five years 2015/16 to 2019/20
  5. Source of funding: Capital grants, capital receipts and earmarked revenue contributions
- 

## Staff

1. Number of staff (current and additional): 1 fte
  2. If from existing staff resources, number of staff hours: 36 hours per week
- 

## Legal

1. Legal Requirement: Non-Statutory - Government Guidance
  2. Call-in: Applicable
- 

## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
- 

## Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A
2. Summary of Ward Councillors comments: N/A

### 3. COMMENTARY

#### Capital Expenditure

3.1 A revised Capital Programme was approved by the Executive on 10<sup>th</sup> February, following a detailed monitoring exercise carried out after the 3<sup>rd</sup> quarter of 2015/16. The Executive also considered and approved new capital schemes in the annual capital review process. This report identifies changes relating to the Environment Portfolio and the table in paragraph 3.2 summarises the overall position following the Executive meeting.

#### Capital Monitoring - variations agreed by the Executive on 10<sup>th</sup> February 2016

3.2 The base position prior to the 3<sup>rd</sup> quarter's monitoring exercise was the revised programme approved by the Executive on 2<sup>nd</sup> December 2015, as amended by variations approved at subsequent Executive meetings. Changes to the Environment Portfolio Programme approved by the Executive in February are shown in the table below and further details are included in paragraphs 3.3 to 3.8. The revised Programme for the Environment Portfolio (including new schemes) is attached as Appendix A and detailed comments on individual schemes are included at Appendix B.

	2015/16	2016/17	2017/18	2018/19	2019/20	TOTAL 2015/16 to 2019/20
	£000	£000	£000	£000	£000	£000
Programme approved by Executive 02/12/15	7,955	6,569	5,013	4,010	0	23,547
Beckenham Town Centre Improvement (Full Council 14/12/15)	0	1,440	0	0	0	1,440
Approved Programme prior to Q3 monitoring	7,955	8,009	5,013	4,010	0	24,987
<u>Variations approved by Executive 10/02/16</u>						
Transport for London (TfL) (see para 3.3)	79	0	0	0	0	79
Allocation of Highways Section 106 receipts balance (see para 3.4)						
- Gosshill Road	0	4	0	0	0	4
- Orpington Railway Station	0	2	0	0	0	2
- Highways Section 106 unallocated balance	0	-6	0	0	0	-6
Deletion of residual balance (see para 3.5)						
- The Hill Multi-Storey Car Park	-10	0	0	0	0	-10
- Bromley Town Centre Car Parking capacity	-3	0	0	0	0	-3
Schemes rephased from 2015/16 into 2016/17 (see para 3.6)	-243	243	0	0	0	0
Total Q3 Monitoring variations	-177	243	0	0	0	66
New schemes (see para 3.8)	0	0	0	0	4,010	4,010
<b>Revised Environment Capital Programme</b>	<b>7,778</b>	<b>8,252</b>	<b>5,013</b>	<b>4,010</b>	<b>4,010</b>	<b>29,063</b>

#### 3.3 Transport for London (TfL) – Revised Support for Highway Schemes (£79k increase)

Provision for transport schemes to be 100% funded by TfL was originally included in the Capital Programme 2015/16 to 2018/19 on the basis of the bid in our Borough Spending Plan (BSP). Notification of an overall increase of £79k in 2015/16 was reported to the Executive in February and the Capital Programme was increased accordingly. Grant allocations from TfL change frequently and any further variations will be reported in subsequent capital monitoring reports.

### 3.4 Gosshill Road, Orpington Railway Station and Highways Section 106 unallocated balance

In July 2015, the Executive agreed to include the Gosshill Road (£289k) and Orpington Railway Station (£130k) schemes in the Capital Programme. The Gosshill Road project is funded by S106 receipts (£209k) and Transport for London grant (£80k) and the Orpington Railway Station project is funded by S106 receipts (£80k) and Transport for London grant (£50k). In the Capital Programme, there was an unallocated balance of S106 Highways receipts of £6k which relates to the interest on the S106 receipts for these two schemes. In February 2016, Members agreed to allocate the funding to the relevant schemes; £4k to Gosshill Road and £2k to Orpington Railway Station.

### 3.5 Deletion of residual balance (£13k net reduction)

Following the completion of The Hill and Bromley Town Centre Car Parking schemes, Members agreed to delete the residual balance on The Hill Car Park scheme (£10k) and the Bromley Town Centre Car Parking scheme (£3k) from the Capital Programme. The post completion report for these two schemes was submitted to the Environment PDS Committee on 2<sup>nd</sup> February 2016.

### 3.6 Schemes re-phased from 2015/16 into 2016/17

As part of the 3<sup>rd</sup> quarter monitoring exercise, £243k has been rephased from 2015/16 into 2016/17 to reflect revised estimates of when expenditure on Environment schemes is likely to be incurred. This has no overall impact on the total approved estimate for the capital programme. Further details and comments are provided in Appendix B.

Capital Expenditure – Rephasing in Q3 monitoring	2015/16	2016/17
	£000	£000
Beckenham Town Centre improvements	-161	161
Depots - stand by generators	-82	82
<b>Total Environment Programme rephasing</b>	<b>- 243</b>	<b>243</b>

## **Annual Capital Review – new scheme proposals**

3.7 In recent years, we have steadily scaled down new capital expenditure plans and have transferred all of the rolling maintenance programmes to the revenue budget. Our general (un-earmarked) reserves, established from the disposal of our housing stock and the Glades Site, have been gradually spent and have fallen from £131m in 1997 to £48.9m (including unapplied capital receipts) as at 31<sup>st</sup> March 2015. Our asset disposal programme has diminished and any new capital spending will effectively have to be met from our remaining revenue reserves.

3.8 As part of the normal annual review of the Capital Programme, Chief Officers were invited to come forward with bids for new capital investment. Invest to Save bids were particularly encouraged, but none were received, and it is assumed that any such bids will be submitted in due course through the earmarked reserve that was created in 2011. Apart from the regular annual capital bids (Devolved Formula Capital grant to schools, DSG-funded schools access initiative, TfL-funded Highway and Traffic schemes and feasibility studies), no additional bids were submitted. The 2019/20 annual provisions for TfL – Support for Highway schemes (£4m) funded by TfL on the basis of the bid in our Borough Spending Plan (BSP), and feasibility studies (£10k) for potential new schemes were approved and have now been included in the Environment Capital Programme

## Post-Completion Reports

3.9 Under approved Capital Programme procedures, capital schemes should be subject to a post-completion review within one year of completion. After major slippage of expenditure in recent years, Members confirmed the importance of these as part of the overall capital monitoring framework. These reviews should compare actual expenditure against budget and evaluate the achievement of the scheme's non-financial objectives. No post-completion reports are currently due for the Environment Portfolio, but this quarterly report will monitor the future position and will highlight any further reports required.

## 4. POLICY IMPLICATIONS

4.1 Capital Programme monitoring and review is part of the planning and review process for all services. The capital review process requires Chief Officers to ensure that bids for capital investment provide value for money and match Council plans and priorities.

## 5. FINANCIAL IMPLICATIONS

5.1 These were reported in full to the Executive on 10<sup>th</sup> February 2016. Changes agreed by the Executive for the Environment Portfolio Capital Programme are set out in the table in paragraph 3.2.

<b>Non-Applicable Sections:</b>	Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	Approved Capital Programme (Executive 02/12/15). Capital Q3 monitoring report (Executive 10/02/16).

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ENVIRONMENT PORTFOLIO - APPROVED CAPITAL PROGRAMME 10 FEBRUARY 2016										
Code	Capital Scheme/Project	Total Approved Estimate	Actual to 31.3.15	Estimate 2015/16	Estimate 2016/17	Estimate 2017/18	Estimate 2018/19	Estimate 2019/20	Responsible Officer	Remarks
	<b>SCHEMES FULLY FUNDED BY TRANSPORT FOR LONDON</b>	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's		
		16,000	0	0	4,000	4,000	4,000	4,000		100% TfL funding, based on Borough Spending Plan submission to TfL and will only proceed if 100% funding is agreed by TfL. The Capital Programme will be adjusted to reflect revised TfL approvals as these are received.
922602	TFL - Borough Support	204	204	0	0	0	0	0	Angus Culverwell	
922608	Cycling on Greenways	552	516	36	0	0	0	0	Angus Culverwell	
922660	Borough Transport Priorities (not allocated)	58	2	56	0	0	0	0	Angus Culverwell	
922670	Chislehurst Road Bridge replacement	3,994	3,994	0	0	0	0	0	Paul Redman	
922668	Biking Boroughs	617	413	204	0	0	0	0	Angus Culverwell	
	<u>TFL - New funding streams</u>									
922661	Maintenance	6,593	5,353	1,240	0	0	0	0	Angus Culverwell	
922672	LIP Formula Funding	10,588	7,014	3,295	279	0	0	0	Garry Warner / Angus Culverwell	
922673	Borough Cycling	12	2	10	0	0	0	0	Angus Culverwell	
922674	Bus Stop Improvement works	159	5	154	0	0	0	0	Angus Culverwell	
922677	Flexi Lane	100	0	100	0	0	0	0	Angus Culverwell	
941539	Widmore Road - BNV	366	0	366	0	0	0	0	Garry Warner	
	<b>TOTAL SCHEMES FULLY FUNDED BY TRANSPORT FOR LONDON</b>	<b>39,243</b>	<b>17,503</b>	<b>5,461</b>	<b>4,279</b>	<b>4,000</b>	<b>4,000</b>	<b>4,000</b>		
	<b>OTHER</b>									
917242	Winter maintenance - gritter replacement	1,210	814	34	272	90	0	0	Paul Chilton	
917247	Orpington Public Realm Improvements	2,200	2,151	49	0	0	0	0	Garry Warner	£1.2m TfL funding
941536	Beckenham Town Centre improvements	4,697	101	80	3,603	913	0	0	Kevin Munnely	Executive 16/10/13 and Executive 02/12/15 (Full Council 14/12/15). £3,295k TfL funding; £150k Members' Initiative reserve; £1,002k Capital Receipts; £250k Principal Road Maintenance (TfL funded)
922675	Gosshill Road	293	0	289	4	0	0	0	Malcolm Harris	Funded from TfL £80k and S106 £213k
922676	Orpington Railway Station	132	0	130	2	0	0	0	Malcolm Harris	Funded from TfL £50k and S106 £82k
941893	Depots - stand by generators	120	38	0	82	0	0	0	Paul Chilton	
941863	The Woodland Improvements Programme	123	57	66	0	0	0	0	Robert Schembri	Approved by Executive 02/04/14. Funded by Forestry Commission
917251	SEELS street lighting project	864	864	0	0	0	0	0	Garry Warner	100% external funding (Salix)
917252	Street Lighting Invest to Save Initiative	8,507	6,872	1,635	0	0	0	0	Garry Warner	Funded by Invest to Save Fund (Executive 28/11/12)
927700	Feasibility Studies	50	0	10	10	10	10	10	Claire Martin	
	<b>TOTAL OTHER</b>	<b>18,196</b>	<b>10,897</b>	<b>2,293</b>	<b>3,973</b>	<b>1,013</b>	<b>10</b>	<b>10</b>		
	<b>CAR PARKING</b>									
926068	The Hill Multi-Storey Car Park - strengthening works	222	222	0	0	0	0	0	Paul Redman	Approved by Executive 29/09/10
926069	Bromley Town Centre - increased parking capacity	417	393	24	0	0	0	0	Paul Redman	Approved by Executive 23/05/12
	<b>TOTAL CAR PARKING</b>	<b>639</b>	<b>615</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		
	<b>TOTAL ENVIRONMENT PORTFOLIO</b>	<b>58,078</b>	<b>29,015</b>	<b>7,778</b>	<b>8,252</b>	<b>5,013</b>	<b>4,010</b>	<b>4,010</b>		

ENVIRONMENT PORTFOLIO - APPROVED CAPITAL PROGRAMME 2015/16 - 3rd QUARTER MONITORING				
Capital Scheme/Project	3rd QUARTER 2015/16			Responsible Officer Comments
	Revised Estimate Dec 2015 £'000's	Actual to 29.02.15 £'000's	Revised Estimate Feb 2016 £'000's	
<b>SCHEMES FULLY FUNDED BY TRANSPORT FOR LONDON</b>				Reallocated across named schemes below; £79k overall increase following TfL revised grant allocations
TfL - Borough Support	0	-17	0	Pending outstanding invoice
Cycling on Greenways	36	27	36	TfL funding allocated to individual scheme
Borough Transport Priorities	22	53	56	TfL funding allocated to individual scheme
Biking Boroughs	183	129	204	TfL funding allocated to individual scheme
<b>TfL - New funding streams</b>				
Maintenance	1,216	1,035	1,240	TfL funding allocated to individual scheme
LIP Formula Funding	3,295	1,851	3,295	TfL funding allocated to individual scheme.
Borough Cycling	10	10	10	TfL funding allocated to individual scheme
Bus Stop Improvement works	154	5	154	TfL funding allocated to individual scheme
Flexi Lane	100	61	100	TfL funding allocated to individual scheme
Widmore Road - BNV	366	321	366	TfL funding allocated to individual scheme
<b>TOTAL SCHEMES FULLY FUNDED BY TRANSPORT FOR LONDON</b>	<b>5,382</b>	<b>3,475</b>	<b>5,461</b>	
<b>OTHER</b>				
Winter maintenance - gritter replacement	34	22	34	We estimate that £34k will be spent in 15/16, mainly on street scrubber (winter maintenance attachments) to be used in Bromley Town Centre. Following a condition review of the winter maintenance fleet and associated equipment at the end of the 2014/15 winter season, the replacements have been rephased into following years.
Orpington Public Realm Improvements	49	15	49	Balance of funding being utilised for minor redesigns to scheme. We anticipate all the works to be completed in this FY.
Beckenham Town Centre improvements	241	8	80	Design and Development for TfL Major Improvement Initiative. Design and Development costs funded by TfL. The Project follows on from Beckenham TC improvements delivered by the Council. The re-profile of capital is required because of extended stakeholder engagement and scheme revisions. Rephased £161k into 16/17
Gosshill Road Chislehurst - Private Street Works	289	120	289	Funded from TfL and S106. The scheme consists of building a new carriageway and footway with other enhancing highway elements, such as improved lighting. Site works started in September 15. We have agree a joint measure of the first phase with FMC, and the project is due to be completed this FY.
Orpington Railway Station - Access & Bus stop enhancement	130	1	130	Funded from TfL and S106. Since Qtr 3 monitoring was reported to Executive, there were several complications relating to the costing and the project will not be going ahead. As a result, new specifications are being considered. It is unlikely that the monies will be spent in this financial year.
Depots - stand by generators	82	0	0	Equipment delivered. Modifications to depot electrical interfaces are being managed by the Property Division. Due to the complexity of the project, it is unlikely the scheme will be completed in 15/16. The Generator consultant is having difficulty acquiring some technical information, which has caused delay in progressing the project to tender stage. The work is not yet tender, and rephased the budget £82k into 16/17.
The Woodland Improvements Programme	66	24	66	£126k grant offered by Forestry Commission (Executive 02/04/14). A claim for £72k to the Forestry Commission was submitted and processed in April 2015 for work delivered in 2014/15 programme. The outstanding path works commenced in Qtr 3 15/16 and is expected to complete in this FY.
Street Lighting Invest to Save Initiative	1,635	888	1,635	Funded by Invest to Save Fund (Executive 28/11/12) - Report presented to Executive 15/10/14 to amend the project in replacing fewer lamp columns and convert more lanterns. Additional connections are being passed to UKPN as a result of a previously unknown interconnected network. We anticipate all the works to be completed in this financial year.
Feasibility Studies	10	0	10	Block capital - We do not expect to use the money this year on feasibility studies
<b>TOTAL OTHER</b>	<b>2,536</b>	<b>1,078</b>	<b>2,293</b>	
<b>CAR PARKING</b>				
The Hill Multi-Storey Car Park - strengthening works	10	0	0	Scheme completed. Residual balance (£10k) deleted
Bromley Town Centre - increased parking capacity	27	22	24	Scheme completed, pending final invoices. Residual balance (£3k) deleted
<b>TOTAL CAR PARKING</b>	<b>37</b>	<b>22</b>	<b>24</b>	
<b>TOTAL ENVIRONMENT PORTFOLIO</b>	<b>7,955</b>	<b>4,575</b>	<b>7,778</b>	

Report No.  
ES16020

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:**      **Environment Portfolio Holder**

**For Pre-Decision Scrutiny by the Environment PDS Committee on**

**Date:**                      **7 June 2016**

**Decision Type:**      Non-Urgent                      Executive                      Key

**Title:**                      **ENVIRONMENT PORTFOLIO PLAN 2016/19**

**Contact Officer:**      Alastair Baillie, Environment Development Manager  
Tel: 020 8313 4915 E-mail: alastair.baillie@bromley.gov.uk

**Chief Officer:**              Nigel Davies, Executive Director of Environment & Community Services

**Ward:**                      All Wards

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1. Reason for report

This report presents the draft 2016/19 Environment Portfolio Plan to PDS Members for scrutiny and the Portfolio Holder for endorsement.

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2. **RECOMMENDATIONS**

**That the Environment Portfolio Holder:**

- 2.1 **Endorses the outcomes, aims and performance measures set out in the draft 2016/19 Environment Portfolio Plan (Appendix 1), taking into account the 2016/17 budget.**
- 2.2 **Endorses the Contract Monitoring Summaries (Appendix 2) produced to address the Council's Contract Procedure Rule requiring annual contract monitoring reports.**
- 2.3 **Identifies those contracts which should be given more in-depth consideration.**

## Corporate Policy

1. Policy Status: Existing Policy
  2. BBB Priority: Quality Environment
- 

## Financial

1. Cost of proposal: Not Applicable
  2. Ongoing costs: Not Applicable
  3. Budget head/performance centre: Environment Portfolio Revenue Budget & LIP funding
  4. Total current budget for this head: £31.2m, and £4.115m LIP
  5. Source of funding: Revenue controllable budget for 2016/17 and 2016/17 LIP funding agreed by TfL
- 

## Staff

1. Number of staff (current and additional): 144 fte
  2. If from existing staff resources, number of staff hours:
- 

## Legal

1. Legal Requirement: Non-Statutory
  2. Call-in: Applicable
- 

## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All residents and visitors.
- 

## Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments:

### 3 COMMENTARY

- 3.1 The Environment Portfolio Plan 2016/19 (Appendix 1) sets out six broad outcomes, together with their associated issues (the service drivers), aims (what we want to achieve) and performance measures (how we will gauge progress) for scrutiny by Environment PDS Committee and endorsement by the Environment Portfolio Holder.
- 3.2 The Plan is divided into the following outcomes:
1. Improving the Street Scene
  2. Minimising Waste & Increasing Recycling
  3. Enhancing Bromley's Parks & Green Spaces
  4. Managing our Transport Infrastructure & Public Realm
  5. Improving Travel, Transport & Parking
  6. Improving Customer Service & Business Management
- 3.3 Each outcome has associated aims, mainly delivered through service contracts and for a second year this report also provides at-a-glance summaries of the Portfolio's contracts >£50k (Appendix 2 – Contract Monitoring Summaries). This information is provided as LBB Contract Procedure Rules require annual contract monitoring reports to be submitted to the Portfolio Holder or the Executive (as appropriate). The summaries also have broader utility (e.g. they improve the Council's organisational memory) and have now been adopted Council-wide.
- 3.4 The Portfolio Plan's content is entirely determined by the Council and the structure and approach will be familiar to Members; however, the specific aims constantly evolve to reflect new challenges – whether financial, legislative or service-related.
- 3.5 To this end, during 2016/17, a number of new initiatives will be undertaken including: implementing the Beckenham town centre public realm project; improving Penge High Street; delivering the new Joint Parking Services contract; developing a 'Neighbourhood Management' approach for Streetscene & Greenspace; integrating all Highways activity within one team; and developing commissioning options for the Portfolio's larger contracts (e.g. Waste Services, Grounds Maintenance, Highways Management and Street Cleansing) from 2019.
- 3.6 The Plan includes a limited number of carefully selected indicators which allow performance against service outcomes to be measured over time. Not only does the Plan set out 2015/16's actual performance but it also provides information on the past three years' historic performance (to allow comparison) and the next three years' targets (to gauge ambition).
- 3.7 The Portfolio Plan has been prepared in accordance with the Council's performance management strategy - one of eight corporate Foundation Strategies identified as being the necessary building blocks for the Council to be seen as 'excellent in the eyes of local people'. Portfolio Holders are identified by the Foundation Strategy as having responsibility for ensuring the creation and delivery of their Portfolio Plans and setting the vision and identifying priorities. Respective PDS committees provide a wider perspective before the plans are agreed and then hold the Portfolio Holder and officers to account for performance and delivery of the plans.
- 3.8 The Committee will be aware of the continuing prominence given to environmental issues by residents and the need to take effective action on this locally. These issues affect not just the Environment Portfolio but also the Council corporately, as Environment Portfolio services affect the daily lives of all Bromley residents and performance reflects on the Council as a whole.
- 3.9 Environment PDS Committee has previously expressed its support for the use of the Portfolio Plan as providing a clear statement of the Portfolio's priorities and this clarity is useful for both the public and officers. In particular, Committee has asked that the Plan provides a yardstick

against which achievement can be measured to allow Members and the public to hold the Portfolio Holder and the Environment & Community Services to account. In particular, Committee has emphasised the need for benchmarking data to judge performance and value – for-money relating to service delivery. To this end, additional data is included in the Plan and the appended Contract Monitoring Summaries should also provide further insight in this respect.

3.10 The Committee will receive a 6-month progress update at the 8 November 2016 Environment PDS meeting, as part of its role in scrutinising the Portfolio Holder and Department.

## **4. 2016/17 PRIORITY OUTCOMES**

### **4.1 Outcome1: Improving the Street Scene**

- Establish the new Neighbourhood Management approach to caring for our streets and green spaces through three multidisciplinary area-based teams to make our services more responsive to residents' needs and improve customer satisfaction
- Develop a three-year Street Care Plan, with a Member Working Group, to join-up policy and resources in respect of education, enforcement and operations by Autumn 2016
- Continue to engage with the community (Residents' Associations, Street, Tree, Snow Friends and other volunteer groups) to improve the streetscene, including identifying problem hotspots and organising clean-ups
- Produce a Street Friends' Toolkit (Autumn) to complement the 2015 Tree Friends' Toolkit

### **4.2 Outcome 2: Minimising Waste & Increasing Recycling**

- Develop options for integrating services on expiry of the current waste collection and disposal contract (2019) to maximise economies of scale and harmonise collection and disposal methodologies for all elements of the waste stream
- Increase Green Garden Waste Collection Service customer numbers to 20,000 (from 18,400) and introduce the option to pay by Direct Debit
- Following the trial waste treatment at the Southwark MBT waste processing plant, evaluate the financial and environmental benefits of formalising this disposal option

### **4.3 Outcome 3: Enhancing Bromley's Parks & Green Spaces**

- Maintain the quality, appearance and cleanliness of parks, open spaces and the countryside provided by The Landscape Group (TLG) and monitored through the Council's new Neighbourhood Management teams
- Raise public awareness about Parks, Greenspace & Countryside (PG&C), including through the development of a dedicated website (summer 2016) providing on-line information e.g. for booking events in parks, and environmental classes at the Bromley Environmental Education Centre at High Elms etc
- Implement TLG's new Events and Activities Strategy (2015-19) to promote and support public use of parks and green spaces, especially for community events and activities

### **4.4 Outcome 4: Managing our Transport Infrastructure & Public Realm**

- Integrate all highways management functions (planned and reactive works) within one highways team to provide a single point of contact and improve service effectiveness
- Investigate potential capital investment opportunities to reduce revenue expenditure on reactive and planned highways maintenance by improving the condition of the highway asset
- Implement the new UK Roads Board Code of Practice to deliver a risk-based approach to maintaining highway assets e.g. roads, street lighting, and highway structures
- Deliver the Action Plan set out in the new Local Flood Risk Strategy

### **4.5 Outcome 5: Improving Travel, Transport & Parking**

- Look to decrease congestion and address journey times on priority routes, including at key junctions on the major road corridors across the borough

- Ensure parking is readily available across the borough especially near town centres, local shopping parades, railway stations and hospitals and that it balances the needs of residents, visitors and commuters
- Continue implementing the Council's accident reduction programme in key locations and implement the road safety education programme in schools and the wider community

#### 4.6 Outcome 6: Improving Customer Service & Business Management

- Communicate service changes directly and consistently to residents and businesses
- Ensure compliance with the Council's governance and procurement rules, and continue to achieve demanding service objectives and value-for-money when tendering contracts
- Ensure that Contract Monitoring Summaries are kept up-to-date for all Environment Portfolio contracts with a total contract value of >£50k

## 5 2015/16 KEY ACHIEVEMENTS

### 5.1 Outcome 1: Improving the Street Scene

- Encouraged greater community engagement through: Street Friends (1,154); Snow Friends/Co-ordinators (4,639/408); and organising 36 community clean-up events
- Issued 217 FPNs issued for street littering and dealing with 44 fly-tipping, 32 drug abuse, and 15 illegal traveller incursion incidents through our enforcement contractor
- Supported multi-agency operations (e.g. with the police), including 12 Operation Crystal and an initial three fly-tipping 'stop and search' operations
- Achieved high levels of resident satisfaction regarding the cleanliness of our streets (69%), neighbourhoods (79%), and town centres (89%)

### 5.2 Outcome 2: Minimising Waste & Increasing Recycling

- Achieved a high recycling rate with more than 47% of Bromley's household waste being recycled and only 27% being sent to landfill
- Increased the number of garden waste collection service customers to more than 18,400 (up from 16,100 at the end of 2014/15) while still only using four collection vehicles
- Rolled-out revised paper collection service with projected savings achieved
- Completed works at Waldo Road Waste Transfer Station, including new shutters to control odour and new bays to improve recycle segregation
- Prepared for the next waste contract by exploring the activity of neighbouring boroughs including providers, costs, collection methods, and disposal and reprocessing facilities

### 5.3 Outcome 3: Enhancing Bromley's Parks & Green Spaces

- Outsourced Parks, Greenspace & Countryside service and novated certain contracts to The Landscape Group (see Appendix 2), which now provides a Fully Managed Service
- Developed the 'Parks, Greenspace & Countryside Strategy' and 'Events & Activities Strategy' (Landscape Group in consultation with LB Bromley)
- Developed 'Parks & Greenspace Action Plan' (TLG in consultation with LBB)
- Initiated the 'Tree Friends' scheme and adopted the LBB Arboricultural Strategy 2016-2020

### 5.4 Outcome 4: Managing our Transport Infrastructure & Public Realm

- Completed the invest-to-save street lighting project, which involved replacing 7,000 lamp columns and 16,000 street lanterns with energy efficient LED lighting
- Produced Local Flood Risk Management Strategy & Action Plan, which sets the various roles and responsibilities involved in improving flood resilience in a six year plan
- Delivered a major programme of resurfacing works on principal roads, including 19 'priority 1' carriage way and 23 footway schemes on time and within budget
- Issued more than 500 Fixed Penalty Notices to utilities for permit-related issues and more than 4,500 'Defect Notices' in respect of poor reinstatement following highways works

## 5.5 Outcome 5: Improving Travel, Transport & Parking

- Reviewed the scope for road safety reduction measures at 20 sites and completed six schemes, with orders being placed for a further four
- Provided cycle training to more than 1,600 children and 350 adults
- Facilitated and submitted travel plans from 99 schools to Transport for London
- Received the Partnership Working award from British Parking Association for the LB Bromley / Bexley Shared Parking Service
- Prepared tender documentation for Joint LB Bromley / Bexley Parking Contract

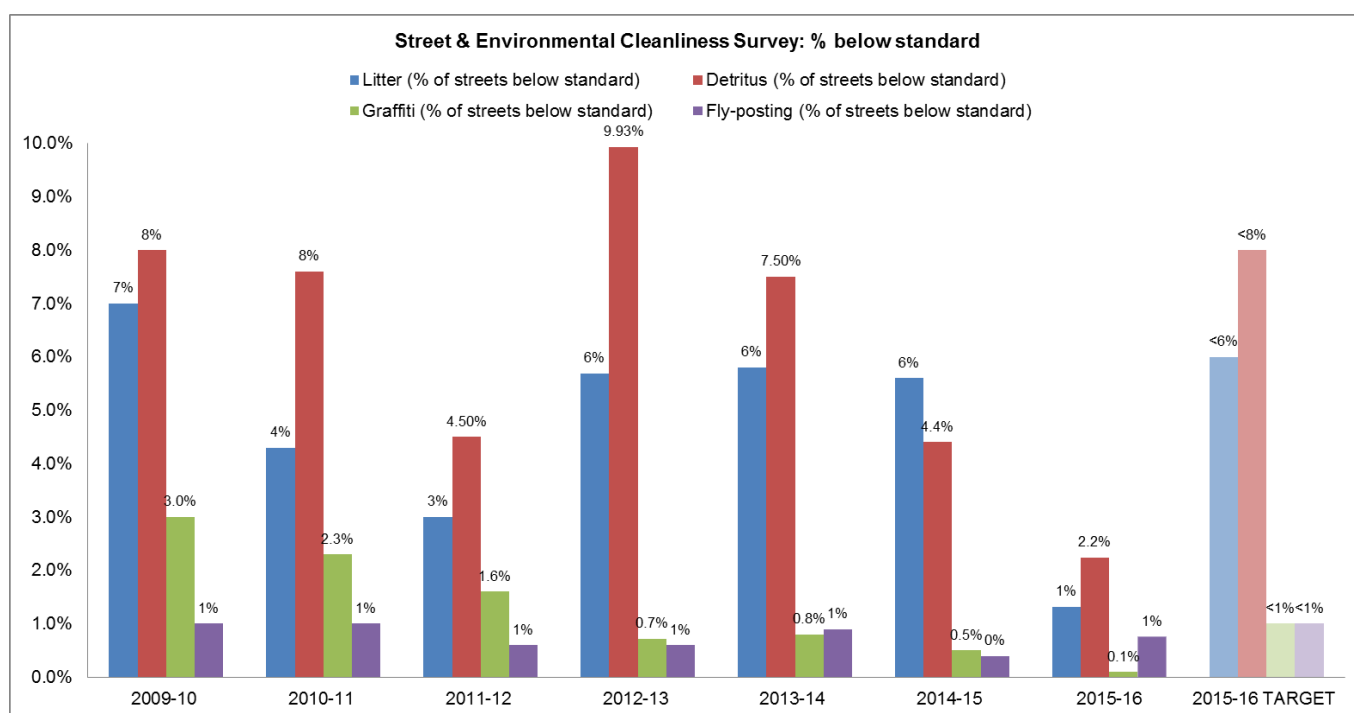
## 5.6 Outcome 6: Improving Customer Service & Business Management

- Coordinated *Environment Matters*, the anti-fly-tipping campaign, materials for new Neighbourhood Management system, and ensured consistency of key messages
- Produced 2015/18 Environment Portfolio Plan, regular performance and risk management data, and Contract Monitoring Summaries of all the Portfolio's £50k plus contracts

# 6 2015/16 PERFORMANCE SUMMARY

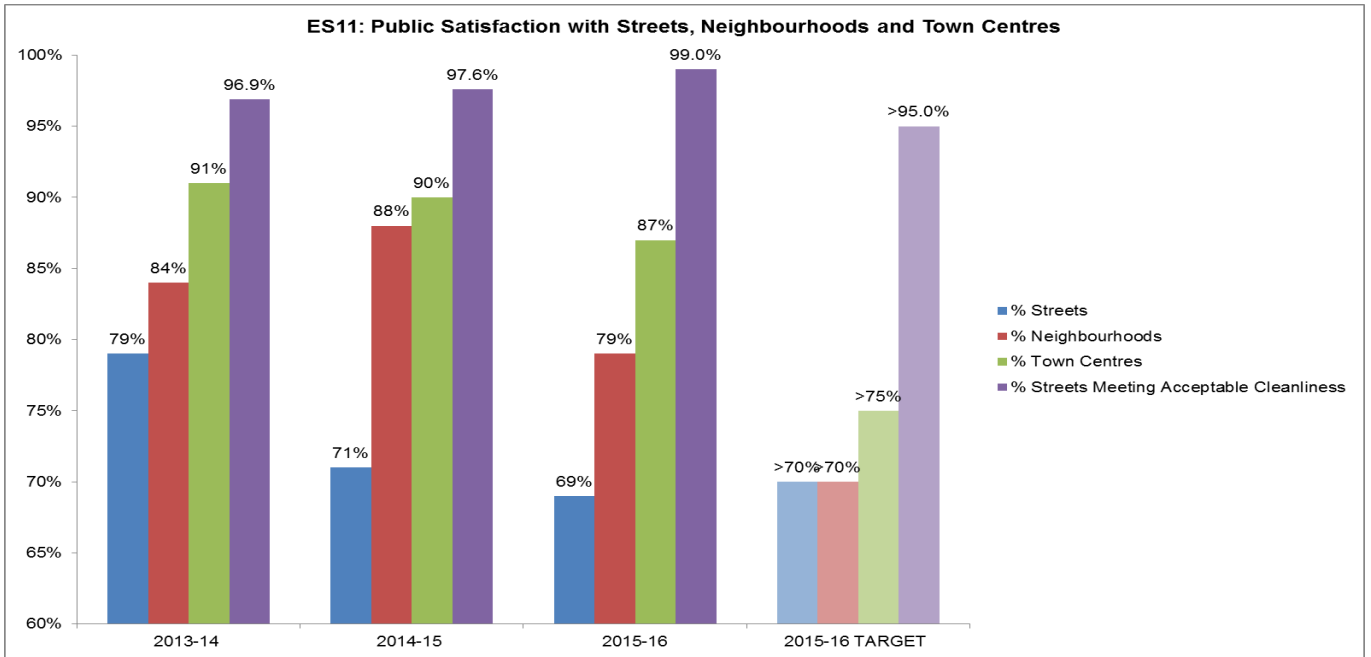
## 6.1 Outcome1: Improving the Street Scene

- **Street Cleanliness:** Levels of litter, detritus, graffiti and fly-posting are measured three times a year at random locations across the borough by LBB officers. The percentage of land having unacceptable levels of litter was significantly better than in previous years, as was the amount of detritus and graffiti – this is part of a generally improving local trend since 2012/13.

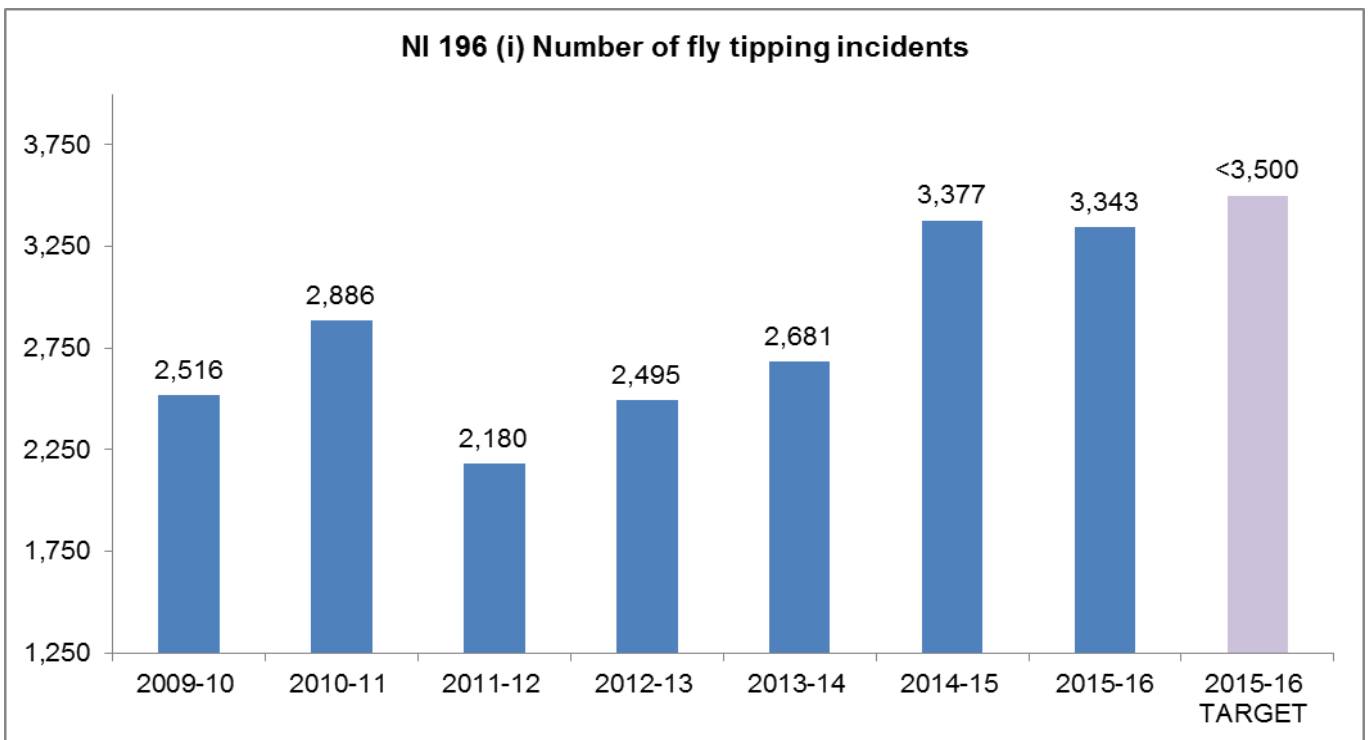


- **Public Satisfaction:** While street cleanliness is surveyed professionally by client officers, an equally important consideration is how the public feels. To this end, an Annual Public Satisfaction Survey was undertaken by an independent consultant under the Street Cleansing contract (2015/16 data is based on the August 2015 survey). Satisfaction has traditionally been high and the latest satisfaction levels (e.g. 69% for street cleanliness; 79% for neighbourhoods; and 87% in Town Centres) are good, albeit a slight reduction on the previous year's survey. The contractor's performance is also assessed by client officers, who found 99% of streets meeting acceptable cleanliness standards.

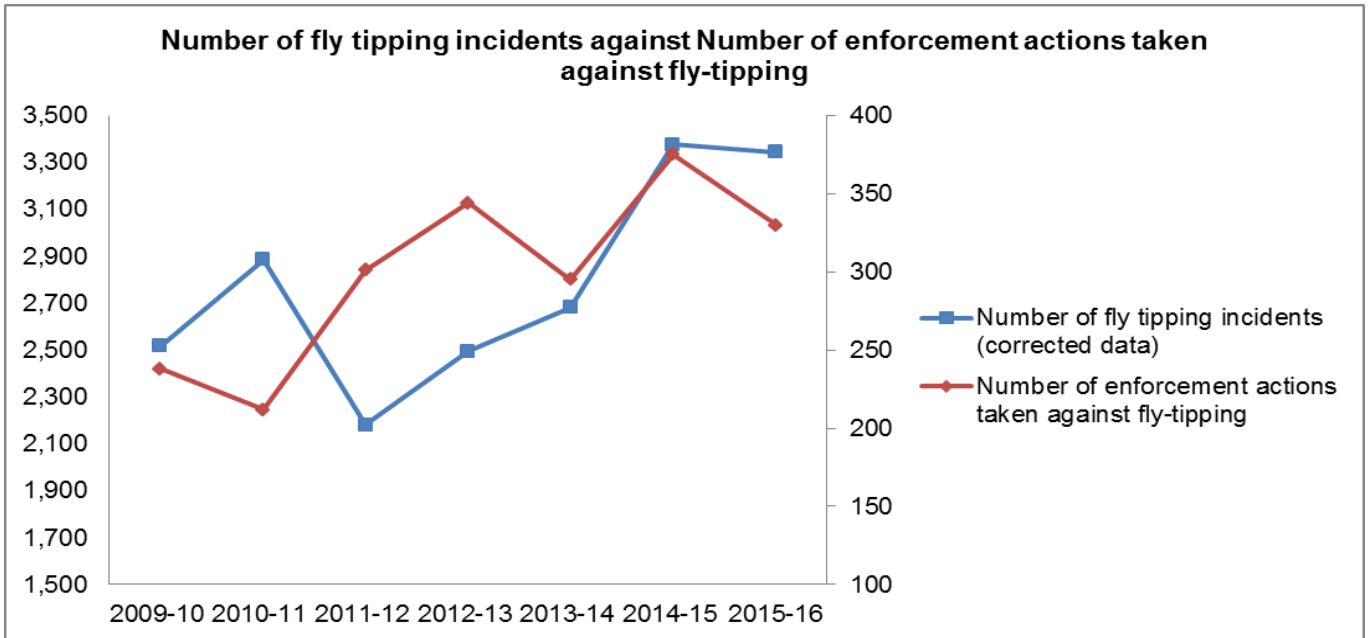




- Fly-tipping:** The number of incidents steadily increased from 2011-12 – part of a national trend – although there was a slight fall 2015/16 (3,343) compared with 2014/15 (3,377).

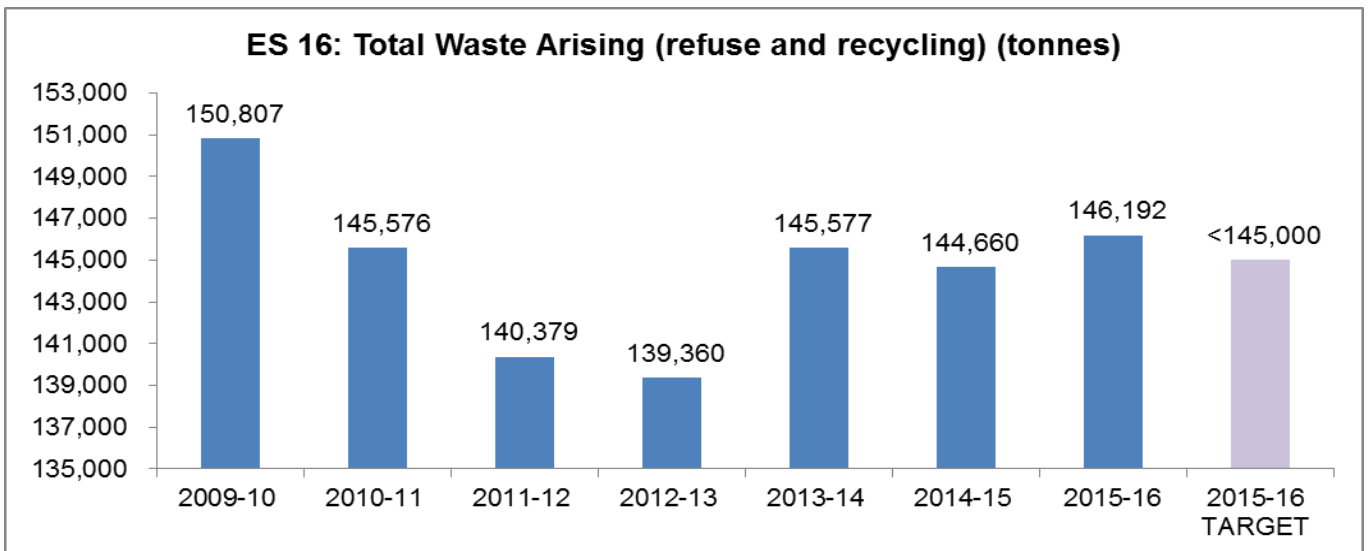


- Enforcement Action:** Enforcement is taken in respect of fly-tipping and this activity is broadly proportional to the number of fly-tipping incidents. There is renewed activity in this area including monthly operations with the Metropolitan Police to target vehicles involved in fly-tipping, including seizing vehicles, potentially the exercise of new enforcement powers, and the possible greater use of surveillance for evidence gathering.

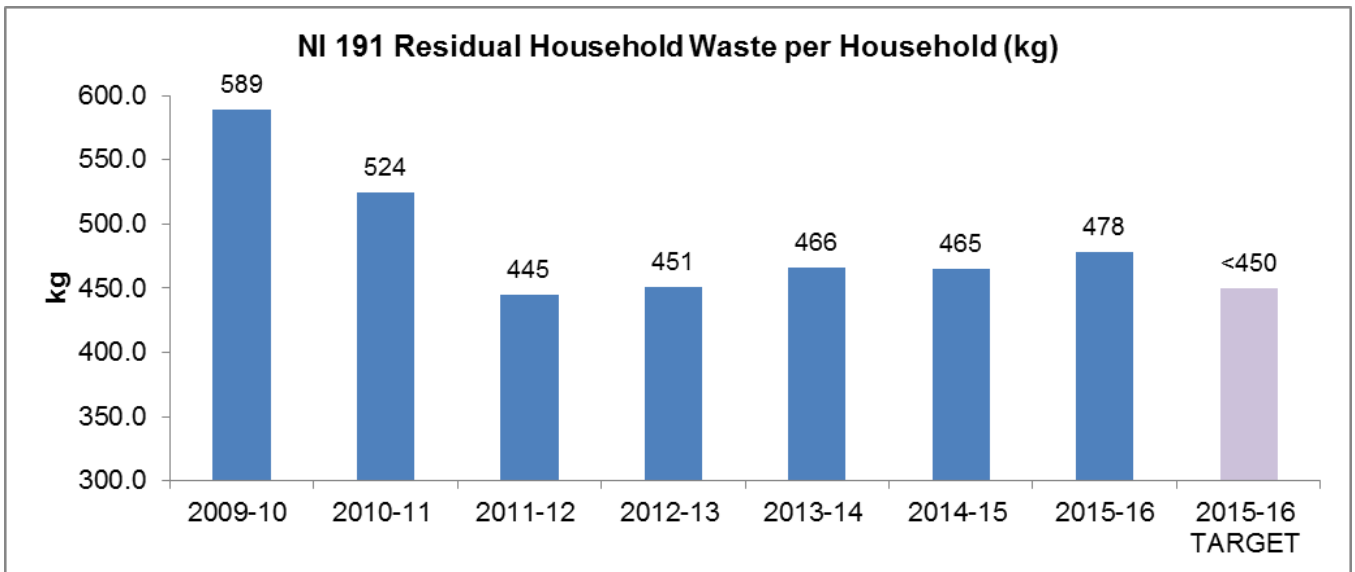


## 6.2 Outcome 2: Minimising Waste & Increasing Recycling

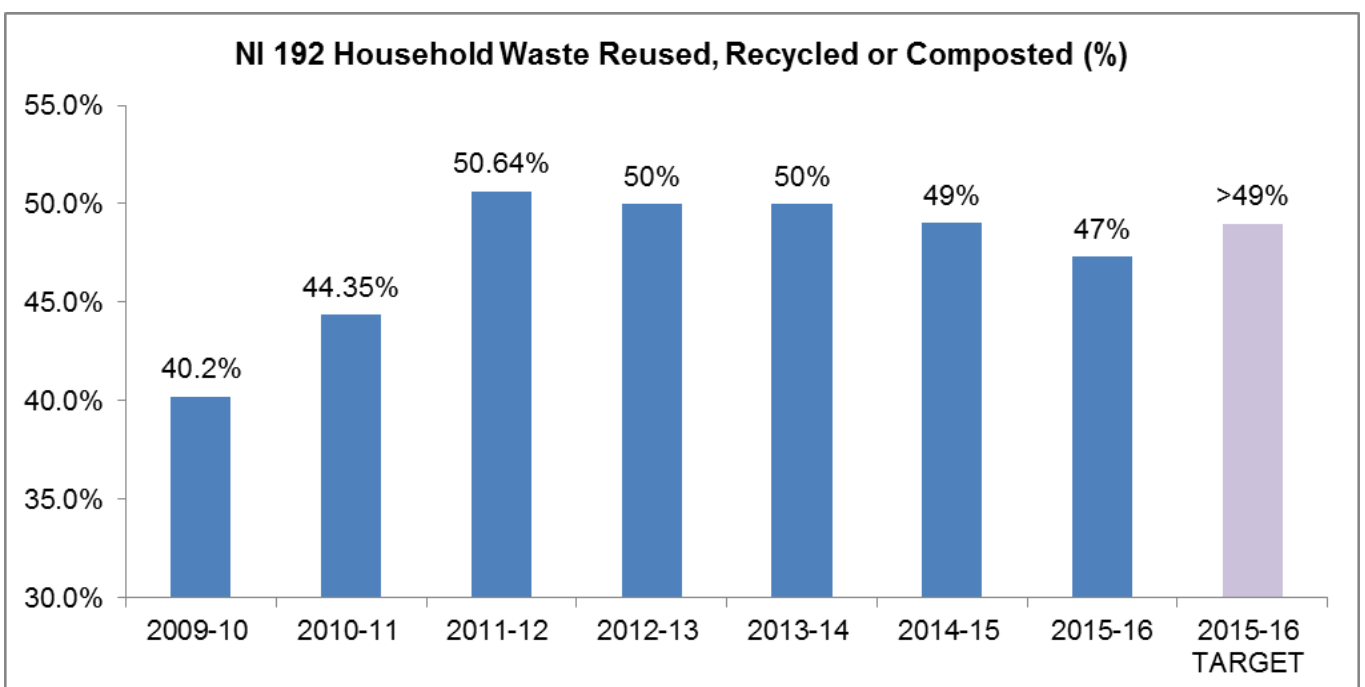
- Waste management performance is assessed in a number of ways including total waste arisings (municipal waste); residual waste per household (non-recyclables); recycling rate (proportion of house waste recycled); and tonnage of municipal waste sent to landfill.
- Total Waste Arisings:** comprise both household and trade waste and tonnages have been relatively stable for the past three years. That said, even a variation of one thousand tonnes has significant cost implications and increased tonnages usually also depress recycling rates.



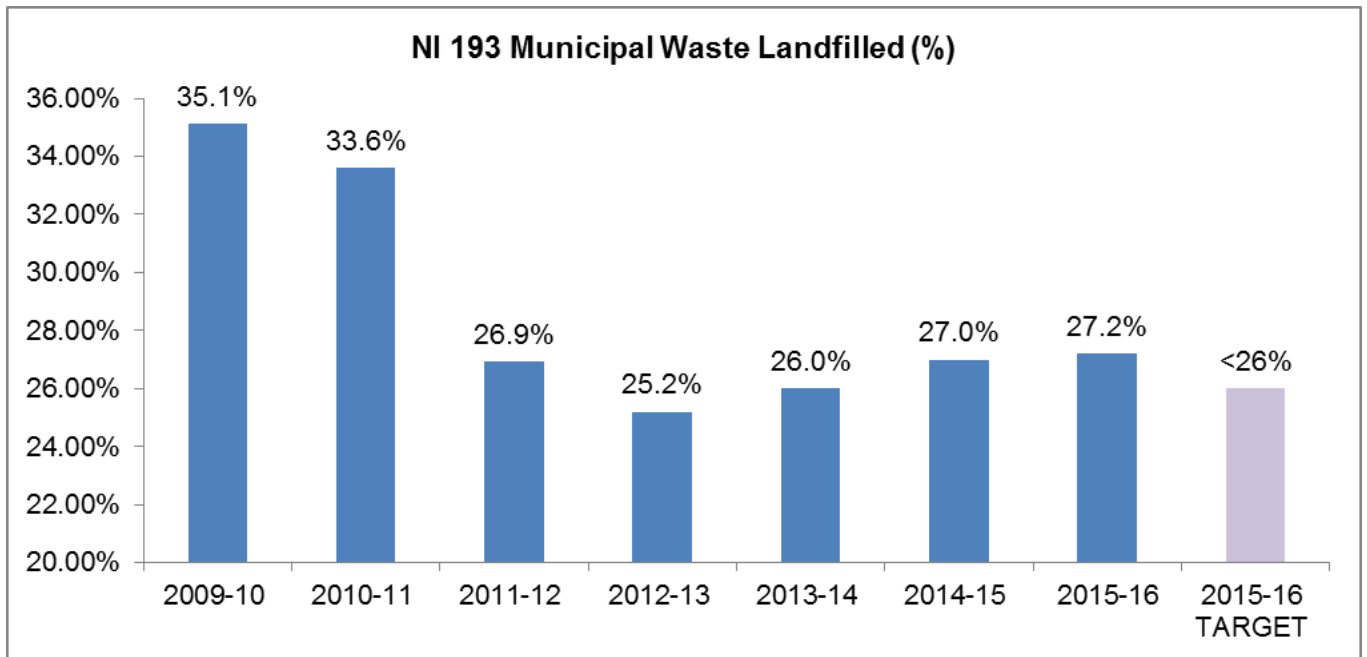
- Residual Waste:** (waste not recycled / dustbin refuse) was 478kg / household in 2015/16, an increase of 13kg / household over 2014/15. There has been a steady increase in the amount of non-recycled refuse in Bromley since 2011-12, which is suppressing recycling rates, though tonnages are still significantly lower than 2010/11.



- Recycling Rate:** There has been a slight decline since 2013/14 and the current rate is 47%. Bromley is not alone in reaching a ceiling beyond which it is difficult to progress. Indeed, even maintaining high recycling rates involves continual effort and resources (equally the cost not doing so is even more significant if recyclables have to be landfilled). There are two fundamental reasons for this reduction in the recycling rate. Firstly, there has been an increase in the amount of collected household waste collected and also household waste delivered to the Civic Amenity sites (~2,000t). Secondly, there has been a reduction in the amount of household waste recycled: in particular paper tonnages were 940t lower than 2014/15. It is expected that paper tonnages will recover in 2016/17, which will improve the recycling rate. All that said, most councils find it hard to break through the 50% recycling rate ceiling and to make any further improvement would require significant new action on: waste minimisation initiatives, recycling investment, or the use of statutory waste collection powers – all of which would present communication and financial challenges.



- Municipal Waste to Landfill:** The proportion of municipal waste sent to landfill was 27%, which was slightly less good than target and the previous three years' performance. The use of the Southwark MBT plant should reduce the amount of waste sent to landfill in future.

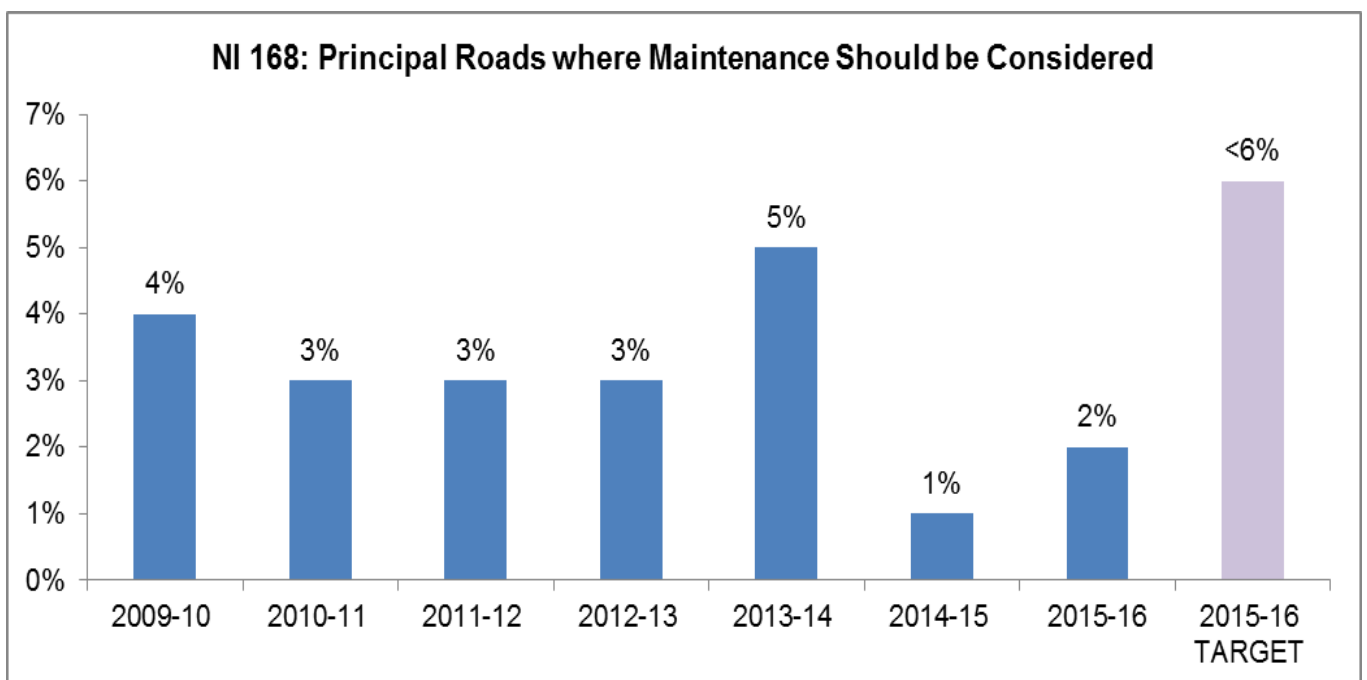


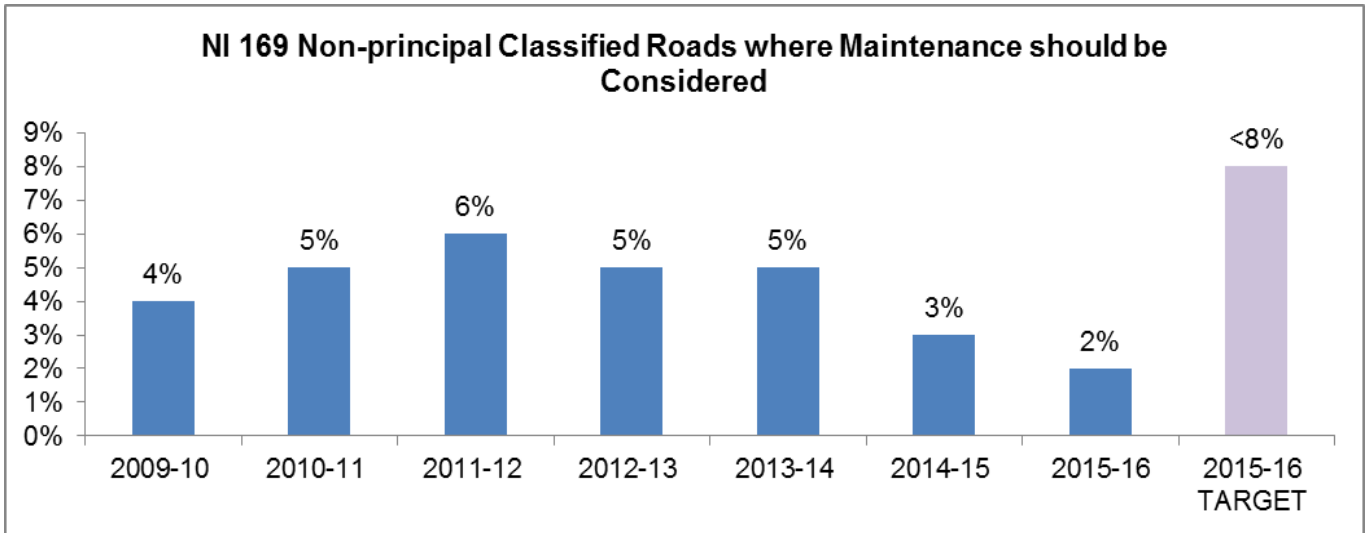
### 6.3 Outcome 3: Enhancing Bromley's Parks & Green Spaces

- Metrics are under development but are not included in this report.

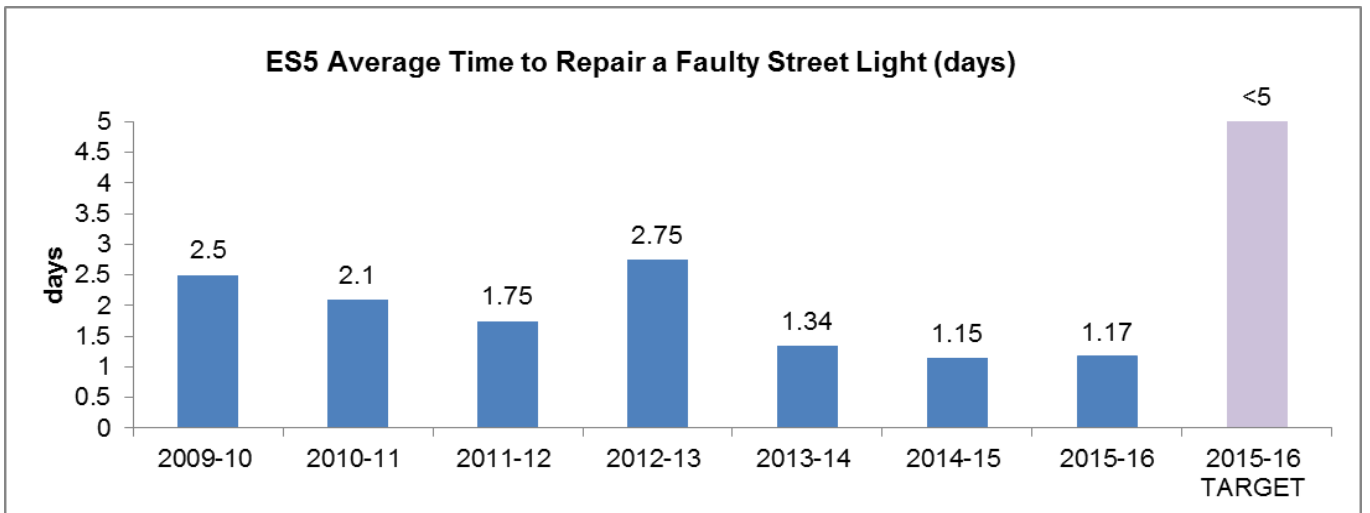
### 6.4 Outcome 4: Managing our Transport Infrastructure & Public Realm

- Road Condition:** Roads are surveyed by independent consultants to identify and prioritise where maintenance works should be considered and the percentage reflects the condition of the road network in general. The percentage for principal roads ('A roads') was 2% in 2015/16 (lower than the <6% target) and the equivalent figure for non-principal roads (B & C Roads) was also 2% (lower than the <8% target) – which is good performance.



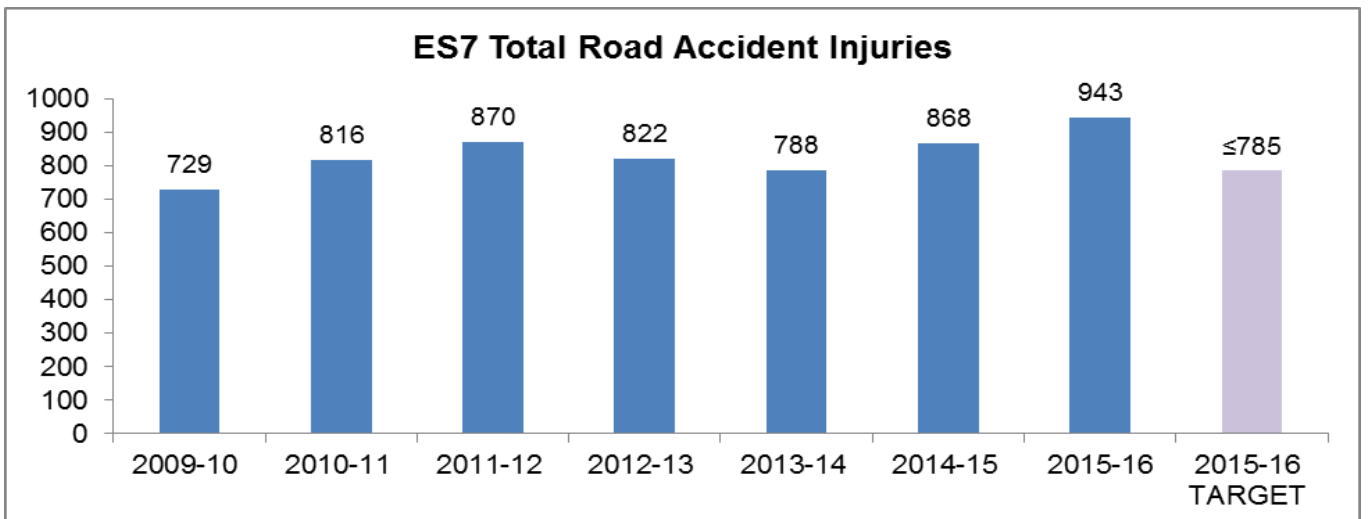
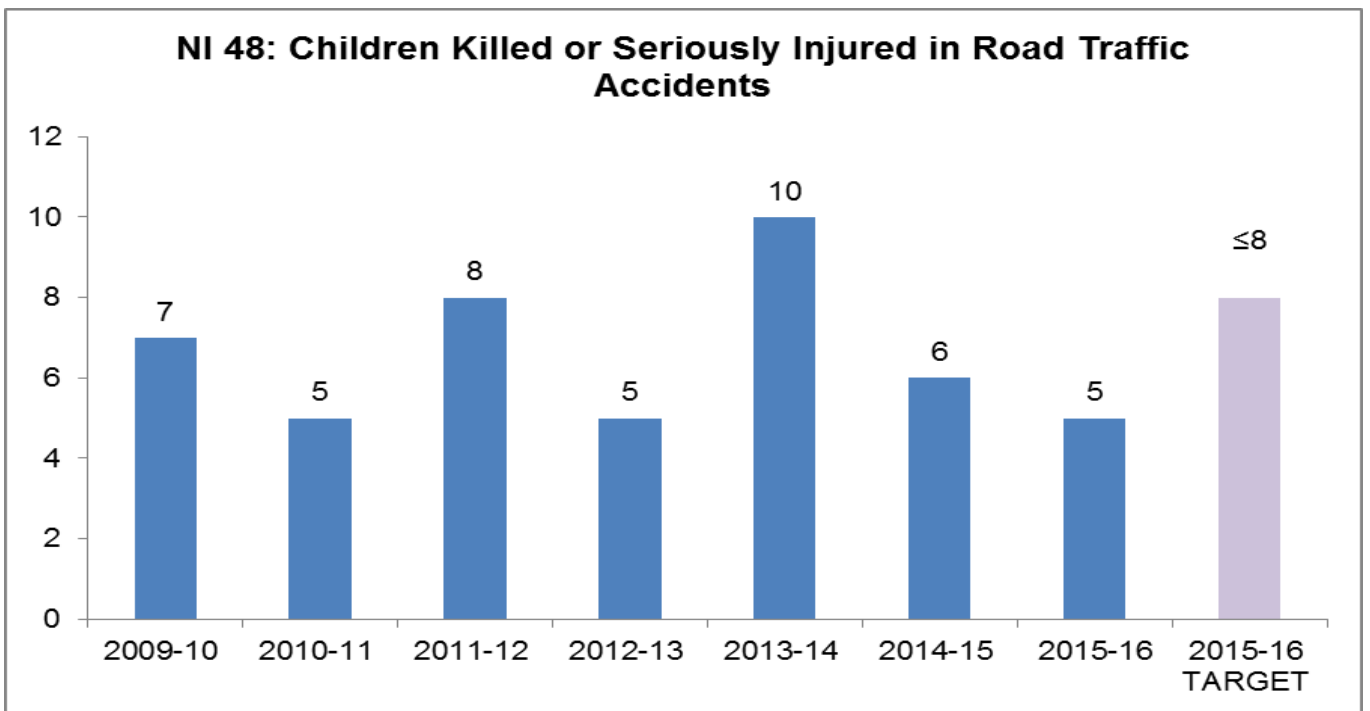
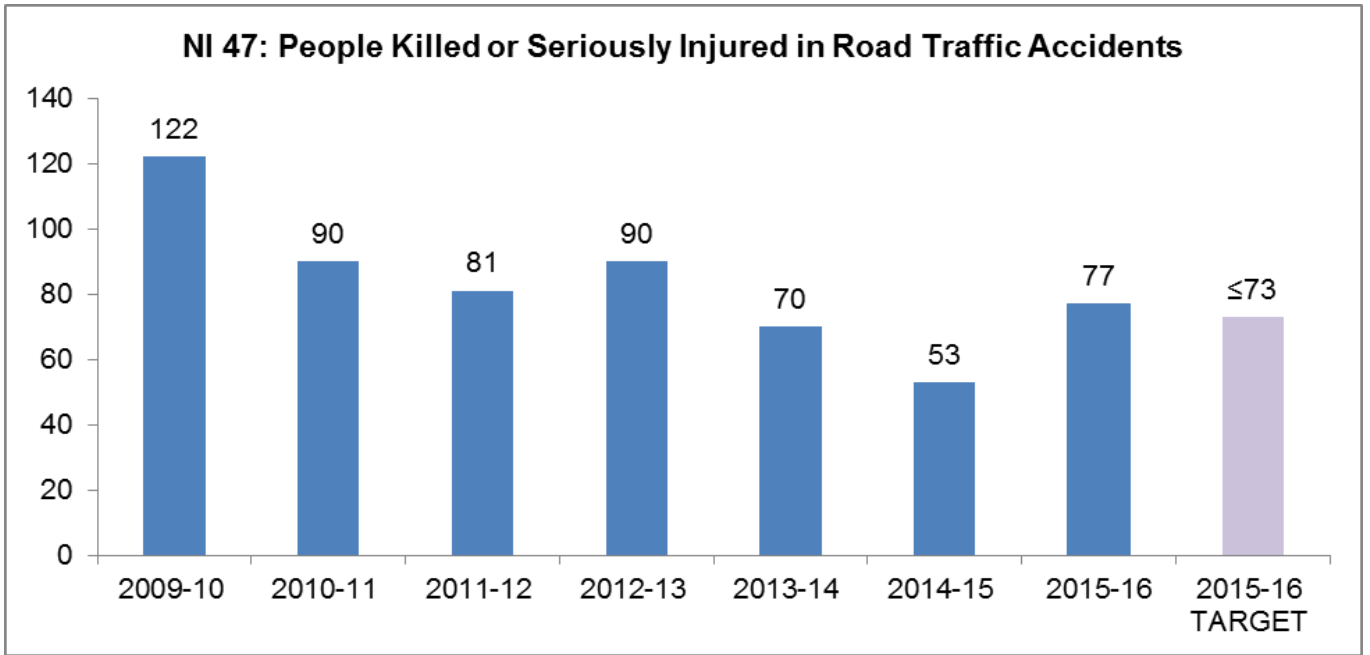


- **Street Lighting:** The contract requires faulty street lights to be repaired within five days and the contractor's average performance has been consistently better than this – faults being repaired in less than two days on average for the past three years.

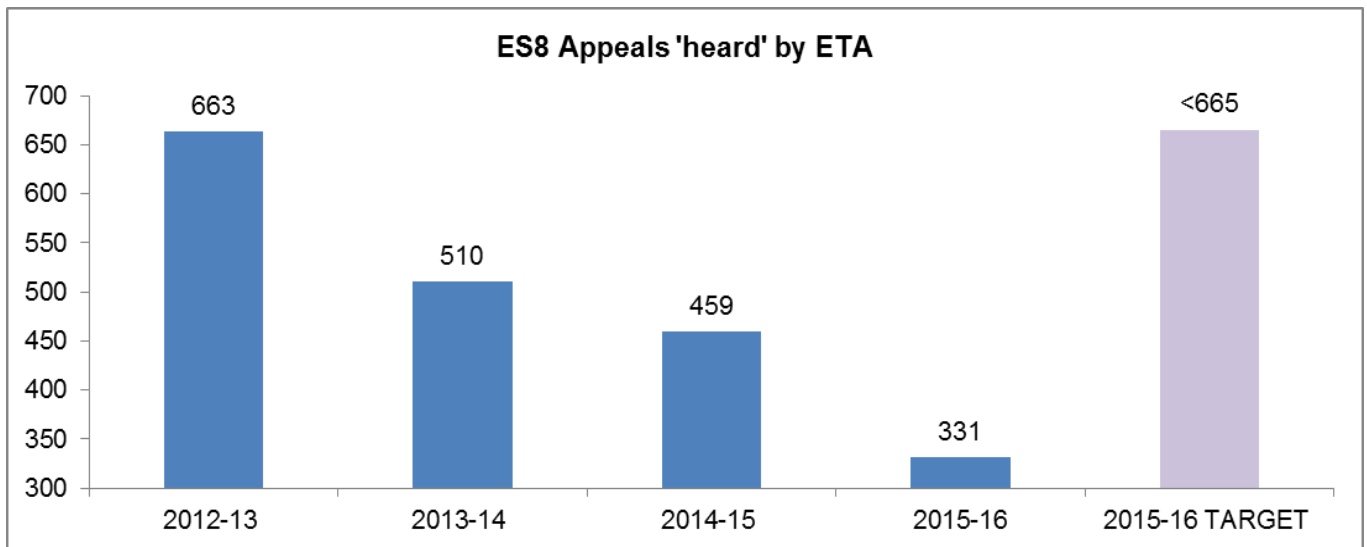


6.5 Outcome 5: Improving Travel, Transport & Parking

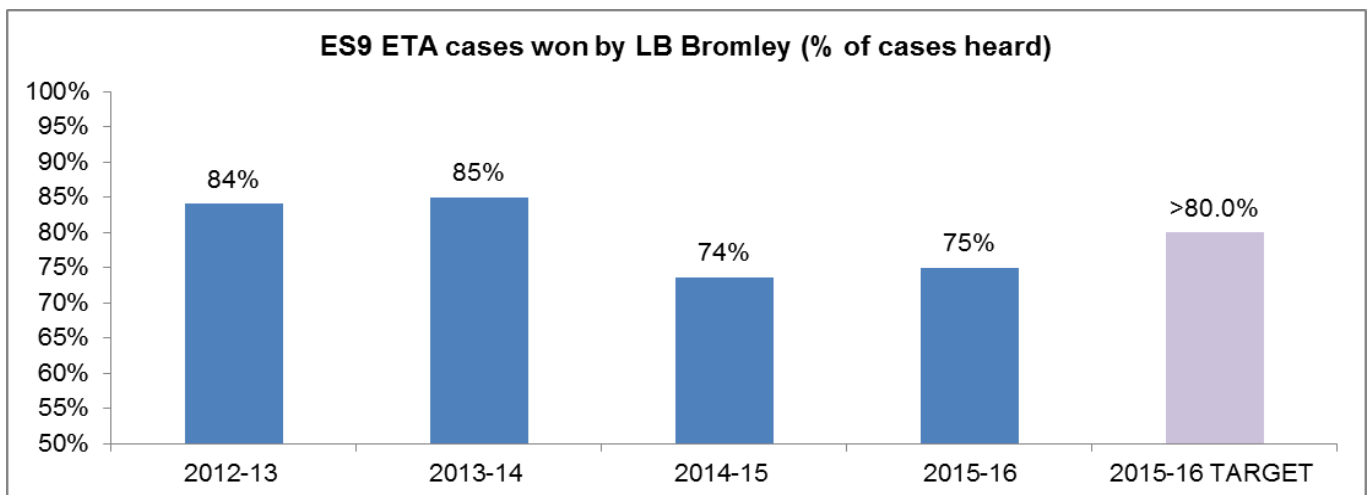
- **Road Safety:** Bromley's roads are relatively safe: indeed, the borough is top quartile for road safety in London when the number of vehicle miles travelled is taken into account.
- Road safety statistics are collected on a calendar year basis and in 2015 there were a total of 943 road accident injuries and deaths (compared with 868 in 2014, and 788 in 2013).
- Although there has been a recent and significant reduction in the number of deaths and serious injuries – 90 in 2012, to 70 in 2013, to 53 in 2014 – the figure increased to 77 in 2015.
- Five children were seriously injured or killed in 2015, which was lower than the numbers in 2014 and 2013, when six and ten children were killed or seriously injured respectively.



- **Parking Appeals:** Bromley aims to provide accessible, affordable, fair and effective parking services and naturally this involves enforcement activity. If Penalty Charge Notices (PCNs) are fairly issued, then the number of appeals should be low and the data shows the number of appeals to have been heard by Environment & Traffic Adjudicators (the independent appeals body) has fallen steadily from 663 in 2012/13 to only 331 in 2015/16.

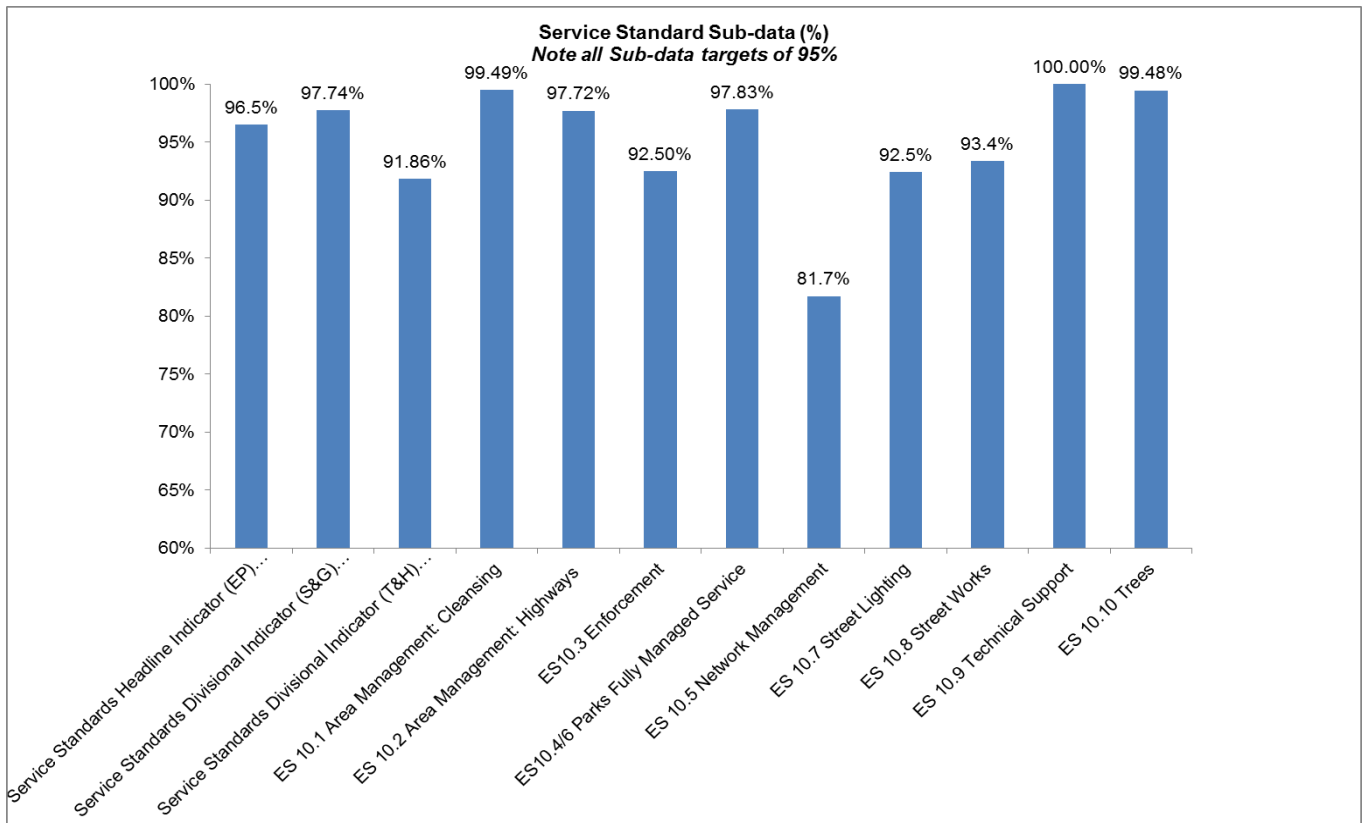


- Clearly Bromley wishes to win any appeals which go to Environment & Traffic Adjudicators ([ETA](#)) and the 2015/16 data shows that LB Bromley wins three quarters of such appeals.



## 6.6 Outcome 6: Improving Customer Service & Business Management

- The **Service Standard** (a new metric in 2014/15) monitors customer enquiries within CONFIRM through their life-time and measures the percentage processed within the service standards at each stage. The figure covers both LBB officer and contractor activity.
- The 95% target was met by most services and the overall Portfolio figure was 96.5% (an improvement over the 2014/15 figure of 93.31%). Sub-data exists for individual services with performance ranging from 81.7% (Network Management) to 100% for Technical Support.



## 7 POLICY IMPLICATIONS

- 7.1 This 2016/19 Environment Portfolio Plan supports the Council's 'Building a Better Bromley' objectives, principally in respect of delivering a Quality Environment and an Excellent Council, and effectively defines the Council's environment policy.
- 7.2 The Portfolio Plan's aims are delivered through the service contracts summarised in Appendix 2 but delivery is also within the context of the Council's formally adopted environmental policies.

<ul style="list-style-type: none"> <li>• <a href="#">Transport Local Implementation Plan</a> 2014/15 - 2016/17 update (Adopted: November 2013)</li> </ul>	<ul style="list-style-type: none"> <li>• Sets out how LBB will implement the Mayor's Transport Strategy locally (as required under the <i>Greater London Authority Act 1999</i>)</li> <li>• A new Local Implementation Plan will be drafted during 2016 to cover the next three years (2017/18 – 19/20)</li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">Bromley Cycling Strategy</a> (Adopted: March 2015)</li> </ul>	<ul style="list-style-type: none"> <li>• Sets out five objectives relating to: supporting the economy; enhancing quality of life; a Safer Bromley; connecting communities; and normalising the bike</li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">Highway Asset Management Plan</a> (To be adopted: Autumn 2016)</li> </ul>	<ul style="list-style-type: none"> <li>• LBB's plan for maintaining the safety and accessibility of our streets while ensuring we achieve value-for-money by balancing cost and quality</li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">Winter Service Policy 2015/16</a> (Reviewed every November)</li> </ul>	<ul style="list-style-type: none"> <li>• Provides for highway routes to be treated according to their priority on the network and prevailing weather conditions. There is also a Winter Service Plan (officer document).</li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">Local Flood Risk Management Strategy &amp; Action Plan</a> (Adopted: August 2015)</li> </ul>	<ul style="list-style-type: none"> <li>• Required under the <i>Flooding and Water Management Act 2010</i>: must conform with National Strategy and covers four neighbouring boroughs</li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">Parking Strategy</a> (Adopted: January 2012)</li> </ul>	<ul style="list-style-type: none"> <li>• Sets out parking policy and provides local solutions for parking problems including identifying priorities for enforcement and future investment</li> </ul>



<ul style="list-style-type: none"> <li>• <a href="#">Bromley Biodiversity Plan 2015-2020</a> (Adopted: September 2016)</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a coordinated approach to biodiversity action at a local level and contains best practice guidelines for planners, developers and volunteers</li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">Parks, Greenspace and Countryside Strategy (2015-19)</a> (Adopted: November 2015)</li> </ul>	<ul style="list-style-type: none"> <li>• Covers all TLG landholding management responsibilities including urban parks, countryside, woodlands and statutorily listed natural locations, heritage sites, water bodies, playgrounds, environmental education, parks sports facilities, allotments, stakeholders (e.g. Friends of Parks), grounds maintenance and cemeteries &amp; burials</li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">Events and Activities Strategy 2015-19</a> (Adopted: November 2015)</li> </ul>	<ul style="list-style-type: none"> <li>• Sets out Council policy for events and activities in parks, countryside, recreation grounds and other suitable sites for November 2015 to April 2019 – subject to annual review</li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">Parks, Greenspace &amp; Countryside Action Plan: Jan 2016 – March 2017</a> (Adopted: November 2015)</li> </ul>	<ul style="list-style-type: none"> <li>• A continually revised officer management plan setting out specific, project-by-project, details of planned improvements</li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">Arboricultural Strategy 2016-2020</a> (Adopted: March 2016)</li> </ul>	<ul style="list-style-type: none"> <li>• Sets out policies and responsibilities for tree owners in public and private realm whilst highlighting the benefits of best arboricultural practice</li> </ul>

## 8 FINANCIAL IMPLICATIONS

- 8.1 The Environment Portfolio's priorities will be delivered within the resources identified in the 2016/17 budget, including Local Implementation Plan funding from Transport for London, together with any further external funding that can be secured.

<b>Non-Applicable Sections:</b>	Personnel and Legal implications
Background Documents: (Access via Contact Officer)	<a href="#">Environment Portfolio Plan 2015/18</a>

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# Environment Portfolio Plan 2016/19

## Introduction

Environment Portfolio services affect the daily lives of all Bromley residents and many compare favourably with those of other councils. Our key aim is to maintain the consistently high service standards residents rightly expect from street cleaning, waste collection, highways and parks management and that these services also provide value-for-money. This is especially important given being a 'clean and green' borough is key to why people choose to live or work in Bromley.

As well as maintaining high service standards, we aim to enhance our environment and contribute to a good quality of life for all. Indeed, protecting the borough now and for future generations remains a priority despite the challenging financial climate within which we work.

The main challenge for the foreseeable future remains the issue of how to continue to deliver quality environmental services with significantly less funding and, therefore, there is a continuing focus on budgetary control, contract management, and commissioning opportunities.

A number of new initiatives will be undertaken during 2016/17 to further improve our local environment and deliver services more efficiently including but not restricted to:

- implementing the Beckenham town centre public realm project;
- improving Penge High Street, including traffic congestion, road safety and public realm;
- awarding and delivering the new Joint Parking Services contract;
- developing a Neighbourhood Management approach to Streetscene and Greenspace services;
- integrating all Highways activity within one team to improve effectiveness; and
- developing commissioning options for the Portfolio's larger contracts (e.g. waste services, grounds maintenance, highways management and street cleaning) from 2019 onwards.

This 2016/19 Environment Portfolio Plan sets out six outcomes centred on:

1. Improving the Street Scene
2. Minimising Waste & Increasing Recycling
3. Enhancing Bromley's Parks & Green Spaces
4. Managing our Transport Infrastructure & Public Realm
5. Improving Travel, Transport & Parking
6. Improving Customer Service & Business Management

These outcomes will be delivered through a number of clearly identified aims – and associated contracts – set out in this 2016/19 Environment Portfolio Plan. To ensure these aims are delivered, performance will be regularly monitored and reported to Members.

This Plan also contributes to the 'Quality Environment' aspiration set out in the Council's draft repurposed 'Building a Better Bromley' statement – specifically the need to:

- Sustain a clean, green and tidy borough through the delivery of value-for-money environmental services provided to a consistently high standard;
- Encourage further improvements in recycling, and seek to reduce waste to manage costs and protect the environment;
- Encourage Residents' Associations and the expanding network of 'Friends' to contribute to parks, trees and streets management and work with Snow Friends during winter weather;
- Use our wide-ranging enforcement and regulatory powers in a fair manner to protect people and their neighbourhoods, thereby reducing costs associated with issues such as fly-tipping;
- Identify infrastructure investment opportunities to reduce future costs associated with maintaining a high quality streetscene, including roads and street furniture.

## **Outcome 1: Improving the Street Scene**

*Developing a Neighbourhood Management approach to street services including promoting behaviour change, working with community groups, and taking appropriate enforcement action*

In 2016/17 we are introducing a new integrated approach to managing the street scene, known as 'Neighbourhood Management'. We will continue to provide the current range of street services but rather than having separate teams, the new approach creates multidisciplinary teams serving three distinct areas of the borough. We believe this integrated approach will improve customer satisfaction, make our services much more responsive to residents, improve how we coordinate activity with our contractors, and enable us to respond better to local issues.

Street scene quality – especially its cleanliness – continues to be a priority for the Council and residents alike. A well maintained street scene relates closely to how safe residents feel and how satisfied they are with their locality. This is actively monitored and there are generally high satisfaction levels. Real progress has been made in this area including through multi-agency clean-ups (e.g. Operation Crystal), engaging with community and volunteer groups to organise local clean-ups, scheduling deep-cleaning programmes, providing facilities for recycling, cigarette waste, and litter, and removing chewing gum.

A review of the Council's approach to street cleaning identified a range of efficiencies which could be made whilst still maintaining high service standards and customer satisfaction. We will continue to review our street cleaning schedule (including weekends and evenings) to maximise its effectiveness whilst ensuring it reflects the varying needs of local communities. We will also continue to measure public satisfaction levels with cleanliness in both residential and retail areas.

The public can help the Council by reporting local problems such as fly-tipping, potholes, and street lighting defects. Fix-My-Street, an on-line reporting facility (launched May 2012), now handles more than 50% of residents' reports and, to date, some 57,500 reports have been made (~19,500 of which were made during 2015/16).

We now wish to take a more strategic approach to caring for our streets and will develop a Street Care Plan (Autumn 2016) to align policy and resources for education, enforcement and operations.

Everyone can play a role in keeping our streets safe and clean and the Council continues to build strong bonds with our Street and Snow Friends and we wish to expand this activity, ideally with each street having at least one Snow Friend Coordinator and Street Friend. There are currently 4,600 Snow Friends organised by more than 400 coordinators. The Snow Friends scheme is also promoted to young people, who assist elderly and disabled residents by keeping the pavements outside their homes snow-free and safe. There are now also nearly 1,200 Street Friends – who report problems such as graffiti and fly-tipping and/or assist in litter picking and graffiti removal. The new Tree Friends initiative, designed to monitor and maintain street tree health, has been launched with the aim of each Residents' Association has a Tree Friend Coordinator – there are currently sixteen coordinators. A Tree Friends Toolkit has already been produced and distributed and the Street Friends Toolkit will be distributed by Autumn 2016.

To help keep our streets clean we will continue to enforce on-the-spot fines for littering and dropping chewing gum, building on our work with the police and agreements with Ward Security for their officers to serve Fixed Penalty Notices.

Graffiti and Abandoned Vehicles have become less of an issue than in previous years as effective management and response practices are in place to minimise these activities and their impacts. On the other hand, fly-tipping incidents are increasing – part of a national trend – and the Council is responding to this anti-social behaviour by taking action through the Enforcement Team, including more targeted surveillance (with the Metropolitan Police), patrols and fining offenders.

The street traders we license and the markets we manage add vitality to Bromley's street scene. We will, therefore, continue to develop the borough's street café culture, which has been evidenced though a continuing increase in outdoor eating and seating applications. We will also consider how best to encourage the development of town centre markets, including options for future market provision (e.g. locations) and offers (e.g. specialist street markets).

## **Outcome 2: Minimising Waste & Increasing Recycling**

*Aiming to run the best value waste and recycling service in London*

Bromley's recycling performance is already excellent compared with many other London boroughs and the latest annual data shows we have London's second highest recycling rate (2015/16 London-wide comparative data will be available in November 2016). That said, there appears to be a 50% ceiling which it is difficult to break through – this is true for most boroughs – without significant changes being made to waste collection practice. So the issue for the immediate future is how to maintain, rather than increase (which is our medium-term aim), our recycling rate.

A waste audit has recently been undertaken to analyse residual (dustbin) waste to see what types of material are being thrown away, rather than recycled, and this will inform our future plans.

Our recycling rate is excellent but the amount of waste produced per household is considerably less good. While the figure is no longer among the highest (i.e. worst) in London, high waste arisings continue to impose cost pressures on the on the service and also suppresses the borough's recycling rate.

Landfill Tax also imposes cost pressure on the Council but in making landfill less attractive it achieves its secondary purpose of increasing recycling's financial viability. There are also environmental benefits associated with reducing waste and increasing recycling, which is important given that natural resources are limited – we need to be making much better use of the materials and energy contained in the waste stream. In addition, poor waste management increases greenhouses gas emissions which, in turn, contribute to man-made climate change.

Producing less waste in the first place is key to reducing costs and environmental impacts. We will therefore work with residents, through the new Neighbourhood Management teams, to encourage them to waste less and recycle more through the 'Recycling for All' and 'Composting for All' schemes. Equally, manufacturers and retailers also have a role to play in minimising waste at source and the Council will continue to encourage the Government to bring forward proposals – such as full producer responsibility for packaging waste – to tackle this problem effectively.

The introduction of food waste collections (2010) led to an initial reduction in the amount of domestic refuse produced. This helped to increase our recycling rate, diverted waste from expensive landfill, and through the anaerobic digestion treatment contributed to electricity generation and the production of high quality compost for agriculture. However, there has been a reduction in the amount of food waste recycled and the question is whether less food is being purchased and wasted or whether it has become dustbin waste (the waste audit may answer this).

Over the course of 2016/17, we will look to further expand the highly successful paid Green Garden Waste Collection Service, aiming for 20,000 customers by the end of 2016/17, as this is preferential to residents using cars to take their green waste to the Reuse & Recycling Centres.

We also aim to continue with the successful on-demand kerbside collection service for electrical and electronic equipment, although market conditions have necessitated a modest charge being introduced: this is complemented by bring-banks for this material at six recycling sites.

The on-going changes to the Waldo Road and Churchfields Road Household Waste & Recycling Centres will provide more opportunities to recycle an even wider range of materials which will, in turn, help to improve the service's sustainability and increase customer satisfaction.

Looking forward, a number of broader initiatives may impact on local waste management. The EU Circular Economy Package is likely to generate a number of changes in waste management practice ranging from placing compliance cost on producers for packaging waste, to setting targets for more recycling, and further restricting landfill activity. And the Government is also considering how councils could harmonise their waste collection arrangements.

All of these issues, and more, will be considered as part of the research being undertaken into appraising procurement and contracting options for the future if Bromley's waste services, which will form part of the proposed broader and integrated Environmental Services Contract in 2019.

### **Outcome 3: Enhancing Bromley's Parks & Green Spaces**

*Conserving and enhancing Bromley's parks and green spaces through the Fully Managed Service working in partnership with Bromley's volunteer community*

Parks, countryside, access to nature and open spaces are key elements of what makes Bromley a great place in which to live and work and it is, therefore, vital that these natural assets are maintained for the benefit of all, now and for the future.

Bromley has 156 parks, open spaces and recreation grounds (including 3,000 acres of open space, and 67 equipped play areas) under its management, which constitutes a valuable natural resource with social and environmental benefits. In addition to the work of our contractors, the Council has 41 active Friends of Parks Groups – custodians of ~50% of Bromley's greenspace and contributing thousands of hours of valued voluntary work. In addition to this vital conservation work, during 2015/16 Friends groups helped to raise more than £207k external investment plus £43k of partnership funding for green space improvements.

Since June 2015, much of this activity has been 'fully managed' by The Landscape Group (TLG) who now maintain our landscape infrastructure, identify external funding, and work with community and Friends of Parks groups to maintain our existing high standards into the future. In 2015/16, TLG developed two strategies to give direction to future activity ('Parks, Greenspace & Countryside Strategy' and 'Events & Activities Strategy') and also a delivery action plan.

Bromley has some 36,000 street trees, 20,000 park trees, 10,000 school trees and over two-thirds of London's woodland. Some of these woodlands have special ecological status, including Sites of Importance for Nature Conservation which require active conservation. Trees also need to be managed for amenity and public safety and some 30% of street and park trees (and 50% of school trees) will be subject to a 'full asset survey' with any remedial safety works being implemented. Each year the Council also plants some 400 street trees to further enhance our local environment. The most recent initiatives include a 'Tree Friends' scheme and adoption of the LBB Arboricultural Strategy 2016-2020.

### **Outcome 4: Managing our Transport Infrastructure & Public Realm**

*Continuing to invest in our roads, pavements and street lighting to maintain the highway asset, improving the standard of work of utilities, and improving flood risk awareness and resilience*

The condition of Bromley's roads and pavements is consistently identified by residents as a particularly important issue and so remains a Council priority. We will, therefore, continue our programme of major repairs to our roads and footpaths and continue to develop our Highway Asset Management Plan.

Bromley has London's most extensive road network and keeping our roads safe and in good repair is an important challenge. Following national good practice guidance, we operate a preventative approach to maintaining the £1.4bn highway network. This helps prevent further deterioration and additional cost while ensuring the impact of highway works on public traffic is minimised.

To maintain highway asset quality, the Council will resurface the borough's roads and footways, as approved by Members, and these schedules of work will form the planned highways maintenance programme. Priorities are based on detailed technical assessments of the whole network.

Minor, reactive, repairs are also undertaken to maintain the network in a safe condition through a regime of highway safety inspections to minimise risk of injury and potential third-party liability claims for damage to property.

Importantly, from 2016/17, all highways management functions (e.g. both major/planned and minor/reactive works) will be managed by one team to provide a single point of contact and improve service effectiveness.

Street lighting is another important component of our highway infrastructure and we have largely completed the invest-to-save street lighting project, which involved replacing 7,000 lamp columns

and 16,000 street lanterns with energy efficient LED lighting. This will significantly reduce energy consumption and maintenance costs. The project included a Central Management System which allows lights to be monitored and lighting levels and times to be controlled remotely. Consideration will now be given to replacing the remaining lanterns to further reduce revenue costs.

We continue to manage Streetworks – through the London Permit Scheme – to ensure that all activity (e.g. utilities excavations) on the highway network is coordinated to reduce congestion and reinstated to a high standard to protect the highway asset.

The Council will endeavour to keep the borough moving and safe during adverse weather, reviewing lessons learned from previous flood or snow events and refreshing our Winter Service policy and plan. We will continue to increase local resilience by acting as the Lead Local Flood Authority. In 2015/16, we produced Local Flood Risk Management Strategy & Action Plan, which sets the various roles and responsibilities involved in improving flood resilience in a six year plan.

### **Outcome 5: Improving Travel, Transport & Parking**

*Improving the road network, journey-time reliability, congestion, transport connectivity, and promoting safer travel and providing accessible, affordable, and fair parking services*

Congestion is often identified by residents and road-users as an important issue but practical solutions are often costly and take time to implement. As part of the 2016/17 congestion reduction programme, we will be focussing on junctions along the key road corridors. Congestion must also be tackled in conjunction with TfL and neighbouring boroughs, as motorists avoiding congested areas can cause problems elsewhere. We will, therefore, work with our sub-regional partners to identify and lobby for projects and investment to deliver benefits for travellers across the whole of south and south-east London.

Local people should be able to play their part and the Council will work with schools, developers and businesses to implement effective travel plans which encourage walking, cycling and the use of public transport. We are also committed to supporting the development of travel planning and advice for the Council's own staff.

Bromley has a good record in road accident reduction and the borough is top quartile for road safety in London when the number of vehicle miles travelled is taken into account. We have an active programme of educating road users, with a particular focus on children and teenagers as they approach driving age. We will continue our programme of targeted safety improvements to reduce deaths and injuries on our roads.

We wish to ensure that parking is readily available across the borough and balances the needs of residents, visitors and commuters – including on street and in our car parks. This is especially important near town centres, local shopping parades, railway stations and hospitals.

The introduction of mobile phone payments and on-line self-service functions such as suspensions (removing restrictions), dispensations (special permission to park) and processing residents' and business' permits are examples of how the Council has expanded choice for motorists and residents.

Indigo (formerly Vinci Park) continues to enforce parking restrictions to help improve road safety and ease congestion – and ensure regular turnover of town centre spaces. 2016/17 will see the development and award (November 2016) of a major contract for a range of parking services in partnership with LB Bexley – for implementation in April 2017.

We will continue to seek improvements in public transport to provide more choice (e.g. by lobbying for the Docklands Light Railway and the extension of the London Overground) and will continue working with Southeastern railways to develop proposals to improve station access.

A number of car parking schemes are being introduced around railway stations for commuters plus new cycle hubs are planned at Beckenham, Orpington and Crystal Palace.

We will also improve cycling and walking facilities, for example by installing crossings where they contribute to improving road safety and access to local shopping parades schools and amenities.

## **Outcome 6: Improving Customer Service & Business Management**

*Maintaining high service standards, ensuring services are professionally managed and providing value-for-money, and upholding good governance and accountable decision-making*

This 2016/19 Environment Portfolio Plan sets out our service priorities in terms of six clearly defined outcomes (and associated aims and performance measures) and good customer service and sound business management practice are at the heart of this service provision.

The Plan's implementation will be scrutinised by Environment PDS Members in June 2016 and November 2016 (six month progress update).

During the year, Officers support Members in their work by ensuring that well-evidenced reports – including in relation to the contracts underpinning this Plan – are presented to committee in a timely manner, allowing for proper Member scrutiny.

More generally, the Plan is supported by sound business practices that help to: ensure compliance with the Council's governance and procurement rules; reduce risk; ensure the plan remains on track through the provision of monitoring data.

Many of the services set out in this plan directly involve residents and, therefore, effective public communication is vital to its successful delivery. In addition to using traditional media to communicate our key strategic messages, managers are making increasing use of on-line facilities and social media to make it easier for residents to use our services.

The various communications issues relating to each of the Outcomes are set out on the final page of this Portfolio Plan.

Customers are also made aware of our service standards and kept informed of progress to help ensure satisfaction.

Clearly having publically available service information is important given the Portfolio Holder is responsible for the direction of travel and performance of the Council's environmental services. If the services aims and performance are clear and public then it is easier for the public to understand the various service issues and also to hold the Council to account.

Similarly, the service frequently receives Freedom of Information requests and, again, having information already in the public domain means these questions can be answered more efficiently.



<b>Outcome 1</b>	<b>Improving the Street Scene</b>
<b>Issues</b>	<ul style="list-style-type: none"> <li>• Clean streets are a high priority for residents</li> <li>• Satisfaction with the street scene has a significant impact on residents' confidence in the Council</li> <li>• Growth in social media use requires the Council to continue to adapt its processes and services to meet customer expectations</li> </ul>
<b>Aim</b>	<ul style="list-style-type: none"> <li>• Develop a Neighbourhood Management approach to commissioning street care services including promoting behaviour change, working with community and volunteer groups, and taking appropriate enforcement action to ensure the street environment reflects local needs</li> </ul>
In 2016/17 we will:	
<b>1.1:</b> Keep the borough's streets and parks clean and green and reduce litter, dog fouling and fly-tipping through a programme of contracted works, education and enforcement activity	
<b>1.2:</b> Continue to support monthly multi-agency operations (e.g. Operation Crystal) to target anti-social behaviour hotspots in partnership with the Metropolitan Police, DVLA, DW&P, and local housing associations	
<b>1.3:</b> Use existing and adopt new legislative powers and enforcement penalties in respect of fly-tipping to help keep our streets clean and safe	
<b>1.4:</b> Conduct monthly operations with the Metropolitan Police to target vehicles involved in fly-tipping, including potentially seizing vehicles which are unlicensed to carry waste	
<b>1.5:</b> Establish the new Neighbourhood Management approach to caring for our streets and green spaces through three multidisciplinary area-based teams to make our services more responsive to residents' needs and improve customer satisfaction	
<b>1.6:</b> Develop a three-year Street Care Plan, in liaison with a Member Working Group, to join-up policy and resources in respect of education, enforcement and operations by Autumn 2016	
<b>1.7:</b> Commence a programme of activity to commission streetscene services (along with other key environmental services such as Waste Management and Grounds Maintenance) by 2019	
<b>1.8:</b> Continue to engage with the community (Residents' Associations, Street, Tree, Snow Friends and other volunteer groups) to improve the streetscene, including identifying problem hotspots and organising clean-ups. And produce a Street Friends' Toolkit (Autumn 2016) to complement the Tree Friends' Toolkit (produced in 2015)	
<b>1.9:</b> Continue to adapt street cleaning frequencies / times to ensure they reflect the varying needs / issues of local communities (e.g. weekend working)	
<b>1.10:</b> Maintain high levels of resident satisfaction with the street cleansing service and evidence this through monitoring activity	
<b>1.11:</b> Continue to develop and improve the borough's outdoor street café culture, increase visits by specialist street markets, and consider options for future market provision	

Environment Portfolio Plan: 2016/19

Performance Indicators	12/13 Actual	13/14 Actual	14/15 Actual	15/16 Actual	15/16 Target	16/17 Target	17/18 Target	18/19 Target
Fly-tipping enforcement actions (NI 196i)	344	295	375	330	350	325	300	300
Fly-tipping incidents (NI 196ii)	2,495	2,681	3,377	3,343	<3,500	<3,250	<3,000	<3,000
<sup>1</sup> Street & Environmental cleanliness (% below std)								
a) litter	5.7	5.8	5.6	1.3	<6.0	6.0	6.0	6.0
b) detritus	9.9	7.5	4.4	2.2	<8.0	8.0	8.0	8.0
c) graffiti	0.7	0.8	0.5	0.1	<1.0	1.0	1.0	1.0
d) fly-posting (NI195)	0.6	0.9	0.4	0.8	<1.0	1.0	1.0	1.0
<sup>2</sup> Public satisfaction with cleanliness (%):								
• Streets	--	79	71	69	>70	70	75	75
• Neighbourhoods	--	84	88	79	>70	70	75	75
• Town Centres (ES11)	--	91	90	87	>75	75	80	80
<sup>3</sup> Streets meeting acceptable cleanliness standards (%) (ES12)	95	96.9	97.6	99.0	>95	95	95	95
Defect Correction Notices issued to contractor (%) (ES13)	n/a	3.05	1.94	0.7	<3.0	<3.0	<3.0	<3.0

<sup>1</sup> NI195 measures four elements three times a year at random borough locations inspected by client officers

<sup>2</sup> Annual Public Satisfaction Survey undertaken by an independent consultant under the Street Cleansing contract (2015/16 data is based on the August 2015 survey and so on)

<sup>3</sup> Contractor Performance is measured by client officers (through Nautoguide) inspecting routine scheduled activities, based on contractual cleaning frequencies for each street

Outcome 2	Minimising Waste & Increasing Recycling
Issues	<ul style="list-style-type: none"> <li>• Recycling rates have plateaued, so how can we encourage greater public involvement in waste minimisation and recycling?</li> <li>• Recycling markets remain volatile (e.g. capacity and income / costs), which makes budgeting and service planning an on-going challenge</li> <li>• Legislation (e.g. EU Circular Economy package) may require the Council to review its collection and disposal options to ensure regulatory compliance</li> </ul>

Aim	<ul style="list-style-type: none"> <li>• To increase the proportion of waste recycled and reduce the amount of waste sent to landfill, within budgetary constraints</li> </ul>
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In 2016/17 we will:

**2.1:** Develop options for integrating services on expiry of the current waste collection and waste disposal contract (2019) to maximise economies of scale and harmonise collection and disposal methodologies for all elements of the waste stream

**2.2:** Continue to monitor green garden waste arisings each month, in the light of further changes to satellite site provision and the continued expansion of the paid collection service

<b>2.3:</b> Encourage and assist residents to minimise their waste, recycle more, and promote home composting through our Neighbourhood Management teams and promotional activity
<b>2.4:</b> Increase Green Garden Waste Collection Service paying customer numbers to 20,000 and introduce the option to pay by Direct Debit
<b>2.5:</b> Explore options for site reconfiguration at Waldo Road and Churchfields Road HWRCs to facilitate better separation and quality control of recyclable and reusable materials
<b>2.6:</b> Consider options for the future continuation of the kerbside collection service for Waste Electronic and Electrical Equipment in the light of the changes to the WEEE regulations
<b>2.7:</b> Demonstrate legislative compliance with the <a href="#">Waste Regulations (England &amp; Wales) 2011</a> in terms of the separate kerbside collections of paper, glass, metals and plastics
<b>2.8:</b> Following the trial waste treatment at the Southwark MBT plant, evaluate the financial and environmental benefits of formalising this disposal option

Performance Indicators	12/13 Actual	13/14 Actual	14/15 Actual	15/16 Actual	15/16 Target	16/17 Target	17/18 Target	18/19 Target
Household waste recycled/composted (%) (NI 192)	50	50	49	47.3	49	50	51	51
Dry recycling (kg/household) (ES14)	261	267	249	236	260	260	260	260
Organics recycling (kg/household) (ES15)	177	186	184	178	180	180	180	180
Municipal waste landfilled (%) NI 193	25	26	27	27.22	26	25	24	24
Residual household waste (kg per household) (NI 191)	451	466	464	478	450	445	440	440
Total waste arising (refuse & recycling) (tonnes) (ES16)	139,360	145,577	144,660	146,192	145,000	145,000	145,000	145,000
Missed bins* (/000,000 collections) (ES6)	43*	49*	78	128	60	60	60	60

\* Calculation method was changed in 2014/15, so previous data cannot be directly compared

<b>Outcome 3</b>	<b>Enhancing Bromley's Parks &amp; Green Spaces</b>
<b>Issues</b>	<ul style="list-style-type: none"> <li>• Our parks and green spaces are valued by residents and have also ecological and recreational value but their management requires significant resources</li> <li>• How to further develop community involvement and generate additional external funding to help care for our parks and green spaces?</li> </ul>
<b>Aim</b>	<ul style="list-style-type: none"> <li>• To conserve and enhance Bromley's parks and green spaces through the Fully Managed Parks Service working in partnership with the volunteer community, including by securing external funding for improvements</li> </ul>

## Environment Portfolio Plan: 2016/19

In 2016/17 we will:
<b>3.1:</b> Deliver Member-approved policies and actions to achieve specified project outcomes – as reviewed by the Joint Management Board and Parks, Greenspace & Countryside (PG&C) Stakeholder Panel
<b>3.2:</b> Maintain the quality, appearance and cleanliness of parks, open spaces and the countryside provided by The Landscape Group and monitored through the Council's new Neighbourhood Management teams
<b>3.3:</b> Work in partnership with volunteers, stakeholders (allotment holders and sports providers), and Friends of Parks groups to ensure local priorities are identified and delivered
<b>3.4:</b> Raise public awareness about Parks, Greenspace & Countryside (PGC) including through the development of a dedicated website (summer 2016) providing on-line information e.g. for booking events in parks, and environmental classes at BEECHE etc
<b>3.5:</b> Plant some 400 street trees, maintain Bromley's publicly-owned tree stock in a safe condition, and replace trees in parks and green spaces as appropriate. Investigate opportunities for income generation from Bromley's woodlands, with a view to making woodland management cost-neutral – benefitting biodiversity and public access
<b>3.6:</b> Manage the Parks Security contract to reduce antisocial behaviour, illegal traveller incursion, adverse possession, dog attacks, and drug abuse – and equally ensure our parks and open spaces remain accessible and enjoyable places for recreation
<b>3.7:</b> Develop and maintain paths, infrastructure and other hard landscaping features in parks, open spaces and the countryside so they remain safe and useable
<b>3.8:</b> Maintain the borough's 67 equipped play areas so they provide good quality local facilities for all, potentially including improving Whitehall Recreation Ground and equipment for less-abled users at Chislehurst
<b>3.9:</b> Contribute to improving residents' health by supporting park users, sports activity providers, allotment holders and other partners – including the new Whitehall Recreation Ground Green Gym and working with Nash College at Brook Lane and BEECHE
<b>3.10:</b> Implement the <a href="#">Events and Activities Strategy (2015-19)</a> to promote and support public use of parks and green spaces especially for community events and activities

Performance Indicators	12/13 Actual	13/14 Actual	14/15 Actual	15/16 Actual	15/16 Target	16/17 Target	17/18 Target	18/19 Target
Service Standard (%) (ES10.4)	-	-	92.72	97.83	95	95	95	95
External Grants & Partnership Funding (£,000) (ES17)	401 175	339 186	337 172	207 43	- -	340 -	- -	- -
*Improve Grounds Maintenance Service (%) (ES18)	-	-	-	75 / 84	71	73	75	77

\* Quality Assessment of contractor's compliance against specification: Q1/Q2 = 75%. Q3/Q4 = 84%

<b>Outcome 4</b>	<b>Managing our Transport Infrastructure &amp; Public Realm</b>
<b>Issues</b>	<ul style="list-style-type: none"> <li>• Satisfaction with the condition of roads and pavements has a significant impact on residents' confidence in the Council, so we need to maintain their condition</li> <li>• Utility works can cause disruption and congestion unless this activity is coordinated and inspected by the Council to protect the Council's asset</li> <li>• Localised flooding is likely to become more frequent and problematic and practical inter-agency solutions are needed</li> </ul>

<b>Aim</b>	<ul style="list-style-type: none"> <li>• To continue to invest in timely and effective manner in our roads, pavements and street lighting to maintain the highway asset</li> </ul>
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In 2016/17 we will:
<b>4.1:</b> Integrate all highways management functions (planned and reactive works) within one highways team to provide a single point of contact and improve service effectiveness
<b>4.2:</b> Investigate potential capital investment opportunities to reduce revenue expenditure on reactive and planned highways maintenance by improving the condition of the highway asset
<b>4.3:</b> Adopt the Highway Asset Management Plan (summer 2016) to help prioritise maintenance and investment decisions - helping to ensure the Council achieves value-for-money by balancing priorities including cost and quality
<b>4.4:</b> Improve the condition of the highway network by completing the approved <a href="#">Planned Highways Maintenance Programme</a> of road and pavement resurfacing
<b>4.5:</b> Consider further opportunities for Street Lighting invest-to-save initiatives (e.g. through SALIX Carbon Management Fund)
<b>4.6:</b> Review the Winter Service's effectiveness and priorities in the light of experience gained in responding to past ice, snow and flooding incidents
<b>4.7:</b> Undertake highway safety inspections and implement reactive works to ensure the borough's roads and pavements are maintained to an appropriate standard to protect the public and reduce insurance claims for personal injury and damage to property
<b>4.8:</b> Implement the new Department of Transport Code of Practice to deliver a risk-based approach to maintaining highway assets e.g. roads, street lighting, and highway structures

<b>Performance Indicators</b>	<b>12/13 Actual</b>	<b>13/14 Actual</b>	<b>14/15 Actual</b>	<b>15/16 Actual</b>	<b>15/16 Target</b>	<b>16/17 Target</b>	<b>17/18 Target</b>	<b>18/19 Target</b>
Condition of principal (A) roads (% considered for maintenance) (NI 168)	3	5	1.0	2.0	<6	<6	<6	<6
Condition of non-principal classified (B & C) roads (% considered for maintenance) (NI 169)	5	5	3.0	2.0	<8	<8	<8	<8
Average Time to	2.75	1.34	1.15	1.17	<5.0	<5.0	<5.0	<5.0

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Performance Indicators	12/13 Actual	13/14 Actual	14/15 Actual	15/16 Actual	15/16 Target	16/17 Target	17/18 Target	18/19 Target
Repair a Faulty Street Light (days) (ES5)								

<b>Aim</b>	<ul style="list-style-type: none"> <li>To coordinate and improve the standard of work carried out by the utilities</li> </ul>
In 2016/17 we will:	
<b>4.9:</b> Continue to monitor the progress of utility works, and take enforcement action when works are not completed within the agreed timescale (to reduce traffic congestion)	
<b>4.10:</b> Continue to inspect at least 80% of utilities works (50% more than required by the national code of practice) to ensure reinstatement is undertaken to the correct standard - taking enforcement action where necessary to protect highway assets	

Performance Indicators	12/13 Actual	13/14 Actual	14/15 Actual	15/16 Actual	15/16 Target	16/17 Target	17/18 Target	18/19 Target
Number of FPNs issued <sup>1</sup> (ES19)	817	817	534	509	n/a	n/a	n/a	n/a
Number of Defect Notices <sup>2</sup> (ES20)	-	5,792	4,300	4,588	6,000	4,000	4,000	4,000

<sup>1</sup>Fixed Penalty Notices are issued to Utilities for working without a permit, having incorrect registration details, or being in breach of permit conditions

<sup>2</sup>Defect Notices are issued to Utilities for poor reinstatement following highway works

<b>Aim</b>	<ul style="list-style-type: none"> <li>To improve the borough's resilience to the risk of flooding</li> </ul>
In 2016/17 we will:	
<b>4.11:</b> Increase flood risk awareness and develop resilience through our Lead Local Flood Authority role	
<b>4.12:</b> Continue to ensure surface water drainage is properly considered in the development process and that suitable plans exist to maintain sustainable drainage assets into the future	
<b>4.13:</b> Deliver the Action Plan set out in the Local Flood Risk Strategy	

<b>Outcome 5</b>	<b>Improving Travel, Transport &amp; Parking</b>
<b>Issues</b>	<ul style="list-style-type: none"> <li>• Rising numbers of cars, as the number of residents and households increases, leading to congestion and parking issues</li> <li>• Lack of connectivity and investment in transport preventing access to opportunities and services</li> <li>• Managing on and off street parking to balance the needs of motorists, residents and businesses</li> </ul>
<b>Aims</b>	<ul style="list-style-type: none"> <li>• To improve the road network and journey-time reliability for all users</li> <li>• To improve ‘connectivity’ (getting to places you couldn’t previously reach easily) and ‘integration’ (linking different modes of transport)</li> <li>• To reduce congestion and greenhouse gas emissions by promoting cycling, walking and public transport journeys</li> <li>• To promote safer travel, and reduce the number and severity of road accidents</li> <li>• To provide accessible, affordable, fair and effective parking services</li> </ul>
In 2016/17 we will:	
<b>5.1:</b> Look to decrease congestion and address journey times on priority routes, including at key junctions on the major road corridors across the borough	
<b>5.2:</b> Continue to improve transport and accessibility in our town centres to ensure they contribute to a thriving local economy by: <ul style="list-style-type: none"> <li>• completing congestion relief schemes in Beckenham and Penge town centres</li> <li>• ensuring public realm schemes (inc. Beckenham town centre) contribute to improved transport infrastructure, and</li> <li>• ensuring building works at opportunity sites don’t detrimentally impact local transport networks</li> </ul>	
<b>5.3:</b> Improve rail connectivity, capacity and reliability to Bromley by lobbying for the Docklands Light Railway and the extension of London Overground (suburban rail services) plus engage with Network Rail’s ‘Kent Route Study’	
<b>5.4:</b> Help to reduce avoidable delays to bus journeys by improved parking management, tackling pinch points, and making bus stops more accessible	
<b>5.5:</b> Make transport interchanges safer and easier to use – including railway station access improvements (e.g. Orpington and Kent House)	
<b>5.6:</b> Reduce traffic congestion, improve road safety, and encourage walking and cycling by supporting schools, developers and businesses to implement Travel Plan actions such as cycle parking and training, improving safety around schools, and encouraging car clubs	
<b>5.7:</b> Ensure parking is readily available across the borough especially near town centres, local shopping parades, railway stations and hospitals and that it balances the needs of residents, visitors and commuters	
<b>5.8:</b> Lobby King’s College Hospital NHS Foundation Trust to improve parking at and around Princess Royal University Hospital	

Environment Portfolio Plan: 2016/19

Performance Indicators	12/13 Actual	13/14 Actual	14/15 Actual	15/16 Actual	15/16 Target	16/17 Target	17/18 Target	18/19 Target
<sup>1</sup> Children travelling to school by car (%) (From School Census - NI 198)	28	25	23	2015/16 due Aug. 2016	<30	<30	<30	<30
<sup>2</sup> Daily trips originating in the borough made by bicycle (%) (ES21)	0.8	1.3	1.0	2015 due June 2016	1.3	1.4	1.5	1.6
<sup>3</sup> Daily trips originating in the borough made by foot (%) (ES22)	26.5	27.4	25.0	2015 due June 2016	28.3	28.4	28.5	28.6
<sup>4</sup> Average vehicle delay (mins/km) – Principal Roads (ES23)	0.66	0.74	0.77	2015 due June 2016	0.70	0.70	0.70	0.70

<sup>1</sup> Academic year (2014/15). <sup>2,3&4</sup> 2014/15 column = Calendar year 2014 and so on (awaiting 2015 data).

<b>Aim</b>	• To reduce road casualties
In 2016/17 we will:	
<b>5.9:</b> Continue implementing the Council's programme of accident reduction measures in key locations	
<b>5.10:</b> Identify and prioritise locations for accident reduction measures in 2017/18	
<b>5.11:</b> Implement the Council's road safety education programme in schools and the wider community	

Performance Indicators	2012 Actual	2013 Actual	2014 Actual	2015 Actual	2015 Target	2016 Target	2017 Target	2018 Target
People killed/seriously injured in road accidents (NI 47)	90	70	53	77	≤73	≤67	≤67	≤67
Children killed/seriously injured in road accidents (NI 48)	5	10	6	5	≤ 8	≤8	≤8	≤8
Total road accident injuries and deaths (ES7)	822	788	868	943	≤785	≤765	≤744	≤723

Road casualty data are recorded on a calendar year basis and are generally available following May

<b>Aim</b>	• To provide accessible, affordable, fair and effective parking services
In 2016/17 we will:	
<b>5.12:</b> Continue the successful Shared Parking Service with LB Bexley, including reviewing opportunities for developing and widening the scope of the shared service	



<b>5.13:</b> Tender in partnership with LB Bexley (Q2 - 2016), the Joint Parking Services Contract with award scheduled for Nov/Dec 2016 and contract commencement scheduled for April 2017
<b>5.14:</b> Continue to improve the effectiveness and fairness of the Council's parking enforcement activities – including continuing to evaluate the impact of the Deregulation Act 2015 (effective April 2015) on CCTV and observation times
<b>5.15:</b> Investigate further developing 'smart solutions' to make the parking experience more seamless, simpler, and customer friendly through the use of Automatic Number Plate Recognition, pre-payment/booking, and smartphone apps etc
<b>5.16:</b> Ensure that parking facilities continue to meet the industry's Park Mark standard (cleanliness, lighting and accessibility) and that reasonable parking charges support the vitality of the borough's town centres
<b>5.17:</b> Ensure the continuing development of the paperless parking permit solution and continue to develop public on-line access through controlled e-forms as part of the channel shift strategy away from emails.
<b>5.18:</b> Replace the aging fluorescent lighting at the Council's three Multi Storey Car Parks with energy efficient LED lighting, by May 2016, to save ~66% of energy consumption, 250tCO <sub>2</sub> e, and £55k on energy costs each year

<b>Performance Indicators</b>	<b>12/13 Actual</b>	<b>13/14 Actual</b>	<b>14/15 Actual</b>	<b>15/16 Actual</b>	<b>15/16 Target</b>	<b>16/17 Target</b>	<b>17/18 Target</b>	<b>18/19 Target</b>
<b>Appeals 'heard' by the Environment and Traffic Adjudicators (ETA) (against PCNs issued by LBB) (ES8)</b>	663	510	459	331	665	665	665	665
<b>ETA cases won by LB Bromley (% of cases heard) (ES9)</b>	84	85	74	75	80	80	80	80

<b>Outcome 6</b>	<b>Improving Customer Service &amp; Business Management</b>
<b>Issues</b>	<ul style="list-style-type: none"> <li>• How best to communicate our services, especially service changes?</li> <li>• How to meet residents' expectations regarding excellent service provision with progressively reduced resources?</li> <li>• How to ensure the public understands the Council's ongoing commitment to maintaining a quality environment in an age of austerity?</li> </ul>

<b>Aims</b>	<ul style="list-style-type: none"> <li>• To maintain high customer service and environmental quality standards</li> <li>• To ensure services are contracted, monitored, reported, and provide value-for-money according to the Council's rules</li> <li>• To uphold good governance and accountable decision-making</li> </ul>
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In 2016/17 we will:
<b>6.1:</b> Sustain customer service improvements, including managing social media interactions, to ensure appropriate channels are used (e.g. through Fix My Street)
<b>6.2:</b> Communicate strategic and borough-wide messages on-line and also by publishing news releases, public notices, the biannual <i>Environment Matters</i> newsletter
<b>6.3:</b> Communicate opportunities for increased public participation in keeping our streets and parks clean, safe and green by promoting the work of volunteers, stakeholders and Friends groups
<b>6.4:</b> Communicate service changes and opportunities directly to residents in a timely manner including Green Garden Waste Service, street cleaning schedules and bank holiday arrangements
<b>6.5:</b> Use Member and customer feedback to help improve service performance and respond effectively, and within agreed timescales, to customer complaints and information requests
<b>6.6:</b> Support Environment PDS Committee by: <ul style="list-style-type: none"> <li>• ensuring decision-making is transparent and supported by sound procedures</li> <li>• presenting the Portfolio Plan for scrutiny and reporting on its progress twice a year</li> <li>• reporting the Forward Work Programme to each committee meeting – including updates on the Portfolio's main contracts</li> <li>• facilitating scrutiny powers over a range of public bodies, contractors, and the Council itself</li> </ul>
<b>6.7:</b> Ensure that sound business practices are firmly embedded, including the further development of Contract Monitoring Summaries and performance monitoring data for Member scrutiny
<b>6.8:</b> Ensure compliance with governance, finance and procurement rules, including systems for recording waivers, service risks, and evidence for the Annual Governance Statement

<b>Performance Indicators</b>	<b>14/15 Actual</b>	<b>15/16 Actual</b>	<b>15/16 Target</b>	<b>16/17 Target</b>	<b>17/18 Target</b>	<b>18/19 Target</b>
Service Standards (% of activity undertaken on time) (ES10EP)	93.91	96.50	95	95	95	95

## **Communications Issues**

The two broad communications challenges are how to:

- make it easier for residents and others to communicate with the Council and *vice versa* – including using a variety of media and self-service
- positively consult on and communicate the key service changes required as a result of operating in an increasingly tough financial climate

The communications issues associated with this Portfolio Plan's outcomes include:

### **Outcome 1: Improving the Street Scene**

- Promote Street, Tree and Snow Friends and Fix-my-Street to improve residents' engagement in 'street care' (especially given the development of the Street Care Plan and Neighbourhood Management)
- Improve public understanding of the Council's tougher enforcement role in respect of dog-fouling, fly-tipping, littering and graffiti
- Ensure residents are informed of any changes to the street cleansing service and understand the impact that the seasons have on our approach

### **Outcome 2: Minimising Waste & Increasing Recycling**

- Consider how best to communicate service changes and remind residents of their collection days, including changes due to Bank Holidays
- Refocus on promoting residents' participation in 'wasting less and recycling more', now that recycling rates have started to decline
- Actively promote the paid Green Garden Waste paid collection service, including the proposed Direct Debit option, to achieve 20,000 paying customers by the year-end

### **Outcome 3: Enhancing Bromley's Parks & Green Spaces**

- Address issues associated with The Landscape Group taking responsibility for the Fully Managed Parks Service including aligning and highlighting key messages
- Promote the activities of Friends' and others groups in caring for the borough's parks and green spaces and jointly promote the use of parks for community events
- Communicate improvements to individual parks, including addressing issues relating to residents' perceptions, encouraging residents to make more use of parks

### **Outcome 4: Managing our Transport Infrastructure & Public Realm**

- Ensure motorists are kept informed about major highways schemes and utility works and explain to them how roads and footways are prioritised for maintenance
- Provide flood risk information for the public through the Council's website

### **Outcome 5: Improving Travel, Transport & Parking**

- Communicate parking charges and enforcement rules (inc. Blue Badge use), electronic systems for on-street parking payments, and the self-service parking permit system
- Promote partnership working with schools to improve road safety and health through cycling, walking, car sharing and using public transport
- Promote cycling, walking, car sharing and the use of public transport to businesses, visitors and residents, focusing on town centre locations
- Ensure that our road safety messages are communicated effectively to the public

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Environment Portfolio Plan 2016/19  
Report: ES16020  
Appendix 2

**Contract Monitoring Summaries**


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Procurement Background	<b>Title</b>	<b>Grounds Maintenance</b>		
	Contract Register No.	• ecm_3642		
	Location of Contract	• Legal Vault		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• Robert Schembri (<i>Greenspace Contracts Manager</i>)</li> <li>• Dan Jones (<i>Assistant Director Streetscene &amp; Greenspace</i>)</li> </ul>		
	Contractor	• <a href="#">The Landscape Group Ltd (TLG)</a>		
	Contractor's Reg. No.	• 03542918		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: <a href="#">2015/S 100-183194</a>	Due North Reference: n/a	
	CPV Code	• 77314000: Grounds maintenance services		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: November 2015	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 10 years	
		<i>Core Term: start and end dates</i>	• 01.01.08 to 31.12.17	
		<i>Extensions taken: start &amp; end dates</i>	• n/a	
<i>Extensions taken beyond term of original contract</i>		• 31.12.17 to <b>31.03.19</b> (1 year 3 months)		
London Contracts / Bravo Alert Date	• n/a			
Key Reports	<ul style="list-style-type: none"> <li>• Grounds Maintenance Contracts: Strategy And Re-Tendering Proposals (<a href="#">E&amp;L PDS 11/06-4</a>)</li> <li>• Waiver Report <a href="#">ES15021</a> extended the original contract to 31/03/19</li> <li>• Contract incorporates outsourced elements of Parks' management function (<a href="#">Env PDS 17 March 2015</a>) and Soft Landscaping contract</li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• Responsible for maintaining some 156 parks, recreation grounds and open spaces, including some 3,000 acres of open space, 71 play areas, the cemeteries' service, and the highway green maintenance including maintaining grass verges &amp; shrubs.</li> <li>• TLG also delivers non-routine works and purchase the Council's plants (also see novated Soft Landscaping activity).</li> <li>• Contract covers the following (31 of which contain running water) <ul style="list-style-type: none"> <li>○ 54 local open spaces</li> <li>○ 41 natural parks/open spaces</li> <li>○ 24 multi-purpose parks</li> <li>○ six ornamental/formal town parks</li> <li>○ 12 sports grounds</li> <li>○ 20 ball courts</li> <li>○ six skateboard facilities</li> <li>○ 17 basketball sites</li> <li>○ five youth shelters</li> <li>○ two outdoor gyms</li> <li>○ two paddling pools</li> <li>○ three sand pits</li> <li>○ one boating pond</li> <li>○ two fishing lakes</li> <li>○ 23 locations for Football, Rugby, Cricket and Bowls</li> </ul> </li> </ul>			

		<ul style="list-style-type: none"> <li>management of eight closed Churchyards and seven open Cemeteries</li> </ul>			
	Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>The Grounds Maintenance contract is being considered along with other core contracts (e.g. waste, Street Cleaning, Highways etc.) for integrations into the proposed Environmental Services Contract after March 2019</li> </ul>			
	Material Changes	<ul style="list-style-type: none"> <li>Lake dredging was removed in 2008/09</li> <li>One paddling pool was converted to a sand pit</li> <li>Two additional sandpits installed (Crystal Palace &amp; Church House Gdns)</li> <li>Parks' Management function outsourced to TLG (8 June 2015)</li> </ul>			
Financial Data	Total Contract Value	<ul style="list-style-type: none"> <li>£26,100,000 (+ £3.7m extension value) (+6.79m FMS)</li> </ul>			
	Notes provided by Finance	<ul style="list-style-type: none"> <li>Cost <u>excludes</u> staff element of Wholly Managed Service</li> <li>VAT applies to funding income</li> </ul>			
	2015/16	<ul style="list-style-type: none"> <li>Latest Approved Budget: £2,818,090 + £1,494,800 (fully managed service)</li> <li>Actual Spend (out-turn): £2,818,090 + £1,722,837 projection including redundancy and ACOW</li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>Budget: £2,832,180 (GM) + £1,704,500 (FMS)</li> </ul>			
	Inflation Index	RPIX	Indexation Base Year:		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Service response times to customer enquiries (%)	95	97.83
			External Grants & Partnership Funding (£)	-	207,027
			Quality Assessment Inspections (%)	71	75/84
	Benchmarking	<ul style="list-style-type: none"> <li>2007 comparison with other London boroughs (pre-tendering activity)</li> <li>London Benchmarking Group</li> </ul>			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>Surveys: part of contract QA arrangements</li> <li>Ombudsman referrals: 1 - unsuccessful</li> </ul>			
	Audits	<ul style="list-style-type: none"> <li>Contract management audit (May 2015)</li> </ul>			
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>Environment Portfolio Plan Outcome 3: Enhancing Bromley's Parks &amp; Green Spaces</li> <li>Aims 3.1– 3.9 Conserve and enhance Bromley's parks and green spaces including through the Wholly Managed Parks Service</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>Parks, Greenspace and Countryside Strategy: November 2015 PDS committee (ES15084)</li> <li>Events and Activities Strategy November 2015 PDS committee ES15084</li> <li>The Parks, Greenspace &amp; Countryside Action Plan (Jan 2016 – March 2017)</li> <li>Tree Strategy</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>Parks</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>Soft Landscaping Contract</li> <li>Arboricultural Contract</li> <li>Park Security Contract</li> <li>Play Equipment Maintenance Contract</li> <li>Minor Highways Contract</li> <li>Street Cleaning</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>Duty to maintain woodland sites and SINCS</li> <li>Burial duty (where the Council has space)</li> </ul>			



	<u>Legislative Compliance</u>							
	<ul style="list-style-type: none"> <li>• <a href="#">Health and Safety at Work etc Act 1974</a>, Section 3 (1)</li> <li>• <a href="#">Management of Health and Safety at Work Regulations 1999</a></li> <li>• <a href="#">Occupiers Liability Act 1957</a></li> <li>• <a href="#">Occupiers Liability Act 1984</a></li> <li>• <a href="#">Countryside Rights of Way Act 2000</a></li> <li>• <a href="#">Highways Act 1980</a></li> </ul>							
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• Report <a href="#">ES15021</a> extended the term of existing contract to 31.03.19 and also outsourced part of the Parks Management function to the TLG</li> <li>• Possibility of grounds maintenance at Crystal Palace Park being transferred to a local Trust</li> </ul>							
Service Risk	<b>Reputation</b>	<b>Medium Risk (Yellow)</b>						
Risk Management	<ul style="list-style-type: none"> <li>• Failure to check playground safety and cleanliness leading to injuries and claims – mitigated by daily contractor checks</li> <li>• Failure to maintain grass verges &amp; shrubs leading to public complaints – mitigated by contract management / inspection</li> <li>• Failure (in whole or in part) of the principal contractor (TLG) mitigated by contract monitoring and ultimately by the Council intervening</li> </ul>							
Exit Plans	<ul style="list-style-type: none"> <li>• Within contract</li> </ul>							
Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• CONFIRM: asset database; for checking contractor activity; and public enquiries</li> <li>• Stat map Earthlight: for mapping</li> <li>• iproc: contractor payments</li> <li>• Land Registry search</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• Asset information transparent through FOI</li> <li>• Information shared with Friends Groups (e.g. GM programmes)</li> </ul>							
Communications	<ul style="list-style-type: none"> <li>• <a href="#">Bromley.gov.uk</a> information to advertise Cemetery Fees etc</li> </ul>							
Quality Systems	<ul style="list-style-type: none"> <li>• <u>Quality Assurance</u>: 'Integrated Management System' accredited to ISO 9001, ISO 14001 and OHSAS 18001 and 'Performance Quality Monitoring System' in place</li> </ul>							
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>							
	<table border="1"> <thead> <tr> <th><b>Improvement area</b></th> <th><b>Proposed action</b></th> <th><b>Target date</b></th> </tr> </thead> <tbody> <tr> <td>Ensure all lots are smoothly managed by TLG</td> <td>Monitor TLG's contract performance for all recently novated lots – through Action Plan – especially in respect of seasonal activity</td> <td>2016/17</td> </tr> </tbody> </table>		<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>	Ensure all lots are smoothly managed by TLG	Monitor TLG's contract performance for all recently novated lots – through Action Plan – especially in respect of seasonal activity	2016/17
	<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>					
	Ensure all lots are smoothly managed by TLG	Monitor TLG's contract performance for all recently novated lots – through Action Plan – especially in respect of seasonal activity	2016/17					
								
<p>Signed: (Name &amp; Date) <span style="float: right;">Dan Jones: 22 April 2016</span></p>								

Procurement Background	Title	<b>Soft Landscaping Works</b> ( <i>Novated to TLG excepting PROW</i> ) • (8 lots - 5 contractors)		
	Contract Register No.	• None		
	Location of Contract	• Legal Vault		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• Robert Schembri (<i>Parks &amp; Greenspace Contracts Manager</i>)</li> <li>• Dan Jones (<i>Assistant Director Streetscene &amp; Greenspace</i>)</li> </ul>		
	Contractor	Five contractors <ul style="list-style-type: none"> <li>• <a href="#">T&amp;T Earthmatters</a> (<i>Woodland Works: Rural Grass Cutting: Public Rights of Way</i>)</li> <li>• <a href="#">Landmark Services</a> (<i>Rural Hedge Cutting</i>)</li> <li>• <a href="#">English Landscapes</a> (<i>Non-routine work: Plant &amp; Shrub Supply - managed under the main Grounds Maintenance Contract</i>)</li> <li>• <a href="#">Southern Land Services</a> (<i>Japanese Knotweed</i>)</li> <li>• <a href="#">CJS Plants</a> (<i>Hanging Baskets</i>)</li> </ul>		
	Contractor's Reg. No.	<ul style="list-style-type: none"> <li>• T&amp;T Earth Matters: 04754445</li> <li>• Landmark Services: unknown</li> <li>• The Landscape Group: 03542918 (<i>English Landscapes Ltd: <b>00216668</b></i>)</li> <li>• Southern Land Services: 04392004</li> <li>• CJS Plants: 02293095</li> </ul>		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: n/a	Due North Reference: DN49878	
	CPV Code	• 71421000 : Landscape gardening services		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: April 2016	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>• 3 years, 6 months (other than for English Landscapes)</li> <li>• <i>TLG has option to extend to 31.03.19 for all lots or to tender the works (on LBB's behalf)</i></li> </ul>	
		<i>Core Term: start and end dates</i>	<ul style="list-style-type: none"> <li>• Core Term: 08.09.14 to <b>31.03.18</b> (for contractors other than English Landscapes)</li> <li>• Core Term: 08.09.14 to <b>09.09.16</b> (for Plant Supply and Non-routine work)</li> </ul>	
		<i>Extensions taken: start &amp; end dates</i>	• none	
		<i>Extensions taken beyond term of original contract</i>	• none	
London Contracts / Bravo Alert Date	• N/A			
Key Reports	<ul style="list-style-type: none"> <li>• Soft Landscaping Procurement Gate Report: <a href="#">ES 14018</a> Env. PDS <a href="#">29 January 2014</a></li> <li>• Procurement Strategy for non-Programmed Parks Works Expenditure and Soft Landscaping Procurement – (<a href="#">ES13128</a>) – activity novated to TLG with the exception of Public Rights of Way (Env. PDS <a href="#">29 January 2014</a>)</li> <li>• <a href="#">Tree Strategy (ES16015 – March Env PDS 2016)</a></li> <li>• Procurement Process Waiver</li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• The contract covers eight lots:               <ul style="list-style-type: none"> <li>○ Woodlands Works: maintenance of woodland trees</li> <li>○ <i>Public Right of Way: cut-back and maintenance of these areas (Directly</i></li> </ul> </li> </ul>			

		<p><i>managed by LBB</i></p> <ul style="list-style-type: none"> <li>o Rural Grass Cutting: maintenance of countryside areas</li> <li>o Rural Hedge Cutting: maintenance of country lanes</li> <li>o Japanese Knotweed: control of the weed on LBB land</li> <li>o Hanging Baskets: supply and maintenance of summer and winter baskets</li> <li>o Non-routine work: work not included in the routine schedules</li> <li>o Plant &amp; Shrub Supply: to order plants as required</li> </ul>				
	Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>• The Soft Landscaping contract is being actively considered along with contracts covering Grounds Maintenance (inc. Cemetery Management) / Street Environment / Waste Management / Parks Security for possible commissioning</li> </ul>				
	Material Changes	<ul style="list-style-type: none"> <li>• Contract novated The Landscape Group as part of the Wholly Managed Parks service, apart from Public Rights of Way which is still directly managed by LBB (<a href="#">ES15021</a>)</li> </ul>				
Financial Data	Total Contract Value	<ul style="list-style-type: none"> <li>• £1,191,052</li> </ul>				
	Notes provided by Finance	<ul style="list-style-type: none"> <li>• TCV includes call-off arrangements (e.g. for the supply of plants and non-routine works) which may/may not be used, so the value is only illustrative</li> </ul>				
	2014/15	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £364,010</li> <li>• Actual Spend (out-turn): £353,920</li> </ul>				
	2015/16	<ul style="list-style-type: none"> <li>• Budget: £364,020</li> </ul>				
	Inflation Index	Other (please state)		Indexation Base Year: n/a		
	Non-Recoverable VAT	Not Applicable		£-		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>	
		Performance / KPIs	Service response times to customer enquiries (%)		95	-
			Monthly performance monitoring meetings (minimum of ten meetings per annum)		>10	-
	Benchmarking	<ul style="list-style-type: none"> <li>• Value for money-tendered through Pro Contract Due North</li> <li>• London Benchmarking Group</li> </ul>				
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Ombudsman referrals: none</li> </ul>				
	Audits	<ul style="list-style-type: none"> <li>• Tendering process has been audited</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan 2015/18 Outcome 3: Enhancing Bromley's Parks &amp; Green Spaces</li> <li>• Aims 3.1 – 3.9: Conserve and enhance Bromley's parks and green spaces including through the Wholly Managed Parks Service</li> </ul>				
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• Parks, Greenspace and Countryside Strategy: November 2015 PDS committee (ES15084)</li> <li>• Events and Activities Strategy November 2015 PDS committee ES15084</li> <li>• Bromley Biodiversity Plan 2015-2020</li> <li>• Forestry Strategy and Annual Plan</li> <li>• Play Strategy and Annual Plan</li> <li>• <a href="#">Tree Strategy (ES16015 – March Env PDS 2016)</a></li> </ul>				
	Linked Services / Contracts	<p><u>Linked Services</u></p> <ul style="list-style-type: none"> <li>• Parks</li> </ul> <p><u>Linked Contracts</u></p> <ul style="list-style-type: none"> <li>• Grounds Maintenance</li> <li>• Arboricultural Contract</li> <li>• Park Security Contract</li> <li>• Play Equipment Maintenance Contract</li> <li>• Minor Highways Contract</li> </ul>				

Regulatory Requirements	<p><u>Statutory Basis (for service provision)</u></p> <ul style="list-style-type: none"> <li>• <a href="#">Highways Act 1980 S.154</a> - rural hedge cutting (road sight lines etc)</li> <li>• Control of Japanese Knotweed (Private nuisance law)</li> <li>• <a href="#">Countryside &amp; Rights of Way Act 2000</a></li> </ul> <p><u>Legislative Compliance</u></p> <ul style="list-style-type: none"> <li>• <a href="#">Health and Safety at Work Act 1974</a>, Section 3 (1)</li> <li>• <a href="#">The Management of Health and Safety at Work Regulations 1999</a></li> <li>• <a href="#">The Occupiers Liability Act 1957</a></li> <li>• <a href="#">The Occupiers Liability Act 1984</a></li> <li>• <a href="#">Countryside Rights of Way Act 2000</a></li> <li>• <a href="#">The Highways Act 1980</a></li> </ul>	
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• Services outsourced to TLG</li> <li>• Commissioning options post 2019 expiry required</li> </ul>	
Service Risk	<u>Reputation</u>	<u>Medium Risk (Yellow)</u>
Risk Management	<ul style="list-style-type: none"> <li>• Failure to control Japanese Knotweed leading to unbudgeted costs and reputational risk – mitigated by identifying and controlling the weed</li> <li>• Failure to maintain hedgerows and country verges leading to public complaints – mitigated by contract management / inspection</li> <li>• Failure of the principal contractor (TLG) mitigated by elements being sub-contracted to different organisations (LBB would intervene)</li> </ul>	
Exit Plans	<ul style="list-style-type: none"> <li>• Set out in contract</li> </ul>	
Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> <li>• CONFIRM: asset database; for checking contractor activity; and public enquiries</li> <li>• Stat map Earthlight: for mapping</li> <li>• iproc: contractor payments</li> <li>• Land Registry search</li> </ul> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> <li>• Asset information transparent through FOI</li> <li>• Information shared with Friends Groups (e.g. GM programmes)</li> </ul>	
Communications	<ul style="list-style-type: none"> <li>• Bromley.gov.uk; <a href="#">Japanese Knotweed</a>, <a href="#">Public Rights of Way</a></li> <li>• <a href="#">FixMyStreet</a></li> </ul>	
Quality Systems	<ul style="list-style-type: none"> <li>• <a href="#">The Landscape Group (id Verde)</a>: 'Integrated Management System' accredited to ISO 9001, ISO 14001 &amp; OHSAS 18001, and 'Performance Quality Monitoring System' in place. <a href="#">See all accreditations</a></li> <li>• <a href="#">Southern Land Services</a>: CIS6 registered, Members of BALI, Constructionline and Safecontractor</li> </ul>	

*I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules*

*I confirm this summary has been submitted to the Departmental Management Team for review*

*The following areas have been identified for improved contract management / monitoring*

<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>
Ensure all lots are smoothly managed by TLG	Monitor TLG's contract performance for all recently novated lots – especially in respect of seasonal activity	By end of 2015/16




Signed: (Name & Date)

Dan Jones: 22 April 2016

<b>Procurement Background</b>	<b>Title</b>	<b>Playground Maintenance (Novated to TLG)</b>		
	Contract Register No.	• 016235		
	Location of Contract	<ul style="list-style-type: none"> <li>• Legal Vault</li> <li>• Also part of Neighbourhood Officer Manual</li> </ul>		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• Rob Schembri (<i>Greenspace Contracts Manager</i>)</li> <li>• Dan Jones (<i>Assistant Director StreetScene &amp; Greenspace</i>)</li> </ul>		
	Contractor	• <a href="#">Safeplay (Novated to TLG)</a>		
	Contractor's Reg. No.	• Safeplay Playground Services Ltd: 04359116		
	Organisation Information	Medium Sized Enterprise (51-250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: n/a	Due North Reference: n/a	
	CPV Code	• 50870000 : Repair and maintenance services of playground equipment		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: 08 January 2016	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 6 + 2 + 2 years	
		<i>Core Term: start and end dates</i>	• 01.01.08 to <b>31.12.13</b>	
		<i>Extensions taken: start &amp; end dates</i>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> extension: 1 year from 01.01.14 to 31.12.14</li> <li>• 2<sup>nd</sup> extension: 3 years from 01.01.15 to <b>31.12.17</b></li> </ul>	
		<i>Extensions taken beyond term of original contract</i>	• n/a	
	London Contracts / Bravo Alert Date	• N/A		
	Key Reports	<ul style="list-style-type: none"> <li>• Original Contract Report: E&amp;LS PH 10/07-2</li> <li>• Extension Reports: <ul style="list-style-type: none"> <li>○ 1<sup>st</sup> extension by <a href="#">waiver</a> (January 2014)</li> <li>○ 2<sup>nd</sup> extension agreed by head of service through official letter</li> </ul> </li> </ul>		
Purpose / Description	• The playground maintenance contract is for the inspection, servicing, and repair of the Borough's 67 equipped play areas			
Commissioning Reviews and Proposals	• The Playground Maintenance contract is being actively considered along with contracts covering Grounds Maintenance / Soft Landscaping / Street Environment / Waste Management / Parks Security for possible commissioning			
Material Changes	<ul style="list-style-type: none"> <li>• Two additional play areas have been created since the contract start and additional sites added for the safety inspection</li> <li>• In 2014 the RPI annual increase was frozen for the rest of the term</li> <li>• Management function outsourced to TLG (2015)</li> </ul>			
<b>Financial Data</b>	Total Contract Value	• £369,300 + £74,640 + £228,675		
	Notes provided by Finance	• None		
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £0 – Included in new wholly managed service contract</li> <li>• Actual Spend (out-turn): £0</li> </ul>		
	2016/17	• Budget: £0		

	Inflation Index	<u>Inflation Index</u>	Indexation Base Year:			
	Non-Recoverable VAT	<u>Not Applicable</u>	£			
Contract Monitoring		<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>	
	Monitoring / Metrics		Defaults issues			
		Performance / KPIs		Annual independent inspection – sites identified as high risk		
				Customer service requests		
	Benchmarking	• None				
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Surveys: 2014/15 Outdoor gyms</li> <li>• Public consultations 2014/15: Whitehall Recreation Ground Play area (Funding application made to Veolia)</li> </ul>				
Audits	• None					
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Env. Portfolio Plan Outcome 3: Enhancing Bromley's Parks &amp; Green Spaces</li> <li>• Aims 3.7: Maintain the borough's play areas</li> </ul>				
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• <a href="#">Play Strategy</a></li> <li>• <a href="#">Health &amp; Wellbeing Strategy</a></li> </ul>				
	Linked Services / Contracts	<u>Linked Services</u>				
		<ul style="list-style-type: none"> <li>• Corporate Health &amp; Safety</li> <li>• Parks and Open Spaces</li> <li>• Bromley's Local Plan</li> <li>• Schools</li> <li>• Youth Services</li> </ul>				
	Regulatory Requirements	<u>Linked Contracts</u>				
		<ul style="list-style-type: none"> <li>• <a href="#">Parks Security (Toby Smith/025902)</a></li> <li>• <a href="#">Grounds Maintenance (Robert Schembri/11545)</a></li> <li>• <a href="#">Arboriculture (Julian Fowgies/016267)</a></li> <li>• <a href="#">Soft Landscaping Works (Robert Schembri/no contract number)</a></li> </ul>				
	Emerging Issues & Management Response	<u>Statutory Basis (for service provision)</u>				
		<ul style="list-style-type: none"> <li>• <a href="#">Occupiers Liability Act 1984</a></li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Disability Discrimination Act 2005</a></li> <li>• <a href="#">Health &amp; Safety at work Etc Act 1974</a></li> <li>• <a href="#">Management of Health &amp; Safety at Work Regulations 2006</a></li> <li>• <a href="#">Workplace (Health, Safety &amp; Welfare) Regulations 1992</a></li> <li>• <a href="#">Commons Act 2006</a></li> <li>• <a href="#">Playground Standards (BSEN 1176:2008 &amp; BSEN 1177:2008)</a></li> <li>• <a href="#">Bromley Byelaws for Parks</a></li> </ul>				
	Service Risk	<u>Reputation</u>	<u>Medium Risk (Yellow)</u>			
Risk Management	<ul style="list-style-type: none"> <li>• Failure to maintain our equipped play areas in a safe condition leading to slips, trips and falls and subsequent insurance claims – mitigated by inspections and repairs</li> </ul>					
Exit Plans	• Covered the contract					
Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• Database record of all Playground Equipment</li> </ul> <u>Information Governance</u>					


		<ul style="list-style-type: none"> <li>• None</li> </ul>						
	Communications	<ul style="list-style-type: none"> <li>• FixMyStreet</li> </ul>						
	Quality Systems	<ul style="list-style-type: none"> <li>• Safeplay adheres to the standards of BS EN 1176; BS EN 1177; BS EN 15312 for MUGAs and BS EN 14974 (2006) for Wheel Play Skate Ramps</li> </ul>						
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>							
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<p>Signed: (Name &amp; Date) <span style="float: right;">Dan Jones: 22 April 2016</span></p> <hr/>								



Procurement Background	<b>Title</b>	<b>Arboricultural Maintenance</b>		
	Contract Register No.	• ecm_3635		
	Location of Contract	• <a href="#">Team Site: Trees &amp; Woods</a>		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>Julian Fowgies (<i>Principal Arboricultural Officer</i>)</li> <li>Dan Jones (<i>Assistant Director Streetscene &amp; Greenspace</i>)</li> </ul>		
	Contractor	• <a href="#">Gristwood &amp; Toms</a>		
	Contractor's Reg. No.	• 02665293		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Open	
	OJEU and / or Due North Reference	OJEU Reference:	Due North Reference:	
	CPV Code	• 03452000: Trees		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: December 2015	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 9 years	
		<i>Core Term: start and end dates</i>	• 18.07.08 to <b>17.07.17</b>	
		<i>Extensions taken: start &amp; end dates</i>	• n/a	
		<i>Extensions taken beyond term of original contract</i>	• n/a	
London Contracts / Bravo Alert Date	• n/a			
Key Reports	• Arboricultural Contract Award: ELS 08053 ELS Portfolio <a href="#">28 May 2008</a> (part 2)			
Purpose / Description	<p>The service's primary purpose is to inspect and maintain the Council's tree stock, which includes street trees, park trees, school trees and trees in conservation sites. The Council takes direct responsibility for:</p> <ul style="list-style-type: none"> <li>inspecting 12,000 street, 7,000 parks and 2,500 school trees each year to identify trees requiring remedial works under the contract and</li> <li>responding to public enquiries regarding the Council's tree stock</li> </ul> <p>The Contract's key elements include:</p> <ul style="list-style-type: none"> <li>Completion of all remedial works issued</li> <li>Replacing some 400 street trees (found to be in poor condition) each year</li> </ul>			
Commissioning Reviews and Proposals	• Potential for service to be included in the proposed Environmental Services Contract (post March 2019)			
Material Changes	<ul style="list-style-type: none"> <li>Inspections were formerly the contractor's responsibility but have been undertaken by Council staff since 2012</li> <li>One-off Waiver to supply plant related to 2014/15 Water Meadows project (felling mature trees): £37,297. Other costs as per Schedule of Rates.</li> </ul>			
Financial Data	Total Contract Value	• £5,119,740		
	Notes provided by Finance	• None		
	2015/16	<ul style="list-style-type: none"> <li>Latest Approved Budget: £503,990</li> <li>Actual Spend (out-turn): £645,990 – projection as of Dec 2015. Actual outturn not yet available</li> </ul>		

	2016/17	• Budget: £506,480			
	Inflation Index	RPI	Indexation Base Year: 2008		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Tree Planting	400	392
			Remedial Works (%)	100	
			Emergency Response (% within time) & number	100 / n/a	
			*some works identified in Q4 will be completed in Q1 of 2015/16		
		Compliance	-	-	
		Finance Targets	Budget spend 31 March 2017 (%)	100	
		Complaints	Logged complaints	-	
		Contractor Meetings	Weekly contractor meetings changed to fortnightly September 2015	20	
		Defaults / Claims	Default Notices issued/in process	-	
Rectifications	Rectifications issued to contractor	0			
Benchmarking	<ul style="list-style-type: none"> <li>LB Lambeth: £843k p.a. to manage ~60,000 trees (c/w LB Bromley: ~£500k p.a. for ~70,000 trees)</li> <li><a href="#">London Tree Officers' Association</a> Benchmarking Group (est. 2014)</li> </ul>				
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>Service Standard: RAG score consistently 'green' for 2014/15 (98.65%)</li> <li>Complaints data (stage 2): 7 (seven)</li> <li>Ombudsman referrals: 1 in 2014/15 (not upheld)</li> </ul>				
Audits	• None				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>Environment Portfolio Plan Outcome 3: Enhancing Bromley's Parks &amp; Green Spaces</li> <li>Aims 3.5: Maintain Bromley's publically-owned tree stock</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li><a href="#">Bromley Biodiversity Plan 2015-2020</a></li> <li><a href="#">LBB Tree Strategy 2016-2020</a></li> <li><a href="#">Highway Asset Management Plan</a></li> <li><a href="#">Bromley's Draft Development Control Plan</a></li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>Highways</li> <li>Parks</li> <li>Education</li> <li>Planning (Tree Preservation Orders and Development Control)</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>Highway Maintenance: Minor &amp; Reactive Works</li> <li>Highway Maintenance: Major Works</li> <li>Street Lighting: Maintenance and Improvement</li> <li>Soft Landscaping Works</li> <li>Grounds Maintenance</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>None</li> </ul> <u>Legislative Compliance</u>			


	<ul style="list-style-type: none"> <li>• <a href="#">Health and Safety at Work etc Act 1974</a>, Section 3 (1)</li> <li>• <a href="#">Management of Health and Safety at Work Regulations 1999</a></li> <li>• <a href="#">Occupiers Liability Act 1957</a></li> <li>• <a href="#">Occupiers Liability Act 1984</a></li> <li>• <a href="#">Countryside Rights of Way Act 2000</a></li> <li>• <a href="#">Highways Act 1980</a></li> <li>• <a href="#">Local Government (Miscellaneous Provisions) Act 1976</a></li> <li>• <a href="#">Compensation Act 2006</a></li> </ul>		
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• The Arboricultural service remains a directly managed Council function</li> <li>• A new inspection regime has been adopted and the <a href="#">Tree Strategy</a> is now Council policy (March 2016)</li> </ul>		
Service Risk	<table border="1"> <tr> <td>Health and Safety</td> <td>Low Risk (Green)</td> </tr> </table>	Health and Safety	Low Risk (Green)
Health and Safety	Low Risk (Green)		
Risk Management	<ul style="list-style-type: none"> <li>• Failure to ensure trees are managed as safely as reasonably practicable leading to reputational damage and financial liabilities – mitigated through effective management of this contract</li> <li>• Failure of contractor to provide sufficient resources to undertake remedial works – mitigated by contract monitoring</li> </ul>		
Exit Plans	• -		
Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> <li>• CONFIRM: asset database; contractor management; public enquiries</li> <li>• Statmap Earthlight: for mapping</li> <li>• CONFIRM and iproc: contractor payments</li> </ul> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> <li>• Asset information transparent through FOI</li> </ul>		
Communications	<ul style="list-style-type: none"> <li>• LB Bromley web presence to promote the service</li> <li>• Tree Symposium (18 March 2015) – launched Bromley ‘Tree Friends’</li> <li>• Public interface: Customer Service Centre and FixMyStreet</li> <li>• <a href="#">Tree Strategy 2016-2020</a></li> </ul>		
Quality Systems	<ul style="list-style-type: none"> <li>• <a href="#">Quality systems: ISO 9001 (2008); CHAS; OHSAS 18001; ISO 14001; Trust Mark; &amp; Exor Gold</a></li> </ul>		

AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>											
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<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>										
Stump removal	Further operator certification	Q1										

Procurement Background	<b>Title</b>	<b>Park Security</b>		
	Contract Register No.	• ecm_3644		
	Location of Contract	<ul style="list-style-type: none"> <li>• Hard Copy: Legal Vault</li> <li>• Soft Copy: Local drive</li> </ul>		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• Toby Smith (<i>Head of Street Enforcement</i>)</li> <li>• Dan Jones (<i>AD Streetscene &amp; Greenspace</i>)</li> </ul>		
	Contractor	• <a href="#">Ward Security</a>		
	Contractor's Reg. No.	• <b>05607258</b>		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: n/a	Due North Reference: n/a	
	CPV Code	• <a href="#">79710000: Security services</a>		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: 20.11.15	
	Term	Duration ( <i>years and months</i> ): (inc. any option to extend)	• 10 years	
		Core Term: start and end dates	• 01.04.10 to <b>31.03.20</b>	
		Extensions taken: start & end dates	• n/a	
		Extensions taken beyond term of original contract	• n/a	
	London Contracts / Bravo Alert Date	• N/A		
	Key Reports	<ul style="list-style-type: none"> <li>• Original Contract Report: <a href="#">ES 09153</a> Env. PDS <a href="#">16/11/2009</a></li> <li>• Review of Provision of Enforcement Services: ES13005 Env PDS 15.01.13</li> <li>• Littering Enforcement: ES16003 Env. PDS 02.02.16</li> </ul>		
Purpose / Description	<ul style="list-style-type: none"> <li>• The contract provides a high visibility security presence to reassure and protect users of our parks and open spaces – ensuring these areas remain safe places for people to enjoy their leisure time</li> <li>• Ward Security (using vehicles and trained security and drugs dogs) operate 365 days a year, during park opening hours, dealing with all types of anti-social behaviour (dangerous dogs, criminal damage, illegal vehicle incursions, drunken behaviour) and provide a friendly, reassuring presence for the well-being of all park users and also close park gates at dusk</li> <li>• Assist police in community safety operations, e.g. College / train station / park / ANPR / Drug Operations</li> </ul>			
Commissioning Reviews and Proposals	• Potential for service to be included in Environmental Management Contract (post March 2019)			
Material Changes	<ul style="list-style-type: none"> <li>• Addition of Street Litter Enforcement to Parks Security contract (20 January 2014)</li> <li>• Reports include: Review of Provision of Enforcement Services ES13005 Env PDS 15.01.13 and Littering Enforcement ES16003 Env. PDS 02.02.16</li> </ul>			
Financial Data	Total Contract Value	• £4,130,000		
	Notes provided by Finance	• None		

	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £489,170</li> <li>• Actual Spend (out-turn): £480,602 projected, actual outturn not yet available</li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>• Budget: £491,610</li> </ul>			
	Inflation Index	RPIX	Indexation Base Year: 2010		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Percentage of priority incidents attended (%)	100	
			Number of reported uncontrolled dogs	54	
			Number of Community / events undertaken	12	
			Incidents of adult ASB dealt with	241	
			Number of Traveller incursions	19	
			Crimes reported to Metropolitan Police	141	
		<i>An Annual Report (calendar year) is provided by Ward Security reviewing progress including data on Incidents; Patrols; Hours worked; Staff; Operations; and Dog Assessments. Data is also broken down on a monthly basis by category (e.g. anti-social behaviour) and also by park</i>			
Benchmarking	<ul style="list-style-type: none"> <li>• No data available (London Greenspace Forum)</li> </ul>				
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Surveys: Annual Satisfaction &amp; Awareness Survey conducted by Ward Security staff (not undertaken by dog handlers) during the summer months</li> <li>• The contractor records and responds to all complaints relating to the service (Client can review record)</li> <li>• Stage 2 (Escalated) complaint numbers: Nil</li> <li>• Ombudsman referrals: Nil</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>• Fixed Penalty Notices Investigation 2014-15: <a href="#">ENV/002/01/2014</a> (audit of security of personal data) for street litter</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 3: Enhancing Bromley's Parks &amp; Green Spaces</li> <li>• Aims 3.5: Manage the Parks Security Contract</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• Parks &amp; Greenspace Strategy</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Parks Service</li> <li>• Public Protection</li> <li>• Street Cleansing</li> <li>• Street Enforcement</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• Street Enforcement</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• None</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Clean Neighbourhoods &amp; Environment Act 2005</a></li> <li>• <a href="#">Environment Protection Act 1990</a></li> </ul>			


	<ul style="list-style-type: none"> <li>• <a href="#">Countryside and Rights of Way Act 2000</a> (as amended)</li> </ul>		
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• The current trial to use Ward Security for on-street dog fouling patrols has been extended during 2015/16</li> <li>• Enforcement capacity also being trialled to deal with minor Highways offences (e.g. unlicensed skips, Highways obstruction etc)</li> <li>• Developing the service to provide enforcement / security for the whole borough</li> </ul>		
Service Risk	<table border="1"> <tr> <td><u>Service Delivery</u></td> <td><u>Medium Risk (Yellow)</u></td> </tr> </table>	<u>Service Delivery</u>	<u>Medium Risk (Yellow)</u>
<u>Service Delivery</u>	<u>Medium Risk (Yellow)</u>		
Risk Management	<ul style="list-style-type: none"> <li>• Failure to provide a parks security service resulting in residents feeling unsafe and not using the parks – mitigated by the security presence</li> <li>• Failure by contractor to provide sufficient resources leading to reduced security and possible ‘traveller’ incursions – mitigated by daily monitoring by client</li> </ul>		
Exit Plans	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> <li>• Incident Report Form App (records the incident)</li> <li>• Enforcer System (logs FPNs and payment)</li> <li>• CONFIRM /FMS (records the incident)</li> </ul> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> <li>• Data Protection Act 1998 applies to the security of personal data in relation to Fixed Penalty Notices (this is audited)</li> </ul>		
Communications	<ul style="list-style-type: none"> <li>• Part of Borough-wide ‘Shop Safe’ system</li> <li>• Ward Security officers provide face-to-face communication with public</li> <li>• 12 community events (minimum) inc. ‘Be a responsible dog owner’</li> <li>• Community fetes attended in parks / commons throughout the year</li> <li>• Ward Website</li> </ul>		
Quality Systems	<p><a href="#">Ward Security certifications</a> include:</p> <ul style="list-style-type: none"> <li>• Security Industry Authority’s Approved Contractor Scheme (ACS)</li> <li>• ‘Investors in People’ Gold</li> <li>• ISO 9001, ISO 14001 &amp; BS OHSAS 18001</li> <li>• SAFE Contractor Scheme / CHAS</li> </ul>		

AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>		
	<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>
	Intelligence-led tasking	Use resources to undertake minor Highways investigation and enforcement activity	2015/16
			
Signed: (Name & Date)	Dan Jones: 22 April 2016		

Procurement Background	<b>Title</b>	<b>Street Environment Lot 1: Street Cleaning</b>		
	Contract Register No.	• ecm_3602		
	Location of Contract	<ul style="list-style-type: none"> <li>• Hard Copy: Legal Vault</li> <li>• Soft Copy: CD &amp; Local drive</li> </ul>		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• John Bosley (<i>Head of Neighbourhood Management</i>)</li> <li>• Peter McCready (<i>Strategic Commissioner: Street Environment &amp; Highways</i>)</li> <li>• Dan Jones (<i>AD Streetscene &amp; Greenspace</i>)</li> </ul>		
	Contractor	• <a href="#">Kier Services Ltd</a>		
	Contractor's Reg. No.	• 02651873		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: <a href="#">2011/S 66-107520</a>	Due North Reference: n/a	
	CPV Codes	<ul style="list-style-type: none"> <li>• 90610000: Street-cleaning and sweeping services</li> <li>• 90611000: Street-cleaning services</li> <li>• 77312000: Weed-clearance services</li> <li>• 90918000: Bin-cleaning services</li> </ul>		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: January 2016	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>• 5 years</li> <li>• Option for a two year extension</li> </ul>	
		<i>Core Term: start and end dates</i>	• 29.03.12 to 28.03.17	
		<i>Extensions taken: start &amp; end dates</i>	• 29.03.17 to <b>28.03.19</b>	
		<i>Extensions taken beyond term of original contract</i>	• n/a	
London Contracts / Bravo Alert Date	• n/a			
Key Reports	<ul style="list-style-type: none"> <li>• Service Proposals and Service Strategy: <a href="#">ES 10190</a></li> <li>• Contract Award Report: ES 11123/RES 11150 (part 2) Exec 14 Dec 2011</li> <li>• Annual Contract Review: (<a href="#">ES 15004</a>) Env. PDS 17 March 2015</li> <li>• Extension Report for Street Cleaning Contract: Env. PDS 7 July 2015 (<a href="#">ES 15045</a>) and Executive: 15 July 2015 (<a href="#">ES 15045</a>) to make it – co-terminus with Waste and Grounds Maintenance contracts</li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• Forms part of the Street Environment Contract (originally four lots).</li> <li>• Contract deals with day-to-day routine street cleaning activities and response to service requests incorporating operations such as mechanical and manual sweeping, fly-tipping and fly-poster removal, emptying and replacing street litter bins, weed control, autumn leafing and, in the event of severe winter weather, snow clearance and pavement salting</li> </ul>			
Commissioning Reviews and Proposals	• Potential for this service to be included in Environmental Service Contract post March 2019			
Material Changes	• None			
Financial Data	Total Contract Value	• £15,798,212 (+6,687,340 extension value)		
	Notes provided by	• None		


	Finance				
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £3,343,670</li> <li>• Actual Spend (out-turn): £3,344,670 projection as of Dec 2015. Actual outturn not yet available</li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>• Budget: £3,366,180</li> </ul>			
	Inflation Index	Other (please state) BCIS indices Highways Term Maintenance 2010 Series	Indexation Base Year: 2013		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	NI 195a Litter (% of streets below standard)	6.0	1.3
			NI 195b Detritus (% of streets below standard)	8.0	2.2
			Public satisfaction with cleanliness (%):		
			o Street	70	69
	o Neighbourhood	70	79		
o Town Centre	75	87			
	Streets meeting acceptable cleanliness standards (%)	95	99		
	Benchmarking	<ul style="list-style-type: none"> <li>• NI 195 data is submitted quarterly to London Councils and benchmarking reports can be produced</li> </ul>			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• An annual public satisfaction survey is undertaken by an independent consultant under the street cleaning contract, aligning with the NI195 survey areas. The 2014/15 data is based on a survey undertaken in August 2014, which showed high levels of satisfaction, albeit slightly lower satisfaction than in the August 2013 survey</li> <li>• Contractor performance ('Streets meeting acceptable cleanliness standards') measured by client officers undertaking inspections of routine scheduled activities, based upon contractual cleaning frequencies for each street</li> </ul>			
	Audits	<ul style="list-style-type: none"> <li>• Tendering process was audited by Internal Audit (two years after contract award)</li> <li>• <a href="#">ENV/058/01/2014</a> Street Cleansing Audit for 2014-15</li> </ul>			
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 1: Improving the Street Environment</li> <li>• Aims 1.1 to 1.6 inclusive: To sustain street care improvements</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• Draft Street Care Plan (Pete McCreedy / Toby Smith / John Woodruff); Plan's purpose is to join-up policy and resources in respect of caring for the borough's streets particularly regarding education, enforcement and street care operations</li> <li>• <a href="#">Winter Service Policy</a></li> <li>• Waste Strategy</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Waste Collection and Disposal service</li> <li>• Graffiti removal service (fly posters)</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• <a href="#">Street Environment: Lot 2 - Graffiti Removal</a></li> <li>• <a href="#">Street Environment: Lot 4 - Cleaning of Highway Drainage Infrastructure Gully cleansing</a></li> <li>• <a href="#">Waste Collection Disposal</a></li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• <a href="#">Environmental Protection Act 1990</a> – duty as Principal Litter Authority to remove refuse and litter from public areas</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Health &amp; Safety at Work etc. Act 1974</a></li> </ul>			



Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>At tender award the Executive recommended additional funding of £200k pa for cleaning activities involving weekend operations to address on-street parking problem and 'deep cleaning' streets. The programme is reviewed annually to ensure content is fit for purpose.</li> </ul>							
Service Risk	Service Delivery	Medium Risk (Yellow)						
Risk Management	<ul style="list-style-type: none"> <li>Failure to maintain clean streets leading to public dissatisfaction - mitigated by active monitoring of contractor performance and defaults</li> <li>Failure to meet the statutory duty to keep the streets clean – mitigated by ensuring that street cleaning frequencies are appropriate to the land use types and actively monitored by inspectors</li> <li>Contractor failure due to poor performance – mitigated by ability to terminate the contract before full term and retender to re-establish required standards of performance</li> <li>Increase in fly-tipping – mitigated by lump-sum contract payment (i.e. there is no increase in clearance costs if the number of fly-tipping incidents increase) although there is an impact on waste disposal costs.</li> </ul>							
Exit Plans	<ul style="list-style-type: none"> <li>Set out in contract</li> </ul>							
Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>Nautoguide</li> <li>CONFIRM</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>Customer details (e.g. home contact information) is acquired and protected through handheld devices being encrypted</li> </ul>							
Communications	<ul style="list-style-type: none"> <li>Residents can request action on street cleaning issues through FixMyStreet or the Customer Contact Centre</li> <li>Street cleaning schedules have been put on bromley.gov.uk</li> </ul>							
Quality Systems	<ul style="list-style-type: none"> <li><a href="#">Accreditations include ISO9001</a></li> </ul>							
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p>							
	<p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p>							
<p><i>The following areas have been identified for improved contract management / monitoring</i></p>								
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<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>						
Procurement process 2017-19	Considering commissioning options	2016/17						
<div style="text-align: center;">  </div> <p>Signed: (Name &amp; Date) <span style="float: right;">Dan Jones: 22 April 2016</span></p>								

Procurement Background	<b>Title</b>	<b>Street Environment Lot 2: Graffiti Removal</b>		
	Contract Register No.	• ecm_3603		
	Location of Contract	• Hard Copy: Legal Vault • Soft Copy: Local drive		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	• John Bosley ( <i>Head of Neighbourhood Management</i> ) • Peter McCready ( <i>Strategic Commissioner: Street Environment &amp; Highways</i> ) • Dan Jones ( <i>Assistant Director, Street Scene and Greenspace</i> )		
	Contractor	• <a href="#">Community Clean</a>		
	Contractor's Reg. No.	• Community Cleaning Services Limited: 05602731		
	Organisation Information	Medium Sized Enterprise (51-250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: <a href="#">2011/S 66-107520</a>	Due North Reference: n/a	
	CPV Code	• 90690000 : Graffiti removal services		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: January 2016	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 5 years (plus 2 year extension option taken)	
		<i>Core Term: start and end dates</i>	• 29.03.12 to 28.03.17	
<i>Extensions taken: start &amp; end dates</i>		• 01.04.17 to <b>28.03.19</b>		
<i>Extensions taken beyond term of original contract</i>		•		
London Contracts / Bravo Alert Date	• n/a			
Key Reports	• Service Proposals and Service Strategy: <a href="#">ES 10190/</a> • Contract Award Report: ES 11123/RES 11150 (part 2) Exec 14 Dec 2011 • Annual Contract Review: ( <a href="#">ES 15004</a> ) Env. PDS 17 March 2015 • Graffiti Removal Policy Report: <a href="#">ELS 07046</a> 17 April 2007 • Graffiti Removal contract extension ( <a href="#">ES15071</a> restricted) 30/09/2015			
Purpose / Description	• Removal of items of graffiti visible from the highway and within 50m of Street Boundary, on public or private property either as reactive or proactive work. Works will also include removal of fly-posters, chewing gum and paint spillages and other stain removal works. • Proposal for stain removal within the Bromley North Village Public Realm Improvement subject to consideration/funding by Renewal & Recreation potential for inclusion with Bromley BID specification.			
Commissioning Reviews and Proposals	• Potential for this service to be included in Integrated Environmental Contract post March 2019			
Material Changes	• None			
Financial Data	Total Contract Value	• £1,221,800 (+£490,000 value of extension)		
	Notes provided by Finance	• None		

	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £248,020</li> <li>• Actual Spend (out-turn): £242,020 projection, actual outturn not yet available</li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>• Budget: £185,580</li> </ul>			
	Inflation Index	Other (please state) BCIS indices Highways Term Maintenance 2010 Series		Indexation Base Year: 2013	
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	NI 195c Street & Environmental Cleanliness Survey: Graffiti (% of streets below standard)	1	0.1
			Public satisfaction* with cleanliness (%):		
			o Street	70	69
			o Neighbourhood	70	79
	o Town Centre	75	87		
	Percentage reported incidents removed within two working days (%)	95			
	Percentage reported incidents removed within one week (%)	98			
Benchmarking	<ul style="list-style-type: none"> <li>• NI 195 data is submitted each quarter to London Councils and benchmarking reports can be produced</li> </ul>				
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• A public satisfaction survey is undertaken annually by an independent consultant under the street cleaning contract. The 2014/15 data is based on an August 2014 survey which showed high levels of satisfaction in respect of graffiti</li> <li>• Contractor performance measured by timescales for reactive graffiti removal</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>• None</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 1: Improving the Street Environment</li> <li>• Aims 1.1 to 1.6 inclusive: To sustain street care improvements</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• Street Care Plan (Pete McCready / Toby Smith / John Woodruff): This draft plan's purpose is to join-up policy and resources in respect of caring for the borough's streets, and in particular with regard to education, enforcement and street care operations.</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Street Cleansing service (Fly Posters)</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• <a href="#">Street Environment: Lot 1 - Street Cleaning</a> (Fly posting)</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• None</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Clean Neighbourhoods &amp; Environment Act</a> (for serving notices)</li> </ul>			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• Reduction in revenue funding 2016/17 of £60k pa. This will incorporate a reduction in pro-active graffiti removal and cessation of the annual chewing gum/stain removal programme from retail centres.</li> </ul>			
	Service Risk	<u>Service Delivery</u>		<u>Low Risk (Green)</u>	
	Risk Management	<ul style="list-style-type: none"> <li>• Failure to remove graffiti leading to public dissatisfaction and potentially increased fear of crime - mitigated by active monitoring of contractor performance and proactive removal</li> <li>• Contractor failure due to poor performance – mitigated by ability to terminate the contract before full term and retender to re-establish required standards of performance</li> </ul>			

	Exit Plans	<ul style="list-style-type: none"> <li>• Set out in contract</li> </ul>					
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• Nautoguide</li> <li>• CONFIRM</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• Customer details (e.g. home contact information) is acquired and protected through handheld devices being encrypted</li> </ul>					
	Communications	<ul style="list-style-type: none"> <li>• FixMyStreet allows residents to notify the Council of graffiti issues and also through the Customer Contact Centre</li> <li>• Bromley.gov.uk promotes fact that the Council removes graffiti from private property free-of-charge</li> </ul>					
	Quality Systems	<ul style="list-style-type: none"> <li>• <a href="#">Accreditations include: ISO 9001 and ISO14001</a></li> </ul>					
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>						
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<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>					
Procurement process 2017-19	Considering commissioning options (Environmental Services Contract Programme Board)	2016/17					
	<p style="text-align: center;">             Signed: (Name &amp; Date) <span style="float: right;">Dan Jones: 22 April 2016</span> </p>						

Procurement Background	<b>Title</b>	<b>Street Environment Lot 4: Gulley Cleaning</b>	
	Contract Register No.	• ecm_3605	
	Location of Contract	• Hard Copy: Legal Vault • Soft Copy: Local drive	
	Department	Environment and Community Services	
	Division	Street Scene & Greenspace (E&CS)	
	Management	• John Bosley ( <i>Head of Neighbourhood Management</i> ) • Peter McCready ( <i>Strategic Commissioner: Street Environment &amp; Highways</i> ) • Dan Jones ( <i>Assistant Director, Street Scene and Greenspace</i> )	
	Contractor	• <a href="#">Veolia Environmental Services UK Ltd</a>	
	Contractor's Reg. No.	• 02215767	
	Organisation Information	Large Organisation (>250)	Private Sector
	Contract Type & Tender Route	Term Contract	Restricted
	OJEU and / or Due North Reference	OJEU Reference: <a href="#">2011/S 66-107520</a>	Due North Reference: n/a
	CPV Code	• 90611000 : Street-cleaning services • 90642000: Gully emptying services	
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: January 2016
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 5 Years ( <i>Plus Option for two year extension taken</i> )
		<i>Core Term: start and end dates</i>	• 29.03.12 to 28.03.17
		<i>Extensions taken: start &amp; end dates</i>	• 01.04.17 to <b>28.03.19</b>
		<i>Extensions taken beyond term of original contract</i>	• n/a
	London Contracts / Bravo Alert Date	• n/a	
Key Reports	• Service Proposals and Service Strategy: <a href="#">ES 10190</a> • Contract Award Report: ES 11123/RES 11150 (part 2) Exec 14 Dec 2011 • Annual Contract Review: ( <a href="#">ES 15004</a> ) Env. PDS 17 March 2015 • Gulley Cleansing Contract: ES 15078 Env. PDS 24 November 2015 (Part 2)		
Purpose / Description	• Annual planned cleansing programme of all highway drainage infrastructure including carrying out a range of other tasks such as drainage condition surveys using CCTV, the provision and disposal of sandbags, attendance in storm conditions and at times of a major flooding incident, and the removal of items lost by the public in the highway drainage infrastructure.		
Commissioning Reviews and Proposals	• Potential for this service to be included in Integrated Environmental Contract post March 2019		
Material Changes	• None		
Financial Data	Total Contract Value	• £1,463,538 (£594,180 value of extension)	
	Notes provided by Finance	• None	
	2015/16	• Latest Approved Budget: £297,090 • Actual Spend (out-turn): £297,090 projection Dec 2015, actual outturn not yet available	
	2016/17	• Budget: £294,180	

	Inflation Index	Other (please state) BCIS indices Highways Term Maintenance 2010 Series		Indexation Base Year: 2013	
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring		<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
	Monitoring / Metrics	Performance / KPIs	% Completion of quarterly programme of cyclic cleaning of assets; Gullies	75	
			% Completion of quarterly programme of cyclic cleaning of assets; Soakaways	75	
	Benchmarking	• None			
	Stakeholder Satisfaction & Complaints	• A public satisfaction survey is undertaken annually by an independent consultant under the street cleaning contract but gulley cleansing not separately identified.			
Audits	• None				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 1: Improving the Street Environment</li> <li>• Aims 1.1 – 1.6: To sustain street care improvements</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• <a href="#">Winter Service Policy &amp; Plan</a></li> <li>• <a href="#">Surface Water Management Plan</a></li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Street cleaning</li> <li>• Highway Maintenance</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• Street Cleansing (Peter McCready/037022)</li> <li>• Highways Minor Reactive</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• <a href="#">Highways Act 1980</a> (Duty to maintain the highway)</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Health &amp; Safety at Work etc Act 1974</a></li> </ul>			
	Emerging Issues & Management Response	• None			
	Service Risk	<b>Service Delivery</b>	<b>Low Risk (Green)</b>		
	Risk Management	<ul style="list-style-type: none"> <li>• Failure to clean gullies leading to increased flood risk to highways and private property also leading to public dissatisfaction and insurance claims - mitigated by active contractor performance monitoring and defaults system</li> <li>• Contractor failure due to poor performance – mitigated by ability to terminate the contract before full term and retender to re-establish required standards of performance</li> </ul>			
	Exit Plans	• Set out in contract			
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• Nautoguide</li> <li>• CONFIRM</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• Customer details (e.g. home contact information) is acquired and protected through handheld devices being encrypted</li> </ul>			
Communications	<ul style="list-style-type: none"> <li>• FixMyStreet allows residents to notify the Council of gulley issues and also through the Customer Contact Centre</li> <li>• Bromley.gov.uk promotes fact that the Council cleans gullies</li> </ul>				

Quality Systems

- [Awards & Accreditation](#) include: ISO9001 and ISO14001

AD / Head of Service Assurance

*I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules*

*I confirm this summary has been submitted to the Departmental Management Team for review*

*The following areas have been identified for improved contract management / monitoring*

<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>



Signed: (Name & Date)

Dan Jones: 22 April 2016

Procurement Background	<b>Title</b>	<b>Waste Collection &amp; Disposal</b>		
	Contract Register No.	<ul style="list-style-type: none"> <li>• 11525 &amp; 11526</li> <li>• ecm_3684</li> </ul>		
	Location of Contract	<ul style="list-style-type: none"> <li>•</li> </ul>		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• John Bosley (<i>Head of Neighbourhood Management</i>)</li> <li>• John Woodruff (<i>Strategic Commissioner: Waste Services</i>)</li> <li>• Dan Jones (<i>Assistant Director, Street Scene and Greenspace</i>)</li> </ul>		
	Contractor	<ul style="list-style-type: none"> <li>• <a href="#">Veolia Environmental Services Ltd</a></li> </ul>		
	Contractor's Reg. No.	<ul style="list-style-type: none"> <li>• 02215767</li> </ul>		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Contract Type	Tender Route	
	OJEU and / or Due North Reference	OJEU Reference: <a href="#">2011/S 168-276998</a>	Due North Reference:	
	CPV Code	<ul style="list-style-type: none"> <li>• 90500000: Refuse and waste related services</li> <li>• 90511000: Refuse collection services</li> <li>• 90510000: Refuse disposal and treatment</li> <li>• 90513300: Refuse incineration services</li> </ul>		
	Procurement / Commissioning Status	No Action Required (Green)	<ul style="list-style-type: none"> <li>• Date Assessed: January 2016</li> </ul>	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>• Collection element 7 + 7 + 3 years 5 months</li> <li>• Disposal element 14 + 3 years 2 Months</li> </ul>	
		<i>Core Term: start and end dates</i>	<ul style="list-style-type: none"> <li>• Collection: 01.11.01 – 31.03.19</li> <li>• Disposal: 24.02.02 – 31.03.19</li> </ul>	
		<i>Extensions taken: start &amp; end dates</i>	<ul style="list-style-type: none"> <li>• NA</li> </ul>	
<i>Extensions taken beyond term of original contract</i>		<ul style="list-style-type: none"> <li>• Collection extended to 31.3.14 and then to <b>31.3.19</b></li> <li>• Disposal extended to <b>31.3.19</b></li> </ul>		
London Contracts / Bravo Alert Date	<ul style="list-style-type: none"> <li>• N/A</li> </ul>			
Key Reports	<ul style="list-style-type: none"> <li>• Integrated Waste Collection &amp; Management Contract Report: (ES01378 – 8 August 2001) (Part 2) to award contract</li> <li>• Collection contract extended in 2007 (ELS07130 – 28 August 2007) (Part 2 report) to align with disposal</li> <li>• Collection and Disposal contracts both extended in 2011 (ES11128 – <a href="#">16 November 2011</a> E&amp;R <a href="#">14 November 2011</a>) (Part 2 report) to realise service efficiencies</li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• The collection and disposal of municipal (domestic and trade) waste through a comprehensive door-to-door refuse and recycling service, bring banks and Reuse &amp; Recycling Centres – contracted to VES Ltd. Contract is based on a need both to provide value for money customer services and to reduce the amount of waste which is landfilled. The service has shown flexibility and progress having commenced with 90% of waste going to landfill and now ~50% is recycled. Innovations include the introduction of separate collections for glass/cans/plastics and food waste, a wheeled bin green garden waste service, re-engineering the HWRCs and expanding the range of materials which can be recycled.</li> </ul>			
Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>• Potential for this service to be included in Integrated Environmental Contract post March 2019</li> </ul>			



	Material Changes	<ul style="list-style-type: none"> <li>• Introduction of Green Garden Waste Satellite sites (Report ES03385: 14 January 2004) – including policy that HHW collections exclude GGW</li> <li>• Waldo Road HWRC Redevelopment (ES04082: 30 March 2004)</li> <li>• Introduction of Compulsory Recycling 'Recycling for All' (2006)</li> <li>• Change to Co-collection of Glass / Cans and Plastic Bottles (removing green box separators) (2007)</li> <li>• Kerbside food waste collection service / alternate week refuse collections (Report ES10077: 1 September 2010)</li> <li>• Kerbside GGW Wheeled Bin Service (ES11108: 14 December 2011)</li> <li>• Kerbside collection service / alternate week paper collections (Report ES14081: 18 February 2015)</li> </ul>			
Financial Data	Total Contract Value	<ul style="list-style-type: none"> <li>• Collection: £37.3m + £64.6m + £26.1m</li> <li>• Disposal: £160.5m + £27.5m</li> </ul>			
	Notes provided by Finance	<ul style="list-style-type: none"> <li>• None</li> </ul>			
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: <ul style="list-style-type: none"> <li>○ Collection: £9,107,130</li> <li>○ Disposal: £12,305,660</li> </ul> </li> <li>• Actual Spend (out-turn): <ul style="list-style-type: none"> <li>○ Collection: £8,640,305 – projection as of Dec 2015, actual outturn not yet available</li> <li>○ Disposal: £12,359,780 – Projection as of Dec 2015</li> </ul> </li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>• Budget: <ul style="list-style-type: none"> <li>○ Collection: £8,596,310 – based on budget currently in FCB</li> <li>○ Disposal: £12,653,650 - based on budget currently in FCB</li> </ul> </li> </ul>			
	Inflation Index	<u>Inflation Index</u>	Indexation Base Year:		
	Non-Recoverable VAT	<u>VAT</u>	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Household waste recycled/ composted (%) NI 192	49	47.3
			Municipal waste landfilled (%) NI 193	26	27.22
			Residual waste per household (kg)	450	478
			Total waste arising (refuse & recycling) (tonnes)	145,000	146,192
			Missed bins (/000,000)	60	128
	Green Garden Waste Collection Service (number of paying customers)		17,500	18,400	
Benchmarking	<ul style="list-style-type: none"> <li>• Recycling rate (%)</li> <li>• Waste to landfill (%)</li> <li>• Residual waste per household (kg)</li> <li>• Total waste arising (refuse &amp; recycling) (t)</li> <li>• <i>National metrics based on DEFRA Waste Data Flow 2014/15</i></li> </ul>				
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Complaints data held Departmentally</li> <li>• Ombudsman referrals (none lost)</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>• 2009/10 – ENV/003/01/2009 (6 May 2010)</li> <li>• 2010/11 – ENV/003/01/2010.bf (29 June 2011)</li> <li>• 2012/13 – ENV/003/01/2012.bf (20 January 2014)</li> <li>• 2014/15 – <a href="#">ENV/003/01/2014</a> (19 May 2015)</li> </ul>				
ct	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 2: Minimising Waste and Increasing Recycling and Composting</li> <li>• Aims 2.1 to 2.8: To increase the proportion of waste recycled and reduce the amount of waste sent to landfill within budgetary constraints</li> </ul>			

Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• <a href="#">Bromley's Draft Development Control Plan</a></li> <li>• <a href="#">London Plan and Further amendments to the London Plan</a></li> <li>• <a href="#">The Mayor's Municipal Waste Management Strategy</a></li> <li>• <a href="#">The Mayor's Business Waste Management Strategy</a></li> </ul>	
Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Street Cleaning Service</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• Coney Hill Landfill</li> <li>• Street Cleaning</li> </ul>	
Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• Duty on Waste Collection Authorities (WCAs) to collect residual waste (<a href="#">EPA 1990 Ch. 43 Part 2</a>)</li> <li>• Duty on WCA to collect three items for recycling (<a href="#">Household Waste Recycling Act 2003</a>)</li> <li>• Duty under <a href="#">Waste Regulations (England &amp; Wales) 2011</a> requires separate kerbside collection of paper, glass, metals and plastics</li> <li>• Duty on WCAs to provide free-to-use household waste recycling facilities 'reasonably accessible to persons resident in the area'</li> <li>• Duty to dispose of Municipal Waste (<a href="#">EPA 1990</a>)</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• Duty of Care</li> <li>• Defines types of waste for which a collection / disposal charge may be made (<a href="#">The Controlled Waste {England &amp; Wales} Regulations 2012</a>)</li> </ul>	
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• Future considerations include contractual arrangements post-2019, focussing on landfill alternatives for unavoidable residual waste, and further exploration of options to maximise kerbside collection efficiency.</li> </ul>	
Service Risk	<u>Risk Category</u>	<u>Risk Status</u>
Risk Management	<ul style="list-style-type: none"> <li>• Failure to achieve contract targets for % of waste sent to landfill / incineration / recycling / composting leading to additional landfill costs, mitigated by monthly monitoring, public recycling campaigns, and waste minimisation initiatives</li> <li>• Failure to manage increased waste arisings (as UK emerges from recession) leading to increased costs and reduced recycling rates</li> <li>• Failure to prepare for industrial action by contractor's staff, leading to loss of services mitigated by ongoing monitoring &amp; meetings regarding workforce issues</li> <li>• Reduced paper tonnages impacts recycling rate and paper income – mitigated by reviewing recycle markets/ prices</li> <li>• Landfill tax is high and an incineration tax is not impossible</li> <li>• Increasing SELCHP maintenance downtime is resulting in increased landfill and therefore disposal costs</li> </ul>	
Exit Plans	<ul style="list-style-type: none"> <li>•</li> </ul>	
Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• CRM utilised for all customer queries, shared with contractor (via Citrix)</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• CRM securely holds customer records (inc. personal and financial data)</li> </ul>	
Communications	<ul style="list-style-type: none"> <li>• <i>Environment Matters</i> published biannually</li> <li>• <a href="http://www.bromley.gov.uk/wasteneews">www.bromley.gov.uk/wasteneews</a>, <a href="http://www.bromley.gov.uk/gardenwaste">www.bromley.gov.uk/gardenwaste</a>, <a href="http://www.bromley.gov.uk/gardencollections">www.bromley.gov.uk/gardencollections</a></li> <li>• Holiday collection arrangements and promotional articles in local media</li> <li>• Poster sites: vehicles, Adshell sites, depots, etc</li> <li>• FixMyStreet</li> </ul>	
Quality Systems	<ul style="list-style-type: none"> <li>• <a href="#">Veolia Awards and Accreditations</a> include: ISO 9001; 14001 &amp; 18001</li> </ul>	

*I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules*

*I confirm this summary has been submitted to the Departmental Management Team for review*

*The following areas have been identified for improved contract management / monitoring*

<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>




Signed: (Name & Date)

Dan Jones: 22 April 2016

Procurement Background	<b>Title</b>	<b>Coney Hill Landfill Site Monitoring</b>		
	Contract Register No.	• ecm_3625		
	Location of Contract	• -		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• John Woodruff (<i>Strategic Commissioner: Waste Services</i>)</li> <li>• Dan Jones (<i>Assistant Director, Street Scene and Greenspace</i>)</li> </ul>		
	Contractor	• <a href="#">Enitial</a>		
	Contractor's Reg. No.	• 04958070		
	Organisation Information	Medium Sized Enterprise (51-250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference:	Due North Reference:	
	CPV Code	• 90531000: Landfill management services		
	Procurement / Commissioning Status	Consider Options (Yellow)	• Date Assessed: April 2016	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 7 years	
		<i>Core Term: start and end dates</i>	• 28.07.10 to <b>27.07.17</b>	
		<i>Extensions taken: start &amp; end dates</i>	•	
<i>Extensions taken beyond term of original contract</i>		•		
London Contracts / Bravo Alert Date	• -			
Key Reports	<ul style="list-style-type: none"> <li>• Gate Report: ES 09071 <a href="#">Approval of procurement strategy and outline proposals for Coney Hill closed landfill monitoring contract</a> (14 July 2009)</li> <li>• Contract Award Report: ES 10076 Coney Hill Closed Landfill Monitoring Contract (<a href="#">Part 2 - restricted</a>) (8 June 2010)</li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• Coney Hill, Oxted, Surrey is a closed landfill site, the maintenance, monitoring and aftercare of which was assigned to LB Bromley in 1986 by the London Residuary Body following the abolition of the Greater London Council.</li> <li>• Although the site accepts no waste and has been capped, the site generates landfill gas and liquid leachate and these have to be monitored.</li> <li>• The Council does not have the in-house expertise to carry out these specialist functions and monitoring activity has been let to contractors.</li> <li>• The site is equipped with a network of pipelines to draw-off the landfill gas, which is currently flared.</li> <li>• There is also a network of pipelines to draw-off the liquid leachate to a central lagoon, from which it is tankered to a licensed disposal facility. Pumps and compressors assist the flow of these wastes to the collection points.</li> <li>• There is also a network of gas and water monitoring boreholes outside the site's boundary to measure and demonstrate that there is no leakage of the site's contents into the surrounding environment.</li> <li>• There is, therefore, a requirement to monitor the pipeline networks and monitoring equipment to ensure they operate appropriately, and to maintain and repair the equipment as necessary.</li> <li>• There is also a requirement to tanker the leachate to an appropriate disposal facility. Chemical analysis of leachate and waste samples is carried out to ensure they conform to the appropriate regulatory requirements and to prompt action should this not be the case.</li> </ul>			

	Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>A committee report is scheduled for Q2 / Q3 2016/17 setting out the post-2017 procurement strategy</li> </ul>			
	Material Changes	<ul style="list-style-type: none"> <li>No material contract changes have been made since its commencement</li> </ul>			
Financial Data	Total Contract Value	<ul style="list-style-type: none"> <li>£969,500</li> </ul>			
	Notes provided by Finance	<ul style="list-style-type: none"> <li>None</li> </ul>			
	2015/16	<ul style="list-style-type: none"> <li>Latest Approved Budget: £136,200</li> <li>Actual Spend (out-turn): £100,000 projection Dec 2015. Actual Outturn not yet available</li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>Budget: £136,880</li> </ul>			
	Inflation Index	<u>Inflation Index</u>	Indexation Base Year:		
	Non-Recoverable VAT	<u>VAT</u>	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Compliance with site licensing requirements	Comp.	✓
			Monthly Reporting to LBB	12 p.a.	✓
		Compliance	Compliance with EA reporting requirements	Six-monthly	✓
		Finance Targets	Keep expenditure within budget	£136k	On target
		Complaints	Complaints from local residents	5-days	None
		Contractor Meetings	Quarterly on-site meetings to assess issues and compliance	Qtly	✓
		Defaults / Claims	Non-performance due to contractor issues	Zero	✓
	Other	-	-	-	
	Benchmarking	<ul style="list-style-type: none"> <li>No benchmarking but value for money established through tendering process</li> </ul>			
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>Surveys: No direct customers</li> <li>Stage 2 (escalated) complaint numbers: None</li> <li>Ombudsman referrals: None</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>None</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>Environment Portfolio Plan Outcome 2: Minimising Waste &amp; Increasing Recycling</li> <li>Aims 2.1 to 2.8: To increase the proportion of waste recycled and reduce the amount of waste sent to landfill, within budgetary constraints</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>None</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>Waste Management</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li><a href="#">Waste Collection (John Woodruff/11525)</a></li> <li><a href="#">Waste Disposal (John Woodruff/11526)</a></li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li><a href="#">Environmental Protection Act (1990)</a></li> </ul>			


	<u>Legislative Compliance</u>													
	<ul style="list-style-type: none"> <li>• Waste Management Licence (8 September 1992 - Environment Agency)</li> <li>• Deed of Rectification (18 June 1993 between LBB and the landowner)</li> </ul>													
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• Tendering required in Q2/Q3 2016/17</li> </ul>													
Service Risk	<u>Health and Safety</u>	<u>Low Risk (Green)</u>												
Risk Management	<ul style="list-style-type: none"> <li>• Escape of gas or leachate, mitigated by ongoing monitoring of site infrastructure and emissions from waste decomposition</li> </ul>													
Exit Plans	<ul style="list-style-type: none"> <li>• Responsibility will remain until all site waste becomes inert – approx. 25 years</li> </ul>													
Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• None</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• None</li> </ul>													
Communications	<ul style="list-style-type: none"> <li>• No direct customers</li> <li>• On-site contact information includes LBB details</li> </ul>													
Quality Systems	<ul style="list-style-type: none"> <li>• <a href="#">Contractor's accreditations</a></li> <li>• ISO 9001:2008</li> <li>• ISO 14001:2004</li> <li>• OHSAS 18001:2007</li> <li>• ISO 17025:2005 and MCERTS</li> <li>• Drinking Water Testing Specification accreditation.</li> <li>• CHAS</li> <li>• Investors in People</li> <li>• PICS (Contractor prequalification system)</li> <li>• ContractorPlus</li> </ul>													
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>													
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<p>Signed: (Name &amp; Date) <span style="float: right;">Dan Jones: 22 April 2016</span></p>														

Procurement Background	<b>Title</b>	<b>Council Fleet Hire</b>		
		• Procurement of fleet cars and light commercial vehicles		
	Contract Register No.	• ecm_40632		
	Location of Contract	• Documents held at Transport Operations		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	• Paul Chilton ( <i>Transport Operations Manager</i> )		
	Contractor	• <a href="#">Crown Commercial Service (CCS): Vehicle Lease Framework</a>		
	Contractor's Reg. No.	• n/a		
	Organisation Information	Multiple Suppliers / Sizes	Other	
	Contract Type & Tender Route	Framework Contract	Tender Route	
	OJEU and / or Due North Reference	OJEU Reference:-	Due North Reference:-	
	CPV Code	• 50111100 : Vehicle-fleet management services		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: 20.04.16	
	Term	Duration ( <i>years and months</i> ): (inc. any option to extend)	• Core Term: 3 years (extension available for 1 year)	
		Core Term: start and end dates	• 06.11.15 – <b>05.11.18</b>	
		Extensions taken: start & end dates	• n/a	
		Extensions taken beyond term of original contract	• n/a	
	London Contracts / Bravo Alert Date	• 12 months		
	Key Reports	<ul style="list-style-type: none"> <li>• <a href="#">ES15050</a> 7 July 2015 (part 2)</li> <li>• Replaces former London Hire Ltd contract (11551)</li> <li>• Report ES15050 agreed use of the CCS Vehicle Leasing Framework for light commercial vehicle requirements from 6 Nov. 2015 until 5 Nov. 2018</li> </ul>		
Purpose / Description	<ul style="list-style-type: none"> <li>• Contract involves the hire and maintenance of the cars and light commercial vehicles used in various Council departments.</li> <li>• Vehicles include Civic Centre based pool cars, vehicles allocated to the Library shared service, Planning section, Environmental Health, Housing and Carelink.</li> </ul>			
Commissioning Reviews and Proposals	• To review in September 2017 to consider CCS framework extension options			
Material Changes	<ul style="list-style-type: none"> <li>• 5% discount on extension periods</li> <li>• Possible fleet reduction due to transfer of Park Rangers Service</li> </ul>			
Financial Data	Total Contract Value	• £247,000		
	Notes provided by Finance	• PC advised reduced budget 2016/17 as fleet number has reduced significantly		
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £70,950</li> <li>• Actual Spend (out-turn): £70,950 projection, actual outturn not yet available</li> </ul>		
	2016/17	• Budget: £46,000		
	Inflation Index	Other (please state)	Indexation Base Year:	
	Non-Recoverable VAT	VAT	£	

Contract Monitoring	Monitoring / Metrics	Metrics	Description	2015/16 Target	2015/16 Actual
		Performance / KPIs	Post maintenance inspection/spot checks	n/a	
			Breakdown response	n/a	
		Compliance	Roadworthiness, road fund licencing	100%	100%
		Finance Targets	Fixed cost hire charges / Abuse damage claims	n/a	
		Complaints	User feedback and monitoring at maintenance intervals	n/a	
		Contractor Meetings	Combined with lease car provider representative meetings	n/a	
		Defaults / Claims	As per CCS Framework terms and conditions	n/a	
		Other			
Benchmarking	<ul style="list-style-type: none"> <li>LB Bromley represented at the <a href="#">Association of London Transport Officers</a> – collaborative fleet liaison and benchmarking between members</li> </ul>				
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>Transport Operations Manager; client-side responsibility and fleet-user liaison</li> </ul>				
Audits	<ul style="list-style-type: none"> <li><a href="#">ENV/015/01/2014</a>; Pool Cars &amp; Fuel Cards Audit for 2014-15</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>None</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>None</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>Support to various departments and divisions and their services and contracts</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li><a href="#">Depot Security (Paul Chilton / 034382)</a></li> <li><a href="#">Maintenance &amp; Repair of Motor Vehicles (Paul Chilton / 024737)</a></li> <li><a href="#">Supply of Contract Hire cars (Paul Chilton / 034382)</a></li> <li><a href="#">Vehicle Hire – Ambulances (Paul Chilton / 016278)</a></li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>None</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>Motor vehicles operated to comply with <a href="#">The Road Vehicles (Construction &amp; Use) Regulations 1986, Road Traffic Act 1988</a></li> </ul>			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>None</li> </ul>			
	Service Risk	<u>Risk Category</u>	<u>Risk Status</u>		
	Risk Management	<ul style="list-style-type: none"> <li>Lack of motor fuel leading to service failure – mitigated by designated filling station available in the event of national fuel shortage (also see <a href="#">London Resilience Team</a>)</li> <li>Vehicle breakdown leading to reduced service provision – mitigated by roadside assistance service</li> </ul>			
	Exit Plans	<ul style="list-style-type: none"> <li>Early Termination charges apply: 5 months during Year 1, 3 months during Year 2, 1 month during Year 3.</li> </ul>			



Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> <li>• <a href="#">Civica Tranman</a> – Fleet management system for compliance and asset management purposes</li> <li>• <a href="#">ZM Motor Insurers Database</a> (Web)</li> </ul> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> <li>• Driving licence details held securely</li> <li>• Planned transition to electronic storage</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• Driving licence details held securely</li> <li>• Planned transition to electronic storage</li> </ul>
Quality Systems	<ul style="list-style-type: none"> <li>• Post-maintenance checking; monitoring of defects and breakdowns</li> </ul>

AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p> <table border="1" data-bbox="185 824 1453 976"> <thead> <tr> <th><i>Improvement area</i></th> <th><i>Proposed action</i></th> <th><i>Target date</i></th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <div style="text-align: center; margin-top: 20px;">  </div> <p>Signed: <span style="float: right;">Dan Jones: 22 April 2016</span></p>	<i>Improvement area</i>	<i>Proposed action</i>	<i>Target date</i>									
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Procurement Background	<b>Title</b>	<b>Depot Security</b>		
	Contract Register No.	• ecm_3626		
	Location of Contract	• Legal Section		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>Paul Chilton (<i>Transport Operations Manager</i>)</li> <li>Dan Jones (<i>AD Streetscene &amp; Greenspace</i>)</li> </ul>		
	Contractor	• <a href="#">Sight &amp; Sound</a>		
	Contractor's Reg. No.	• 05761963		
	Organisation Information	Organisation Size	Private Sector	
	Contract Type & Tender Route	Term Contract	Open	
	OJEU and / or Due North Reference	OJEU Reference:	Due North Reference:	
	CPV Code	• 79713000 : Guard services		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: December 2015	
	Term	Duration ( <i>years and months</i> ): (inc. any option to extend)	<ul style="list-style-type: none"> <li>5 years</li> <li>2 year extension (taken)</li> </ul>	
		Core Term: start and end dates	• 01.04.10 to 31.03.15	
		Extensions taken: start & end dates	• 2 year extension agreed by Env.PH (Aug. 2014) to <b>31.03.17</b>	
		Extensions taken beyond term of original contract	• N/A	
	London Contracts / Bravo Alert Date	• 18 months		
Key Reports	<ul style="list-style-type: none"> <li>Original Contract Report: Part II report: Parks Security &amp; Ancillary Contracts – <a href="#">16 November 2009</a> (ES 09153) Not published</li> <li><a href="#">Extension Waiver Document (13 August 2014)</a></li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>Manned guarding of two depot sites: Central Depot and Churchfields Depot. Central Depot on 24/7 basis, with integrated site gate/access control at Baths Road entrance, marshalling and CCTV monitoring</li> <li>Majority of costs re-charged to contractors (waste and street cleansing) operating from the sites</li> </ul>			
Commissioning Reviews and Proposals	• Report to commissioning board and followed by Env PDS on 15 <sup>th</sup> March 2016 recommending new procurement for a 2+1 contract from April 2017.			
Material Changes	<ul style="list-style-type: none"> <li>Improved gate-house and entrance layout at Baths Road end due to changes in services operated from Central Depot.</li> <li>Two year extension taken. New patrol hut installed at Churchfields Depot 2014/15</li> </ul>			
Financial Data	Total Contract Value	£625,000 + £280,000		
	Notes provided by Finance	• Majority of costs recharged to contractors		
	2015/16	<ul style="list-style-type: none"> <li>Latest Approved Budget: £150,470</li> <li>Actual Spend (out-turn): £150,470 projection, actual outturn not yet available</li> </ul>		

	2016/17	• Budget: £152,576			
	Inflation Index	RPIX	Indexation Base Year:		
	Non-Recoverable VAT	VAT	£		
Contract Monitoring		<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
	Monitoring / Metrics	Performance / KPIs	Assignment Instructions followed	0	5
		Contractor Meetings	Bi-monthly with area manager	6	6
		Defaults / Claims	Number of Defaults Issued	2	5
		Other			
	Benchmarking	• Tendered as part of a wider security contract for Parks Security			
	Stakeholder Satisfaction & Complaints	• Default provision included in contract and periodically used • Minor performance concerns swiftly dealt with by Sight & Sound			
Audits	• None				
Contract Management	Portfolio Plan Reference	• None			
	Linked Strategies / Plans	• Supports various services operating from the depots, including emergency response, winter service operations and various out-of-hours requirements			
	Linked Services / Contracts	<u>Linked services</u> • Supports waste, street cleansing and winter service contractors. Involves some public liaison/advice at sites and on-site presence when closed.			
		<u>Linked Contracts</u> • <a href="#">Council Fleet Hire (Paul Chilton / 11551)</a> • Adults Passenger Transport <a href="#">Contract</a> • <a href="#">Maintenance &amp; Repair of Motor Vehicles (Paul Chilton / 024737)</a> • <a href="#">Supply of Contract Hire cars (Paul Chilton / 034382)</a>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> • None <u>Legislative Compliance</u>  • <a href="#">Private Security Industry Act 2001</a> requires guards to be licensed			
	Emerging Issues & Management Response	• Review of specification requirements in conjunction with site users			
	Service Risk	Service Delivery		Significant Risk (Amber)	
	Risk Management	• Unauthorised access to depots and/or inability for key services to access / egress depots - mitigated by 24/7 Central Depot security • Central Depot provides back-up facilities for Borough Emergency Control Centre • Churchfields Depot guarded during closure hours only			
	Exit Plans	• Terms and conditions include for early termination.			
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> • Central Depot security guard linked to LBB e-mail system with limited network access • View-only access to site CCTV <u>Information Governance</u> • None			
Communications	• Guard has limited liaison with public e.g. those who may arrive at wrong entrance looking for Waldo recycling centre. Main communications are face-to-face with site contractors accessing the site				
Quality Systems	• ISO 9001 QMS applies and ISO14001				

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 I confirm this summary has been submitted to the Departmental Management Team for review  
 The following areas have been identified for improved contract management / monitoring*

<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>




Signed:

Dan Jones: 22 April 2016

Procurement Background	<b>Title</b>	<b>Vehicle &amp; Plant Maintenance, Repairs &amp; Associated Transport Services • (Vehicle Maintenance &amp; Repair)</b>		
	Contract Register No.	• ecm_3628		
	Location of Contract	• Legal Section		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	• Paul Chilton ( <i>Transport Operations Manager</i> )		
	Contractor	• <a href="#">Kent County Council (Commercial Trading Services)</a>		
	Contractor's Reg. No.	• N/A		
	Organisation Information	Large Organisation (>250)	Local Authority	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference:	Due North Reference:	
	CPV Code	• <a href="#">50110000 : Repair and maintenance services of motor vehicles and associated equipment</a>		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: December 2015	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 7 + 2 years • Option to extend available from 06.04.17 to 05.04.19	
<i>Core Term: start and end dates</i>		• 06.04.10 to <b>05.04.17</b>		
<i>Extensions taken: start &amp; end dates</i>		•		
<i>Extensions taken beyond term of original contract</i>		•		
London Contracts / Bravo Alert Date	• 18 months			
Key Reports	<ul style="list-style-type: none"> <li>• Original contract report ES10020 to Environment PDS: <a href="#">18 January 2010</a> restricted</li> <li>• Initial trial of Lease Car Damage Repairs: ED E&amp;CS <a href="#">Waiver Feb. 2014</a></li> <li>• Inclusion of Lease Car Damage Repairs in contract: Report <a href="#">ES15016</a> (Environment PDS, 17 March 2015)</li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• Certain vehicles and items of plant are owned by the Council and the contract covers statutory inspections, maintenance and repairs. Examples are gritters and winter service equipment; SEN school based minibuses, Mobile CCTV cars, and other plant and equipment used within Environment &amp; Community Services. The contract includes the availability of other transport and engineering support services that the Council occasionally requires. Since February 2014, accident damage repairs have been undertaken by KCC under the terms of this contract. The KCC workshop undertakes MOT testing at their premises and mobile inspection/minor repairs service therefore reducing vehicle downtime.</li> <li>• The profile of the fleet is continually reviewed and the number of plant items has reduced considerably since the contract commenced.</li> </ul>			
Commissioning Reviews and Proposals	• Report to Env.PDS in March 2016 recommending new procurement exercise for a new contract from April 2017.			
Material Changes	• Contract now covers Lease Car Accident Repairs (from 1 February 2015 to 5 April 2017) at an estimated value of £130k (£57,000 in 2015/16)- see (Report ES15016)			
Financial Data	Total Contract Value	£938,000 (+£130,000 Lease Car Accident Repairs)		
	Notes provided by Finance	• Now includes lease car accident repair costs which are recoverable		


	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £107,960 (+£57,000)</li> <li>• Actual Spend (out-turn): : £109,000 (+£57,000) projection, actual not yet available</li> </ul>				
	2016/17	<ul style="list-style-type: none"> <li>• Budget: £113,640 +(£45,000)</li> </ul>				
	Inflation Index	<u>Inflation Index</u>		Indexation Base Year:		
	Non-Recoverable VAT	<u>VAT</u>	£			
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>	
		Performance / KPIs	Number of jobs	n/a	320	
			Number of breakdowns	n/a	49	
			Number of Lease Damage Car Repairs	n/a		
		Compliance	Post repair inspections/roadworthiness	n/a	97	
		Finance Targets	n/a	-	-	
		Complaints	Fleet User Issues	0	0	
		Contractor Meetings	Bi-monthly meetings with Engineering Manager	n/a	3	
		Defaults / Claims	None applied	-	-	
	Other	None	-	-		
Benchmarking	<ul style="list-style-type: none"> <li>• LB Bromley represented at the <a href="#">Association of London Transport Officers</a> – collaborative fleet liaison and benchmarking between members</li> </ul>					
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Partnership approach; officer satisfaction recorded for support to winter service operations</li> </ul>					
Audits	<ul style="list-style-type: none"> <li>• None</li> </ul>					
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• None</li> </ul>				
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• Winter Service Policy and Plan</li> </ul>				
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Highways Minor Works Contract – Winter Gritting element</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• Council Fleet Hire - CCS Framework (Paul Chilton)</li> <li>• Depot Security (Paul Chilton / 034382)</li> <li>• Supply of Contract Hire cars (Paul Chilton / 034382)</li> </ul>				
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• None</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• Motor vehicles operated to comply with <a href="#">The Road Vehicles (Construction &amp; Use) Regulations 1986</a>, <a href="#">Road Traffic Act 1988</a></li> <li>• Plant maintained to meet <a href="#">Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)</a></li> </ul>				
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• None</li> </ul>				
	Service Risk	<u>Compliance and Regulations</u>		<u>Significant Risk (Amber)</u>		
	Risk Management	<ul style="list-style-type: none"> <li>• Emergency plant maintained under this contract.</li> <li>• Associated engineering support service available in connection with emergency response</li> </ul>				

	Exit Plans	<ul style="list-style-type: none"> <li>• Terms and conditions include early termination option.</li> </ul>					
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• Civica's <a href="#">Tranman</a>: Fleet management system for compliance asset management purposes and maintenance control/statutory record keeping</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• None</li> </ul>					
	Communications	<ul style="list-style-type: none"> <li>• KCC Workshops marketed as a business unit of Kent County Council</li> </ul>					
	Quality Systems	<ul style="list-style-type: none"> <li>• ISO 9001 for workshops</li> <li>• PAS125 for vehicle bodywork repairs</li> </ul>					
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>						
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	<div style="text-align: center;">  </div> <p>Signed: <span style="float: right;">Dan Jones: 22 April 2016</span></p>						

Procurement Background	<b>Title</b>	<b>Supply of Contract Hire (Lease) Cars</b>		
	Contract Register No.	• ecm_40630		
	Location of Contract	• Documents held at Transport Operations		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	• Paul Chilton ( <i>Transport Operations Manager</i> )		
	Contractor	• <a href="#">Crown Commercial Service (CCS):Vehicle Lease Framework (VLF)</a>		
	Contractor's Reg. No.	• Ref: RM858		
	Organisation Information	Organisation Size	Sector	
	Contract Type & Tender Route	Contract Type	Tender Route	
	OJEU and / or Due North Reference	OJEU Reference:	Due North Reference:	
	CPV Code	• <a href="#">34100000 : Motor vehicles</a>		
	Procurement / Commissioning Status	Procurement Risk	• Date Assessed:	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 3 + 1 years • Extension option available for 1 year from 16.05.18 to 15.05.19	
		<i>Core Term: start and end dates</i>	• 16.05.15 to <b>15.05.18</b>	
		<i>Extensions taken: start &amp; end dates</i>	•	
		<i>Extensions taken beyond term of original contract</i>	•	
	London Contracts / Bravo Alert Date	• 12 months		
	Key Reports	• Contract Award Report: <a href="#">ES15012</a> – Executive 24 March 2015		
	Purpose / Description	<ul style="list-style-type: none"> <li>• Call-off from CCS framework contract for the lease car requirements</li> <li>• On-line instant quotations from 8 approved lease companies</li> <li>• 36 month lease agreements for each vehicle with lowest cost provider</li> <li>• Maintenance and roadside assistance included</li> </ul>		
Commissioning Reviews and Proposals	• Maintain close connection to CCS regarding framework extension. Monitor during 2017			
Material Changes	• Fewer leased cars contracted over time. 161 cars as at November 2015			
Financial Data	Total Contract Value	• £1,633,000		
	Notes provided by Finance	• -		
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £547,090</li> <li>• Actual Spend (out-turn): £547,090</li> </ul>		
	2016/17	• Budget: £459,000		
	Inflation Index	Inflation Index	Indexation Base Year:	
	Non-Recoverable VAT	VAT	£	




Contract Monitoring		Metrics	Description	2015/16 Target	2015/16 Actual
	Monitoring / Metrics	Performance / KPIs	Car delivered as per order (%)	100	100
		Contractor Meetings	Lease company representative periodic meetings	n/a	
Benchmarking	<ul style="list-style-type: none"> <li>Government-wide supply contract for all agencies and departments including the MOD, so contracting arrangement should provide value for money</li> </ul>				
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>Feedback from lease car staff, who contribute to the cost of the vehicle for the private use element, is monitored for satisfaction</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>Review of Leavers Procedures Audit 2014-15</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>None</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>None</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>Supports staff and services in all departments</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>Council Fleet Hire – CCS Framework (Paul Chilton)</li> <li>Depot Security (Paul Chilton / 034382)</li> <li>Maintenance &amp; Repair of Motor Vehicles (Paul Chilton / 024737)</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>None</li> </ul> <u>Legislative Compliance</u> <p>Motor vehicles operated to comply with:</p> <ul style="list-style-type: none"> <li><a href="#">Road Traffic Act 1988</a></li> <li><a href="#">The Road Vehicles (Construction &amp; Use) Regulations 1986</a></li> </ul>			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>None. Lease car scheme overseen by Human Resources</li> </ul>			
	Service Risk	<u>Risk Category</u>	<u>Risk Status</u>		
	Risk Management	<ul style="list-style-type: none"> <li>Absence of contract leading to failure to recruit and retain quality staff (e.g. senior managers)</li> <li>Absence of contract leading to failure to provide services in timely manner (e.g. social workers)</li> </ul>			
	Exit Plans	<ul style="list-style-type: none"> <li>Early termination penalties apply; 5 months – Year 1, 3 months – Year 2, 1 month – Year 3</li> </ul>			
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>ResourceLink</li> <li>Lease Car Database</li> <li>Civica Tranman</li> <li>Fleet Management System</li> <li>ZM Motor Insurers Database (Web)</li> <li>CCS Fleet Portal</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>Driver licence and personal details held securely, ResourceLink uses password protected access.</li> </ul>			
	Communications	<ul style="list-style-type: none"> <li>Lease company direct support to drivers e.g. roadside assistance, vehicle hand-over</li> </ul>			

	Quality Systems	<ul style="list-style-type: none"> <li>• Various accreditations for lease companies on the framework</li> </ul>											
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p>												
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<p>Signed:  Dan Jones: 22 April 2016</p>													


Procurement Background	<b>Title</b>	<b>Adult Passenger Transport Services Framework</b>		
	Contract Register No.	• ecm_21689		
	Location of Contract	• -		
	Department	Environment and Community Services		
	Division	Street Scene & Greenspace (E&CS)		
	Management	<ul style="list-style-type: none"> <li>Paul Chilton (<i>Transport Operations Manager</i>),</li> <li>Lorna Blackwood (<i>AD Commissioning &amp; Partnerships</i>)</li> </ul>		
	Contractor	• <a href="#">Greenwich Service Plus Ltd</a>		
	Contractor's Reg. No.	•		
	Organisation Information	Organisation Size	Sector	
	Contract Type & Tender Route	Contract Type	Tender Route	
	OJEU and / or Due North Reference	OJEU Reference: <a href="#">2015/S 102-186156</a>	Due North Reference:	
	CPV Code	<ul style="list-style-type: none"> <li>60130000: Special-purpose road passenger-transport services</li> <li>60170000: Hire of passenger transport vehicles with driver</li> <li>79420000: Management-related services</li> </ul>		
	Procurement / Commissioning Status	Procurement Risk	• Date Assessed:	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>3 years 10 months</li> <li>Option to extend for a further period up to but not exceeding 2 years to 31.08.21</li> </ul>	
		<i>Core Term: start and end dates</i>	• 01.12.15 - <b>31.08.19</b>	
		<i>Extensions taken: start &amp; end dates</i>	•	
		<i>Extensions taken beyond term of original contract</i>	•	
	London Contracts / Bravo Alert Date	• -		
Key Reports	<ul style="list-style-type: none"> <li>Adult Transport Service Contract Award: <a href="#">CS14139 Executive: 24 March 2015</a></li> <li>Transport- Gateway Review- <a href="#">ES14062</a></li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>New EC&amp;HS contract managed by E&amp;CS now includes staff costs (Totally Managed Service).</li> <li>Framework and contracts approved by Executive 24 Mar 2015 following a tender process.</li> <li>Contract Replaces Ambulance Hire contract (Register Number <a href="#">016278</a>), due to expire 10.10.15, alongside the <a href="#">Special Educational Needs &amp; Transport Service</a> contract</li> <li>Service will operate out of Central Depot via a commercial lease with the Council, with fixed price per journey across all routes for the life of the contract, comprehensive training and licensing of staff and new and dedicated vehicles to be utilised for the service</li> </ul>			
Commissioning Reviews and Proposals	• -			
Material Changes	• -			
Financial Data	Total Contract Value	• £6,748,000		
	Notes provided by	• Annual Value: £1,687,000		

	Finance				
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £NA</li> <li>• Actual Spend (out-turn): £NA</li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>• Budget: £1,687,000</li> </ul>			
	Inflation Index	<u>Inflation Index</u>	Indexation Base Year:		
	Non-Recoverable VAT	<u>VAT</u>	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Vehicle related items Route related items Staff related items	n/a	
		Compliance	Spot checking and planned inspections	n/a	
		Finance Targets		n/a	
		Complaints	Contractor procedures in place; monitored		
		Contractor Meetings	Monthly schedule of meetings with client-side		
		Defaults / Claims	Default mechanism in place		
		Other	All service KPI's to be reviewed and as new service develops		
	Benchmarking	<ul style="list-style-type: none"> <li>• LB Bromley represented at the <a href="#">Association of London Transport Officers</a> – collaborative fleet liaison and benchmarking between members</li> </ul>			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• -</li> </ul>			
Audits	<ul style="list-style-type: none"> <li>• -</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• None</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• -</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Adult Day Care</li> <li>• <u>Linked Contracts</u></li> <li>• Depot Security (Paul Chilton / 034382)</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• -</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Transport Act 1985</a> (section 19)</li> <li>• Motor vehicles operated to comply with <a href="#">The Road Vehicles (Construction &amp; Use) Regulations 1986</a></li> <li>• <a href="#">Road Traffic Act 1988</a></li> <li>• Access equipment complies with <a href="#">Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)</a></li> </ul>			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• A management reorganisation of the Passenger Transport Service will be undertaken in 2015/16 (See 3.34, CS14139)</li> </ul>			
	Service Risk	<u>Service Delivery</u>	<u>High Risk (Red)</u>		

	Risk Management	<ul style="list-style-type: none"> <li>• Contractor and Care Management communication channels</li> <li>• Management liaison in case of bad weather and potential service disruption</li> </ul>												
	Exit Plans	<ul style="list-style-type: none"> <li>• -</li> </ul>												
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• <a href="#">Civica Tranman</a> – Fleet management system for controlling ad-hoc transport jobs</li> <li>• <a href="#">ZM Motor Insurers Database</a> (Web)</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• <a href="#">Passenger</a> job data held on secure password system.</li> </ul>												
	Communications	<ul style="list-style-type: none"> <li>• Transport Operations Manager in regular liaison with Care &amp; Commissioning divisions and destination point operators.</li> </ul>												
	Quality Systems	<ul style="list-style-type: none"> <li>• Ongoing monitoring for KPI's including both planned and unplanned service monitoring</li> </ul>												
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>													
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<p>Signed: <span style="float: right;">Dan Jones: 22 April 2016</span></p>														

Procurement Background	Title	<b>Special Educational Needs &amp; Children's Transport Service</b>	
	Contract Register No.	• Education - Passenger Transport Services - Lot 1 - SEN and Non-SEN Children Transport Services	
	Contract Register No.	• tbc	
	Location of Contract	•	
	Department	<u>Environment and Community Services</u>	
	Division	<u>Street Scene &amp; Greenspace (E&amp;CS)</u>	
	Management	<ul style="list-style-type: none"> <li>• Paul Chilton (<i>Transport Operations Manager</i>)</li> <li>• Dan Jones (<i>AD Streetscene &amp; Greenspace</i>)</li> </ul>	
	Contractor	<ul style="list-style-type: none"> <li>• Crown Commercial Services: Vehicle Framework - Several suppliers chosen from an approved list (see purpose/description)</li> </ul>	
	Contractor's Reg. No.	• N/A	
	Organisation Information	<u>Organisation Size</u>	<u>Sector</u>
	Contract Type & Tender Route	<u>Contract Type</u>	<u>Tender Route</u>
	OJEU and / or Due North Reference	OJEU Reference: <a href="#">2015/S 102-186156</a>	Due North Reference:
	CPV Code	<ul style="list-style-type: none"> <li>• 60130000: Special-purpose road passenger-transport services</li> <li>• 60170000: Hire of passenger transport vehicles with driver</li> <li>• 79420000: Management-related services</li> </ul>	
	Procurement / Commissioning Status	<u>Procurement Risk</u>	• Date Assessed:
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>• 4 years (48 months duration)</li> <li>• Option to extend for a further period up to but not exceeding 2 years</li> </ul>
		<i>Core Term: start and end dates</i>	• 01.09.15 - <b>31.08.19</b>
		<i>Extensions taken: start &amp; end dates</i>	•
<i>Extensions taken beyond term of original contract</i>		•	
London Contracts / Bravo Alert Date	• -		
Key Reports	<ul style="list-style-type: none"> <li>• Adult Transport Service Contract Award: (<a href="#">CS14139</a>) Executive: <a href="#">24 March 2015</a></li> <li>• <a href="#">ED15070</a> Briefing 2 July 2014 (part 1 – PUBLIC)</li> <li>• Transport- Gateway Review- <a href="#">ES14062</a></li> </ul>		
Purpose / Description	<ul style="list-style-type: none"> <li>• New EC&amp;HS contract managed by E&amp;CS establishing a list of nominated providers (to meet individual needs)</li> <li>• Framework and contracts approved by Executive 24 Mar 2015 (report no ED15070), following a tender process.</li> <li>• Contract replaces In part the Ambulance Hire contract (Register Number <a href="#">016278</a>), due to expire 10.10.15, alongside the <a href="#">Adult Passenger Transport Service</a> contract</li> <li>• Suppliers: <i>A Star Transport Ltd, Beckett Corporation, Bexley Accessible Transport Scheme, Cannon Cars Ltd, Carlton Motors Ltd, Centaur Overland Travel Ltd, Dataswift (SE) Ltd, Keen Group, Kensway Tours, Lightning Cars &amp; Couriers Ltd, London Hire Community Services, Olympic (South) Ltd, PJ Yeowell, PG Passenger Services, Saltco Ltd, Supreme Freedom To Travel Ltd</i></li> <li>• New providers can be added to the approved supplier list after the contract's implementation</li> </ul>		
Commissioning Reviews and Proposals	• -		

	Material Changes	<ul style="list-style-type: none"> <li>-</li> </ul>			
Financial Data	Total Contract Value	<ul style="list-style-type: none"> <li>£15,644,000</li> </ul>			
	Notes provided by Finance	<ul style="list-style-type: none"> <li>Annual Value £3,911,000</li> </ul>			
	2014/15	<ul style="list-style-type: none"> <li>Latest Approved Budget: £N/A</li> <li>Actual Spend (out-turn): £ N/A</li> </ul>			
	2015/16	<ul style="list-style-type: none"> <li>Budget: £3,911,000</li> </ul>			
	Inflation Index	<u>Inflation Index</u>	Indexation Base Year:		
	Non-Recoverable VAT	<u>VAT</u>	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs			
		Compliance			
		Finance Targets			
		Complaints			
		Contractor Meetings			
		Defaults / Claims			
		Other			
	Benchmarking	<ul style="list-style-type: none"> <li>LB Bromley represented at the <a href="#">Association of London Transport Officers</a> – collaborative fleet liaison and benchmarking between members</li> </ul>			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li></li> </ul>			
Audits	<ul style="list-style-type: none"> <li></li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li></li> </ul>			
	Linked Strategies / Plans <a href="#">(E&amp;CS Summaries)</a>	<ul style="list-style-type: none"> <li></li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>Adult Day Care</li> <li><u>Linked Contracts</u></li> <li>Council Fleet Hire (Paul Chilton / 11551)</li> <li>Depot Security (Paul Chilton / 034382)</li> <li>Maintenance &amp; Repair of Motor Vehicles (Paul Chilton / 024737)</li> <li>Supply of Contract Hire (Lease) Cars (Paul Chilton / 034382)</li> <li>Vehicle Hire – Ambulances (Paul Chilton / 016278)</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li><u>Legislative Compliance</u></li> <li><a href="#">Transport Act 1985</a> (section 19)</li> <li>Motor vehicles operated to comply with <a href="#">The Road Vehicles (Construction &amp; Use) Regulations 1986</a></li> <li><a href="#">Road Traffic Act 1988</a></li> </ul>			

	<ul style="list-style-type: none"> <li>• Access equipment complies with <a href="#">Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)</a></li> </ul>												
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• Former Passenger Transport Framework Agreement utilised by Bromley for the delivery of transport by the Special Educational Needs Transport team expired in August 2015.</li> </ul>												
Service Risk	<table border="1"> <tr> <td><b>Risk Category</b></td> <td><b>Risk Status</b></td> </tr> </table>	<b>Risk Category</b>	<b>Risk Status</b>										
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Risk Management	<ul style="list-style-type: none"> <li>• -</li> </ul>												
Exit Plans	<ul style="list-style-type: none"> <li>• -</li> </ul>												
Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> <li>• <a href="#">Civica Tranman</a> – Fleet management system for compliance asset management purposes</li> <li>• <a href="#">ZM Motor Insurers Database</a> (Web)</li> </ul> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> <li>• Driving licence details held securely</li> <li>• Planned transition to electronic storage</li> </ul>												
Communications	<ul style="list-style-type: none"> <li>• Transport Operations Manager in regular liaison with fleet users and contract review meetings with <a href="#">London Hire Ltd</a></li> </ul>												
Quality Systems	<ul style="list-style-type: none"> <li>• Post maintenance checking; monitoring of defects and breakdowns</li> </ul>												
<b>AD / Head of Service Assurance</b>	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p> <table border="1"> <thead> <tr> <th><b>Improvement area</b></th> <th><b>Proposed action</b></th> <th><b>Target date</b></th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>									
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<p>Signed: </p>	<p><i>Dan Jones: 22 April 2016</i></p>												



Procurement Background	<b>Title</b>	<b>Transportation, Highways and Engineering Consultancy Services</b>		
	Contract Register No.	• -		
	Location of Contract	• -		
	Department	Environment and Community Services		
	Division	Transport & Highways (E&CS)		
	Management	• Paul Redman ( <i>Highway Asset Manager</i> )		
	Contractor	• <a href="#">AECOM</a> ( <i>Negotiated Contract</i> )		
	Contractor's Reg. No.	• <b>02492136</b>		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Contract Type	Tender Route	
	OJEU and / or Due North Reference	OJEU Reference:	Due North Reference:	
	CPV Code	• <a href="#">71311000 : Civil engineering consultancy services</a>		
	Procurement / Commissioning Status	Procurement Risk	• Date Assessed:	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	Negotiated Contract • Waiver (agreed through permissible direct negotiation): 01.04.15 to 31.10.15 • Extension to negotiated arrangement: 01.11.15 to at least <b>31.03.16</b>	
		<i>Core Term: start and end dates</i>	•	
		<i>Extensions taken: start &amp; end dates</i>	•	
<i>Extensions taken beyond term of original contract</i>		•		
London Contracts / Bravo Alert Date	•			
Key Reports	Negotiated Contract • Waiver to Director E&CS (to extend to 31 October 2015) • Environment PDS report ( <a href="#">ES 15048</a> ) 7 July 2015: identifying future options and endorsing extended use of the negotiated contract to at least 31 March 2016 (i.e. until the new multidisciplinary framework is available- January 2016)			
Purpose / Description	<ul style="list-style-type: none"> <li>• The arrangements provide Environment &amp; Community Services with access to civil engineering professional staff formerly using Transport for London's Engineering &amp; Project Management Framework 2 (EPMF2) (Original Contract Report: ES 10081, Gateway Report: ES 12064) and latterly through a negotiated arrangement direct with AECOM.</li> <li>• The focus of the tasks is to undertake inspections and assessments of the Council's highway structures and multi storey car park stock using a call-off arrangement and to draw up, procure and supervise schedules of maintenance to ensure the safety of the travelling public.</li> <li>• There are also two dedicated traffic and transportation commissions. The main Client groups are within Highway Network Management, Traffic &amp; Transportation and Parking Services. There are also other clients such as drainage and parks and green spaces, who are less frequent users.</li> <li>• Interim negotiated contract - value of £170k including a) contract with AECOM from 01.04.15 to 31.10.15 - formalised via waiver after permissible direct negotiation for work up to a value of £90k. b) Extension to the negotiated arrangement from 01.11.15 to at least 31.03.16 (i.e. until the new TfL Multidisciplinary framework is available) for work up to a value of £80k. See <a href="#">Report ES15048</a> Env. PDS 7 July 2015.</li> </ul>			

	Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>• Future contracting arrangements dependent on TfL completing their new Multi-disciplinary framework. Current timetable is for TfL to award new framework in January 2016, which will align with the Council's current contracting arrangements.</li> <li>• Delay to TfL Multidisciplinary Framework means LBB will use HCA Multi-disciplinary panel contract (Delegated Authority) for one year to 31.03.17 (ecm_406213)</li> </ul>			
	Material Changes	<ul style="list-style-type: none"> <li>• None</li> </ul>			
Financial Data	Total Contract Value	£ 90,000+£80,000 (Negotiated Contract)			
	Notes provided by Finance	<ul style="list-style-type: none"> <li>• Total Contract Value is illustrative as dependent on how much the contract is used.</li> </ul>			
	2014/15	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £342,000</li> <li>• Actual Spend (out-turn): £342,000</li> </ul>			
	2015/16	<ul style="list-style-type: none"> <li>• Budget: £188,000</li> </ul>			
	Inflation Index	<u>Inflation Index</u>	Indexation Base Year:		
	Non-Recoverable VAT	<u>VAT</u>	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>Target</b>	<b>Actual</b>
		Performance / KPIs	Inspections completed to programme date (%)	100	
			Assessment certificates received within 1 month of completion (%)	100	
			Database (Bridgestation) updated within 28 days of inspection (%)	100	
		Compliance			
		Finance Targets			
		Complaints			
		Contractor Meetings			
		Defaults / Claims			
		Other			
	Benchmarking	<ul style="list-style-type: none"> <li>• Staff hourly rates have been compared with those available from the Eastern Shires Purchasing Organisation (ESPO) and comparable EPMF2 staff hourly rates are on average 15% less than ESPO.</li> <li>• <a href="#">LoTAMB</a> – Bridge Condition Indicator</li> </ul>			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• None</li> </ul>			
	Audits	<ul style="list-style-type: none"> <li>• None</li> </ul>			
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 4: Managing our Transport Infrastructure</li> <li>• Aims 4.1 – 4.6: To continue invest in timely and effective way in the quality of our roads, pavements and street lighting</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• Highway Asset Management Strategy</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Street Works &amp; Highways</li> <li>• Parking</li> </ul>			

	<ul style="list-style-type: none"> <li>• Street Lighting</li> </ul> <p><u>Linked Contracts</u></p> <ul style="list-style-type: none"> <li>• Street Works (NRSWA) (Garry Warner/049756)</li> <li>• Highways Maintenance – Major (Garry Warner/025399)</li> <li>• Highways Maintenance – Minor &amp; Reactive (Garry Warner/025400)</li> <li>• Street Lighting Maintenance &amp; Improvements (Paul Redman/049757)</li> </ul>		
Regulatory Requirements	<p><u>Statutory Basis (for service provision)</u></p> <ul style="list-style-type: none"> <li>• The Council has a duty to ensure the safe passage of users of the highway according to the Highways Act 1980. Ensuring the Council's street lighting stock is properly maintained is an example of the Council meeting this duty</li> </ul> <p><u>Legislative Compliance</u></p> <ul style="list-style-type: none"> <li>• <a href="#">Highways Act 1980</a></li> </ul>		
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>•</li> </ul>		
Service Risk	<table border="1"> <tr> <td><u>Risk Category</u></td> <td><u>Risk Status</u></td> </tr> </table>	<u>Risk Category</u>	<u>Risk Status</u>
<u>Risk Category</u>	<u>Risk Status</u>		
Risk Management	<ul style="list-style-type: none"> <li>• Failure of the Borough's road network structures impacting on businesses and highway users – mitigated by regular inspections, assessments and maintenance activity</li> <li>• Failure to have access to a consulting engineer may compromise the effectiveness of the Council's Emergency Planning response</li> <li>• Failure to undertake regular inspection of highway structures and update the inventory etc may compromise the Council's ability to attract full TfL grant funding in the future</li> </ul>		
Exit Plans	<ul style="list-style-type: none"> <li>•</li> </ul>		
Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> <li>• ICT systems which are critical to contract delivery include <a href="#">Bridgestation</a> (inventory and asset management database) and the Council's iPROC system</li> </ul> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> <li>• None</li> </ul>		
Communications	<ul style="list-style-type: none"> <li>• Work closely with Building Control where third party works may impact the highway</li> <li>• Ad-hoc contact with residents whose property/access may be affected by work on highway structures</li> </ul>		
Quality Systems	<ul style="list-style-type: none"> <li>• Quality systems / assurance: PAS 055 Asset Management</li> </ul>		

I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules

I confirm this summary has been submitted to the Departmental Management Team for review

The following areas have been identified for improved contract management / monitoring


Improvement area	Proposed action	Target date

Signed: (Name & Date)

Garry Warner 22 April 2016

<b>Title</b>	<b>Highway Maintenance – Minor &amp; Reactive</b>	
Contract Register No.	• Minor & Reactive	
Location of Contract	• ecm_3627	
Department	• Hard Copy: Legal Vault • Soft Copy: Local Drive	
Division	Environment and Community Services	
Management	Transport & Highways (E&CS)	
Contractor	• Dan Gordon (Highways Area Manager) • Garry Warner (Head of Highways)	
Contractor's Reg. No.	• O'Rourke Construction & Surfacing Ltd	
Organisation Information	• 07889397	Private Sector
Contract Type & Tender Route	Medium Sized Enterprise (51-250)	Restricted
OJEU and / or Due North Reference	Term Contract	Due North Reference: n/a
CPV Code	OJEU Reference:	
Procurement / Commissioning Status	• 45233300 : Foundation work for highways, roads, streets and footpaths	
Term	No Action Required (Green)	• Date Assessed: 06 October 2015
	Duration (years and months): (inc. any option to extend)	• 7 years + Option for 1 year extension
	Core Term: start and end dates	• 01.07.10 to 30.06.17
	Extensions taken: start & end dates	• 01.07.17 to 30.06.18
Extensions taken beyond term of original contract	• n/a	
London Contracts / Bravo Alert Date	• n/a	
Key Reports	• Contract Award Report: ES 10043 <a href="#">Env. PDS 23 February 2010</a> (part 2)	
Purpose / Description	• The service deals with day-to-day frontline highway safety issues including minor reactive repairs to the fabric of the highway. In practice this involves carriageway, footway and street furniture (excluding street-lighting) repairs. The contract also includes works to the highway drainage infrastructure. Small traffic	

		<p>scheme installations (e.g. pedestrian crossings funded by TfL) use this contract. Contract supports the Winter Service Policy &amp; Plan (both carriageway and footways). Contract deals with Emergency &amp; out-of-hours call-out service.</p> <ul style="list-style-type: none"> <li>• Consideration being given to future contract arrangements post expiry – potentially aggregating with other street care service contracts</li> <li>• A briefing note considering an extension (allowed under the terms of the contract) was approved by Director E&amp;CS in 2015/16 Q3, with delegated authority from Env. PH and Chair Env. PDS Committee</li> <li>• The one year extension was taken in May 2016 by ED E&amp;CS with EPH approval – new end date 30.06.18</li> </ul>			
	Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>• Potential for this service to be included in Integrated Environmental Contract post March 2019</li> </ul>			
	Material Changes	<ul style="list-style-type: none"> <li>• None</li> </ul>			
Financial Data	Contract Value	<ul style="list-style-type: none"> <li>• £17,000,000 + £2.1 (one year extension)</li> </ul>			
	Notes provided by Finance	<ul style="list-style-type: none"> <li>• Contract value changes as subject to external funding e.g. TfL and DfT</li> </ul>			
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £2,854,210 (Incl £700K capital)</li> <li>• Actual Spend (out-turn): £495,249 on capital, £2,440,036 revenue on 606600 &amp; 606100</li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>• Budget: £2,164,910 on revenue, capital budget not yet available as no breakdown on TFL portal</li> </ul>			
	Inflation Index	Other (please state) BCIS indices Highways Term maintenance 2010 Series	Indexation Base Year: 2010		
	Non-Recoverable VAT	VAT	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	% Completion of reactive minor works orders within stated timescales/priority	90	86.8%
			% Compliance with London Permit Scheme (occupation of the highway)	>95	
	Benchmarking	<ul style="list-style-type: none"> <li>• ALARM survey</li> </ul>			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Done in respect of construction of vehicle crossovers</li> </ul>			
Audits	<ul style="list-style-type: none"> <li>• Tendering process was audited by Internal Audit (two years after contract award)</li> <li>• Review Of Highways Maintenance Audit For 2012-13 (10 September 2013) ES/025/01/2012.bf</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 4: Managing our Transport Infrastructure</li> <li>• Aims 4.3, 4.4, &amp; 4.6: To continue invest in timely and effective way in the quality of our roads, pavements and to maintain the value of the highway asset</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• Winter Service Plan</li> <li>• Highway Asset Management Plan</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Highways Service</li> <li>• Winter Service (Street Cleaning, Grounds Maintenance, and Waste contractors)</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• Highways Major Contract</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• <a href="#">Highways Act 1980</a>: section 41 Duty to maintain the highway</li> </ul>			


	<u>Legislative Compliance</u>													
	<ul style="list-style-type: none"> <li>• <a href="#">Health &amp; Safety at Work etc. Act 1974</a></li> </ul>													
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• n/a</li> </ul>													
Service Risk	<u>Service Delivery</u>	<u>Medium Risk (Yellow)</u>												
Risk Management	<ul style="list-style-type: none"> <li>• Failure to maintain the Highway leading to personal injury and/or vehicular damage leading to public dissatisfaction and insurance claims - mitigated by active contractor performance monitoring</li> <li>• Contractor failure due to poor performance – mitigated by provision to issue defaults and ultimately ability to terminate the contract before full term and retender to re-establish required standards of performance</li> </ul>													
Exit Plans	<ul style="list-style-type: none"> <li>• Set out in contract</li> </ul>													
Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• CONFIRM</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• Customer details (e.g. home contact information) is acquired and protected through handheld devices being encrypted</li> </ul>													
Communications	<ul style="list-style-type: none"> <li>• FixMyStreet allows residents to notify the Council of Highways maintenance issues and also through the Customer Contact Centre</li> <li>• Bromley.gov.uk promotes highway repair service standards and vehicle cross over applications</li> </ul>													
Quality Systems	<ul style="list-style-type: none"> <li>• <a href="#">Accreditations</a> include Contractors Health &amp; Safety</li> </ul>													
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>													
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	Procurement process 2017-19	Considering commissioning options	2016/17											
														
<p>Signed: (Name &amp; Date)</p>														
<p>Garry Warner: 22 April 2016</p>														

Procurement Background	<b>Title</b>	<b>Highway Maintenance – Major &amp; Planned</b>		
	Contract Register No.	• ecm_3624		
	Location of Contract	•		
	Department	Environment and Community Services		
	Division	Transport & Highways (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• Harry Marshall (<i>Highways Programme Manager</i>)</li> <li>• Garry Warner (<i>Head of Highways</i>)</li> </ul>		
	Contractor	• FM Conway		
	Contractor's Reg. No.	• 00706445		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Call-Off Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference:	Due North Reference:	
	CPV Code	• 45233139 : Highway maintenance work		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: January 2016	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>• Contract 7 years (changed to 6 years 9 months)</li> <li>• Option to extend for one year (seven plus one)</li> </ul>	
		<i>Core Term: start and end dates</i>	• 01.10.10 to 31.09.17 changed to <b>30.06.17</b>	
		<i>Extensions taken: start &amp; end dates</i>	•	
<i>Extensions taken beyond term of original contract</i>		•		
London Contracts / Bravo Alert Date	•			
Key Reports	<ul style="list-style-type: none"> <li>• Highways Maintenance Major and Reactive Contract Acceptance Report: ES10043 (Env. PDS <a href="#">23 February 2010</a>) (Part 2)</li> <li>• Gate Review Report: <a href="#">ES09038</a> – (Env. PDS <a href="#">26 February 2009</a>)</li> <li>• A one year extension has been delegated to Ex. Dir. E&amp;CS to 30.06.18</li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• The contract is used to complete all planned highway maintenance works and improvement projects (e.g. Bromley North Village)</li> <li>• Some 40 major projects are undertaken annually involving resurfacing / reconstructing roads and footways</li> </ul>			
Commissioning Reviews and Proposals	• Highways activity is part of the proposed Environmental Services Contract			
Material Changes	• The contract term has been varied to be co-terminus with the Minor Works contract (the term has been reduced from 7 years to 6 years nine months)			
Financial Data	Total Contract Value	• £26,000,000		
	Notes provided by Finance	<ul style="list-style-type: none"> <li>• Contract value changes as subject to external funding (e.g. TfL and DfT).</li> <li>• Budget increases with BCIS indices.</li> </ul>		
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £4,066,600 (Incl. £1.7m Capital)</li> <li>• Actual Spend (out-turn): £2,432,913 on capital and £2,290,139 on revenue 606100 as of 15/04/16</li> </ul>		
	2016/17	• Budget: £2,378,420 on revenue. Capital breakdown not yet available on TFL portal		

	Inflation Index	<input type="text" value="Other (please state)"/>		Indexation Base Year: 2010	
	Non-Recoverable VAT	<input type="text" value="Yes"/>	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Condition of principal (A) roads (NI 168) (% considered for maintenance)	<6	2.0
			Condition of non-principal classified (B & C) roads (NI 169) (% considered for maintenance)	<8	2.0
		Condition of Unclassified (U) Roads (ES3) (% considered for maintenance)	<20	TBC	
	Benchmarking	<ul style="list-style-type: none"> <li>• Comparison with LB Bexley (2011)</li> <li>• Benchmarking against London Highways Alliance Contract – LB Bromley contract found to deliver better value-for-money</li> </ul>			
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• None</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>• Review Of Highways Maintenance Audit For 2012-13 (10 September 2013) ES/025/01/2012</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 4: Managing our Transport Infrastructure</li> <li>• Aims 4.1 – 4.6: To continue invest in timely and effective way in the quality of our roads, pavements and street lighting to maintain the value of the highway asset</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• <a href="#">Highway Asset Management Plan</a></li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Street Lighting</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• <a href="#">Highway Maintenance – Minor &amp; Reactive (Garry Warner/025400)</a></li> <li>• <a href="#">Street Lighting Maintenance &amp; Improvements: (Paul Redman/049757)</a></li> <li>• <a href="#">Streetworks: (NRSWA) (Garry Warner/049759)</a></li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• <a href="#">Highways Act 1980</a> requires the Council to maintain the highway in a safe and passable condition</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Highways Act 1980</a> section 41</li> </ul>			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>•</li> </ul>			
	Service Risk	<input type="text" value="Service Delivery"/>		<input type="text" value="Low Risk (Green)"/>	
	Risk Management	<ul style="list-style-type: none"> <li>• Failure to maintain the Highway leading to vehicle damage etc – mitigated by planned maintenance programme</li> <li>• Failure to conduct works in a timely manner leading to delays and disruption and public dissatisfaction - mitigated by planned maintenance programme</li> </ul>			
	Exit Plans	<ul style="list-style-type: none"> <li>•</li> </ul>			
Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• CONFIRM' system for work ordering and payments</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• None</li> </ul>				




	Communications	<ul style="list-style-type: none"> <li>• Advanced notification letters are delivered to all properties affected by planned works.</li> <li>• Advanced warning signs are installed prior to road resurfacing schemes</li> <li>• Information also provided on <a href="http://Bromley.gov.uk">Bromley.gov.uk</a></li> </ul>
	Quality Systems	<ul style="list-style-type: none"> <li>• <a href="#">Awards and Accreditations</a> including ISO 39001 (Road Traffic Safety Management)</li> </ul>

AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p>													
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<div style="text-align: center;">  </div> <p>Signed: <span style="float: right;">Garry Warner: 22 April 2016</span></p>														

Procurement Background	<b>Title</b>	<b>Street Lighting Maintenance &amp; Improvements</b>		
	Contract Register No.	• ecm_3638		
	Location of Contract	•		
	Department	Environment and Community Services		
	Division	Transport & Highways (E&CS)		
	Management	• Paul Redman ( <i>Highway Asset Manager</i> )		
	Contractor	• <a href="#">Kier (MG)</a>		
	Contractor's Reg. No.	• 00873179		
	Organisation Information	Organisation Size	Sector	
	Contract Type & Tender Route	Contract Type	Tender Route	
	OJEU and / or Due North Reference	OJEU Reference: <a href="#">2012/S 73-120592</a>	Due North Reference:	
	CPV Codes	<ul style="list-style-type: none"> <li>• 34928510 : Street-lighting columns</li> <li>• 50232100: Street-lighting maintenance services</li> <li>• 34928500: Street-lighting equipment</li> </ul>		
	Procurement / Commissioning Status	Procurement Risk	• Date Assessed:	
	Term	Duration ( <i>years and months</i> ): (inc. any option to extend)	• 10 years (option for 1 year extension)	
		Core Term: start and end dates	• 01.04.13 to <b>31.03.23</b>	
		Extensions taken: start & end dates	•	
Extensions taken beyond term of original contract		•		
London Contracts / Bravo Alert Date	•			
Key Reports	<ul style="list-style-type: none"> <li>• Original Contract Report: ES 12114 <a href="#">Exec 28 November 2012</a></li> <li>• Gate Review Report: ES 11111 Env PDS 04 October 2011 and <a href="#">ES 14071</a> Env PDS 23 September 2014</li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• This contract is for the maintenance of the Borough's lighting stock including street lighting columns, and both lit and unlit signs and bollards and nameplates.</li> <li>• Maintenance work is either routine maintenance or non-routine maintenance. The contract has provision to implement the street lighting invest-to-save project and to undertake improvement works.</li> <li>• Tender rates confirmed the business case for the street lighting investment project undertaken within the first two years of the contract.</li> </ul>			
Commissioning Reviews and Proposals	• -			
Material Changes	• Cartledge (May Gurney) were purchased by Kier and the contract has been novated to Kier (MG)			
Financial Data	Total Contract Value	<ul style="list-style-type: none"> <li>• £8,450,000 (+ £8,507,000 - 3 year Invest to Save programme) = £16.9m</li> <li>• In practice the £8.45m figure reduced to approximately £6.8m due to less maintenance being required as a result of the I2S programme</li> </ul>		
	Notes provided by Finance	• Contract funding supplemented by Invest to Save funding		
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £752,870 (revenue) + £1,635k (capital)</li> <li>• Actual Spend (out-turn): £752,870 (revenue) + £1,635k (capital) projection Dec 2015, actuals not yet available</li> </ul>		
	2016/17	• Budget: £846,540 (revenue) + £0k (capital). As of 06.04.16 possible carry		

		forward but not yet finalised			
	Inflation Index	Inflation Index		Indexation Base Year:	
	Non-Recoverable VAT	VAT	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Emergencies properly responded to within 1 hour of instruction (%)	100	
			Monthly columns out of lighting (%)	95	
			Average Time to Repair a Faulty Street Light (days) (ES5)	<5	1.17
			Bulk changes carried out to programme (%)	95	
			Electrical testing done to programme (%)	95	
			Completion of H&S site audits (%)	100	
		Compliance			
		Finance Targets			
		Complaints			
		Contractor Meetings			
		Defaults / Claims			
	Other				
	Benchmarking	<ul style="list-style-type: none"> <li>• Comparison with other boroughs – <a href="#">LoTAMB</a> benchmarking, cost of energy, time to repair etc</li> <li>• Value for money – Cross borough vfm checks through Highway Asset Management South London Consortium</li> </ul>			
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Surveys: Post-completion feedback questionnaire to a sample of households</li> <li>• Stage 2 (escalated) complaint numbers (2014/15): four</li> <li>• Ombudsman referrals (2014/15): one</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>• <a href="#">ENV/010/01/2013</a>- Street Lighting Audit for 2013-14</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 4: Managing our Transport Infrastructure</li> <li>• Aims 4.1 – 4.2: Complete the street lighting invest-to-save project including the Central Management System</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• Highways Asset Management Strategy</li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Highways</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• <a href="#">Highway Maintenance: Major Works</a></li> <li>• <a href="#">Highways Maintenance: Minor &amp; Reactive (Garry Warner/025400)</a></li> <li>• <a href="#">Streetworks: (NRSWA) (Garry Warner/049756)</a></li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• The Council has a duty to ensure the safe passage of users of the highway according to the Highways Act 1980. Ensuring the Council's street lighting stock is properly maintained is an example of the Council meeting this duty</li> </ul> <u>Legislative Compliance</u>			

	<ul style="list-style-type: none"> <li>• <a href="#">Highways Act 1980</a></li> </ul>												
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>•</li> </ul>												
Service Risk	<table border="1"> <tr> <td><u>Risk Category</u></td> <td><u>Risk Status</u></td> </tr> </table>	<u>Risk Category</u>	<u>Risk Status</u>										
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Risk Management	<ul style="list-style-type: none"> <li>•</li> </ul>												
Exit Plans	<ul style="list-style-type: none"> <li>•</li> </ul>												
Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• CONFIRM</li> <li>• SharePoint</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• None</li> </ul>												
Communications	<ul style="list-style-type: none"> <li>• FixMyStreet</li> <li>• Communications with residents before and after major changes</li> </ul>												
Quality Systems	<ul style="list-style-type: none"> <li>• ISO 9001 Quality Management System</li> <li>• ISO 14001 Environmental Management</li> <li>• OHSAS 18001 Occupational Health Standard</li> </ul>												
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p> <table border="1"> <thead> <tr> <th><b>Improvement area</b></th> <th><b>Proposed action</b></th> <th><b>Target date</b></th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>									
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<p>Signed: (Signed:</p>	<p>Garry Warner: 22 April 2016</p>												

Procurement Background	<b>Title</b>	<b>Street Works (NRSWA)</b>		
	Contract Register No.	• ecm_3451		
	Location of Contract	•		
	Department	Environment and Community Services		
	Division	Transport & Highways (E&CS)		
	Management	<ul style="list-style-type: none"> <li>Amy Herve (<i>Network Manager</i>)</li> <li>Garry Warner (<i>Head of Highways</i>)</li> </ul>		
	Contractor	• B&J Enterprises of Kent		
	Contractor's Reg. No.	•		
	Organisation Information	Small Sized Enterprise (<50 staff)	Private Sector	
	Contract Type & Tender Route	Call-Off Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: <a href="#">2013/S 022-033633</a>	Due North Reference:	
	CPV Code	• 71631480: Road inspection services		
	Procurement / Commissioning Status	Consider Options (Yellow)	• Date Assessed: 7/7/15	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>4 years</li> <li>Option for further 1 year extension without going to committee</li> </ul>	
		<i>Core Term: start and end dates</i>	• 01.04.13 to 31.3.16	
		<i>Extensions taken: start &amp; end dates</i>	• 1 year from 31.3.16 to <b>31.3.17</b>	
		<i>Extensions taken beyond term of original contract</i>	•	
	London Contracts / Bravo Alert Date	• -		
	Key Reports	<ul style="list-style-type: none"> <li>Original Contract Report (ES ES12115) <a href="#">Executive (Part 2) 28 November 2012</a> Restricted</li> <li>Extension Report (<a href="#">ES 15018</a>) – Environment PDS 7 July 2015 Restricted</li> </ul>		
Purpose / Description	<ul style="list-style-type: none"> <li>This contract provides for the inspection of utility reinstatement works and compliance with permit conditions and timescales.</li> <li>The option to extend the contract for one year until 31.03.17 taken in July 2015.</li> <li>Option to extend to 31.03.18 delegated to ED E&amp;CS</li> </ul>			
Commissioning Reviews and Proposals	• -			
Material Changes	• None			
Financial Data	Total Contract Value	• £871,920 (+£300,000 1 year extension)		
	Notes provided by Finance	• None		
	2015/16	<ul style="list-style-type: none"> <li>Latest Approved Budget: £296,180</li> <li>Actual Spend (out-turn): £286,180 projection Dec 2015, actual not yet available</li> </ul>		
	2016/17	• Budget: £236,390		
	Inflation Index	Other (please state)	Indexation Base Year: April 2013	
	Non-Recoverable VAT	VAT	£	

Contract Monitoring		Metrics	Description	2015/16 Target	2015/16 Actual	
	Monitoring / Metrics	Performance / KPIs		Number of Defect Notices	6,000	4,588
				Sample inspections completed (%)	30	
Benchmarking	<ul style="list-style-type: none"> <li>• Comparison with other boroughs – no comparable contracts are in use in London</li> <li>• Value for money – the contract was let following competitive tendering</li> </ul>					
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Surveys – no customer surveys have been undertaken</li> <li>• Stage 2 (escalated) complaint numbers - none</li> <li>• Ombudsman referrals - none</li> </ul>					
Audits	<ul style="list-style-type: none"> <li>• None</li> </ul>					
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 4: Managing our Transport Infrastructure</li> <li>• Aims 4.1 – 4.8: To continue invest in timely and effective way in the quality of our roads.</li> </ul>				
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• <a href="#">Highway Asset Management Plan</a></li> </ul>				
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Highways</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• Highway Maintenance: Major Works (Peter McCready/025399)</li> <li>• Highway Maintenance: Minor &amp; Reactive (Garry Warner/025400)</li> <li>• Street Lighting Maintenance &amp; Improvements (Paul Redman/049757)</li> </ul>				
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• <a href="#">Highways Act 1980</a></li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Traffic Management Act 2004</a></li> <li>• <a href="#">New Roads and Streetworks Act 1991</a></li> <li>• <a href="#">London Permit Scheme</a></li> </ul>				
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• -</li> </ul>				
	Service Risk	<b>Financial</b>		<b>Significant Risk (Amber)</b>		
	Risk Management	<ul style="list-style-type: none"> <li>• Loss of income if inspections not completed</li> <li>• Loss of income if performance of utility companies improves</li> <li>• Loss of income if volume of streetworks reduces</li> <li>• Loss of income if IT systems fail</li> </ul>				
	Exit Plans	<ul style="list-style-type: none"> <li>• -</li> </ul>				
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• CONFIRM' system</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• Data transferred using 'ETON 6' protocol with utility companies</li> </ul>				
	Communications	<ul style="list-style-type: none"> <li>• None</li> </ul>				
Quality Systems	<ul style="list-style-type: none"> <li>• None</li> </ul>					

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<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>



Signed:

Garry Warner: 22 April 2016

Procurement Background	<b>Title</b>	<b>CONFIRM</b>		
	Contract Register No.	• -		
	Location of Contract	<ul style="list-style-type: none"> <li>• Hard Copy: -</li> <li>• Soft Copy: Annual Support &amp; Maintenance Agreement on Shared Drive</li> </ul>		
	Department	Environment & Community Services (E&CS)		
	Division	Transport & Highways (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• Tommy Keys (<i>Principal Business Applications Officer</i>)</li> <li>• Garry Warner (<i>Head of Highways</i>)</li> </ul>		
	Contractor	• <a href="#">Pitney Bowes Software</a>		
	Contractor's Reg. No.	• 03443127		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Software Licence	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: -	Due North Reference: -	
	CPV Code	• 48100000		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: March 2016	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>• 01.07.95 to <b>31.06.16</b></li> <li>• 21 years</li> <li>• Annual option to extend</li> </ul>	
		<i>Core Term: start and end dates</i>	• -	
		<i>Extensions taken: start &amp; end dates</i>	• -	
		<i>Extensions taken beyond term of original contract</i>	• Renewed annually	
London Contracts / Bravo Alert Date	• -			
Key Reports	• None			
Purpose / Description	<ul style="list-style-type: none"> <li>• CONFIRM is an industry standard asset and contract management database system</li> <li>• It is widely used by local authorities and private organisation in the UK and, more recently, in Europe, Australasia and the USA</li> <li>• LB Bromley uses CONFIRM to manage eight separate contracts / services (Grounds Maintenance, Major and Minor Highways, Street Lighting, Drainage, Street Cleansing, Nuisance Vehicles, Arboriculture)</li> <li>• CONFIRM is a database of all E&amp;CS assets (e.g. carriageways, footways, street lights, trees, parks &amp; greenspaces, gulleys / soakaways, etc.) and their maintenance</li> <li>• CONFIRM is also used for managing Street Works – e.g. public utility works within the borough</li> <li>• In practical terms, CONFIRM is used for: recording public service requests, organising inspections, instructing contractors to undertake jobs / perform services, recording all contractor payments, and recording changes to each asset (jobs undertaken / contract items used)</li> </ul>			
Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>• There is an option for having data externally hosted in Pitney Bowes Cloud as opposed to 'on premise' (CONFIRM OnDemand)</li> <li>• There are also alternative payment options available</li> </ul>			
Material Changes	<ul style="list-style-type: none"> <li>• The functionality of LB Bromley's CONFIRM has enhanced many occasions since its inception – particularly in recent years regarding Street Works to ensure legislative compliance</li> <li>• Number of licences increased from 26 to 36 (~2008)</li> </ul>			



		<ul style="list-style-type: none"> <li>Increased separate mobile licences from ~15 to ~30</li> </ul>			
Financial Data	Total Contract Value	<ul style="list-style-type: none"> <li>£208k (derived from four year rule: PCR2015 Cl. 6/19)</li> </ul>			
	Notes provided by Finance	<ul style="list-style-type: none"> <li>-</li> </ul>			
	2015/16	<ul style="list-style-type: none"> <li>Latest Approved Budget: £52,500</li> <li>Actual Spend (out-turn): £52,500 projected Dec 2015. Actual outturn not yet available</li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>Budget: £52,610</li> </ul>			
	Inflation Index	CPI	Indexation Base Year: n/k		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	-		
		Compliance	-		
		Finance Targets	-		
		Complaints	-		
		Contractor Meetings	-		
		Defaults / Claims	-		
		Other	-		
Benchmarking	<ul style="list-style-type: none"> <li>CONFIRM is used by most London Boroughs and a majority of UK Local authorities</li> <li>Also used by the Highways Agency and large private sector clients</li> <li>LB Haringey undertook an options appraisal of the alternative providers – which found that : <ul style="list-style-type: none"> <li>a) a change would have significant time and cost implications</li> <li>b) CONFIRM offered most functionality (manages all the assets) compared with its competitors</li> </ul> </li> </ul>				
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>Access issues generally relate to LBB network / CITRIX problems rather than the system itself. CONFIRM is viewed as a 'robust system'.</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>At least three including: Internal Audit (2015/16) and external Pitney Bowes audit</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>CONFIRM is fundamental to delivery of the following Environment Portfolio Plan Outcomes: <ol style="list-style-type: none"> <li>Improving the Street Scene</li> <li>Enhancing Bromley's Parks and Green Spaces</li> <li>Managing our Transport Infrastructure</li> <li>Improving Customer Service &amp; Business Management</li> </ol> </li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>Highway Asset Management Plan</li> <li>Local Flood Risk Strategy (in development)</li> </ul>			

Linked Services / Contracts	<p><u>Linked Services</u></p> <ul style="list-style-type: none"> <li>• Parks Service</li> <li>• Street Cleansing</li> <li>• Street Enforcement</li> <li>• Highways Service</li> </ul> <p><u>Linked Contracts</u></p> <ul style="list-style-type: none"> <li>• Grounds Maintenance</li> <li>• Major and Minor Highways</li> <li>• Street Lighting</li> <li>• Drainage</li> <li>• Street Cleansing</li> <li>• Abandoned Vehicles</li> <li>• Arboriculture</li> </ul>	
Regulatory Requirements	<p><u>Statutory Basis (for service provision)</u></p> <ul style="list-style-type: none"> <li>• <a href="#">New Roads &amp; Street Works Act 1991</a></li> </ul> <p><u>Legislative Compliance</u></p> <ul style="list-style-type: none"> <li>• DVLA devolved powers</li> <li>• <a href="#">Highways Act 1980</a></li> <li>• <a href="#">The Refuse &amp; Disposal Amenity Act 1978</a></li> <li>• <a href="#">Cleaner Neighbourhood &amp; Environment Act 2005</a></li> <li>• <a href="#">London Local Authorities Act 1990</a></li> <li>• <a href="#">Flood &amp; Water Management Act 2010</a> (LLFA Data to be stored in CONFIRM)</li> </ul>	
Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• Some councils have moved to CONFIRM OnDemand (cloud)</li> </ul>	
Service Risk	Service Delivery	Medium Risk (Yellow)
Risk Management	<ul style="list-style-type: none"> <li>• LBB Server failure leading to non-availability</li> </ul>	
Exit Plans	<ul style="list-style-type: none"> <li>• Alternative software / suppliers available (though not identical)</li> </ul>	
Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> <li>• LBB Network</li> <li>• CITRIX/CGS</li> <li>• Fix-My-Street</li> <li>• CRM</li> </ul> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> <li>• <a href="#">Data Protection Act 1998</a></li> </ul>	
Communications	<ul style="list-style-type: none"> <li>• Users trained and supported</li> </ul>	
Quality Systems	<ul style="list-style-type: none"> <li>• ISO 14001(Certification No. <a href="#">EMS 36768</a>)</li> </ul>	

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<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>



Signed: Signed:

Garry Warner: 22 April 2016

Procurement Background	<b>Title</b>	<b>Parking Bailiff Services</b>	
	Contract Register No.	• (Parking Enforcement Agents)	
	Location of Contract	• ecm_40609	
	Location of Contract	• Physical copy: In Parking Services • Soft Copy: Network drive	
	Department	Environment and Community Services	
	Division	Transport & Highways (E&CS)	
	Management	• Ben Stephens ( <i>Head of Parking Services</i> ) • Colin Brand ( <i>Assistant Director, Leisure &amp; Culture</i> )	
	Contractor(s)	• <a href="#">JBW Judicial Services</a> • <a href="#">Phoenix Commercial Collections</a> • <a href="#">Newlyn plc</a> (Recycled Warrants)	
	Contractor's Reg. No.	• JBW Group: 04118149 • Phoenix Commercial Collections: 03753408 • Newlyn plc: 03770985	
	Organisation Information	Various suppliers / sizes	Private Sector
	Contract Type & Tender Route	Term Contract	Other (the Liberata contract)
	OJEU and / or Due North Reference	OJEU Reference: N/a	Due North Reference: N/a
	CPV Code	• 98351110 : Parking enforcement services	
	Procurement / Commissioning Status	Requires an Agreed Plan (Red)	• Date Assessed:21.01.16
	Term	Duration ( <i>years and months</i> ): (inc. any option to extend)	• 2 years 6 months
		Core Term: start and end dates	• 01.04.14 to <b>30.09.16</b>
Extensions taken: start & end dates		•	
Extensions taken beyond term of original contract		•	
London Contracts / Bravo Alert Date	• n/a		
Key Reports	<ul style="list-style-type: none"> <li>• Parking Bailiff Services: (<a href="#">ES 14016</a>) Env. PDS <a href="#">29 January 2014</a></li> <li>• Gate Report: (<a href="#">ES15020</a>) for proposed new Parking contract (5 + 5 or 10 years), commencing 1 October 2016 which will include Bailiff services Env. PDS <a href="#">17 March 2015</a></li> <li>• Contract update report to Env.PDS and Exec setting out proposal and interim arrangements ES16029 (07.06.16)</li> </ul>		
Purpose / Description	<ul style="list-style-type: none"> <li>• Parking Services pass all outstanding / unpaid Penalty Charge Notices (PCNs) for on and off-street parking contraventions and bus lane contraventions to the contracted Enforcement Agents (formerly known as Bailiffs)</li> <li>• The Bailiffs use their powers to recover the debt on the Council's behalf.</li> <li>• The Bailiffs' costs are set statutory fees and paid by the debtor.</li> </ul>		
Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>• The Council proposed to tender (<a href="#">ES15020</a>) for the new joint Parking Services contract (with LB Bexley) in March 2016 for implementation in February 2017 – However, this process has been delayed (see below for new timetable).</li> <li>• The new contract will include all parking-related activity contained in the current contract plus the Bailiff (Enforcement) Service, Mobile Phone Payments, and ICT contracts (but not PCN appeals)</li> <li>• Update 22.04.2016: set out below</li> <li>• Tender Notice: w/c 25.04.16</li> <li>• Award of Contract: Nov/Dec 2016</li> <li>• Contract Commencement - April 2017</li> <li>• Env. PDS Report ES16029 07.06.16 (also Executive) setting out proposal and</li> </ul>		


		interim arrangements			
	Material Changes	• None			
Financial Data	Total Contract Value	• £625k est. income (recovered debt projection and excludes Bailiff's fees)			
	Notes provided by Finance	<ul style="list-style-type: none"> <li>Income figure relates to the number of warrants collected and so can only be regarded as a projection (and already included in PCN budget)</li> <li>Council does not pay for bailiff service.</li> </ul>			
	2015/16	<ul style="list-style-type: none"> <li>Latest Approved Budget: £250,000</li> <li>Actual Spend (out-turn): £210,000</li> </ul>			
	2016/17	• Budget: £250,000 (estimated income included in PCN budget)			
	Inflation Index	Other (please state)		Indexation Base Year: n/a	
	Non-Recoverable VAT	VAT	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Number of warrants issued	n/a	
		Performance / KPIs	Value of warrants issued (£)	n/a	
		Performance / KPIs	Number of warrants collected	n/a	
		Performance / KPIs	Value of warrants collected (£)		
		Performance / KPIs	Monthly audit (10 random cases)		
		Contractor Meetings	Contractor meetings with each contractor per year (*nb: 4 meetings annually with each contractor, so 12 contractor meetings annually in total)	4	
	Benchmarking	• Comparison of data with LB Bexley regarding collection rates (LB Bromley holds the data for both Bexley and Bromley's Bailiff Contracts)			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>Any complaints are logged through LBB complaints procedure</li> <li>No Ombudsman referrals during 2014-15</li> </ul>			
	Audits	<ul style="list-style-type: none"> <li>Part of Annual Parking Penalty Charge Notice Audit</li> <li>Next PCN income audit (which will include bailiff activity) to commence Feb. 2016</li> </ul>			
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>Environment Portfolio Plan Outcome 5: Improving Travel, Transport &amp; Parking</li> <li>Aims 5.11 – 5.16: To provide accessible, affordable, fair and effective parking services</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li><a href="#">Parking Strategy</a></li> <li><a href="#">Parking Annual Reports</a></li> <li><a href="#">Transport Local Implementation Plan</a></li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>Parking Service</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>Parking Enforcement &amp; Car Parks Contract</li> <li>Parking ICT Contract</li> <li>Parking Mobile Phone Bookings Contract</li> <li>CCTV Contract</li> </ul>			

	Regulatory Requirements	<u>Statutory Basis / Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Tribunals Courts and Enforcement Act 2007</a></li> <li>• <a href="#">Crime and Courts Act 2013</a></li> <li>• <a href="#">Taking Control of Goods Regulations 2013</a></li> <li>• <a href="#">Taking Control of Goods (Fees) Regulation 2014</a></li> <li>• <a href="#">Certification of Enforcement Agents Regulations 2014</a></li> </ul>													
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• Possible industry-level review of new legislation to take place in the medium term</li> </ul>													
	Service Risk	<b>Financial</b>	<b>Medium Risk (Yellow)</b>												
	Risk Management	<ul style="list-style-type: none"> <li>• Failure (by Bailiff) to collect warrants leading to loss of income to Council – mitigated through contract monitoring and use of multiple bailiff companies</li> <li>• Failure (by Council) to process warrants in a timely manner (say, due to IT failure) leading to loss of income – mitigated through budget monitoring</li> <li>• Failure by Bailiffs to follow industry code of practice leading to reputational risk to the Council – mitigated through liaison with contractor</li> <li>• Use of multiple companies to ensure a consistent flow of warrants to companies for efficient collection of debts</li> </ul>													
	Exit Plans	<ul style="list-style-type: none"> <li>• Agreed return of warrant procedure and data ownership protocols</li> </ul>													
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• 'Parking ICES 360' (sends warrant requests to Northampton County Court and approved warrants to Enforcement Agents)</li> <li>• Enforcement Agents' Extranets</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• Secure GCSX accounts for communicating with Northampton County Court</li> </ul>													
	Communications	<ul style="list-style-type: none"> <li>• Communication by the Council with debtor is limited once a warrant is with the Enforcement Agent</li> <li>• Quarterly meetings are held with Bailiffs</li> </ul>													
Quality Systems	<ul style="list-style-type: none"> <li>• Enforcement Agents are required to be members of <a href="#">British Parking Association</a> (BPA) and <a href="#">Civil Enforcement Association (CIVEA)</a></li> </ul>														
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>														
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	Tendering for new contract	Complete tender documentation and seek authority to extend current arrangements until new joint contract is let	June 2016												
<p>Signed:                      Colin Brand: 22/04/2016</p>															
<hr/>															

Procurement Background	<b>Title</b>	<b>Parking Enforcement &amp; Car Parks Contract</b>		
	Contract Register No.	• ecm_3645		
	Location of Contract	<ul style="list-style-type: none"> <li>• Hard Copy: Legal Vault</li> <li>• Soft Copy: LB Bromley Network Drive</li> </ul>		
	Department	Environment and Community Services		
	Division	Transport & Highways (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• Ben Stephens (<i>Head of Parking</i>)</li> <li>• Colin Brand (<i>Assistant Director: Leisure &amp; Culture</i>)</li> </ul>		
	Contractor	• <a href="#">Indigo (Formerly Vinci Park Ltd)</a>		
	Contractor's Reg. No.	• <b>02362957</b>		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: N/A	Due North Reference: none	
	CPV Code	• 98351110 (Parking Enforcement Services)		
	Procurement / Commissioning Status	Requires an Agreed Plan (Red)	• Date Assessed: 30/10/15	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• Contract 5 + 5 years	
		<i>Core Term: start and end dates</i>	• 01.10.06 to 30.09.11	
		<i>Extensions taken: start &amp; end dates</i>	• 1 <sup>st</sup> extension (taken) 5 years from 01.10.11 - <b>30.09.16</b>	
<i>Extensions taken beyond term of original contract</i>		• n/a		
London Contracts / Bravo Alert Date	• 30/09/2015			
Key Reports	<ul style="list-style-type: none"> <li>• Original Contract Report: 2006</li> <li>• Extension Report (to take 2<sup>nd</sup> five year term) (ES10004 – Part 2)</li> <li>• Gate Report for proposed new Parking contract (5 + 5 or 10 years), commencing 1 October 2016 (<a href="#">ES15020</a>)</li> <li>• <a href="#">Effect of De-Regulation Act on CCTV Parking and Bus Lane Enforcement</a> Env. PDS 30.09.15; Exec 02.12.15</li> <li>• Contract update report to Env. PDS and Exec setting out proposal and interim arrangements ES16029 (07.06.16)</li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• The Parking contract includes a range of services: enforcement; machine provision; cash collections; management and cleansing of all car parks; and management of school crossing patrols.</li> <li>• The service is committed to the 'channel shift' process of encouraging electronic transactions with 61% of all challenges and &gt;80% of permits renewals currently being made on-line</li> </ul>			
Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>• The Council proposed to tender (<a href="#">ES15020</a>) for the new joint Parking Services contract (with LB Bexley) in March 2016 for implementation in February 2017 – However, this process has been delayed (see below for new timetable).</li> <li>• The new contract will include all parking-related activity contained in the current contract plus the Bailiff (Enforcement) Service, Mobile Phone Payments, and ICT contracts (but not PCN appeals)</li> <li>• Update 22.04.2016: proposed timetable set out below</li> <li>• Tender Notice: w/c 25.04.16. Award of Contract: November 2016</li> <li>• Contract Commencement – 3 April 2017</li> <li>• Env. PDS Report ES16029 07.06.16 (also Executive) setting out proposal and interim arrangements</li> </ul>			




	Material Changes	• None			
Financial Data	Total Contract Value	• £11.5m + £11.5m (£23.2m)			
	Notes provided by Finance	None			
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £2,424,046</li> <li>• Actual Spend (out-turn): £2,424,046 projection Dec 2015. Actual outturn not yet available</li> </ul>			
	2016/17	• Budget: £2,449,050			
	Inflation Index	<u>CPI</u>	Indexation Base Year: 2011 (but negotiated removal of CPI from Oct 14)		
	Non-Recoverable VAT	<u>Not Applicable</u>	£-		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance/ KPIs	All staff turnover (%)	<10	<10
		Performance/ KPIs	CEO deployed staff (min)	23	23
		Performance/ KPIs	Number of PCNs issued (not included in warning notices)	n/a	69,910
		Performance/ KPIs	ES8: Appeals 'heard' by ETA (against PCNs issued by LB Bromley)	665	331
		Performance/ KPIs	ES9: ETA cases won by LB Bromley (% of cases heard)	84.5	75
	Benchmarking	• London Councils provides enforcement and appeal statistics (ES 8 & 9)			
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Complaints data, Ombudsman referrals, Freedom of Information requests all reported quarterly to Parking Management Board</li> <li>• Occasional customer surveys conducted at specific car parks</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>• Car park income, PCN income and governance are all internally audited annually</li> <li>• <a href="#">ENV/004/02/2013.bf</a>- PCN Audit for 2013-14</li> <li>• <a href="#">ENV/004/01/2013.bf</a>- Car Parking – Income (Multi-storey &amp; Off-street</li> <li>• <a href="#">ENV/004/04/2014 - Parking Investigation for 2014-15</a></li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 5: Improving Travel, Transport &amp; Parking</li> <li>• Aims 5.11 – 5.16: To provide accessible, affordable, fair and effective parking</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• <a href="#">Parking Strategy</a></li> <li>• <a href="#">Parking Annual Reports</a></li> <li>• <a href="#">Transport Local Implementation Plan</a></li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Parking Design &amp; Traffic Schemes</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• Parking Bailiff Services Contract</li> <li>• Parking ICT Contract</li> <li>• Parking Mobile Phone Bookings</li> <li>• CCTV Contract</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• None</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Traffic Management Act 2004</a> (and associated regulations and guidance)</li> </ul>			



	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>Government changes to parking enforcement rules leading to loss of income mitigated by budgeting for changes and briefing Members</li> </ul>										
	Service Risk	Financial	Medium Risk (Yellow)									
	Risk Management	<ul style="list-style-type: none"> <li>Loss of Parking income through price resistance and economic climate mitigated by monitoring use and reviewing tariffs annually</li> <li>Combining all aspect of Parking management in one contract in future should create efficiencies but also poses a risk if the contract fails – mitigated by action through the Parking Management Board</li> </ul>										
	Exit Plans	<ul style="list-style-type: none"> <li>Contract clauses cover issues such as data ownership etc</li> </ul>										
	Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> <li>ICES used for all PCN related activity (used by client and contractor)</li> <li>Indigo (formerly VP) uses Parkeon (on-street) and Parkcare (MSCP) systems for car park management which are accessed by Client</li> </ul> <p><u>Governance</u></p> <ul style="list-style-type: none"> <li>Significant amounts of financial and personal data are held by ICES, which incorporates password protection / firewalls etc</li> <li>Sub-contractors must be PCI compliant for financial activity</li> <li>CCTV contravention data placed on web but only access via PCN &amp; registration</li> <li>Body-worn video – recordings of PCNs and on-street activity by CEOs securely stored in contractors facility (password protected and encrypted Information</li> </ul>										
	Communications	<ul style="list-style-type: none"> <li>Annual Parking Report 2014-15</li> <li>Promoted on bromley.gov.uk; car park advertising for season tickets; Christmas and Easter parking arrangements; every PCN issued includes a channel shift leaflet</li> <li>On-line portal for PCN related queries and questions; e-forms on corporate web page for a range of other services such as enforcement requests</li> </ul>										
	Quality Systems	<ul style="list-style-type: none"> <li>Must be PCI compliant for financial activity</li> <li>Minimum industry standard qualifications for CEOs and Council staff</li> <li>'Park Mark' is a quality standard which Bromley holds for all of its car parks</li> </ul>										
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p> <table border="1" data-bbox="185 1435 1453 1576"> <thead> <tr> <th><b>Improvement area</b></th> <th><b>Proposed action</b></th> <th><b>Target date</b></th> </tr> </thead> <tbody> <tr> <td>Tendering for new contract</td> <td>Complete tender documentation and seek authority to extend current arrangements until new joint contract is let</td> <td>June 2016</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p style="text-align: center;"></p> <p>Signed: <span style="float: right;">Colin Brand: 22.04.2016</span></p>			<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>	Tendering for new contract	Complete tender documentation and seek authority to extend current arrangements until new joint contract is let	June 2016			
<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>										
Tendering for new contract	Complete tender documentation and seek authority to extend current arrangements until new joint contract is let	June 2016										

Procurement Background	<b>Title</b>	<b>Parking ICT</b>		
	Contract Register No.	• ecm_3645		
	Location of Contract	<ul style="list-style-type: none"> <li>• Hard copy: Legal Vault</li> <li>• Soft copy: Network drive</li> </ul>		
	Department	Environment and Community Services		
	Division	Transport & Highways (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• Ben Stephens (<i>Head of Parking Services</i>)</li> <li>• Colin Brand (<i>Assistant Director: Leisure &amp; Culture</i>)</li> </ul>		
	Contractor	• <a href="#">Imperial Civil Enforcement Solutions Limited</a>		
	Contractor's Reg. No.	• <b>02023383</b>		
	Organisation Information	Small Sized Enterprise (<50 staff)	Private Sector	
	Contract Type & Tender Route	Term Contract	Open	
	OJEU and / or Due North Reference	OJEU Reference: n/a	Due North Reference: n/a	
	CPV Code	• 98351110 : Parking enforcement services		
	Procurement / Commissioning Status	Requires an Agreed Plan (Red)	• Date Assessed: 21.01.16	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>• 4 1/2 years</li> <li>• Option to extend the contract for a further 2 years</li> </ul>	
		<i>Core Term: start and end dates</i>	• 01.04.2013 to <b>30.09.2016</b>	
		<i>Extensions taken: start &amp; end dates</i>	• None	
<i>Extensions taken beyond term of original contract</i>		•		
London Contracts / Bravo Alert Date	• n/a			
Key Reports	<ul style="list-style-type: none"> <li>• Gate Review Report: <a href="#">ES11088</a></li> <li>• Parking ICT <a href="#">Award Report</a> 2011</li> <li>• Gate Report: (<a href="#">ES15020</a>) for proposed new Parking contract (5 + 5 or 10 years), commencing 1 October 2016 which will include Parking ICT services Env. PDS <a href="#">17 March 2015</a></li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• Provision of an ICT solution which allows for the processing of penalty charge notices and permit applications including integration with hand-held units used by civil enforcement officers for parking enforcement purposes and web-based functionality for customers to make challenges and / or applications to the Council</li> <li>• Shared ICT service with LB Bexley</li> </ul>			
Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>• The Council proposed to tender (<a href="#">ES15020</a>) for the new joint Parking Services contract (with LB Bexley) in March 2016 for implementation in February 2017 – However, this process has been delayed (see below for new timetable).</li> <li>• The new contract will include all parking-related activity contained in the current contract plus the Bailiff (Enforcement) Service, Mobile Phone Payments, and ICT contracts (but not PCN appeals)</li> <li>• Update 22.04.2016: set out below</li> <li>• Tender Notice: w/c 25.04.16</li> <li>• Award of Contract: Nov/Dec 2016</li> <li>• Contract Commencement - April 2017</li> <li>• Env. PDS Report ES16029 07.06.16 (also Executive) setting out proposal and interim arrangements</li> </ul>			
Material Changes	• None			

Financial Data	Total Contract Value	• £238,000			
	Notes provided by Finance	• None			
	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £81,380</li> <li>• Actual Spend (out-turn): £81,380 projection, actuals not yet available</li> </ul>			
	2016/17	• Budget: £81,770			
	Inflation Index	CPI	Indexation Base Year: 2011		
	Non-Recoverable VAT	VAT	£		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	2015/16 Target	2015/16 Actual
		Performance / KPIs			
		Compliance			
		Finance Targets			
		Complaints			
		Contractor Meetings			
		Defaults / Claims			
		Other			
	Benchmarking	<ul style="list-style-type: none"> <li>• User-group hosted by ICES</li> <li>• Technical advisory groups</li> </ul>			
	Stakeholder Satisfaction & Complaints	• Designed to benefit members of the public who prefer to use web-based solutions / applications to receive services			
Audits	• none				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 6:Improving Services for our Customers</li> <li>• Aims 6.9 – 6.13: Provide fair and effective Parking Services</li> </ul>			
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• <a href="#">Parking Strategy</a></li> <li>• <a href="#">Parking Annual Reports</a></li> <li>• <a href="#">Transport Local Implementation Plan</a></li> </ul>			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Parking Service</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• Parking (Ben Stephens/11528)</li> <li>• Parking Bailiff Services (Ben Stephens)</li> <li>• Parking Mobile Phone Bookings (Ben Stephens)</li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• none</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• <a href="#">Traffic Management Act 2004</a> (and associated regulations and guidance)</li> </ul>			
	Emerging Issues & Management Response	• None			
	Service Risk	Financial	Medium Risk (Yellow)		

Risk Management	<ul style="list-style-type: none"> <li>• Risk of ICT loss of data leading to loss of income. Mitigated by industry standard disaster recovery and backup servers etc</li> </ul>
Exit Plans	<ul style="list-style-type: none"> <li>• Data remains in the ownership of the local authority and will be provided in a digital format (CSV Excel) for use and transfer to a new system if data migration does not take place between the current and future contractors</li> </ul>
Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> <li>• ICES (Imperial Civil Enforcement Solutions Limited)</li> <li>• Data sits on ICES servers</li> </ul> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> <li>• PCI compliance essential</li> <li>• Data Protection Act compliance</li> <li>• Significant amounts of financial and personal data are held by ICES, which incorporates password protection / firewalls etc</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
Quality Systems	  


**AD / Head of Service Assurance**

*I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules*

*I confirm this summary has been submitted to the Departmental Management Team for review*

*The following areas have been identified for improved contract management / monitoring*

<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>
Tendering for new contract	Complete tender documentation and seek authority to extend current arrangements until new joint contract is let	June 2016

Signed:  Colin Brand: 22.04.16

Procurement Background	<b>Title</b>	<b>Parking Mobile Phone Bookings</b>		
	Contract Register No.	• ecm_40610		
	Location of Contract	<ul style="list-style-type: none"> <li>• Hard copy: Legal Vault</li> <li>• Soft copy: Network drive</li> </ul>		
	Department	Environment and Community Services		
	Division	Transport & Highways (E&CS)		
	Management	<ul style="list-style-type: none"> <li>• Ben Stephens (<i>Head of Parking Services</i>)</li> <li>• Colin Brand (<i>Assistant Director: Leisure &amp; Culture</i>)</li> </ul>		
	Contractor	• <a href="#">RingGo Ltd</a> ( <i>Cobalt</i> )		
	Contractor's Reg. No.	• <b>06316279</b>		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Tender Route	
	OJEU and / or Due North Reference	OJEU Reference: n/a	Due North Reference: n/a	
	CPV Code	• 63712400 : Parking services		
	Procurement / Commissioning Status	Requires an Agreed Plan (Red)	• Date Assessed: 21.01.16	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> <li>• 3 + 2 years</li> <li>• (in practice 3 + 2 +18 months )</li> </ul>	
		<i>Core Term: start and end dates</i>	• 17.03.10 to 16.03.13	
<i>Extensions taken: start &amp; end dates</i>		<ul style="list-style-type: none"> <li>• 1st extension (taken) 1 year 16.03.15</li> <li>• 2nd extension (taken) <b>30.09.16</b></li> </ul>		
<i>Extensions taken beyond term of original contract</i>		• -		
London Contracts / Bravo Alert Date	• n/a			
Key Reports	<ul style="list-style-type: none"> <li>• Gate Report for proposed new Parking contract (5 + 5 or 10 years), commencing 1 October 2016 (<a href="#">ES15020</a>)</li> <li>• Waiver (Feb. 2015)</li> </ul>			
Purpose / Description	• A mobile phone / app solution to enable motorists to pay for parking time through the use of their mobile phone, eliminating the need to pay by cash.			
Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>• The Council proposed to tender (<a href="#">ES15020</a>) for the new joint Parking Services contract (with LB Bexley) in March 2016 for implementation in February 2017 – However, this process has been delayed (see below for new timetable).</li> <li>• The new contract will include all parking-related activity contained in the current contract plus the Bailiff (Enforcement) Service, Mobile Phone Payments, and ICT contracts (but not PCN appeals)</li> <li>• Update 22.04.2016: set out below</li> <li>• Tender Notice: w/c 25.04.16</li> <li>• Award of Contract: Nov/Dec 2016</li> <li>• Contract Commencement - April 2017</li> <li>• Env. PDS Report ES16029 07.06.16 (also Executive) setting out proposal and interim arrangements</li> </ul>			
Material Changes	• Fewer pay and display parking machines on street to be maintained and fewer cash collections required			
Financial Data	Total Contract Value	• £300,000 ( <i>total income LBB and Contractor</i> )		
	Notes provided by Finance	• -		

	2015/16	<ul style="list-style-type: none"> <li>• Latest Approved Budget: £16,000 (net income LBB only) (budget &amp; Spend)</li> <li>• Actual Spend (out-turn): £23,000 projection Dec 2015. Actual outturn not yet available</li> </ul>				
	2016/17	<ul style="list-style-type: none"> <li>• Budget: £16,000</li> </ul>				
	Inflation Index	<u>Inflation Index</u>		Indexation Base Year: none		
	Non-Recoverable VAT	<u>Not Applicable</u>		£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>	
		Performance / KPIs				
		Compliance				
		Finance Targets				
		Complaints				
		Contractor Meetings				
		Defaults / Claims				
		Other				
	Benchmarking	<ul style="list-style-type: none"> <li>• RingGo claims to be the UK's dominant pay by phone parking service</li> </ul>				
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>• Designed to benefit members of the public who prefer to use mobile-phone based solutions / applications to pay for their parking</li> </ul>				
Audits	<ul style="list-style-type: none"> <li>• Audit late 2015</li> </ul>					
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>• Environment Portfolio Plan Outcome 6: Improving Services for our Customers</li> <li>• Aims 6.9 – 6.13: Provide fair and effective Parking Services</li> </ul>				
	Linked Strategies / Plans	<ul style="list-style-type: none"> <li>• <a href="#">Parking Strategy</a></li> <li>• <a href="#">Parking Annual Reports</a></li> <li>• <a href="#">Transport Local Implementation Plan</a></li> </ul>				
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> <li>• Parking Service</li> </ul> <u>Linked Contracts</u> <ul style="list-style-type: none"> <li>• Parking (Ben Stephens/11528)</li> <li>• Parking Bailiff Services (Ben Stephens)</li> <li>• Parking ICT (Ben Stephens)</li> </ul>				
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>• none</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>• PCI compliance</li> <li>• Data Protection Act 1998</li> </ul>				
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>• Positive 40% growth year on year.</li> </ul>				
	Service Risk	<u>Financial</u>		<u>Medium Risk (Yellow)</u>		
Risk Management	<ul style="list-style-type: none"> <li>• Risk of server being down mitigated by uptime standards in the contract</li> <li>• Contractor holds money for period of one month. Financial bond held to mitigate risk of non-payment.</li> </ul>					

	Exit Plans	<ul style="list-style-type: none"> <li>• No handover of equipment or data required (customer enters into 'agreement' with RingGo, not direct with the Council)</li> </ul>
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• Internet Access</li> <li>• RingGo mobile app</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• PCI compliance</li> <li>• Data Protection Act compliance</li> <li>• Significant amounts of financial and personal data are held by RingGo, which incorporates password protection / firewalls etc</li> <li>• Information captured during RingGo operations is encrypted and held in accordance with the highest levels of security</li> </ul>
	Communications	<ul style="list-style-type: none"> <li>• Signage on streets</li> <li>• Links from Bromley Council webpage to the service</li> </ul>
	Quality Systems	<ul style="list-style-type: none"> <li>• PCI-DSS (Payment Card Industry - Data Security Standard) level 1 accreditation</li> </ul>

*I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules*

*I confirm this summary has been submitted to the Departmental Management Team for review*

*The following areas have been identified for improved contract management / monitoring*

<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>
Tendering for new contract	Complete tender documentation and seek authority to extend current arrangements until new joint contract is let	June 2016



Signed:

Colin Brand: 22.04.16

AD / Head of Service Assurance

Procurement Background	<b>Title</b>	<b>Bus Shelter Poster Sites</b>		
	Contract Register No.	• ecm_40608		
	Location of Contract	<ul style="list-style-type: none"> <li>• Hard Copy : Legal Vault</li> <li>• Soft Copy: N Drive</li> </ul>		
	Department	Environment and Community Services		
	Division	Transport & Highways (E&CS)		
	Management	• Andrew Rogers ( <i>Communications Executive</i> )		
	Contractor	• <a href="#">Transport for London</a>		
	Contractor's Reg. No.	• 00950526		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Other	
	OJEU and / or Due North Reference	OJEU Reference: -	Due North Reference: -	
	CPV Code	• 79341000 : Advertising services		
	Procurement / Commissioning Status	Consider Options (Yellow)	• Date Assessed: January 2016	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 15 years	
		<i>Core Term: start and end dates</i>	• 10.07.01 to <b>09.07.16</b>	
		<i>Extensions taken: start &amp; end dates</i>	• -	
		<i>Extensions taken beyond term of original contract</i>	• -	
	London Contracts / Bravo Alert Date	• -		
Key Reports	<ul style="list-style-type: none"> <li>• Bus Shelters: Testing the Market (ESC99296 – 9 June 1999)</li> <li>• Original Contract Report: Bus Shelter Advertising Contract (ESC00059 – 2 February 2000)</li> <li>• Street Advertising Gate Report <a href="#">Env PDS: 24/11/2015 - ES15081</a></li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• The contract is part of a London-wide tripartite arrangement between TfL, participating London Boroughs, and the current contractor, (formerly Adshel) Clear Channel. Transport for London (TfL), is responsible for the bus shelter structures (sited on LBB Highways) with Clear Channel maintaining the advertising frames and operating the sites</li> <li>• The Council receives income from both TfL and Clear Channel, with invoices paid on an annual basis (income index linked to RPIX)</li> <li>• <b>Update 20.08.15:</b> This is an income rather than an expenditure contract. The procurement process is not led by LBB. TfL has notified the Council (22.05.15) that the contract will be terminated on expiry (09.07.16). LBB is actively pursuing a formal response from TfL concerning arrangements post July 2016, because it is probable that the arrangement and income will cease. This matter will be led by E&amp;CS' Communications Executive in liaison with E&amp;CS' Executive Director and AD T&amp;H</li> <li>• <b>Update January 2016:</b> A report was taken to Environment PDS and the Executive (November 2015) setting out the key issues – specifically that LBB was not to be involved in TfL's new contract. Legal Services sought Counsel's advice on the legality of TfL approach and LBB's Highway powers in this respect. Correspondence continues between LBB and TFL.</li> </ul>			
Commissioning Reviews and Proposals	• -			



	Material Changes	• Nil			
Financial Data	Total Contract Value	• £900,000			
	Finance notes	• Budget is income			
	2015/16	• Latest Approved Budget: -£90,170 • Actual Spend (out-turn): -£90,170 projection Dec 2015, actual not yet available			
	2016/17	• Budget: -£45,405 • In practice, income maybe lower (£22,500) than projected budget because the contract only has 3 months until expiry			
	Inflation Index	RPIX	Indexation Base Year: 2001		
	Non-Recoverable VAT	VAT	£		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	2015/16 Target	2015/16 Actual
		Performance / KPIs	Income (£)	89,600	88,924
	Benchmarking	• Some other boroughs had similar arrangements • Value for money: RPIX applies to this income			
	Stakeholder Satisfaction & Complaints	• None – income based contract			
	Audits	• None			
Contract Management	Portfolio Plan Reference	• Outcome 4: Managing our Transport Infrastructure • Outcome 6: Improving Customer Service & Business Management			
	Linked Strategies / Plans	• <a href="#">Highway Asset Management Plan</a> • <a href="#">Transport Local Implementation Plan (Nov. 2013 Update)</a> • <a href="#">Bromley's Draft Development Control Plan</a>			
	Linked Services / Contracts	• <a href="#">On Street Poster Sites</a>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> • None <u>Legislative Compliance</u>  • Non-statutory but rules apply to planning consent for each site			
	Emerging Issues & Management Response	• The contract is expiring and TfL has not involve LBB in the retendering – which will lead to a loss on income. This is being address by Legal Services			
	Service Risk	Financial	High Risk (Red)		
	Risk Management	• Uncertain outcome for future as current contract expires in 2016			
	Exit Plans	• -			
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> • None <u>Information Governance</u> • None			
	Communications	• No issues as not used to communicate Council business			
	Quality Systems	• None			

*I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules*  
*I confirm this summary has been submitted to the Departmental Management Team for review*  
*The following areas have been identified for improved contract management / monitoring*

<b>Improvement area</b>	<b>Proposed action</b>	<b>Target date</b>
Contract renewal	Legal Div. investigating LBB's Highway Authority options	Q1

Signed:

Garry Warner 22.04.16

Procurement Background	<b>Title</b>	<b>On-Street Poster Sites</b>		
	Contract Register No.	• ecm_40608		
	Location of Contract	•		
	Department	Environment and Community Services		
	Division	Transport & Highways (E&CS)		
	Management	• Andrew Rogers ( <i>Communications Executive</i> )		
	Contractor	• <a href="#">Clear Channel</a>		
	Contractor's Reg. No.	• 00950526		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Other	
	OJEU and / or Due North Reference	OJEU Reference:-	Due North Reference:-	
	CPV Code	• 79341000 : Advertising services		
	Procurement / Commissioning Status	Requires an Agreed Plan (Red)	• Date Assessed: January 2016	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 15 years	
		<i>Core Term: start and end dates</i>	• 10.07.01 to <b>09.07.16</b>	
		<i>Extensions taken: start &amp; end dates</i>	•	
		<i>Extensions taken beyond term of original contract</i>	•	
London Contracts / Bravo Alert Date	• -			
Key Reports	<ul style="list-style-type: none"> <li>• Original Contract Report: Sponsorship &amp; Advertising on the Highway (ESC00068 – 2 February 2000)</li> <li>• Dual Use Lamp Columns: <a href="#">ELS 05289</a> Envv PDS 20 October 2005</li> <li>• Advertising on the Highway: <a href="#">ELS 06188</a> E&amp;LS Portfolio 18 July 2006</li> <li>• Street Advertising Gate Report <a href="#">Env PDS: 24/11/2015 - ES15081</a></li> </ul>			
Purpose / Description	<ul style="list-style-type: none"> <li>• Contract between LBB and Clear Channel allowing advertising material to be placed at certain sites on the highway subject to planning consent.</li> <li>• In practice this means there are free-standing units and units on lamp columns which accommodate advertising materials for which the Council receives income.</li> <li>• The Council also may use these sites to advertise its own services according to the Contract on one side of the unit, with Clear Channel using the other side.</li> <li>• Contractor has changed over time from More Group (UK) Ltd, to Adshell, and is now with Clear Channel</li> <li>• Contract expires in July 2016. The Council wishes to maintain this income stream and continue the service (some sites may become digital)</li> <li>• Contract includes income from 14 free standing units as well as from street lighting advertising revenue</li> <li>• Update 20.08.15: This is an income rather than an expenditure contract and will expire 09.07.16. The Council is currently actively exploring future tendering options with a view to maximising income for any post July 2016 arrangement.</li> <li>• Update January 2016: A report was taken to Environment PDS and the Executive (November 2015) setting out the key issues – specifically that LBB has to retender, that the number of potential contractors is quite limited, that there is likely to be an initial loss of income, and that there is the potential for new sites / media</li> <li>• Update April 2016: Tender documentation reflecting new regulations relating to</li> </ul>			

		concession contracts currently with Legal Services. May need to extend current arrangements depending on outcome			
	Commissioning Reviews and Proposals	<ul style="list-style-type: none"> <li>6- month extension can be taken by ED E&amp;CS under CPR23.7 to 09.01.17</li> </ul>			
	Material Changes	<ul style="list-style-type: none"> <li>Nil</li> </ul>			
Financial Data	Total Contract Value	<ul style="list-style-type: none"> <li>£405,000</li> </ul>			
	Notes provided by Finance	<ul style="list-style-type: none"> <li>Budget is income</li> <li>Actual income 2014/15 consists of: <ul style="list-style-type: none"> <li>9 Street Lighting Column Mounted Advertising: £35,340</li> <li>14 free standing units: £53,575</li> </ul> </li> </ul>			
	2015/16	<ul style="list-style-type: none"> <li>Latest Approved Budget: -£90,170</li> <li>Actual Spend (out-turn): -£90,170 projection Dec 2015, actual outturn not yet available</li> </ul>			
	2016/17	<ul style="list-style-type: none"> <li>Budget: -£45,405 (income)</li> </ul>			
	Inflation Index	RPIX	Indexation Base Year: 2001		
	Non-Recoverable VAT	VAT	£		
Contract Monitoring	Monitoring / Metrics	<b>Metrics</b>	<b>Description</b>	<b>2015/16 Target</b>	<b>2015/16 Actual</b>
		Performance / KPIs	Site inspection	Monthly	Monthly
			Income monitoring (£)	£90,170	£89,716
			Monitoring advertising to ensure compliance with contract	Monthly	Monthly
	Other				
	Benchmarking	<ul style="list-style-type: none"> <li>Value for money: RPIX applies to this income</li> </ul>			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> <li>None – income based contract</li> </ul>			
Audits	<ul style="list-style-type: none"> <li>None</li> </ul>				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> <li>Outcome 6: Improving Customer Service &amp; Business Management</li> </ul>			
	Linked Strategies / Plans <a href="#">(E&amp;CS Summaries)</a>	<ul style="list-style-type: none"> <li><a href="#">Highway Asset Management Plan</a></li> <li><a href="#">Bromley's Draft Development Control Plan</a></li> </ul>			
	Linked Services / Contracts	<ul style="list-style-type: none"> <li><a href="#">Bus Shelter Poster Sites (TfL / LBB / Clear Channel)</a></li> </ul>			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> <li>None</li> </ul> <u>Legislative Compliance</u> <ul style="list-style-type: none"> <li>None-statutory but rules apply to planning consent for each site</li> </ul>			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> <li>The contract needs to be retendered but future income is uncertain – factors include the number of sites, planning consents, value of the contract, development of new opportunities, and the changing market for outdoor advertising (e.g. digital / locational)</li> </ul>			
	Service Risk	Financial	High Risk (Red)		

	Risk Management	<ul style="list-style-type: none"> <li>• Loss of income through reduced number of sites and income under the new arrangement - especially in respect of advertising units on lamp columns in Sevenoaks Way/Cray Avenue.</li> </ul>												
	Exit Plans	<ul style="list-style-type: none"> <li>• -</li> </ul>												
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> <li>• None</li> </ul> <u>Information Governance</u> <ul style="list-style-type: none"> <li>• None</li> </ul>												
	Communications	<ul style="list-style-type: none"> <li>• Internal coordination – marketing opportunities to promote Council services</li> <li>• Increased service uptake (as residents etc respond to messages)</li> </ul>												
	Quality Systems	<ul style="list-style-type: none"> <li>• Data management: N/A</li> </ul>												
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>													
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<p>Signed: <span style="float: right;">Andrew Rogers: 22.04.16</span></p>														
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Report No.  
ES16031

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** Environment Portfolio Holder

For Pre-Decision Scrutiny by the Environment PDS Committee on

**Date:** 7 June 2016

**Decision Type:** Non-Urgent Executive Non-Key

**Title:** **DISABLED PERSON PARKING BAY PERMITS AND WHITE BAR MARKING UPDATE**

**Contact Officer:** Paul Nevard, Highway Planning Engineer  
Tel: 020 8313 4543 E-mail: Paul.Nevard@bromley.gov.uk

**Chief Officer:** Nigel Davies, Executive Director of Environment & Community Services

**Ward:** All

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1. Reason for report

The report outlines the consultation carried out on Disabled Person Parking Bays and the proposal to introduce a Disabled Person Parking Bay permit. The report also considers the white bar scheme that was implemented and progressed over the last year. Following public consultation it is recommended to proceed with a revised Disabled Parking Bay Permit scheme, whereby blue badge holders that have had a disabled parking bay provided on street have the option of an exclusive parking permit rather than this being compulsory as previously proposed. The report also outlines the relevant history, previous consultation results and the financial considerations and implications for future budgets. The report sets out the Equality Impact Assessment that has been developed with the process.

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2. **RECOMMENDATION(S)**

**The Environment Portfolio Holder approves:**

- 2.1 **A fee of £80 is charged to each resident who has a Disabled Person Parking Bay installed outside their home from October 2016; and**
- 2.2 **An annual fee of £80 is charged for any blue badge holder that wishes for a Disabled Person Permit Parking Bay Permit that would allow exclusive use of the parking bay allocated for the individual blue badge holder only.**
- 2.3 **The white bar marking scheme to continue in its existing format and the installation fee to remain.**

### Corporate Policy

1. Policy Status: New Policy:
  2. BBB Priority: Quality Environment Vibrant, Thriving Town Centres:
- 

### Financial

1. Cost of proposal: £1k set up costs, potential net overspend of £7k
  2. Ongoing costs: N/A as already built into budget
  3. Budget head/performance centre: Traffic
  4. Total current budget for this head: £7,740 and £12,690
  5. Source of funding: Existing Revenue Budget 2016/2017
- 

### Staff

1. Number of staff (current and additional): 2
  2. If from existing staff resources, number of staff hours: 20 additional hours
- 

### Legal

1. Legal Requirement: Statutory Requirement:
  2. Call-in: Applicable:
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Currently 350 drivers will be consulted regarding the proposed permit proposal. Hundreds of requests are received for white bar markings each year.
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments:



### **3. COMMENTARY**

- 3.1 The Council will consider providing parking bays for disabled Blue Badge holders, outside or near their place of residence, when a resident confirms that they hold a Blue Badge and have no off-street parking facilities. All Blue Badge applicants are examined by the Council doctor and a decision is made whether a disabled bay is required. Once a Blue Badge has been obtained, a resident can apply for a Disabled Person Parking Bay to be introduced to the highway outside their property.
- 3.2 Currently no parking bays on street allocated to blue badge holders provide exclusive or individual use. Each bay can be used by any blue badge holder. As a result, the Council often receives complaints and concerns that individual bays that have been installed at a particular request and have been passed through the set criteria, are then used by other blue badge holders.
- 3.3 Following the report ESD 14068 agreed in September 2014, a detailed review of the disabled person parking bay application process was carried out. This included updating the list of all disabled bays borough wide with the properties and blue badge holders each bay was allocated to. Following the report being agreed in September 2014, each blue badge holder with a bay allocated on street was informed of the Council's intention to introduce a new disabled permit scheme, which would allow blue badge holders to have the bays installed on street for their use, to be issued with a permit. This would help assist blue badge holders and give more opportunity to park outside of their place of residence.
- 3.4 However, during the consultation process a number of blue badge holders with bays on street outlined concerns regarding the compulsory permit and new charge. Whilst it was noted that a number of blue badge holders were keen on the option of a disabled parking bay permit being implemented, some existing blue badge holders were content with the existing arrangement on street, that allows any blue badge holder to park within the allocated bay.
- 3.5 Consultation was also carried out with other key stake holders, including Bromley Mobility Forum, Bromley Talking Newspaper, Kent Association of the Blind, Bromley Experts by Experience (X by X) and Disabled Motoring UK. Concerns were also raised regarding the compulsory charge and permits for disabled bays on street allocated at an individual resident's request.
- 3.6 Consequently, following the review and feedback, it is recommended to amend the proposed permit scheme.

#### **Disabled Person Parking Bays - Traffic Management Orders & Permits**

- 3.7 All bays within Bromley are covered by a Traffic Management Order to allow enforcement, and bays are clearly marked on the carriageway indicating that only Disabled drivers can park there. The Council's parking contractor enforces compliance in such bays, although the current use of each bay is not reserved for an individual and can be used by any Blue Badge holder.
- 3.8 However, the new scheme would give Blue Badge holders the option of a bay installed on street for that particular blue badge holders use (providing they met the agreed criteria), by being allocated as a permit bay. This would allow only the permit holder to use the bay.
- 3.9 A number of other local authorities have chosen not to introduce Traffic Management Orders for any Disabled Person Parking Bays they allocate. This means that such bays are simply advisory; if a driver parks within a bay without displaying a valid Blue Badge, enforcement is not possible. This process relies on users of the road being compliant with the advisory bay markings and signs. However, all bays allocated on street across Bromley would still be subject to a Traffic Management Order and would either be allocated for all blue badge holders to use, or for a specific permit holder.
- 3.10 Following a review, the existing disabled parking bay process would remain with all Blue Badge holders who apply for a Disabled Person Parking Bay being subject to a medical assessment by the

Council's doctor. However, a new application form will be issued to residents at the start of the proposed new process and will provide the option that would allow the bay to be allocated as a permit bay. The traffic engineer would continue to investigate the suitability of introducing a parking bay at a given location, rather than the applicant's medical history or Blue Badge validity. The assessment by the Council doctor looks at different criteria to that required for a Blue Badge; as a consequence some Blue Badge holders are not approved for a Disabled Person Parking Bay on street.

### **Existing Disabled Person Parking Bays**

- 3.11 Over the years the number of Disabled Persons Parking Bays required across the Borough and the costs to install, maintain and process applications for such bays have increased. The existing process and criteria had been in place for a number of years without being reviewed and following approval for a review of the scheme in September 2014, a number of changes and improvements have been made to the processes. The consultation with residents on the disabled permit proposal has helped to identify a number of redundant bays that are no longer in use borough wide. This has helped to provide additional on street parking spaces and to ensure that the on street parking arrangement remains as effective as possible. The review has also helped to provide updated information and lists on existing blue badge holders that have a bay allocated on street and a new annual review of disabled bays will help to further identify any bays no longer in use.

### **Installation and Maintenance Costs**

- 3.12 Maintenance of Disabled Person Parking Bays is required. This includes refurbishment of the road markings and ensuring that signage is sufficient to ensure that enforcement can be carried out. Defects to road markings and or signs can result in the bays being unenforceable. With over 400 bays located through the Borough, there is a continued cost to the Council to ensure they are compliant. Furthermore, bays often need to be removed or relocated, with costs met from the Transport & Highways revenue budget. It was estimated in the September 2014 report that the cost of refurbishment and signs was approximately £1,500 per annum. The estimated annual cost of installing new bays and the removal of redundant bays is approximately £2,600.
- 3.13 Consequently, following the consultation and review it is now recommend that any new disabled person parking bay should also be subject to a one off implementation cost of £80. This will cover the installation costs required to install the bay. The blue badge holder will then have the option of the bay being allocated as a permit bay, allowing individual use at a cost of £80 per annum.

### **Proposed Introduction of Permits**

- 3.14 To assist disabled drivers with a bay allocated on street, it is proposed to introduce an annual permit for Disabled Person Parking Bays issued at the request of individual Blue Badge holders with a bay agreed on street. This would result in a Disabled Person Parking Bay allocated for a resident's use to be subject to an annual charge. The income would be used to fund the costs of the scheme, and ensure that the Council can continue to provide a suitable level of enforcement. Approximately 25-30 new Disabled Person Parking Bays are installed every year, with approximately 15-20 Bays removed, so there is a net increase of around 10 Bays per year.
- 3.15 It is proposed that a charge of £80 per annum be made for a permit allocated to the Blue Badge holder's vehicle. The permit would be in electronic format which would facilitate enforcement (there would not need to be a physical permit to display). The fee obtained from the permits would fund the continued costs associated with Disabled Person Parking Bays across the borough.
- 3.16 The new permit system would be very similar to resident parking permits that operate in various locations borough wide. A resident permit bay that operates for longer than just a few hours is also priced at £80 per permit. Therefore, the proposed price of the new Disabled Person Parking Bay permit would be consistent.

- 3.17 If the annual permit is not purchased by the original user of the Disabled Person Parking Bay, the bay would remain open for use by all Blue Badge holders (the current arrangement). The permit system and new annual review would also help to highlight bays that are no longer required, so they could be removed to free up space for other users.
- 3.18 The initial set up costs of introducing the electronic permit system is expected to be £1,000 and can be met from within the minor traffic management scheme budget.
- 3.19 Following the original consultation carried out in April 2015, an additional new consultation will be carried out in advance of the scheme becoming operational, with all disability groups and other key stakeholders. Blue Badge holders will be presented with the option of an exclusive permit bay. This will be a choice and option to Blue Badge holders with a bay allocated on street and no changes will be made if the Blue Badge holder wishes for the bay to remain in the current format. Those who indicate they wish for the bay to be amended to a permit bay will be contacted individually to arrange the necessary amendments and permit cost.

### **Equality Impact Assessment and further consultation**

- 3.20 Following the original consultation with blue badge holders in April 2015 on the proposal to introduce a Disabled Person Parking Permit, an Equality Impact Assessment (EIA) was produced. The EIA is designed to ensure that the agreed policy from September 2014 (ESD14068) does not discriminate against any disadvantaged or vulnerable people. The EIA is an evolving report and assessment that outlines the history of the scheme and the consultations that have been carried out so far. Blue Badge holders will subsequently be given the option of bays remaining in the existing format (no charge – open to all blue badge holders) or given the choice of the introduction of a Disabled Parking Bay Permit (exclusive use). The additional consultation and comments received will be fed into the EIA and any concerns or risks will be identified and addressed. A copy of the current EIA is shown in Appendix A of the report. Following further consultation and agreement by residents that wish to proceed with a permit, the changes will be made via a delegated authority report.

## **4. WHITE BAR MARKINGS – HISTORY & SCHEME UPDATE**

- 4.1 Residents often request waiting restrictions to protect individual driveways, and the number of such requests is increasing. Introducing these restrictions to protect individual driveways is not practical, and could lead to many more requests borough-wide. Restrictions need to be focused on areas where road safety is of concern and where the parking of vehicles needs to be managed and controlled effectively. The report considered by the Environment PDS Committee in September 2014 (ES14068) outlined the proposal to introduce a charging process for new white line markings.
- 4.2 White bar markings are an advisory marking laid on the carriageway to indicate the presence of a driveway, an entrance to off-street premises, or where the kerb is dropped to provide a convenient crossing place for pedestrians. Such markings can also be used to advise drivers of locations where parking can create problems, and to encourage drivers to park within marked bays. However, residents can in any case request an individual parking enforcement visit if a vehicle is parked across a dropped kerb outside their property. If the resident is regularly inconvenienced by vehicles parking across their dropped kerb, they can register their address giving authorisation for routine parking enforcement
- 4.3 Although such markings are not legally enforceable, if used sparingly they can be helpful in discouraging inconsiderate parking. This is particularly the case where a problem is isolated and a Traffic Management Order (with yellow lines) could not be justified or easily enforced. White bar markings may be used to mark gaps across driveways or between separate bays.

## **New Scheme Progress & Implementation Costs**

- 4.4 Following approval in September 2014, any applicant wishing to request a white bar marking was able to complete an application form online. Information is provided to help the residents assess for themselves whether a white bar marking is likely to be approved.
- 4.5 If the Council agrees that a marking should be implemented, an installation charge of £50 is now met by the applicant. This has helped to cover the administration and implementation costs, and also the future maintenance of the road markings. Although a charge has been applied, the approach and criteria for introducing such markings has not changed. If the traffic engineer does not feel that the necessary criteria are met the white bar marking would not be progressed, and the £50 fee is refunded.
- 4.6 Following full implementation of the scheme in March 2015, 86 white bar markings have been installed. The income received for the first year was £5,500. Whilst the number of application received has been higher than expected, the original projections were on an installation cost of £100.
- 4.7 Following the success of the white bar scheme, it is recommended that the scheme continues in the same format. Following the review of the services offered by the Traffic Engineering team, additional information is also being added online to provide drivers with more information on parking issues and enforcement.

## **5. POLICY IMPLICATIONS**

- 5.1 The Council's approved Local Implementation Plan (LIP) states that it is necessary for parking schemes to strike a balance between:
- The demand for parking;
  - The need to support the local economy; and
  - The need to provide for visitors generally.
- 5.2 The Council's parking approach and parking policy should therefore maximise the efficient use of on-street parking in the various roads and be of benefit to residents and users of these roads.
- 5.3 The Council's Environment Portfolio Plan 2016/19 includes the aim to "Ensure that parking is readily available across the Borough especially near town centres, local shopping parades, railway stations and hospitals and that it balances the needs of residents, visitors and commuters".

## **6. FINANCIAL IMPLICATIONS**

- 6.1 Following the outcome of the detailed consultation that was carried out, approval is sought to introduce a one-off charge of £80 to each resident who has a Disabled Person Parking Bay installed outside their home from October 2016.
- 6.2 Approval is also sought to introduce a charge of £80 for an annual permit for any blue badge holder that wishes to have exclusive use of an allocated parking bay.
- 6.3 The initial set up costs of introducing the electronic permit system is expected to be £1k and can be met from the minor traffic management scheme budget of £7,740.

6.4 The table below summarises the financial position: -

	Budget 2016/17	Part Year 2016/17	Variance	Budget 2017/18	Full Year 2017/18	Variance
	£	£	£	£	£	£
<b>Disabled Person Parking Bays (DPPB)</b>						
Staff costs	11,090	11,090	0	11,090	11,090	0
Occupational Health costs	2,250	2,250	0	2,250	2,250	0
Maintenance of existing on street DPP Bays	4,120	4,120	0	4,120	4,120	0
Traffic management orders	5,000	5,000	0	5,000	5,000	0
Net cost of the removal & implementation of DPPB's	2,620	2,620	0	2,620	2,620	0
Estimated income from DPPB charges	-14,000	-7,000	7,000	-14,000	-14,000	0
<b>Net controllable cost of DPPB's</b>	<b>11,080</b>	<b>18,080</b>	<b>7,000</b>	<b>11,080</b>	<b>11,080</b>	<b>0</b>
Recharges	1,610	1,610	0	1,610	1,610	0
<b>Total Net Cost of DPPB's</b>	<b>12,690</b>	<b>19,690</b>	<b>7,000</b>	<b>12,690</b>	<b>12,690</b>	<b>0</b>
<b>White Bar Markings</b>						
Staff time (0.11fte plus associated costs)	2,990	2,990	0	2,990	2,990	0
Implementation cost of road markings	860	860	0	860	860	0
Income from application fees	-4,300	-4,300	0	-4,300	-4,300	0
<b>Net controllable cost of white bar markings</b>	<b>-450</b>	<b>-450</b>	<b>0</b>	<b>-450</b>	<b>-450</b>	<b>0</b>
Recharges	450	450	0	450	450	0
<b>Total Net Cost of white bar markings</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total net cost of both DPPB's &amp; WBM's</b>	<b>12,690</b>	<b>19,690</b>	<b>7,000</b>	<b>12,690</b>	<b>12,690</b>	<b>0</b>

6.5 The table shows that there will be a net deficit of £7k compared to budget. This can be offset by savings in staffing from part year vacant posts.

6.6 It should be noted that the estimated income from the new charges is not expected to fully offset the costs of the disabled bay service. This is partly due to the costs of maintaining existing disabled bays that have been introduced prior to October 2016 and the abortive costs relating to assessments that do not meet the required criteria.

## 7. LEGAL IMPLICATIONS

7.1 Any new Disabled Person parking bay is subject to consultation and the necessary Traffic Management Order is advertised prior to any changes being made on street. Any objections are duly reported for consideration. All key stakeholders are consulted and informed in advance of the changes to be implemented.

7.2 An active Equality Impact Assessment (EIA) has been produced and will continue to be updated through the consultation and implementation process of the scheme.

<b>Non-Applicable Sections:</b>	Personnel Implications
Background Documents: (Access via Contact Officer)	Guidelines on the installation of White bar markings on the carriageway – ES95297 (May 1995)  Parking Control Policy – ES14057 (July 2014)  Disabled person parking bays and white bar markings – ES14068 (September 2014)

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### Equality Impact Assessment/Equality Analysis – May 2016

This EIA pro-forma has been designed to help you ensure that you are adequately meeting the requirements of the general Public Sector Equality Duty (PSED) when designing/changing/introducing services. Please use the Conducting Equality Analysis/EIA guidance note in conjunction with this form. The form will act as written and dated evidence that equality analysis was conducted prior to policy changes being implemented and that 'due regard' has been given to all three aims of the general equality duty with respect to all 9 protected characteristics. The completed form will be published on the Council's website as is required by law.

*For ease the term 'policy' is used as shorthand to refer the full range of services and functions that the PSED applies to i.e. policies/functions/services/projects/procurement etc*

#### Part 1 – Describe the policy and it's relevance to equality

<b>Name of policy</b>	Disabled Persons Parking Bays - Exclusive Use Permit Charge.
<b>Trigger for EIA</b>	Change to existing policy.
<p><b>Briefly describe the policy including:</b></p> <ul style="list-style-type: none"> <li>• <b>its purpose and aims</b></li> <li>• <b>main stakeholders (i.e. beneficiaries, service users, staff)</b></li> <li>• <b>if it is likely changes proposed may lead to organisational restructures</b></li> </ul> <p>(If the policy requires changes to staffing structures a separate staff impact needs assessment will need to be undertaken)</p>	<p>Currently the Council funds the installation, maintenance and enforcement of Disabled Persons Parking Bays (DPPB's) across the borough.</p> <p>The Council considers providing parking bays for disabled blue badge holders, outside or near their place of residence, when a resident confirms that they hold a Blue Badge, have no off-street parking facilities and have full time access to a vehicle registered to the property. All blue badge applicants complete an application form and providing they meet the agreed criteria and a bay can be provided in a safe location, a bay is advertised for use by blue badge holders. The main beneficiaries of this service are disabled residents and their families. Bays are installed outside (or as near to as possible) to the residents property and this may as a result include a bay being installed inside a Controlled Parking Zone, with existing controls and measures in place.</p> <p>It was proposed to introduce a permit system for disabled drivers with a bay allocated on street who wish for the existing or new bay to be for exclusive use.</p> <p>A report was compiled and submitted to the Council's PDS committee on 23<sup>rd</sup> September 2014 that recommended that a charging structure is put in place to cover the costs of the Disabled Person Parking Bay Scheme borough wide for the new 2015/2016 financial year. This resident consultation was to be progressed after consultation with the relevant disabled groups.</p>

On 23<sup>rd</sup> February 2015 the following groups were informed of the proposed changes:

1. Bromley Mobility Forum
2. Bromley Talking Newspaper
3. Kent Association of the Blind
4. Bromley Experts by Experience (X by X)
5. Disabled Motoring UK

Subsequently, all residents who have been provided with a bay on street were contacted in March 2015 to inform them of the planned change to install a charge for the DPPB's.

After informing residents of the proposed change, a number of comments were received. Many of the residents objected to the proposed scheme arrangement and many asked for this to be reviewed. Many of the requests received from residents regarded exclusive use and asked whether the fee for the DPPB would allow exclusive use of each bay. This is something that has been requested for many years by DPPB 'owners' as there is often abuse with disabled bays in residential streets. Over the years residents have requested 'exclusive' use of such bays, to help improve the opportunity to park on street. This was never considered to be possible; however, a recent change to the Traffic Signs Regulations and General Directions (TSRGD) now allows a **disabled permit** to be issued to facilitate sole use exclusive bays. This was not something the Council could progress when the DPPB scheme first started.

It is therefore felt that if the scheme is to be progressed, the proposed format should change and disabled residents should be given more choice. It was originally intended that all DPPB 'owners' were to be charged for each bay. However, it is felt appropriate that such residents should be given the choice of whether they **do or do not wish to pay for a DPPB permit.** This permit would allow exclusive use of the bay. This would be offered to disabled residents inside or outside of any Controlled Parking Zone (CPZ), as currently such permit bays are not added outside a CPZ.

However, to cover these costs of a new permit system for exclusive use bays, including a percentage for enforcement, an annual charge of £80 would be levied by way of a permit (this is the same charge as a residents permit in an all-day Controlled Parking Zone), this will cover the on-going costs of maintenance as well as recouping the initial cost of amending a bay on street.

All bays within the London Borough of Bromley are covered by a Traffic Management Order to allow enforcement, and bays are clearly marked on the



	<p>carriageway indicating that a blue badge holder can park there. The Council's parking contractor enforces compliance in such bays, although the use of each bay is not reserved for an individual and can be used by any blue badge holder. It is anticipated that in the new scheme those who pay for a permit will have sole use of their bay. Those who do not wish to pay for a permit would retain the bay on street for all blue badge holders. This would be the choice of each DPPB 'owner'.</p> <p>A number of other local authorities have chosen not to introduce Traffic Management Orders for any Disabled Parking Bays they allocate. This means that such bays are simply advisory; enforcement is not possible if a motorist parks within a bay without displaying a valid Blue Badge. This process relies on users of the road being compliant with the advisory bay markings and signs. Many outer London local authorities take this approach, where parking demand is not as high and enforcement of all restrictions is low.</p> <p>It is not anticipated that this proposal will lead to any changes in staffing structures.</p>
<p><b>Equality Relevance</b> (delete as appropriate)</p> <p>(Include link to published Determining Relevance to Equality checklist if available)</p>	<p>Highly Relevant to Equality</p>
<p><b>Has the function been previously EIAed? If so when and attach the publication link</b></p>	<p>No</p>
<p><b>Summarise actions from previous EIA and provide an update on their delivery</b></p>	<p>N/A</p>

**Part 2 – Evidence collection – what do you know?**

<p><b>Please describe the evidence you will use to make your judgement. What existing data for example (qualitative or quantitative) have you used to form your judgement?</b></p> <p>(Any evidence that is aggregated by protected characteristic to be noted below)</p>	<p>At this time the Council has approximately 350 DPPB's within residential streets (operational at any time) installed as a result of a request from a resident.</p> <p>In 2014 – around 20 residents (new applicants) met the agreed criteria and thus had bays installed on street.</p> <p>This scheme will affect disabled people and their ability to pay for a permit. However, it will provide them with a dedicated parking space on the highway which other motorists are unable to use. This gives them exclusive use and improves the service offered to the resident. The disabled resident will get more choice than those currently outside of permit schemes / areas. Exclusive use permits are not available to other residents, but the proposal recognises the need for disabled drivers to have priority in the bay allocated for their use outside of their property. The opportunity to allow exclusive use is therefore proposed. However, the choice will remain with each bay 'owner'. If the resident wants the bay to remain open for all blue badge holders (the current format) they can do so, at no cost. The new disabled permit will be available to disabled drivers with a bay, if they want to create exclusive use if they feel this will be more beneficial to their individual needs.</p> <p>Whilst the vast majority of bays are allocated at the request of a resident, additional Disabled Persons Parking Bays are also located in Town Centre locations or near local shopping parades, car parks, or railway stations. This helps to provide a designated space where a disabled driver can park. These bays have therefore not been introduced at individual request but rather to provide a parking facility in the area. Such bays would remain available for all blue badge holders. These bays would not be exclusive use.</p> <p>Approximately 20-30 new disabled parking bays are installed every year, with approximately 10 bays removed as they are no longer needed, so there is an approximate net increase of around 20 bays per year on street.</p>
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<b>Protected Characteristic</b>	<b>Evidence</b>
Age	N/A
Disability	This scheme will affect disabled people and provide further opportunity to pay for a DPPB permit to allow a bay to be installed for exclusive use on street.

Sex	N/A
Gender reassignment	N/A
Pregnancy & Maternity	N/A
Race	N/A
Religion & Belief	N/A
Civil Partnerships & Marriage	N/A
Sexual Orientation	N/A

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### **Part 3 (optional) – Consultation and engagement – what do those affected think?**

Please note that there is no explicit legal requirement under the General Equality Duty to engage with people who share protected characteristics. The General Duty only requires public authorities to have an adequate evidence base for their decision-making and engagement is can assist in developing that evidence base. If you are highly relevant to equality then it is likely you will want to engage interested parties if you are proposing changes to an existing service. See EIA Guidance for more info.

<p><b>Have you held any consultation/engagement with service users/interested parties likely to be affected by the policy?</b></p>	<p>A report to PDS was approved by the committee on 23<sup>rd</sup> September 2014 regarding DPPB permits.</p> <p>Relevant stakeholders were informed / consulted in February 2015.</p> <p>All affected disabled residents were informed / consulted in March 2015</p> <p>Given the feedback received and requests for exclusive use, it is intended to carry out further consultation with all key stakeholders and affected disabled bay 'owners'.</p> <p>A further public consultation process will run between 11<sup>th</sup> 13<sup>th</sup> June and Friday 8<sup>th</sup> July 2016. All residents allocated with a DPPB will be consulted on whether they would wish for an exclusive use permit. The scheme will be explained and they will be asked if they do or do not want exclusive use. All comments will be included in the EIA.</p> <p>All relevant key stakeholders and disability groups will be consulted and informed of the proposed scheme.</p>
<p><b>Have your client group/service users/interested parties been involved in drawing up the policy?</b></p>	<p>Yes.</p> <p>Disabled residents have requested for a number of years that exclusive use should be issued and made available. The purpose of the further consultation is to offer this opportunity to residents.</p> <p>The consultation will help determine whether there is sufficient support and need for an exclusive permit.</p>
<p><b>How have you attempted to include traditionally hard to reach/hear groups? E.g. those with learning disabilities/Bengali women/Gypsy &amp; Traveller communities etc.</b></p>	<p>As well as the public consultation, we will:</p> <ul style="list-style-type: none"> <li>• Put hard copies in the civic reception and communicate this through the Council's web site.</li> </ul>

	<p>The purpose of the consultation is to elicit views from the public particularly disabled drivers on the scheme particularly the opportunity of having exclusive use of the bay.</p>
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**Part 4 - What is your judgement? – analyse your evidence and describe the impact*****(a) Aim 1 of the PSED – the duty to eliminate discrimination***

<b>Characteristic</b>	<b>Actual or likely impacts (negative/positive/no impact) and justification</b>	<b>Actions to be taken to mitigate potential negative impacts (include name of lead and estimated date of completion)</b>
Age		
Disability	<p>As this service is offered to assist disabled residents, introducing charging is likely to have a mixed impact on this group. There are disabled drivers that cannot always use the bay that has been allocated to them because other blue badge holders find those spaces useful. There are of course areas where other disabled drivers are not trying to use the bay provided.</p> <p>With regard to the operation of the scheme outside CPZs, disabled persons would be charged £80 annually for a parking space where other residents were not paying anything to park. However, disabled persons would be paying for a defined and dedicated bay outside or near to their home for which they would have sole and exclusive use. They would be paying for the 'guarantee' of that parking space within a distance of their dwelling that their mobility allows them to reach.</p>	<p>The charges are in line with the amount residents have to pay if they want a residential permit within a Controlled Parking Zone in the London Borough of Bromley.</p> <p>The fee is consistent with all other permit schemes.</p> <p>A mitigating factor is that a disabled person who lives outside a Controlled Parking Zone is not compelled to have a dedicated bay and can continue to park on the street the same as any other resident.</p>
Sex	N/A	
Gender reassignment	N/A	
Pregnancy & Maternity	N/A	
Race	N/A	
Religion & Belief	N/A	

Civil Partnerships & Marriage <sup>1</sup>	N/A	
Sexual Orientation	N/A	

***(b) Aims 2 and 3 of the PSED – the duty to advance equality of opportunity & foster good relations***

Protected Characteristic	How can this policy be designed to advance equality of opportunity	How can this policy be designed to foster good relations between groups
<b>Age</b>		
<b>Disability</b>	The policy can ensure that disabled persons, particularly those who live in Controlled Parking Zones where a residents permit is needed, are guaranteed a parking space in a location which their limited mobility allows them to reach.	The policy will provide disabled drivers more choice in the designation of the disabled person parking available on street outside of their property.
<b>Sex</b>	N/A	<u>N/A</u>
<b>Gender reassignment</b>	<u>N/A</u>	<u>N/A</u>
<b>Pregnancy &amp; Maternity</b>	<u>N/A</u>	<u>N/A</u>
<b>Race</b>	<u>N/A</u>	<u>N/A</u>
<b>Religion &amp; Belief</b>	<u>N/A</u>	<u>N/A</u>
<b>Sexual Orientation</b>	<u>N/A</u>	<u>N/A</u>

<sup>1</sup> Only applies to aim one of the PSED

**Part 5 – Completion and authorisation**

<b>Directorate &amp; Service</b>	Traffic Engineering
<b>Date EIA completed</b>	11 <sup>th</sup> May 2016
<b>Name and Job Title of Officer completing EIA</b>	Paul Nevard Traffic Engineer
<b>Describe how you will monitor impact of your policy</b>	Consultation results and all feedback and comments.
<b>Officer responsible for monitoring impact</b>	Angus Culverwell Head of Traffic & Road Safety
<b>Date EIA is scheduled to be reviewed</b>	July 2016 – results of consultation to be summarised for delegated decision and subsequent changes made.
<b>DD responsible for policy</b>	<b>Signature</b> ..... <b>Date</b> .....

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Report No.  
ES16030

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** Environment Portfolio Holder

For Pre-Decision Scrutiny by the Environment PDS Committee on

**Date:** 7th June 2016

**Decision Type:** Non Urgent Executive Non Key

**Title:** **PENGE HIGH STREET IMPROVEMENTS**

**Contact Officer:** Muazzam Shahid, Traffic Engineer  
Tel: 020 8313 4544 E-mail: Muazzam.Shahid@bromley.gov.uk

**Chief Officer:** Nigel Davies, Executive Director of Environment & Community Services

**Ward:** Penge & Cator

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1. Reason for report

- 1.1 This report details proposals to help alleviate congestion and improve road safety in High Street Penge and at the junction of High Street Penge / Green Lane / Croydon Road.

The scheme will also make significant improvements to the public realm in the High Street, which compliments schemes being undertaken by the Town Centre Planning & Regeneration Team in the Planning Department.

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2. **RECOMMENDATION(S)**

That the Portfolio Holder agrees:

- 2.1 That the proposed improvements to High Street Penge and at its junction with Croydon Road and Green Lane are implemented subject to a consultation with property owners and businesses adjacent to the scheme.
- 2.2 That approval be given to the scheme at a cost of £450k which will be met from the Borough's Local Implementation Plan (LIP) fund and Transport for London Bus congestion reduction / disability access funding, subject to final confirmation from TfL.
- 2.3 That authority to make any further minor modifications, which may arise as a result of proposed consultations, be delegated to the Executive Director of Environment and Community Services.

## Corporate Policy

1. Policy Status: Existing Policy
  2. BBB Priority: Quality Environment Safer Bromley Vibrant, Thriving Town Centres
- 

## Financial

1. Cost of proposal: £450k
  2. Ongoing costs: None
  3. Budget head/performance centre: TfL LIP Funding for Congestion Relief
  4. Total current budget for this head: £457.5k (£157.5k from LIP & £300k from other TfL funding sources, (subject to final confirmation)
  5. Source of funding: TfL LIP Funding 2016/17 & other TfL Funding sources (to be confirmed)
- 

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## Staff

1. Number of staff (current and additional): 1
  2. If from existing staff resources, number of staff hours: 140
- 

## Legal

1. Legal Requirement: None
  2. Call-in: Applicable
- 

## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The scheme will benefit all Pedestrians, Motorists, Bus Passengers, Residents and Shoppers at this location
- 

## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillor's comments: Ward Members are supportive subject to accommodating the views of local residents and businesses where possible.

### **3. COMMENTARY**

#### **Description**

- 3.1 High Street Penge A234 and its junction with Green Lane/ Croydon Road are located in the North West of the Borough and runs from Crystal Palace Park Road to Beckenham Road.
- 3.2 High Street Penge is a two way carriageway through a busy shopping area. It is subject to a 30 mph speed limit and is street lit.
- 3.3 Both the High Street and the Green Lane junction have been identified as areas of very high congestion. In addition there have been 9 personal injury accidents at this junction and 6 personal injury accidents along the High Street between the Junction and Penge Lane in the past three years.
- 3.4 Site investigations have highlighted the following issues contributing to congestion and accidents at these locations.

#### **High Street**

- 3.5 Buses stopped at the bus stops outside 153 and 100/102 High Street Penge create pinch points allowing vehicles to flow in one direction only.
- 3.6 This causes congestion along the whole High Street in both directions. This increases driver frustration and contributes to the accident statistics.

#### **Junction**

- 3.7 A general lack of lane discipline on all approaches to the Green Lane / Croydon Road junction, overtaking through the junction, congestion and the presence of a central triangular island, all contribute to accidents at this junction.
- 3.8 The central island also hampers pedestrians who have to cross the road in two stages.
- 3.9 Congestion is further increased by the close proximity of a bus stop to the junction in Croydon Road.
- 3.10 Officers have identified funds available from TfL's bus congestion reduction program which will help reduce overall congestion in the area and have the added benefit of also helping reduce personal injury accidents caused by congestion related driver frustration.
- 3.11 In addition, officers have identified monies available from TfL's bus stop disability access budget which will allow the Council to not only upgrade the bus stops but also repave the footways along the High Street to provide an improved street environment for residents, businesses and shoppers.

#### **Proposals**

#### ***High Street***

- 3.12 The proposals are based primarily on removing the two identified "pinch points" to allow free flow of traffic and reduce congestion. In the new scheme, these have been removed by relocating existing features including bus stops, buildouts, parking bays, disabled bays, loading bays and slightly altering kerb lines.

Specifically, these include

- Shortening existing bus stop outside 100/102 High Street Penge and realigning kerbs at this location.
- Relocation of parking bays, disabled bays and loading bays as shown. It is anticipated 2 parking bays will be lost as a result of these plans, however, the presence of the multi storey car park behind the shopping centre means that there is still plenty of parking spaces in the town centre. There will be no change in the number of existing disabled bays or loading bays.
- Realigning kerbs and relocation of bus stop from outside 153 High Street Penge to outside 141 / 143 High Street Penge.
- Removal of existing narrowing outside 1 – 5 High Street Penge
- Creation of pedestrian crossing refuge at the point with the highest desire/requirement – directly outside the entrance to Empire Square
- Repaving of the High Street in high quality materials in close liaison with Town Centre Planning & Regeneration Team to significantly improve the public realm, with the intention of improving the perception of the town and improving the economic vitality of the area.

3.13 These plans will allow unimpeded two way traffic flow along the High Street, even if there are buses loading /unloading at the stops. This design will also increase the junction capacity by increasing the number of vehicles that can queue in the approach lane and thus navigate the junction in a single phase of the traffic lights. Attached Plans 12062-01-2A and 12062-01-2B show the extent of these proposals.

### ***Junction***

3.14 Proposals at this junction are aimed at introducing lane discipline, reducing congestion and making it easier and safer for pedestrians to cross.

These include

- Introducing lane markings and dedicated right hand turn lanes on all arms
- Removing the existing central triangular island
- Aligning the kerb line on the south west corner of the junction to reduce pedestrian crossing distance and facilitate buses to turn left into Croydon Road
- Aligning the kerb line on the north east corner of the junction to reduce pedestrian crossing distance and facilitate all vehicles turning left into Green Lane
- New central island on the Green Lane arm which will facilitate safer crossing for pedestrians. This will also help prevent straight ahead overtaking manoeuvres through the junction.
- Replacing all signal poles and heads and reprogramming controllers to signal timings to help reduce congestion. See attached plan12062-03

### ***Public Realm***

3.15 Given that the congestion scheme affects the kerb alignment along most of the High Street and the junction, this provides an opportunity to replace the existing, tired public realm with new high quality materials. Experience in other town centres has shown that a high quality public realm

makes the town centre more attractive to business and, as a result attracts higher footfall and investment and, therefore, can significantly improve the economic vitality of the area.

- 3.16 The Town Centre Planning & Regeneration is also planning significant improvements in the Squares outside the Blenheim Centre, therefore, improving the public realm along the main High Street will join these improvements together and improve the value (in both financial and aesthetic terms) of both schemes.
- 3.17 The proposal is to use York Stone with granite kerbs. These are materials commonly used in high class town centres and shopping areas as they are quite hard wearing, look good and the materials are relatively easily available. The Town Centre Planning & Regeneration scheme is separately looking at the removal of telephone boxes, upgrading the lighting and the re-siting of street furniture to the most appropriate locations. Officers have been liaising to ensure both projects integrate and complement each other.

#### **4. POLICY IMPLICATIONS**

- 4.1 A key aim set out in the Environment Portfolio Plan 2016-19 is to *“Improve the road network, journey-time reliability, congestion, transport connectivity, and promote safer travel”*

#### **5. FINANCIAL IMPLICATIONS**

- 5.1 The estimated cost of the scheme is £450k.
- 5.2 The scheme is intended to be funded from £157.5k which is the unallocated balance available from the 2016/17 LIP programme for Congestion Relief and £300k from other TfL funding sources, subject to final confirmation by TfL. In total there is potential funding of £457.5k available for this project.
- 5.3 Works will only be undertaken up the value of actual confirmed funding from TfL.

<b>Non-Applicable Sections:</b>	Personal and Legal Implications
Background Documents: (Access via Contact Officer)	

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Report No.  
ES16021

London Borough of Bromley

PART ONE - PUBLIC

---

**Decision Maker:** Environment Portfolio Holder

For Pre-Decision Scrutiny by the Environment PDS Committee on

**Date:** 7<sup>th</sup> June 2016

**Decision Type:** Non-Urgent Executive Non-Key

**Title:** **PROPOSED SAFETY IMPROVEMENTS ON COPERS COPE ROAD**

**Contact Officer:** John Joyce , Traffic Engineer/AutoCAD  
Tel: 020 8313 4485 E-mail: john.joyce@bromley.gov.uk

**Chief Officer:** Nigel Davies, Executive Director of Environment & Community Services

**Ward:** Copers Cope

---

1. Reason for report

This report is to recommend the installation of a mini roundabout at the junction of Copers Cope Road with Bridge Road, Beckenham, BR3. This is part of a traffic calming scheme on Copers Cope Road which has been the subject of reported speeding over a period of time and subsequent collisions. The junction with Bridge Road itself has witnessed one fatality and several slight accidents in recent years. In addition a pedestrian refuge at the junction with Park Road is recommended to aid pedestrians crossing Copers Cope Road in order to access New Beckenham station and the schools beyond.

---

2. **RECOMMENDATIONS**

That the Environment Portfolio Holder approves:

- 2.1 The experimental closure of Lawn Road be made permanent in order to facilitate the mini roundabout at the junction of Bridge Road and Copers Cope Road;
- 2.2 Should approval be given for the recommendation in 2.1 additional approval is sought to install a 3-arm mini roundabout at the junction of Bridge Road & Copers Cope Road as shown in drawing no. 11735-106;
- 2.3 The installation of a pedestrian refuge on Copers Cope Road to the south of the junction with Park Road as shown in drawing No: 11735-200.

## Corporate Policy

1. Policy Status: Existing Policy
  2. BBB Priority: Safer Bromley
- 

## Financial

1. Cost of proposal: £45k
  2. Ongoing costs: Not Applicable:
  3. Budget head/performance centre: TfL LIP funding for casualty reduction
  4. Total current budget for this head: £63.75k uncommitted balance
  5. Source of funding: TfL Lip funding for 2016/17
- 

## Staff

1. Number of staff (current and additional): 2
  2. If from existing staff resources, number of staff hours: 100
- 

## Legal

1. Legal Requirement: Non-Statutory - Government Guidance:
  2. Call-in: Applicable
- 

## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All residents and business users in the area and daily through traffic estimated at approximately 7000 vehicles daily.
- 

## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: Cllrs. Tickner, Wells and Mellor have all agreed that the experimental closure has been successful and would like to push ahead with the installation of a mini roundabout at the junction of Copers Cope Road and Bridge Road. Cllr. Mellor has also voiced a request regarding the need for a refuge island at the junction of Park Road and Copers Cope Road.



### 3. COMMENTARY

- 3.1 Over recent years Council Officers and Ward Members have received a considerable number of complaints about speeding in Copers Cope Road. Also, one of the collision cluster sites identified for possible intervention in 2015 was the junction of Copers Cope Road with Bridge Road and Lawn Road where there have been 7 personal injury collisions (reducing to 5 in the last 3 years). Whilst officers were looking into possible improvements, a fatal collision occurred at this junction, which heightened public concern about safety at this location (although the cause of this is not yet fully established, as the inquest is yet to take place).
- 3.2 The fatality occurred in May 2015 and involved a motorcyclist travelling north along Copers Cope Road. A motorist turning right into Bridge Road had her line of sight blocked momentarily by a car travelling east to west from Lawn Road to Bridge Road. As she proceeded to make the right turn the motorcyclist was suddenly upon her and a collision occurred.
- 3.3 Concerns have also been raised regarding the difficulty pedestrians have in crossing Copers Cope Road near to New Beckenham railway station.
- 3.4 Copers Cope Road is subject to a 30mph limit. Traffic count data indicated that 85<sup>th</sup> percentile speeds are up to 38 mph at certain locations in Copers Cope Road. Although this is not particularly high for a road of this nature, the speeds are in excess of Police standards for enforcement and may have contributed to some of the collisions at the Bridge Road junction.

A survey was conducted at two locations incorporating the School half term holiday last February 2016.

1. The southern most survey was located in the vicinity of the sports ground/playing fields (along the straight stretch)

	85% tile speed	Average Volume per day
Southbound	35mph	3,058
Northbound	38mph	3,178

2. The northern most survey was located in the area of Alton Gardens (near the Beckenham Jct end).

	85% tile speed	Average Volume per day
Southbound	37.5mph	3,215
Northbound	35mph	3,061

- 3.5 Options to reduce speeds along Copers Cope Road, aid pedestrians crossing near the station, whilst also improving safety at the Bridge Road junction include:
- adding a mini-roundabout at the Copers Cope Road / Bridge Road junction.
  - adding a mini-roundabout at the Copers Cope Road / Brackley Road junction (which will slow southbound traffic on Copers Cope Road).
  - adding a refuge in Copers Cope Road close to the junction with Park Road (near New Beckenham station).

- 3.6 Studies showed that a mini-roundabout (or double-mini roundabout) could not be installed at the Bridge Road junction, because of the proximity of Lawn Road.
- 3.7 Observations of the Bridge Road junction showed the difficulty that motorists experienced in negotiating it due to the nature of its stagger with Lawn Road. As a result of this an experimental road closure of Lawn Road has been implemented for a period of between 6–18 months with a view to closing it off permanently should it prove successful. Before and during Traffic Surveys have been conducted with the results as given below:
- Park Road traffic volumes have increased from 786 to 2,321 (approximately 200%) with no significant increase in speeds.
  - Brackley Road traffic volumes have increased from 2,082 to 3,078 (approximately 50%) with no significant increase in speed.
  - Southend Road traffic volumes and speeds have shown no significant change.
- 3.8 Whilst there has been some negative feedback particularly from Park Road residents, the temporary closure of Lawn Road has been seen to be a success with the majority of feedback from residents in favour of its permanent closure. It is perceived that the mini roundabout would be effective at improving traffic flow through this particular junction and the traffic calming of Copers Cope Road in general.
- 3.9 A 3-arm mini roundabout is proposed at the junction of Bridge Road and Copers Cope Road in order to improve safety by slowing traffic and improving the flow of the traffic around the junction. The implementation of the roundabout is only possible if the experimental order to close Lawn Road is made permanent. Drawing number 11735-101 has been included to show the intended layout of the junction.
- 3.10 In addition a pedestrian refuge is proposed on Copers Cope Road to the south of the junction with Park Road. This is a result of repeated requests from residents and pedestrians for a more formal crossing. Whilst pedestrian volumes do not justify the implementation of a formal crossing it is felt that a pedestrian refuge will assist those crossing Copers Cope Rd to access New Beckenham Station and local schools. This refuge will additionally help to reduce traffic speeds at this location. In order to implement this refuge safely, 2 parking bays will need to be removed. Drawing No: 11735-201 shows the proposed layout.

#### **4. POLICY IMPLICATIONS**

- 4.1 Policy T5 of the Unitary Development Plan states: “The Council will seek to improve the environmental quality, capacity and safety of local roads where appropriate, either by minor improvement or suitable traffic management schemes”.
- 4.2 The Environment Portfolio Plan 2013-16 includes the key aims: ‘Improve the road network and journey times for all users’; and ‘Promote safe and secure travel’.

#### **5. FINANCIAL IMPLICATIONS**

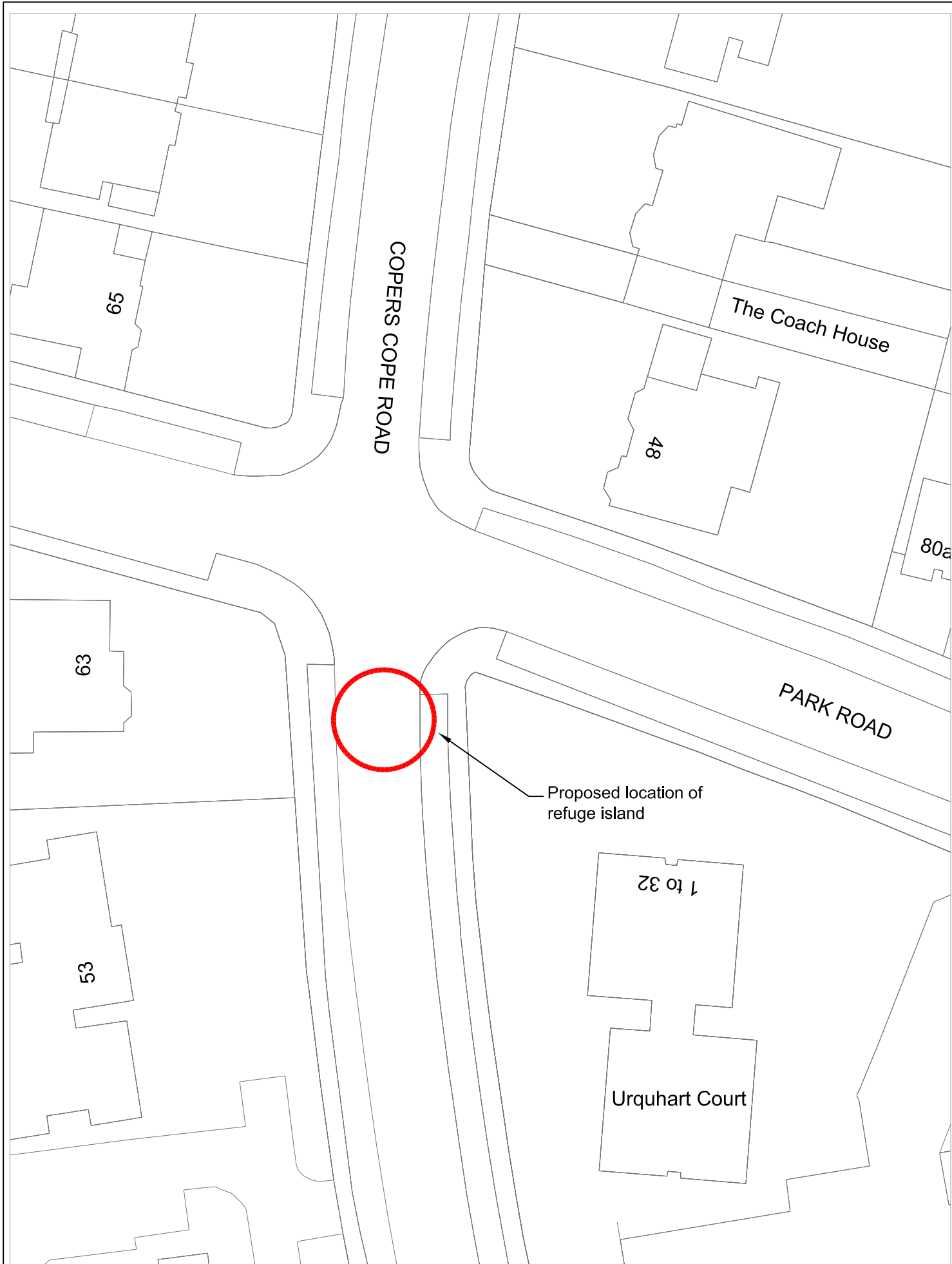
- 5.1 The estimated implementation cost of the proposal is currently in the region of £45k. This will be funded from the 2016/17 LIP budget for Casualty Reduction, which has an uncommitted balance of £63.75k.

#### **6. LEGAL IMPLICATIONS**

- 6.1 It will be necessary to undertake highway improvement works under powers granted through The Highways Act 1980 Part V.

<b>Non-Applicable Sections:</b>	PERSONNEL IMPLICATIONS
Background Documents:	Drawing Nos: 11735-100 Site Clearance 11735-101 General Arrangement 11735-102 Signs and Lines 11735-103 Setting Out 11735-104 Standard Details  11735-201 Proposed pedestrian refuge and associated works.

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Job Title:  
**PROPOSED REFUGE  
 COPERS COPE RD  
 JCT. PARK ROAD**

Drawing Title:  
**LOCATION PLAN**



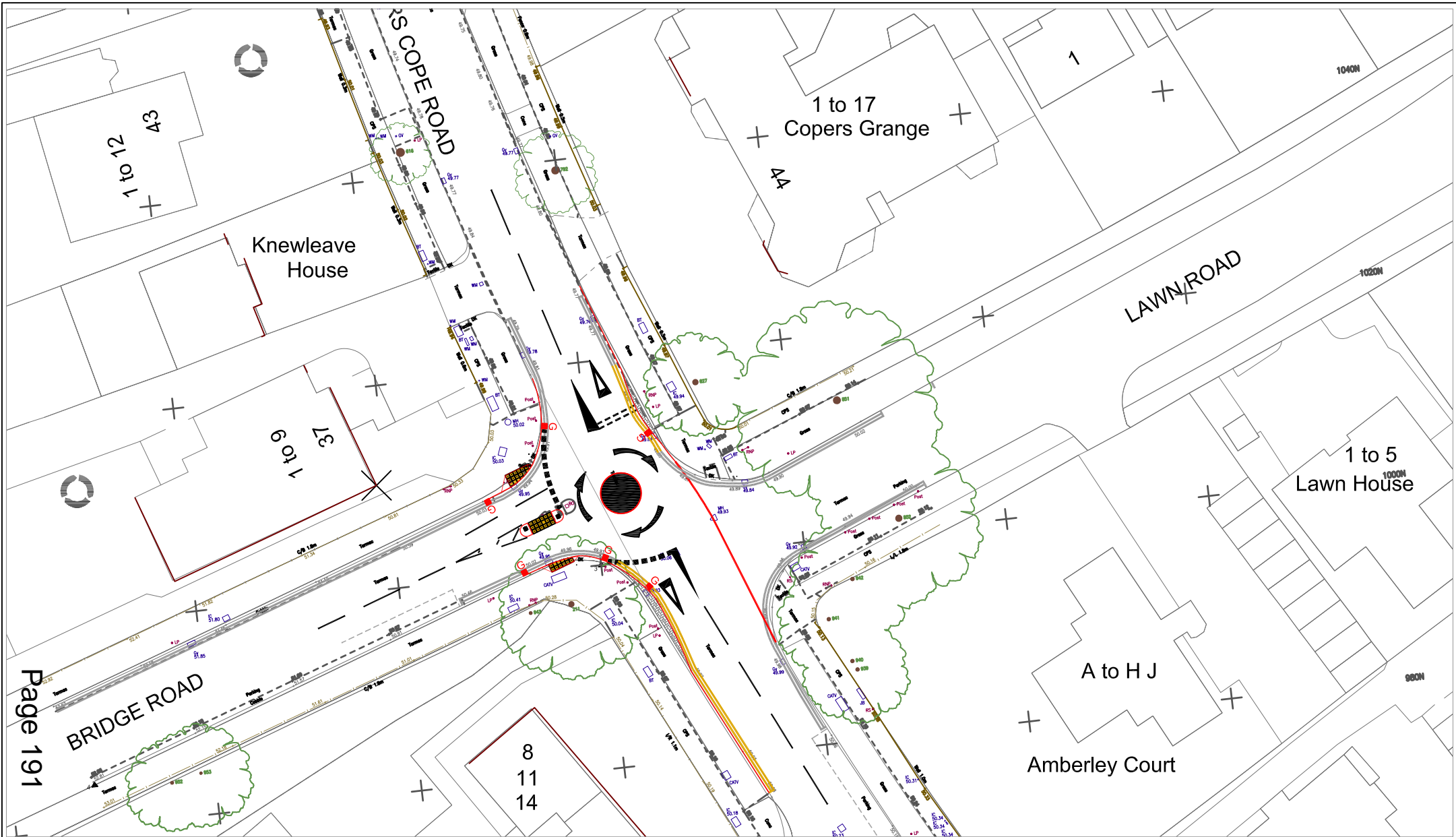
Environmental Services  
 Civic Centre, Stockwell Close,  
 Bromley, BR1 3UH  
 Tel: 020 8464 - 3333  
 Fax: 020 8313 - 4555  
 Email: www.bromley.gov.uk

Nigel Davies  
 Executive Director of Environment  
 & Community Services

Scale @ A4  
 1:500  
 Date:  
 11/05/16  
 Drawn by:  
 J.J.

Rev	Date	Description	By

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Job Title:  
**PROPOSED MINI R'ABOUT  
 COPERS COPE RD JCT  
 BRIDGE RD**

Drawing Title  
**LOCATION PLAN**

Scale @ A4  
 1:500  
 Date:  
 11/05/16  
 Drawn by:  
 J.J.  
 Checked by:  
 J.J.



Environmental Services  
 Civic Centre, Stockwell Close,  
 Bromley, BR1 3UH  
 Tel : 020 8464 - 3333  
 Fax : 020 8313 - 4555  
 Email : www.bromley.gov.uk

Rev	Date	Description	By
		Drawing Number	Rev
		11735-106	-

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Report No.  
ES16028

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** Environment Portfolio Holder

For Pre-Decision Scrutiny by the Environment PDS Committee on

**Date:** 7<sup>th</sup> June 2016

**Decision Type:** Non-Urgent Executive Non-Key

**Title:** PRIVATE STREET WORKS: PLAWSFIELD ROAD - SECOND RESOLUTION

**Contact Officer:** Laura Squires, Traffic Engineer  
Tel: 020 8313 4231 E-mail: Laura.Squires@Bromley.gov.uk

**Chief Officer:** Nigel Davies, Executive Director of Environment & Community Services

**Ward:** Penge and Cator

---

1. Reason for report

To obtain a Resolution of Approval under the Private Street Works Code, in respect of the unadopted highway known as Plawsfield Road. This will enable the street to be made-up and adopted as a highway maintainable at the public expense.

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2. **RECOMMENDATIONS**

- 2.1 That the specification, plan, sections, estimate and provisional apportionment now submitted by the Executive Director of Environmental and Community Services, in respect of the scheme approved by the Environment Portfolio Holder on 3<sup>rd</sup> August 2015, be approved without modification and:-
- 2.2 That the Portfolio Holder further resolves that the Council bears the whole of the cost of the works, which will be met from funding provided by Transport for London under the provisions of s.236(1) of the Highways Act 1980.

## Corporate Policy

1. Policy Status: Existing Policy
  2. BBB Priority: Quality Environment
- 

## Financial

1. Cost of proposal: Estimated Cost £424k
  2. Ongoing costs: Any on-going maintenance will be contained within existing revenue budgets
  3. Budget head/performance centre: TfL funding for Public Transport Interchange and Access.
  4. Total current budget for this head: £449,501
  5. Source of funding: TfL LIP funding for 2016/17 and 2015/16.
- 

## Staff

1. Number of staff (current and additional): 1
  2. If from existing staff resources, number of staff hours: The staff time involved with this scheme will depend upon whether or not objections are raised at provisional and final apportionment stages. However, the superintendence charge (for administration and supervision) mentioned in the report is considered sufficient to meet the cost of officers' time.
- 

## Legal

1. Legal Requirement: Statutory Requirement: By making a First Resolution in respect of this scheme, the Proper Officer of the Council was required to prepare various documents in accordance with S.205(3) of the Highways Act 1980. These documents must now be approved by a further resolution, the Resolution of Approval. In order to take advantage of the external funding available, the Council must also resolve to bear the whole of the expenses of the street works under S.236(1) of the Highways Act 1980.
  2. Call-in: Applicable
- 

## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All users of Plawfield Road, which provides access to one side of Kent House railway station.
- 

## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: These will be presented to the meeting of the Committee

### **3. COMMENTARY**

- 3.1 Following the Environment PDS Committee on 7 July 2015, the Environment Portfolio Holder received a report regarding the use and condition of Plawsfield Road, Beckenham. The road has not been made up and adopted as a highway maintainable at the public expense.
- 3.2 Plawsfield Road has been a highway for many years. On the basis of information provided by the former Beckenham Council, it was included in the London Borough of Bromley, non-statutory list of un-adopted streets between 1965 and 1966 as an unadopted highway. The street is located between its junction, with Beckenham Road (A234) and the south side of Kent House railway station.
- 3.3 Complaints about the condition of the road have been received from users. On several occasions the Council has been asked to exercise its discretionary powers to carry out urgent repairs to the street at its own expense, under S.230(7) of the Highways Act 1980, but currently there is no budget to enable such repairs to be considered.
- 3.4 To enable the street to become highway maintainable at public expense, the Council needs to adopt it. The Council will only do this following improvement to the appropriate standards. The improvement works may be carried out under the provisions of the Private Street Works Code, but for this to occur the Council has to make two distinct resolutions: a First Resolution giving details of those aspects of the street with which it is dissatisfied; and a further resolution, a Resolution of Approval. This resolution approves details of the works required to bring the street up to a suitable standard, an estimate of the cost of such works and a provisional apportionment of these costs amongst the owners of the premises fronting the street, which includes adjoining and abutting.
- 3.5 The Portfolio Holder made a First Resolution under S.205(1) of the Highways Act 1980, following the Environment PDS Committee on 7 July 2015. The appropriate documents have now been prepared to enable the Resolution of Approval to be made and these documents will be available for inspection at the meeting of the Committee. This enables the Provisional Apportionment, which contains details of property ownerships, to be as up to date as possible.

### **4. POLICY IMPLICATIONS**

- 4.1 Policy T14 of the Council's Unitary Development Plan 2006 allows the frontagers, who usually have to meet most of the cost of making-up, to express a view on the proposed works by means of a referendum. In this case, however, it is intended that the whole of the expenses of the street works will be met from TfL funds and therefore no referendum has been carried out.

### **5. FINANCIAL IMPLICATIONS**

- 5.1 The estimated cost of £424k for the implementation of the works will be funded from the 2016/17 TfL Local Implementation Plan (LIP) budget for Public Transport Interchange and Access, Making Up and Adoption Plawsfield Road (£369,501) and from funding carried forward from 2015/16 for Plawsfield Road (£80k).
- 5.2 It should be noted that all Private Street Works include an amount of 15% of the estimated construction costs to cover staff time associated with the administration and supervision of the works. This superintendent's charge is included in the total cost of the scheme.
- 5.3 Once adopted the footways and carriageway should not require any planned or reactive maintenance during the twenty year design life. The cost of street cleaning and cyclical maintenance of drainage assets will need to be met from existing revenue budgets.

## 6 LEGAL IMPLICATIONS

- 6.1 During the design of the scheme for Plawsfield Road, the Barnmead Road Residents Association has taken an interest on behalf of all local residents. Under the Code however, the Council is still required to serve notices on the owners of premises fronting the street, even though they are not to be charged with the cost of the street works.
- 6.2 Within one month from the date of the first publication of a notice under section 205(5)(a) an owner of premises shown in the provisional apportionment, may, by notice to the Council, object to their proposals on any of the following grounds:
- (a) that the alleged private street is not a private street or, as the case may be, that the alleged part of a private street is not a part of a private street;
  - (b) that there has been some material informality, defect or error in, or in respect of, the resolution, notice, plans, sections or estimate;
  - (c) that the proposed works are insufficient or unreasonable;
  - (d) that the estimated expenses of the proposed works are excessive;
  - (e) that any premises ought to be excluded from or inserted in the provisional apportionment;  
or
  - (f) that the provisional apportionment is incorrect in respect of some matter of fact to be specified in the objection or, where the provisional apportionment is made with regard to other considerations than frontage, in respect of the degree of benefit to be derived by any premises, or of the amount or value of any work already done by the owner or occupier of premises.

If any objections should be received and are not withdrawn, the Council may apply to the Magistrates Court for the objections to be heard and determined.

- 6.3 After street works have been executed in a private street, s228 of the Highways Act 1980 permits the Council to adopt the street by means of notices displayed in the street for a period of one month.
- 6.4 During the period that the s.228 notice is displayed, the owner(s) of the street is/are able to object to its adoption as a highway maintainable at the public expense. In this case, the Council is able to apply to the Magistrates Court for an Order overruling the objection. In this instance, the owner of Plawsfield Road is believed to be Barnmead (Cator Estate) Residents Ltd and it is not thought that this company will object to the adoption of the street, after it has been made up. The views of Network Rail have not yet been sought.

<b>Non-Applicable Sections:</b>	Personnel Implications
Background Documents: (Access via Contact Officer)	ES15036 - Plawsfield Road (Private Street Works) –First Resolution report to Environment PDS Committee, 7 <sup>th</sup> July 2015

Report No.  
CSD15086

London Borough of Bromley

PART 1 - PUBLIC

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**Decision Maker:**      **Environment Portfolio Holder**

**For Pre-Decision Scrutiny by the Environment PDS Committee on**

**Date:**                      **7th June 2016**

**Decision Type:**      Non-Urgent                      Executive                      Non-Key

**Title:**                      **APPOINTMENTS TO THE COUNTRYSIDE CONSULTATIVE  
PANEL AND THE LEISURE GARDENS AND ALLOTMENTS  
PANEL 2016/17**

**Contact Officer:**      Keith Pringle, Democratic Services Officer  
Tel: 020 8313 4508      E-mail: keith.pringle@bromley.gov.uk

**Chief Officer:**              Mark Bowen, Director of Corporate Services

**Ward:**                      N/A

---

1.      Reason for report

- 1.1      There are two Consultative Panels, both within the remit of the Environment Portfolio, namely the Countryside Consultative Panel and the Leisure Gardens and Allotments Panel.
  - 1.2      It is necessary to confirm the appointment of Members to these Panels for 2016/17.
- 

2.      **RECOMMENDATION**

- 2.1      **The Portfolio Holder is asked to confirm the 2016/17 Membership of the Countryside Consultative Panel and the Leisure Gardens and Allotments Panel.**

### Corporate Policy

1. Policy Status: N/A.
  2. BBB Priority: Excellent Council.
- 

### Financial

1. Cost of proposal: No cost
  2. Ongoing costs: N/A.
  3. Budget head/performance centre: Democratic Services
  4. Total current budget for this head: £335,590
  5. Source of funding: 2016/17 Budget
- 

### Staff

1. Number of staff (current and additional): 8 posts (7.27fte)
  2. If from existing staff resources, number of staff hours: Seeking nominations and drafting of this report takes no more than approximately 30 minutes.
- 

### Legal

1. Legal Requirement: No statutory requirement or Government guidance.
  2. Call-in: Call-in is applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

### 3. COMMENTARY

3.1 The following nominations for the Countryside Consultative Panel have been received:

Councillors Julian Benington, Lydia Buttinger, Ian Dunn, William Huntington-Thresher and Alexa Michael.

3.2 For the first part of 2016/17, the Panel will function in its current form with the first meeting scheduled for July. Subject to the Panel's agreement, it is intended to amalgamate the Panel with strategy and policy issues arising from the Biodiversity Partnership and this will be highlighted for discussion at the July meeting.

3.3 The following nominations for the Leisure Gardens and Allotments Panel have been received:

Councillors Vanessa Allen, Julian Benington, Mary Cooke, Alexa Michael and Sarah Phillips.

3.3 No nominations for either Panel have been received from the UKIP Group.

<b>Non-Applicable Sections:</b>	Policy, Financial, Legal and Personnel
Background Documents: (Access via Contact Officer)	N/A

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Report No.  
ES16032

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:**      **Executive**

**For Pre-Decision Scrutiny by the Environment PDS Committee on**

**Date:**                      **7<sup>th</sup> June 2016**

**Decision Type:**      Non-Urgent                      Executive                      Non-Key

**Title:**                      **FLOODING AND WATER MANAGEMENT ACT**

**Contact Officer:**      Garry Warner, Head of Highways  
Tel: 020 8313 4929      E-mail: garry.warner@bromley.gov.uk

**Chief Officer:**              Nigel Davies, Executive Director of Environment & Community Services

**Ward:**                      All

---

1.    Reason for report

- 1.1    Updates Members on the Council's role as the Lead Local Flood Authority.
  - 1.2    Seeks agreement from the Executive to release dedicated Central Contingency funding to ensure the Council meets its statutory duties as the Lead Local Flood Authority.
- 

2.    **RECOMMENDATIONS**

**That the Executive:**

- 2.1    **Agrees to release a sum of £213k from the 2016/17 Central Contingency budget to implement the proposals detailed in this report, and include a sum of £213k in future budgets.**
- 2.2    **Agrees to release the DEFRA grant of £69,482 to meet the costs of providing technical advice on surface water drainage proposals through planning process as well as the maintenance and improvements of surface water drainage assets.**
- 2.3    **Approves the LLFA future works programme.**

### Corporate Policy

1. Policy Status: Existing Policy
  2. BBB Priority: Quality Environment
- 

### Financial

1. Cost of proposal: £282.482k
  2. Ongoing costs: Recurring Cost
  3. Budget head/performance centre: Central Contingency
  4. Total current budget for this head: £213k and £69.482k
  5. Source of funding: Grants included in Central Contingency
- 

### Staff

1. Number of staff (current and additional): 2
  2. If from existing staff resources, number of staff hours: 2 fte
- 

### Legal

1. Legal Requirement: Statutory Requirement
  2. Call-in: Applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Boroughwide
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments:

### **3. COMMENTARY**

#### **Background**

- 3.1 The Flooding and Water Management Act (FWMA) 2010 requires the London Borough of Bromley, as the Lead Local Flood Authority (LLFA), to develop, maintain, apply and monitor a strategy for local flood risk management in its area.
- 3.2 The LLFA has a duty to identify the causes of surface water flooding, including groundwater, and determine those organisations or authorities that have a role in mitigating the flood risk. Having identified those parties provide a forum where such parties can be brought together to produce a considered and coordinated response.
- 3.3 This report reviews the Council's progress in the role of LLFA, and considers its responsibilities and activities for the coming year.

#### **Progress**

- 3.4 During the last year good progress has been made on implementing the FWMA. In the 12 months since the last report, the following has been undertaken: -
  - Ongoing catchment based cooperation with the Environment Agency, and neighbouring boroughs,
  - Multiple highway drainage schemes by infiltration that augment local sw drainage systems,
  - Partnership working with the Chislehurst Commons Conservators,
  - Undertaken Ordinary Watercourse condition surveys and improvements,
  - Proactively engaged with developers to promote sustainable drainage,
  - Published the Local Flood Risk Strategy and associated Action Plan.

#### **South East London Flood Risk Partnership**

- 3.5 As a LLFA LB Bromley has been part of the South East London Flood Risk Group (SELFRG), working in partnership with the boroughs of Bexley, Lewisham and Greenwich. The SELFRG provides a forum at which officers and elected Members from each authority come together to exchange information, share experiences and identify opportunities for partnership working. Representatives from the Environment Agency and Thames Water Utilities regularly attend quarterly meetings, together with any other authority or organisation that has an interest in flood risk within its catchment area. The Partnership has met regularly throughout the year.

#### **Future Responsibilities and Work Streams**

- 3.6 Complete the review and update LBB Strategic Flood Risk Assessment - £20k
- 3.7 Ongoing Surface water flooding improvement initiatives, including surveys to establish condition of Ordinary Watercourses - £120k
- 3.8 Review of impounded water bodies - The FWMA introduced new standards for the management of reservoirs, and the Council is required to assess the risk associated with failure of the reservoir structure. There are 18 sites within the borough that may require regular statutory inspections under the FWMA, half of which are within Council-owned land - £20k

- 3.9 Working with the Environment Agency to investigate and improve main rivers, which are a vital part of surface water drainage across the borough's catchments – match funding - £48k.
- 3.10 During the last three years local residents have been encouraged to retro-fit sustainable rainwater drainage to existing residential properties, through the installation of subsidised water butts. This initiative will be continued - £5k.
- 3.11 In 2015 DEFRA awarded one-off grants to all Lead Local Flood Authorities to help support their role as statutory consultees for the planning application process. It is proposed that the grant received by LBB of £69,482 is used to fund technical advice on surface water drainage proposals through planning applications during 2016/17, particularly providing advice on surface water drainage proposals in major development, with any residual funding being used to supplement the maintenance and improvements of surface water drainage assets.

#### 4. POLICY IMPLICATIONS

4.1 The draft Environment Portfolio Plan 2016/17 includes the following Aim and Objectives:

Aim	To improve the boroughs resilience to the risk of flooding
In 2016/17 we will:	
4.1.1: Increase flood risk awareness and develop resilience through our Lead Local Flood Authority role	
4.1.2: Continue to ensure surface water drainage is properly considered in the development process and that suitable plans exist to maintain sustainable drainage assets into the future	
4.1.3: Deliver the Action Plan set out in the Local Flood Risk Strategy	

4.2 In order for the Council to fulfil its statutory requirements under the FWMA, the Director of Environment and Community Services has been given delegated responsibility for co-ordinating the tasks with other Council departments. It is proposed that this arrangement continues.

#### 5. FINANCIAL IMPLICATIONS

- 5.1 In previous years the Council has received funding through a combination of the Settlement Funding Assessment (SFA) as well a support grant from DEFRA to carry out its new responsibilities under the FWMA.
- 5.2 As an LLFA, Bromley has been allocated at total of £213k for local flood risk management during 2016/17, which has also been built into the grant settlement for the next four years.
- 5.3 This sum has been set aside in the Council's 2016/17 Central Contingency budget. It is proposed that £213k is now drawn down from this Contingency on a permanent basis to fund on-going maintenance and improvements of surface water drainage assets as set out in the table below.
- 5.4 It should be noted that within four years the Council's SFA will reduce by 52.2% and therefore the £213k budget will be reduced by at least £111k by 2019/20.

- 5.5 An additional one-off DEFRA grant of £69,482, which is not ring-fenced, has also been awarded to help support the role of Lead Local Flood Authorities as statutory consultees for the planning application process. Approval is also sought to release this sum from the Central Contingency.
- 5.6 The proposed budget for implementing the requirements of the FWMA is shown below for the next two years:

Activity	2016/17 £'000	2017/18 £'000
Review and update LBB Strategic Flood Risk Assessment - (carried over from last year)	20	0
Maintenance & improvement of surface water drainage assets, including surveys to SW drainage assets	120	160
Impounded water body review - (carried over from last year)	20	0
Contribution to Environment Agency Flood catchment initiatives/internal surface water flood risk management works & other internal surface water/flood management projects	48	48
Contribution to retro-fitted SUDS to existing residential properties (water butts)	5	5
Provision of advice for surface water drainage proposals in major developments	69	69
	<b>282</b>	<b>282</b>

## 6. LEGAL IMPLICATIONS

- 6.1 The London Borough of Bromley has a statutory duty under the Flooding and Water Management Act 2010, as the Lead Local Flood Authority, to develop, maintain, apply and monitor a strategy for local flood risk management within the borough.

<b>Non-Applicable Sections:</b>	Personnel Implications
Background Documents: (Access via Contact Officer)	

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Report No.  
ES16027

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** Environment PDS Committee

**Date:** 7 June 2016

**Decision Type:** Non-Urgent                      Non-Executive                      Non-Key

**Title:** CONGESTION RELIEF SCHEMES - UPDATE

**Contact Officer:** David Bond, Transport Planning Manager  
Tel: 020 8313 4555    E-mail: David.Bond@bromley.gov.uk

**Chief Officer:** Nigel Davies, Executive Director of Environment & Community Services

**Ward:** All Wards

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1. Reason for report

- 1.1 In November 2012, the Head of Traffic and Road Safety reported to this Committee on the progress of a number of 'pinch point' schemes to tackle congestion on the local highway network. This report gives an up-date on progress and includes a number of new schemes that have come forward since 2012 as identified in the Local Implementation Plan (LIP) programme.
  - 1.2 This report also asks that all the proposed schemes are noted and that they accord with the aims and objectives of the Congestion Working Group which first reported to the Environment and Leisure Portfolio Holder in April 2008.
  - 1.3 The report also highlights the importance of having an agreed programme in place and how this will provide the opportunity to seek funding for some of these schemes through the Community Infra-structure Levy (CIL).
- 

2. **RECOMMENDATION(S)**

The Environment PDS Committee is asked to:

- 2.1 note the progress of the existing programme of schemes;
- 2.2 note the addition of a number of new schemes;
- 2.3 comment on the schemes shown in Enclosure 1 and to suggest any changes and to comment on priorities;
- 2.4 comment on whether any of the schemes should be considered for inclusion in the Infrastructure Delivery Plan of the Council.

## Corporate Policy

1. Policy Status: Existing Policy:
  2. BBB Priority: Quality Environment Vibrant, Thriving Town Centres:
- 

## Financial

1. Cost of proposal: Estimated Cost; N/A
  2. Ongoing costs: Non-Recurring Cost:
  3. Budget head/performance centre: Capital Programme (TfL funded schemes) and S106 funding
  4. Total current budget for this head: £667k
  5. Source of funding: TfL LIP Funding for 2016/17 and S106 Agreements.
- 

## Staff

1. Number of staff (current and additional): 6 FTEs
  2. If from existing staff resources, number of staff hours: N/A
- 

## Legal

1. Legal Requirement: the Council is not required to spend any or all of the funds allocated, although there is a requirement under the GLA Act 1999 for the Council to implement its LIP.
  2. Call-in: Not Applicable:
- 

## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All residents, businesses and visitors.
- 

## Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A
2. Summary of Ward Councillors comments: N/A

The approval of the recommended list does not imply the approval of any scheme for implementation. All schemes will be subject to consultation and Member approval in the usual way.



### 3. COMMENTARY

- 3.1 Congestion Relief schemes are a major part of the LIP programme funded by TfL. Eligibility for TfL funding is authorised through the Council having an approved Local Implementation Plan programme which sets out how the Council intends to implement the Mayor's Transport Strategy. The current financial year, 2016/17, is the final year of the three year LIP2 and preparation of LIP3 is underway although this awaits direction through the new Mayor's Transport Strategy.
- 3.2 The fact that congestion reduction forms such a significant part of the programme reflects the priority placed upon this by Members over the past eight years. The work carried out in recent years reflects the priorities given to officers by the Members Congestion Working Group in 2010.
- 3.3 The vast majority of the smaller, 'quick win' and lower cost schemes have, where possible, now been delivered. Some larger schemes are now being considered, but as schemes increase in size and complexity some of the very largest are likely to remain outside the scope of the LIP but could be subject to one-off scheme specific bids to TfL. Developer funds through the S106 process and the Community Infra-structure Levy (CIL) will be utilised to also help achieve these objectives.
- 3.4 The schemes shown have originated from a number of sources including Ward Councillors, members of the public, local bus operators and Council officers from local investigations, traffic monitoring and use of TfL's network performance data.
- 3.5 They also seek to enable the unlocking of potential development sites and thereby help mitigate the traffic generated whilst providing new and improved facilities to create increased travel choices.
- 3.6 From the attached Appendix, Officers have identified the following priorities;
- Keston Mark (A233) to Biggin Hill corridor improvement study
  - Westmoreland Road/Masons Hill junction improvement
  - Crystal Palace Parade/Anerley Hill junction improvement
  - Chislehurst Common congestion relief scheme
  - Penge High Street congestion relief scheme
  - St Paul's Cray, Sevenoaks Way between Main Road and A20
  - Orpington, Crofton Road/Station Road between York Rise and Sevenoaks Road congestion relief scheme
  - Mottingham, Elmstead Lane/William Barefoot Drive junction improvement scheme
  - Shortlands Station area congestion relief scheme.
- 3.7 Members are invited to note the current priorities and to make any further suggestions as Officers develop plans for the 2017/18-2019/20 LIPS3 programme
- 3.8 Members are also asked to note that a number of these schemes are included within the Council's Infra-structure Delivery Plan and by being within a programme will help underpin the

Council's priorities for potential funding from the Community Infra-structure Levy (CIL) and through Section 106 Agreements.

#### 4. POLICY IMPLICATIONS

- 4.1 The 2015-18 Environment Portfolio Plan includes a number of aims in support of the planned outcomes, *'To improve the road network and journey time reliability for all users; to improve 'connectivity' (getting to places you couldn't previously reach easily) and 'integration' (linking different modes of transport); to reduce congestion and carbon emissions by promoting cycling, walking and public transport journeys; to provide safe and secure travel and provide accessible, affordable, fair and effective parking services'*.
- 4.2 TfL funding is required to meet the commitments made in support of achieving these aims and outcomes.
- 4.3 A new LIP (LIP3) is required for the 3 year period 2017/18 – 2019/20.

#### 5. FINANCIAL IMPLICATIONS

- 5.1 Should any of the schemes progress during 2016/17, there is funding available from the TfL LIP budget for Congestion schemes, which totals £667k. Use will also be made of any scheme specific funding from S106 Agreements.

#### 6. PERSONNEL IMPLICATIONS

- 6.1 It should be noted that of this allocation, £165k will be used to fund 6 FTEs.

<b>Sections:</b>	
Background Documents: (Access via Contact Officer)	TfL Funded Work Programme for 2016/17 (30 <sup>th</sup> September 2015) Update on Congestion Relief in Bromley (20 <sup>th</sup> November 2012)

## Bickley

Site	Initial proposal	Up-date
Bickley, Bickley Park Road/ Blackbrook Lane	Local widening to improve left turn on Bickley Park Rd. Narrowing of Blackbrook Lane on approach to junction. Refresh and clarify all road markings.	Roundabout improved in 2013 to increase throughput of vehicles on A222 Bickley Park Road. COMPLETED
Bickley, Bickley Park Road/ Bickley Road/Southborough Road/Page Heath Lane	Review safety of right turners. Consider adding parking restrictions to east of junction on Bickley Park Road to improve junction capacity.	Put on hold apart from some parking controls being added. Being monitored but no further action planned at present. NFA
Bromley, Bickley Road/ Widmore Road (between Chislehurst Road and Plaistow Lane)	Add double yellow lines near shops. Add deflection at northwest approach to mini- roundabout. Consider safety measures on this section of road.	Reviewed: it is not considered that any of these changes are needed. NFA

## Bromley Common and Keston

Site	Initial proposal	Up-date
Keston, Heathfield Road/ Westerham Road	Re-design layout of junction to allow two-way operation on Heathfield Road and develop safety and speed reducing measures.	Roundabout approved by Members for this location to replace existing t-junction. Planning inspectorate have recently approved (May 2016) aspect of proposal affecting the common, so works can now be programmed for later in 2016. ONGOING
Keston Mark, A233/A232 junction	Realignment of junction and improvements to traffic signals to alleviate significant peak time delays on Westerham Road, northbound	Initial investigations and study underway by TfL – feasibility results expected late 2016. To become part of Biggin Hill accessibility study to support the growth strategy for Biggin Hill Airport. PLANNED
Bromley, Oakley Road/Bromley Common	Realignment and signalisation of junction	Redesign of the junction completed by TfL, also consultation complete, so programmed for improved junction design in late 2016 (but not to be signalised). ONGOING

## Bromley Common & Keston/Darwin/Biggin Hill

Site	Initial proposal	Up-date
Keston to Biggin Hill Airport accessibility scheme (includes the proposed schemes at Keston Mark and A233/Leaves Green Road)	Junction and on-line improvements to improve capacity, safety, provide new cycling facilities and enhance bus movement	Initial studies and investigations are about to start. PLANNED

## Bromley Town

Site	Initial proposal	Up-date
Bromley, Masons Hill/Westmoreland Road A21	Junction capacity improvements with localised widening to facilitate change of priority between Masons Hill and Westmoreland Road.	Initial investigations underway as part of A21 study commissioned by TfL. ONGOING

Bromley, A21 Hayes Lane/Homesdale Road	Improvement works including junction reconfiguration which will require third party land. Possibility of tidal flow system as an alternative to widening on Masons Hill.	Initial investigations underway as part of A21 study commissioned by TfL. PLANNED
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### Chelsfield and Pratts Bottom

Site	Initial proposal	Up-date
Orpington, Sevenoaks Road/Stapleton Road	Right turn ghost island into Stapleton.	Mini roundabout installed to help vehicles manoeuvres in and out of the junction - July / August 2012. Further improvements to signage and road markings has been carried out. COMPLETED

### Chislehurst

Site	Initial proposal	Up-date
Chislehurst, Perry Street/Ashfield Lane	Add mini-roundabout	Mini roundabout rejected in favour of increasing size of right turn pocket to reduce blocking in Perry Street – completed in 2011. However, roundabout is now being reconsidered as part of wider Chislehurst Common proposals. ONGOING
Chislehurst, Bromley Road/Summer Hill/Old Hill and Watts Lane	Replace mini roundabout at Watts Lane with double mini for Watts and Old Hill. Refresh road markings and safety improvements for cyclists.	The double mini-roundabout proposal will not work in the space available. Widening of the junction at the roundabout is being considered as part of the wider Chislehurst Common proposals. ONGOING
Chislehurst, Bromley Lane/Bromley Road/Centre Common Road/Royal Parade	Review signal timing to improve traffic flow and help pedestrians	Any change to timing will have an adverse effect on congestion. Only land-take of common could allow any junction improvement – this is being considered as part of wider Chislehurst Common proposals ONGOING
Chislehurst, High Street/Willow Grove	Original review suggested any changes would spoil nature of the High Street. However, it was later identified that reviewing the operation of the junction could offer benefit.	Green filter arrow at signals, plus yellow box by Sainsburys in Willow Grove, to alleviate local congestion, implemented in 2013. COMPLETED

### Copers Cope/Clock House/Kelsey & Eden Park

Site	Initial proposal	Up-date
Beckenham, High Street, Beckenham Road/Croydon Road/Rectory Road	Provide concentric road markings to ensure effective use of carriageway.	<i>Linked to current proposals developed by Beckenham Town Centre Members Working Group.</i> ONGOING

### Copers Cope

Site	Initial proposal	Up-date
Beckenham, High Street/Southend Lane/Rectory Road / Albermarle Road	Refresh and improve road markings. Amend traffic signal operation. Junction improvement	<i>Linked to current proposals developed by Beckenham Town Centre Members Working Group.</i>

("Beckenham Junction")	Southend Road/Albermarle Road	Works on this junction to commence Summer 2016. ONGOING
Bromley Road, outside St. Christopher's School	Additional double yellow lines at pinch point. Speed reducing measures by school. Implement school travel plan.	Double yellow lines introduced; March 2012. Vehicle activated sign: November 2012. School has active travel plan. COMPLETED

### Copers Cope/Kelsey & Eden Park

Site	Initial proposal	Up-date
Beckenham, Bromley Road/ High Street	Improve streetscape	<i>Linked to current proposals developed by Beckenham Town Centre Members Working Group.</i> ONGOING
Beckenham, Bromley Road/ Manor Road/Wickham Road	Further signage to be considered to improve safety at junction	Faded white lines re-marked. ASL considered but not implemented yet. Modelling undertaken to assess effect of all round pedestrian stage, but will increase congestion during the peak period. Other options to improve safety being considered. NFA UNTIL HIGH STREET WORKS COMPLETE
Beckenham, Manor Road/ High Street/Kelsey Park Road	Amend junction geometry to reduce width of crossings. Amend signal timing.	<i>Linked to current proposals developed by Beckenham Town Centre Members Working Group.</i> ONGOING
Beckenham, High Street (between Kelsey Park Road and Croydon Road)	Rationalisation of parking/loading restrictions. Accident cluster analysis.	<i>Linked to current proposals developed by Beckenham Town Centre Members Working Group.</i> ONGOING

### Cray Valley East

Site	Initial proposal	Up-date
Cray Avenue/Poverest Road/ Kent Road (CVE)	Signal review of conflicting right turn movements to improve safety.	Junction improved in 2009 COMPLETED
St Mary's Cray, Kent Road between High Street and Lower Road	Parking restrictions north of bus stop in High Street.	Site is being monitored in discussion with London Buses ONGOING

### Cray Valley East/Cray Valley West

Site	Initial proposal	Up-date
Cray Avenue/Sevenoaks Way/ Leasons Hill/Station Road	Ban right turn movements on Sevenoaks Way.	Right turns were banned until the junction was widened in 2015, when they could be reintroduced. Thames Water issue still being resolved before junction is complete. ONGOING

### Cray Valley West

Site	Initial proposal	Up-date
St Paul's Cray, Sevenoaks Way between Main Road and A20	Proposed signalisation of Main Rd junction, with the removal of nearby pelican crossing. Extend right turn pocket into	Right turns from Midfield Way banned and junction design changed in 2011. COMPLETED Main Road junction was signaled in

	Midfield Way and install Keep Clear markings. Reposition northbound bus stop near Kemnal College	2014, but snagging may be required in order to help northbound traffic pass right-turning vehicles. Report may come to PDS in late 2016. ONGOING
Sevenoaks Way/A20 (Crittals Corner)	Measures to encourage cyclists to use subway. Consider measures to restrict cyclist access to roundabout. Review signal timings at pelican crossing by College and signals on roundabout	Some improvements made to subway. Pelican crossing reviewed. No other changes recommended at present. NFA
St Paul's Cray, Sevenoaks Way/Broomwood Road, accident prevention scheme following opening of MacDonalDs.	Improve safety for traffic entering/exiting Broomwood Road onto Sevenoaks Way.	Scheme completed March 2013. Pelican crossing to be added to UTC along A224 to link signals and improve traffic flow. COMPLETED
St Paul's Cray, Riverside School, Main Road	Parking restrictions on bend in Main Road by Riverside School.	This site is being monitored NFA AT PRESENT

### Crystal Palace

Site	Initial proposal	Up-date
Crystal Palace/Anerley Hill route study (between Crystal Place Parade and Versailles Road)	Scheme to improve capacity, safety and enhance bus and cycle movements	Initial studies and investigations are about to start (Summer 2016). PLANNED

### Darwin

Site	Initial proposal	Up-date
A233, Leaves Green Road/Blackness Lane	Junction realignment.	Initial investigations and study underway. To become part of Biggin Hill accessibility study to support the growth strategy for Biggin Hill Airport. PLANNED

### Farnborough and Crofton

Site	Initial proposal	Up-date
Orpington, Crofton Road, Farnborough Common (A21/A232)	Junction improvements to alleviate congestion issues	Signals and nearby pelican were reviewed and updated in 2010. NFA
Crofton Road/Station Road between York Rise and Sevenoaks Road (Orpington Station)	Reposition eastbound bus stop and install right turn pocket into Tubbenden Lane. Change circulation route in car park and re-allocate road space.	Initial designs have proven difficult to implement due to presence of utilities and cost. Alternative schemes along Station Road being considered. ONGOING

### Mottingham and Chislehurst North

Site	Initial proposal	Up-date
Mottingham, Elmstead Lane / William Barefoot Drive	Redesign of junction and changing signal timings.	Right turning collision problem and congestion issue was improved by changing signal timings, but redesign of layout is being considered in discussion with Greenwich. PLANNED

### Orpington

Site	Initial proposal	Up-date
Orpington, Sevenoaks Road/ Tower Road/Repton Road	Install buff anti-skid surface to prevent rear-end shunts and improve conspicuity of junction.	Completed in 2010. COMPLETED
Orpington, Court Road / Ramsden Road	Add double yellow lines and hatching on inside of existing centre line on east arm.	Double yellow lines and hatching introduced: completed December 2011. COMPLETED

### Orpington and Cray Valley East

Site	Initial proposal	Up-date
St Mary's Cray, Court Road/ Cray Avenue/High Street/ Lower Road	Review position of bus stop. Discourage use of Carlton Parade as short cut.	No changes proposed. NFA

### Penge & Cator

Site	Initial proposal	Up-date
Penge, High Street/Oakfield Road	Investigate and draw up appropriate scheme for right turn pocket if possible.	Completed, but consideration to be given to enlarging pocket as part of Penge route improvements 2016/17. ONGOING
Penge, High Street (between Green Lane and Maple Road)	Improve parking and loading restrictions; improve pedestrian facilities. Design one-way system around Franklin Rd and Maple Rd.	Initial investigations lead officers to think the one-way is not viable. Improvement of High Street is recommended as part of Penge route improvements coming to PDS in Summer 2016. ONGOING
Penge, Crystal Palace Park Road leading to Westwood Hill	Improvements to guard railing and increased parking enforcement	Doesn't seem to be a current issue NFA
Penge, High Street/Croydon Road/Green Lane	Amend signals timing, link signals and improve lighting.	Junction redesign to be recommended to PDS in Summer 2016. ONGOING

### Penge & Cator/Copers Cope/Clock House

Site	Initial proposal	Up-date
Anerley, Elmers End Road/ Anerley Road/ Croydon Road (Robin Hood Junction)	Relocate bus stops away from junction, amend signal operation, undertake accident remedials.	Signal timings were reviewed in 2011 and were already optimal. Bus stop opposite Aldi relocated from junction. Junction and approaches were resurfaced with high friction surfaces and pedestrian facilities were improved. Lane marking renewed to improve traffic movements through junction. All completed in early 2012. Yellow Box junction added in 2016. Proposals to widen carriageway outside Aldi shelved as costs of relocating stats too high. NFA UNLESS FUNDING BECOMES AVAILABLE

### Penge & Cator/Crystal Palace

Site	Initial proposal	Up-date
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Penge, High Street/Crystal Palace Park Road between Oakfield Road and Lawrie Park Road	Relocate bus stop.	Improvement being considered as part of Penge route study 2016. PLANNED
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### **Penge & Cator/Clock House/Kelsey & Eden Park**

<b>Site</b>	<b>Initial proposal</b>	<b>Up-date</b>
Beckenham, Beckenham Road between Croydon Road and Kent House Road	Undertake corridor study.	Study recommendations rejected in 2012. Mini-roundabout added at Hayne Road in 2015 as also an accident cluster site. NFA AT PRESENT

### **Penge & Cator/Clock House**

<b>Site</b>	<b>Initial proposal</b>	<b>Up-date</b>
Beckenham, Beckenham Road/Kent House Road	Amend signal timings, link to other signals and modify junction design.	After consultation only minor changes and parking controls were made. Additional yellow lines installed 2016 in Kent House Road near signals to increase capacity in peak hours. COMPLETED

### **Petts Wood & Knoll**

<b>Site</b>	<b>Initial proposal</b>	<b>Up-date</b>
Queensway/Tudor Way/Towncourt Lane/Ryecroft Road	Install pedestrian refuge in Town Court Lane.	To locate the refuge in a safe/acceptable location would require extensive changes to mouth of Jersey Drive, so scheme will not proceed. NFA
Petts Wood Road/Tudor Way junction	Introduce mini-roundabout	Mini-gyratory system designed but cost of implementing very high. NFA

### **Plaistow & Sundridge**

<b>Site</b>	<b>Initial proposal</b>	<b>Up-date</b>
Plaistow Green, College Road/Burnt Ash Lane/Plaistow Lane/London Lane	Review bus stop and parking arrangements.	Recent development at this location, so is being monitored to see if intervention necessary. NFA AT PRESENT

### **West Wickham**

<b>Site</b>	<b>Initial proposal</b>	<b>Up-date</b>
West Wickham, Station Road/Beckenham Road/Red Lodge Road/Ravenscourt Crescent	Amend junction geometry. Improve signal timing and operation and consider linking to Glebe Way signals.	Short inter-green between opposing phases. Junction traffic signal controller signal timing adjusted to increase inter- green, on grounds of safety, in 2011. No geometry changes. Investigated possibility of linking junctions, but cost/benefit was an issue. Junction efficiency has improved. NFA



Report No.  
ES16019

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** Environment PDS Committee

**Date:** 7 June 2016

**Decision Type:** Non-Urgent                      Non-Executive                      Non-Key

**Title:** **FORWARD WORK PROGRAMME, MATTERS ARISING, AND CONTRACTS REGISTER**

**Contact Officer:** Alastair Baillie, Environment Development Manager  
Tel: 020 8313 4915 E-mail: alastair.baillie@bromley.gov.uk

**Chief Officer:** Nigel Davies, Executive Director of Environment & Community Services

**Ward:** Borough Wide

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1. Reason for report

This report sets out information relating to the Committee's future business and key contracts including:

- Environment PDS's Forward Work Programme
- Progress on requests made at previous meetings and
- Environment Portfolio contracts' summary

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2. **RECOMMENDATIONS**

2.1 **That the Committee:**

- (a) **considers the Forward Work Programme (Appendix 1);**
- (b) **considers the establishment of any Working Groups for 2016/17;**
- (c) **reviews progress concerning Committee requests (Appendix 2); and**
- (c) **reviews the Environment Portfolio contracts register summary (Appendix 3).**

### Corporate Policy

1. Policy Status: Existing Policy
  2. BBB Priority: Quality Environment
- 

### Financial

1. Cost of proposal: No Cost
  2. Ongoing costs: Not Applicable
  3. Budget head/performance centre: Environment Portfolio 2016/17 approved budget
  4. Total current budget for this head: £31.2m, and £4.115m of TfL funding
  5. Source of funding: 2016/17 revenue budget and TfL funding
- 

### Staff

1. Number of staff (current and additional): 144 fte
  2. If from existing staff resources, number of staff hours: N/A
- 

### Legal

1. Legal Requirement: Non-Statutory - Government Guidance
  2. Call-in: Not Applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Whole borough
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

### 3. COMMENTARY

#### Forward Work Programme

- 3.1. **Appendix 1** sets out the Environment Portfolio's Forward Work Programme at the time of writing. The Programme identifies: the provisional report title; the lead division; and Committee's role. The Committee is invited to comment on the proposed schedule and suggest any changes it considers appropriate.
- 3.2 Other reports may come into this programme as schemes may be brought forward or there may be references from other Committees, the Portfolio Holder or the Executive.

#### Working Groups

- 3.3 The Committee is empowered to establish Working Groups for the examination of priority issues in depth, with the aim of bringing a detailed report to the PDS Committee on completion of the review. Such Working Groups are normally established by the Committee at its first meeting of the municipal year.
- 3.6 In considering its Work Programme for the coming year the Committee is asked to indicate whether any Working Groups should be convened for 2016/17. Membership of any Working Groups will also need to be agreed.

#### Previous Requests by the Committee

- 3.3 **Appendix 2** provides a progress update on requests previously made by the Committee. This list is checked after each Committee meeting so that outstanding issues can be addressed at an early stage.

#### Contracts Register Summary

- 3.4 **Appendix 3** sets out a summary of Environment Portfolio contracts with a total contract value (e.g. duration in years multiplied by the annual value) of greater than £50k.
- 3.5 To help Members, contracts are categorised by service and the current expiry dates are in bold. Further information is provided for Committee in the notes column. This information should align with the Contract Register provided to E&R PDS committee (12 May 2016).
- 3.6 More detailed contract information is contained in the Contract Monitoring Summaries which are also presented to Members at this (June) meeting (Appendix 2 to the Environment Portfolio Plan Report - ES 16020).
- 3.7 The approach pioneered by Environment & Community Services has been endorsed by the Commissioning Board and E&R PDS Contracts Working Group – and is being adopted across the Council.

### 4. POLICY IMPLICATIONS

- 4.1 PDS Committees are responsible for developing their own Forward Work Programmes (see Appendix 1).
- 4.2. The activities in this report reflect the priorities and aims set out the draft Environment Portfolio Plan 2016/19 and Building a Better Bromley's 'Quality Environment' aspiration.

<b>Non-Applicable Sections:</b>	Financial, Legal and Personnel
Background Documents: (Access via Contact Officer)	<a href="#"><u>Environment PDS Committee agendas and minutes: 2006/07 to 2016/17</u></a>

## APPENDIX 1

### ENVIRONMENT PDS COMMITTEE: FORWARD WORK PROGRAMME: FUTURE MEETINGS

<b>Environment PDS: 29 Sept. 2016</b>	<b>Division</b>	<b>Committee Role</b>
Forward Work Programme, Matters Arising from Previous Meetings and Contracts Register	E&CS	PDS Committee
Budget Monitoring 2016/17	Finance	Pre-decision scrutiny
Depot Security	S&G	Pre-decision scrutiny
Elmstead Lane (Private Street Works) First Resolution	T&H	Pre-decision scrutiny
Street Lighting Invest-to-save outturn	T&H	PDS Committee
Environmental Services Contract: Gate Zero Report	S&G	Pre-decision scrutiny
Section 106	T&H	Pre-decision scrutiny
<b>Environment PDS: 8 Nov. 2016</b>	<b>Division</b>	<b>Committee Role</b>
Forward Work Programme, Matters Arising from Previous Meetings and Contracts Register	E&CS	PDS Committee
Budget Monitoring 2016/17	Finance	Pre-decision scrutiny
<b>Environment PDS: 24 Jan. 2017</b>	<b>Division</b>	<b>Committee Role</b>
Forward Work Programme, Matters Arising from Previous Meetings and Contracts Register	E&CS	PDS Committee
<b>Environment PDS: 7 Mar. 2017</b>	<b>Division</b>	<b>Committee Role</b>
Forward Work Programme, Matters Arising from Previous Meetings and Contracts Register	E&CS	PDS Committee
Budget Monitoring 2016/17	Finance	Pre-decision scrutiny

## APPENDIX 2

### ENVIRONMENT PDS COMMITTEE: PROGRESS REPORT ON PREVIOUS REQUESTS

Date	Committee Request	Progress
17.03.15	Bromley Biodiversity Plan 2015–2020 (ES15027)	Formal stakeholder consultation commenced February 2016.  The Plan, which will include a new appendix on invasive species, will be published in September 2016
24.11.15	Committee agreed that a Working Group should be established to consider the design of the proposed Environmental Services Contract (starts April 2019) with recommendations feeding into a Gateway One report.	Membership of Working Group to be confirmed for 2016/17 and date of first meeting to be scheduled.

### APPENDIX 3

#### ENVIRONMENT PDS COMMITTEE: CONTRACTS REGISTER SUMMARY (current expiry dates in **bold**)

<b>Contract</b> (Officer / Register No.)	<b>Start Date</b> (Core Contract)	<b>End Date</b> (Core Contract)	<b>Extension / Waiver</b>	<b>Contractor(s)</b>	<b>Contract Value + Extension Value (£)</b>	<b>2016/17 Projected Spend*</b> (£)	<b>Environment PDS Notes</b>
<b>Streetscene &amp; Greenspace (Dan Jones)</b>							
<i>Neighbourhood Management: Parks &amp; Greenspace (John Bosley / Robert Schembri)</i>							
<b>Grounds Maintenance</b> (Fully Managed Parks Service) (Rob. Schembri / ecm_3642)	01.01.08	31.03.17	Extended to <b>31.03.19</b>	The Landscape Group Ltd.	26.1m +3.7m	2,832,180	GM contract extended to 31.03.19 to align with other contracts
					6.79m	1,704,500	Variation for Fully Managed Parks Service <a href="#">ES15021</a> – 17.03.15 for novated Soft Landscaping (except PROW) and Playground Maintenance contracts
					<u>36.59m</u>	<u>4,536,680</u>	
<b>Arboricultural Maintenance</b> (Julian Fowgies / ecm_3635)	18.07.08	<b>17.07.17</b>	n/a	Gristwood & Toms Ltd.	5.12m	£506,480	
<i>Neighbourhood Management: Street Environment (John Bosley / Robert Edwards)</i>							
<b>Street Environment Contract</b>	29.03.12	28.03.17	Extended to <b>28.03.19</b>	Kier (Street Cleansing)	15,798,212 +6,687,340 <u>22,476,552</u>	3,366,180	Street Cleansing contract extension taken (two years) <a href="#">ES15045</a> – 07.07.15 (Part 2)
(John Bosley ecm_3602 ecm_3603 ecm_3605)	29.03.12	28.03.17	Extended to <b>28.03.19</b>	Community Clean (Graffiti Removal)	1,221,800 + 490,000 <u>1,711,800</u>	185,580	Graffiti Removal contract extension taken (two years) <a href="#">ES15071</a> – 30.09.15 (Part 2)
	29.03.12	28.03.17	Extended to <b>28.03.19</b>	Veolia (Gulley Cleansing)	1,463,538 + 594,180 <u>2,057,718</u>	294,180	Gulley Cleansing contract extension taken (two years) <a href="#">ES15078</a> – 24.11.15 (Part 2)
							Public Toilet lot (ecm_3604) terminated 31/03/15 (for CTS)

<b>Contract</b> (Officer / Register No.)	<b>Start Date</b> (Core Contract)	<b>End Date</b> (Core Contract)	<b>Extension / Waiver</b>	<b>Contractor(s)</b>	<b>Contract Value + Extension Value (£)</b>	<b>2016/17 Projected Spend*</b> (£)	<b>Environment PDS Notes</b>
<b>Neighbourhood Management: Enforcement (John Bosley / Toby Smith)</b>							
<b>Parks Security</b> (Toby Smith / ecm_3644)	01.04.10	<b>31.03.20</b>	n/a	Ward Security	4.13m	491,610	CPI applicable  Now includes Street Litter Enforcement  <a href="#">ES16003</a> considered more effective use of Parks Security officers for street enforcement activity
<b>Waste Services (John Woodruff)</b>							
<b>Waste Collection</b> (John Woodruff / ecm_3684)	01.11.01	<b>31.03.19</b>	First extension to 2016  Second extension to 2019	Veolia Environmental Services UK Ltd.	37.3m +64.6m +26.1m <u>128m</u>	8,596,310	First extension (2007) to align with Disposal contract <a href="#">ELS07130</a> – 28.08.07 (Part 2)  Second extension (2011) to realise service efficiencies
<b>Waste Disposal</b> (John Woodruff / ecm_3684)	24.02.02	<b>31.03.19</b>	Extended to March 2019	Veolia Environmental Services UK Ltd.	160.5m +27.5m <u>188,100,826</u>	12,653,650	Contract extended (in 2011) to realise service efficiencies
<b>Coney Hill Landfill Site Monitoring</b> (John Woodruff / ecm_3625)	28.07.10	<b>27.07.17</b>	n/a	Enitial	969,500	136,880	A tender report will be produced for 2016/17 Q2/Q3
<b>Depot / Transport Operations (Paul Chilton)</b>							
<b>Council Fleet Hire</b> (Procurement of Fleet Cars & Light Commercial Vehicles) (Paul Chilton / ecm_40632)	06.11.15	<b>05.11.18</b>	One year extension available to 15.05.19	Crown Commercial Service (CCS) Vehicle Leasing Framework (various suppliers)	247,000	46,000	Replaces former London Hire Ltd contract (11551): <a href="#">ES15050</a> – 07.07.15 (Part 2)
<b>Vehicle &amp; Plant Maintenance &amp; Repair</b> (inc. Lease Car Repairs) (Paul Chilton / ecm_3628)	06.04.10	<b>05.04.17</b>	Two year extension available (delegated to DE&CS) 06/04/17 to 05/04/19	Kent County Council (Commercial Trading Services)	938,000 (130,000)	£113,640 (£45,000)	Now includes Lease Car bodywork repairs <a href="#">ES15016</a> – 17.03.15  10 new vehicles added for inspections
<b>Supply of Contract Hire</b> (Lease) Cars (Paul Chilton / emc_40630)	16.05.15	<b>15.05.18</b>	One year extension available to 15.05.19	Crown Commercial Service: Vehicle Lease Framework	1.63m	459,000	New Contract (Executive Report <a href="#">ES15012</a> – 24.03.15 Part 2):



<b>Contract</b> (Officer / Register No.)	<b>Start Date</b> (Core Contract)	<b>End Date</b> (Core Contract)	<b>Extension / Waiver</b>	<b>Contractor(s)</b>	<b>Contract Value + Extension Value (£)</b>	<b>2016/17 Projected Spend* (£)</b>	<b>Environment PDS Notes</b>
<b>Depot Security</b> (Paul Chilton / ecm_3626)	01.04.10	31.03.15	Extended to <b>31.03.17</b>	Sight & Sound Security	625,000 + 280,000	152,576	Contract term 5+2 years. Two year extension taken. Most costs recharged to contractors.
<b>Adult Passenger Transport Services</b> (Paul Chilton / ecm_21689)	01.12.15	<b>31.08.19</b>	-	Greenwich Service Plus Ltd	6,748,000	1,687,000	Reverted to E&CS from EC&HS  Option to extend for up to two years
<b>Special Educational Needs &amp; Children's Transport</b> (Paul Chilton ecm_21683)	01.09.15	<b>31.08.19</b>	-	LBB Framework / approved list – multiple suppliers	15,644,000	3,911,000	Reverted to E&CS from EC&HS  Option to extend for up to two years
<b>Transport &amp; Highways (Garry Warner / Angus Culverwell)</b>							
<i>Highways (Garry Warner)</i>							
<b>Transportation Consultancy</b> (Paul Redman ecm_406213)	01.04.16	<b>05.06.17</b>	-	HCA Framework	219,030	187,740	Access agreement with HCA with potential for future mini-competition
<b>Street Lighting Maintenance &amp; Improvements</b> (Paul Redman / ecm_3638)	01.04.13	<b>31.03.23</b>	Option for 1 year extension	Kier (MG) Ltd	8.45m + 8.5m over three years (invest to save)	846,540	Contract value supplemented by £8.5m over three years via Invest-to-Save programme
<b>Street Works (NRSWA)</b> (Garry Warner / ecm_3451)	01.04.13	31.03.16	Extended to <b>31.03.17</b>	B&J Enterprises (Kent)	871,920 + 300k	£236,390	Original 3 year term extended by 1 year ( <a href="#">ES15018</a> – 07.07.15 Part 2) with option to extend to 31.03.18 delegated to ED E&CS
<b>Highway Maintenance – Minor &amp; Reactive</b> (Dan Gordon / ecm_3627)	01.07.10	30.06.17	Extended to <b>30.06.18</b>	O'Rourke Construction & Surfacing Ltd.	17m	2,164,910	One year extension delegated to ED E&CS taken (May 2016). Budget increases with BCIS indices. Contract value changes as subject to external funding (e.g. TfL and DfT)
<b>Highway Maintenance – Major</b> (Garry Warner / ecm_3624)	01.10.10	<b>30.06.17</b>	1 year extension option available (30.06.18)	FM Conway Ltd.	26m	2,378,420	One year extension delegated to ED E&CS available. Budget increases with BCIS indices. Contract value changes as subject to external funding (e.g. TfL and DfT).

<b>Contract</b> (Officer / Register No.)	<b>Start Date</b> (Core Contract)	<b>End Date</b> (Core Contract)	<b>Extension / Waiver</b>	<b>Contractor(s)</b>	<b>Contract Value + Extension Value (£)</b>	<b>2016/17 Projected Spend* (£)</b>	<b>Environment PDS Notes</b>
<b>CONFIRM</b> (Tommy Keys / ecm_40646)	01.07.95	<b>31.06.16</b>	Renewed annually	Pitney Bowes Software	208k	52,610	Software Licence used for managing a variety of services. Initial purchase in 1995. Cost comprises annual support and maintenance.  TCV determined using 4-year rule.
<i>Parking (Ben Stephens)</i>							
<b>Parking Enforcement</b> (Ben Stephens / ecm_3645)	01.10.06	30.09.11	Extended to <b>30.09.16</b> (Proposed further extension to 02.04.17)	Indigo (formerly Vinci Park Services UK Ltd.)	23.2m (inc. extension to Sept 2016)	2,449,050	Gate review ( <a href="#">ES15020-17.03.14</a> ) Tender Notice: w/c 25.04.16 Award of Contract: November 2016 Commencement: 3 April 2017 See Report: ES16029 07.06.16 (also Executive) for proposal / interim arrangements
<b>Parking ICT</b> (Ben Stephens / ecm_3645)	01.04.13	<b>30.09.16</b>	(Proposed extension to 02.04.17)	ICES Ltd.	238,000	81,770	Shared ICT service with LB Bexley (costs are LB Bromley only).  <i>See 'Parking Enforcement' comment regarding future and interim arrangements</i>
<b>Parking Bailiff Services</b> (Ben Stephens / ecm_40609)	01.04.14	<b>30.09.16</b>	(Proposed extension to 02.04.17)	JBW Judicial Services Phoenix Commercial Collections Newlyn plc	625k (estimated income - recovered debt excluding Bailiff's fees)	250k (estimated income - recovered debt excluding Bailiff's fees)	All Parking contracts co-terminus 30.09.16 Income included in PCN budget.  <i>See Parking Enforcement comment regarding future and interim arrangements</i>
<b>Parking Mobile Phone Bookings</b> (Ben Stephens / ecm_40610)	17.03.10	16.03.13	Extended to 16.03.15 Extended to <b>30.09.16</b> (Proposed further extension to 02.04.17)	RingGo (Cobalt)	67,000 + 120,000 + 113,000 (total income LBB and contractor)	16,000 (net income LBB only)	Waiver (Feb. 2015) extended contract beyond expiry date (16/03/15) to 30.09.16 (to be co-terminus with other Parking contracts).  <i>See Parking Enforcement comment regarding future and interim arrangements</i>

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<i>Transport &amp; Highways (Nigel Davies)</i>							
<b>On-street Poster Sites</b> (inc. lamp columns) (Andrew Rogers / ecm_40608)	10.07.01	<b>09.07.16</b>	6-month extension can be taken by E.D.E&CS under CPR 23.7 (to 09.01.17)	Clear Channel	405,000	45,405 (income)	Contract expires 09.07.16. <a href="#">ES15081</a> : 24.11.15 sets out tendering proposals which need to conform to new regulations. 6-month extension can be taken by E.D.E&CS under CPR 23.7 (to 09.01.17)
<b>Bus Shelter Poster Sites</b> (Andrew Rogers / ecm_40608)	10.07.01	<b>09.07.16</b>	n/a	Transport for London	900,000	45,405 (income)	TfL notified LBB (22.05.15) that contract and income terminate on expiry: 09.07.16. Continuing correspondence between LBB and TfL regarding this.

*ragging reflects E&R PDS Contract Reporting Rules (the timeliness of procurement activity)*

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