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DATE: 7 March 2018

To: Members of the
ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Councillor Samaris Huntington-Thresher (Chairman)
Councillor Catherine Rideout (Vice-Chairman)
Councillors David Cartwright QFSM, Ian Dunn, Ellie Harmer, Terence Nathan,
Angela Page, Sarah Phillips, Melanie Stevens and Michael Tickner

A meeting of the Environment Policy Development and Scrutiny Committee will be held at Bromley Civic Centre on **THURSDAY 15 MARCH 2018 AT 7.00 PM**

MARK BOWEN
Director of Corporate Services

Copies of the documents referred to below can be obtained from
<http://cds.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 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 Friday 9th March 2018.

- 4 MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING HELD ON 30TH JANUARY 2018 (Pages 5 - 36)**

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 Friday 9th March 2018.

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

Portfolio Holder decisions for pre-decision scrutiny.

7 BUDGET MONITORING 2017/18 (Pages 37 - 48)

8 CAPITAL PROGRAMME MONITORING - 3RD QUARTER 2017/18 AND CAPITAL STRATEGY 2018 TO 2022 (Pages 49 - 56)

9 HIGHWAY INVESTMENT (Pages 57 - 62)

10 LOWER SYDENHAM TO BROMLEY QUIETWAY PUBLIC CONSULTATION REPORT AND FINAL PROPOSALS (Pages 63 - 80)

11 GREENWICH TO KENT HOUSE QUIETWAY (BROMLEY SECTION) PUBLIC CONSULTATION REPORT AND FINAL PROPOSALS (Pages 81 - 102)

12 VEHICLE FOOTWAY CROSSOVERS REVIEW (Pages 103 - 106)

13 PRE-DECISION SCRUTINY OF REPORT TO THE EXECUTIVE

Executive decision for pre-decision scrutiny.

14 POT HOLE ACTION FUND (Pages 107 - 110)

POLICY DEVELOPMENT AND OTHER ITEMS

15 STREET CLEANSING CONTRACT SCRUTINY (Pages 111 - 130)

16 BLUE BADGE MISUSE (Pages 131 - 162)

17 FORWARD WORK PROGRAMME AND MATTERS ARISING (Pages 163 - 168)

PART 2 AGENDA

18 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

19 EXEMPT MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING HELD ON 30TH JANUARY 2018 (Pages 169 - 170)

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 7.00 pm on 30 January 2018

Present

Councillor Samaris Huntington-Thresher (Chairman)
Councillor Catherine Rideout (Vice-Chairman)
Councillors David Cartwright QFSM, Ian Dunn,
Ellie Harmer, Angela Page, Sarah Phillips,
Melanie Stevens and Teresa Te

Also Present

Councillor William Huntington-Thresher and
Councillor Tim Stevens

40 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies were received from Cllr Terence Nathan and Cllr Michael Tickner.
Cllr Teresa Te attended as alternate for Cllr Tickner.

41 DECLARATIONS OF INTEREST

There were no declarations of interest.

42 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

There were no questions to the Committee.

43 MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING HELD ON 15TH NOVEMBER 2017

The minutes were agreed.

44 QUESTIONS TO THE PORTFOLIO HOLDER FROM MEMBERS OF THE PUBLIC AND COUNCILLORS ATTENDING THE MEETING

A total of 12 questions had been received – three for oral reply and nine for
written reply. Details of the questions and replies are at **Appendix A**.

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

a CAPITAL PROGRAMME MONITORING - 2ND QUARTER 2017/18

Report FSD18007

At its meeting on 6th December 2017, the Executive agreed a revised Capital Programme from 2017/18 to 2020/21. Changes in respect of the Environment Portfolio were outlined and a revised programme for the portfolio presented. Report FSD18007 also included actual spend against budget at second quarter stage and comments on progress for individual schemes/projects.

RESOLVED that the Portfolio Holder be recommended to note and confirm the changes agreed by the Executive on 6th December 2017.

b HIGHWAY INVESTMENT

Report ES18011

Following the Council decision on 12th December 2016 to approve capital funding of £11.8m for investment in planned highway maintenance, Members considered future schemes of planned carriageway and footway maintenance, comprising Phase 4 of the investment programme. Works associated with the first three phases had progressed well and current commitments/expenditure at December 2017 totalled £6.52m.

Improving the condition of the borough's non-principal and unclassified roads and footways would reduce reactive maintenance and enable annual revenue savings of £2.5m, totalling £12.5m over a five year period from 2017/18 (partly offset by an estimated £167k reduction in treasury management income over the period).

Priorities for the initial phases were based on a condition survey completed in October 2015 and a further borough-wide assessment had recently been commissioned to identify carriageways and footways needing repair. The Phase 4 schemes (estimated cost value at £2.45m) were identified as highest priorities in the latest survey results. A further report proposed for March 2018 would seek approval for the project's final phases.

Any necessary on-going maintenance would be funded from the routine and reactive highway maintenance budgets (revenue budgets).

Cllr Tim Stevens (Farnborough and Crofton) highlighted that all Farnborough and Crofton Members supported proposed schemes in the ward.

As the current highway contracts now end in June 2018 (it had been necessary to change the procurement strategy and timescale of the new highway contracts), final phases of the proposed footway programme were likely to be carried over to the new contracts. As such, Members proposed

that the footway works concerned be replaced with further carriageway works in the current phase to take advantage of existing contract rates (carriageway works being more expensive and quicker to complete than footway repairs). Funding could be diverted to carriageway works although the level of works would not be known until mid-April.

A list of Phase 5 carriageway/footway schemes was being compiled and it was intended to complete as much work as possible under the present contract. There was no major footpath problem in the borough but work was ongoing to identify structurally unsound footways. Any road highlighted by Members for repair would be inspected again and considered.

RESOLVED that the Environment Portfolio Holder be recommended to:

(1) agree that, subject to (2) below, the schemes listed at Appendix A to Report ES18011 form the next phase of the Council’s investment programme of planned highway maintenance for 2017/19 to be undertaken by the Council’s existing highway term maintenance contractors;

(2) agree that where any footway work at (1) above is likely to be carried over to the new highway contracts, this be replaced with further carriageway work to achieve best value under rates offered by the current contracts; and

(3) as much work as possible under the investment programme (including Phase 5 and any further works) be undertaken before the start of the new highways contracts.

c ELECTRIC VEHICLE (EV)/ULTRA LOW ELECTRIC VEHICLE (ULEV) CHARGING POINTS

Report ES18010

Agreement was sought to trial residential on-street charging points and increase the 2018/19 LIP budget allocation for the trial to £20k.

Through the Source London Scheme, EV Public Charging Points were already installed at the following locations (funded from TfL LIP monies):

Location	Number of units	Status	One-off installation costs (£)	2018/19 Income per annum (£)
Car Parks				
Bromley, Civic Centre car park	2	Active	460	600
Bromley, The Hill car park	2	Active	460	600
Beckenham, St Georges car park	2	Active	460	600
Penge, Penge East Station	2	Active	460	600

Beckenham, New Beckenham car park	2	Active	460	600
Sundridge, Burnt Ash Lane car park	4	Active	600	1,200
Hayes, Hayes Station Approach	2	Active	460	600
On street				
Chelsfield, The Meadway	2	Active	400	600
Bromley, South Hill Road	2	Active	400	600
TOTAL	20		4,160	6,000

Upon each charging bay unit being active for a year, L B Bromley receives £300 annually per bay from BluePoint London (BPL). As such, £6k will be received in 2018/19, of which part will be necessary for annual maintenance of the units (estimated to be £100 per unit per annum). Penalty tickets for misuse might also bring additional revenue.

Customers pay a monthly subscription for Source London membership and are able to charge their vehicle at any Source London location. L B Bromley incurs no costs for the chargers and electricity use is paid by customers (normal parking charges continuing to apply in public car parks). In certain locations, not subject to pay and display parking, and following consultation with the Portfolio Holder and Ward Members, further potential charging point locations under Source London are proposed for installation in the next year (again funded by existing TfL LIP monies). The sites are listed below and income of £7.2k should be received during 2019/20.

Location	Number of spaces	Current Status	One-off installation costs (£)	Income per annum (£)
On Street				
West Wickham, Glebe Way	3	Free parking	400	900
Bromley, Ravenscroft Avenue	3	Free parking	400	900
Bickley, The Avenue	3	Free parking	400	900
Crystal Palace, Brunswick Place	3	Free parking	400	900
Penge, Clevedon Road	3	Free parking	400	900
Orpington, Homefield Rise	3	Free parking	400	900
Shortlands, Valley Road	3	Free parking	400	900
Petts Wood, West Way	3	Free parking	400	900
TOTAL	24		3,200	7,200

For residents with off-street parking, the Government currently offers a grant of up to £500 towards a home charging unit, with some manufacturers offering units at no additional cost when purchasing a new electric/ULEV vehicle. For those without off-street parking, a number of Councils, including R B Kensington and Chelsea, L B Westminster and L B Hounslow, have successfully trialled trickle-charging points in lamp columns using funds from the *Go Ultra Low City Scheme (GULCS)*. Similar residential charging points were proposed for roll-out in L B Bromley (funded initially from £20k LIP funding) with a trial commencing in 2018/19 for 8 to 20 charging points (some locations possibly using bollards rather than lamp columns if necessary). As the charging points are separate from Source London they will not attract £300 income per charging point. But as income from BPL charging points (under Source London) comes on-stream in 2018/19, the balance of resources after maintaining the BPL sites can fund any additional trickle charge sites, with no further call upon LIP or L B Bromley funds. A proposed £1 fee per charge (additional to a resident's energy payment to the supplier) was expected to yield sufficient income to cover the annual maintenance cost for each charging unit, estimated at £100 per annum. Net surplus income could be ring-fenced for additional trickle points (subject to future review given the Council's financial position) and parking income would be maintained in view of new sites being away from pay and display bays.

BPL were also progressing the installation of charging points for electric taxis at no cost to L B Bromley (see below) with income of £2.4k to be received during 2019/20.

Location	Number of spaces	Current Status	One-off installation costs (£)	Income per annum (£)
On Street				
Bromley, Elmfield Road	2	Within rank	nil	600
Bromley, Walters Yard	3	Within rank	nil	900
Orpington, Crofton Road	3	Within rank	nil	900
TOTAL	8		0	2,400

In discussion, Members were advised of a recent scheme by the Office for Low Emission Vehicles where up to 75% of the cost of procuring and installing charge points is available to councils with remaining costs funded by councils through public and private sources. Given the level of grant available, the scheme would be even more favourable to the Council.

The Portfolio Holder highlighted the importance of EV Charging Points for the borough, supporting a trial of lamp column charging units for residents without off-street parking, but suggesting that a £1 fee per charge might need further consideration with a policy first developed and trialled. As an interim measure, the Portfolio Holder was content for surplus BPL income to be ring-fenced for additional trickle-charge points subject to a successful trial and to seeing how technology might change e.g. development of any charging stations.

Supporting residential charging points, a Member suggested that the level of charge points covered in Report ES18010 seemed small given the extent of likely future demand for EVs consequent upon a ban of new petrol/diesel cars and vans from 2040. A change to EVs was huge and the Member suggested a working party to gain more knowledge on the subject. The Portfolio Holder highlighted a policy development need for residential charge points, questioning whether the Council should forecast a future market or await developments. Supporting a PDS Working Group on the matter, he suggested a need for Member input now rather than delay until the future is clear. The greatest demand for residential charging is probably in the north of the borough and he felt the trial should proceed with officers engaging Members to see how it goes. Members were advised that fuel companies are also making developments in the provision of charging points (at fuel stations).

With charging points at the Burnt Ash Lane Car Park (Plaistow and Sundridge) not as well used as others, Members were advised that BPL choose locations which are then put to the Council for agreement. There is no cost to L B Bromley for the charging points or for charge points for Zero Emission Capable (ZEC) taxis (such charging points being identified in consultation with taxi drivers). Although usage appeared to vary widely, it was thought helpful to understand BPL's methodology for charge point locations and to know the extent of BPL success. Knowing the location of Source London/BPL members for any clusters of users would also help as would the impact (of charging points) on matters such as car park revenue.

Under the Source London/BPL scheme, charging point installations are undertaken by energy supplier, SSE, who also liaise with UK Power Networks. Consultation/dialogue takes place across London. Officers also meet regularly with Enterprise who are keen to explore EVs for their Car Club. Under rapid charge, ZEC taxis can charge within 15 minutes. As well as rapid charge, other levels of charging comprise a longer standard charge and an overnight trickle charge.

Supporting EVs, a Member preferred not to move ahead too quickly, considering it important to see how the market develops for alternative fuels; Volkswagen were understood to be investing heavily in hydrogen powered vehicles. The Chairman highlighted that costs for lamp column charging are reducing and technology could advance. Although a rapid charge might not be possible from lamp columns, a rapid charge might be available from units in bollards. Should they not be wanted, charging units can be removed from lamp columns.

Appendix 1 to Report ES18010 highlighted the top eight London boroughs for low emission vehicle registrations, and the top six for EV registrations, and a check would be made on whether the registration information can be narrowed by post-code. Information/evidence to help confirm areas for residential charging points would be helpful. The Portfolio Holder asked for Member comments on whether spaces outside of lamp columns should be reserved.

A Member suggested that the experience of central London boroughs be considered; another recommended that the proposed trial include reservation of spaces and monitoring of (charging point) usage. It was confirmed the units would be protected from vandalism being contained within a lamp column.

With reservations on a £1 cost per charge for residential charging, the Chairman had concerns about financial sustainability. Although it might be possible to call upon grant income, a net surplus of BPL income was not certain for installing additional charge points. It was good practice to ensure that costs covered themselves; only at that point any (surplus) funds could be returned to investment strategies. In response, Members were reminded of recent information from the Office for Low Emission Vehicles, potentially providing a new funding stream.

RESOLVED that the Portfolio Holder be recommended to:

- (1) note progress made in developing a network of public charging points;**
- (2) note the need to make provision for residents who own EV/ULEV vehicles but have no access to off-street parking to charge their vehicles on-street;**
- (3) investigate locations with Ward Councillors to trial the installation of lamp column trickle charging points in an area or areas agreed with respective Ward Councillors;**
- (4) investigate tariff strategies for lamp column charging based upon further work; and**
- (5) investigate other strategies that can be used (e.g. new information) to install additional trickle charging points (following a successful trial) rather than ring-fence any net surplus of income from BPL (paragraph 4.4 of Report ES18010).**

46 SCADBURY PARK MOATED MANOR

Report ES18008

For urgent repairs and brickwork stabilisation at the Medieval Moated Manor House, Scadbury Park, Executive approval was sought to apply to Historic England (HE) for a Heritage at Risk (HAR) Grant of £95k. Match funding of £60k would be required (£53k from the earmarked reserve for Friends Groups and £7k from existing revenue budgets), resulting in a total cost of £155k.

The Manor site and fishponds was designated by HE as a Scheduled Ancient Monument (SAM) in 2013 and in 2014 was added to the HAR Register, classified as having “*Extensive significant problems with a declining trend and vulnerability for collapse*”. The standing remains of the manor house have a

variety of structural problems with the walls increasingly under stress and the fragile brickwork in need of attention.

L B Bromley previously secured a three year £20k Management Agreement from HE for periodic maintenance and capital works, including the control of vegetation, felling of trees threatening the moat, soft capping and propping of sensitive walls with HE and L B Bromley each providing up to £10k. The arrangement would end in January 2018.

In 2016, a £12.6k HAR Grant for a Condition Survey (with £3k match funding from L B Bromley) detailed key areas at risk from further deterioration and proposed a timescale of works estimated to cost in excess of £1.3m for capital works (taking the highest estimate in cases of different conservation options). However, it was now necessary to refine indicative costings for the most urgent work and obtain up-to-date prices.

There was now potential for an additional three-year £20k Management Agreement jointly funded by HE and L B Bromley and HE would welcome a further HAR Grant application (£95k) for the first stage of repair works to address the most urgent stabilisation works (Large Cellar, Narrow Passage and South Moat Wall). Conditions would include maintaining the property and having a condition survey of the property every five years. Should indicative costings in a maintenance plan exceed the current site maintenance budget (£3.3k), alternative funding options would be sought. Although HE would expect a commitment to the conditions, there would be no obligations to deliver remaining phases of works outlined in the condition survey. Although match funding for the grant could be lower than 50%, other potential funding sources would need to be explored including The Chislehurst Society, Orpington District Archaeological Society (ODAS), and Friends. L B Bromley was expected to be the main funder for the current application with others contributing to any subsequent phases.

To enable the HAR grant application it was intended to recruit a Conservation Accredited Professional at £35k and have a further £25k of match-funding expenditure towards capital costs for the Phase 1 repair works. For this second HAR Grant application, the professional would need to secure tender prices of capital works for the three identified areas of the Moated Manor and be expected to project manage the Phase 1 repair works to deliver a successful second grant application. The associated Consultant works would be undertaken in three phases estimated to cost £35k in total (£7k for Phases 1 and 2 and £28k for Phase 3). Should Phase 1 indicative costs (for on-going maintenance) be satisfactory, the consultant would be instructed to continue to Phase 2. But if they exceed the value covered by the Parks Management budget, alternative funding sources would be explored; if unsuccessful, officers would not proceed with the project.

On securing tender prices for the identified works, a package of repair works is expected to be created to the value £120k, forming the basis of the HAR grant application. In the interim, an outline application to HE, by the end of their financial year, would register an expression of interest.

For the future, HE had indicated they might consider a third or even fourth HAR application for capital repair works. But longer-term, the remainder of investment might need to come from a larger funder such as the Heritage Lottery Fund (HLF) - all such grant applications needing match-funding and a vision in place for the park. Application could also be made for an HE Capacity Building grant to employ a dedicated resource to produce an HLF application. This would be expected to follow a second HAR application but any future grant applications would depend on grant conditions (it might not be possible to commit to future maintenance requirements given the Council's financial position).

In discussion, it was reported that Chislehurst Ward Councillors had been approached for views with Councillors Ian Payne and Katy Boughey both supportive and Cllr Eric Bosshard yet to provide views.

Concerning any intention to increase public use of the site, the site is accessible to view from a distance by the public and ODAS had undertaken work to enable it to be opened up to visitors on open day events. To open up the site for close viewing it would be necessary to look at other phases of repair work, on-site infrastructure and accessibility and there could be opportunity for an HLF application in the future. A vision for the site was currently being developed and stakeholders were being engaged; Members would receive a report back in due course.

The HAR grant application was intended to be submitted before the end of the current financial year. AECOM had also been approached to assist with the recruitment process for a suitable Conservation Accredited Professional.

The Portfolio Holder highlighted that a lot of work had been taken forward at High Elms Country Park and at Crystal Palace Park and Scadbury Park provided a third significant green asset in the borough.

In terms of Council responsibilities for the park, these included a landowner obligation for the site and responsibility to seek written permission of the Secretary of State for Digital, Culture, Media and Sport for any improvement works at the site (HE having designated the site a Scheduled Ancient Monument).

The Chairman referred to the importance of supporting such items and Members **RESOLVED that:**

(1) the Portfolio Holder be recommended to agree to allocate £53k from the Earmarked Reserve set aside for Friends Groups along with £7k from the existing parks revenue budget, to be used to part fund the project; and

(2) the Executive be recommended to approve:

- **submission of a Heritage at Risk Grant application to Historic England for £95k for the project management and delivery of urgent works;**
- **acceptance and delivery of the grant, if successful, with its associated terms and conditions, subject to costs identified within the maintenance plan being funded within existing budgets and or any additional secured external funding;**
- **tendering of capital works identified by the Condition Survey as 1A Urgent works, estimated to be £120k;**
- **appointment of a Conservation Accredited Professional to develop, and project manage the scheme, at an estimated cost of c£35k; and**
- **the scheme being added to the Capital Programme, at a total cost of £155k, funded from a £60k contribution from revenue and a Historic England grant of £95k, if successful.**

**47 ENVIRONMENT PORTFOLIO PLAN 2017/20: HALF-YEAR
PROGRESS REPORT FOR 2017/18**

Report ES18003

Members considered a six-month update on progress against aims/commitments in the latest 2017/20 Environment Portfolio Plan.

Particular highlights outlined to Members included:

- 98.6% (rather than 90%) of streets in the first six months of 2017-18 meeting acceptable cleanliness standards;
- 74% public satisfaction with the cleanliness of streets in 2017/18 (increasing from 71% in 2016/17);
- fewer fly-tipping incidents in the first two quarters of 2017/18 compared to the previous three years;
- 23,660 Green Garden Waste customers (an increase of 12% on the same period last year);
- 49.63% of household waste recycled/composted for the first six months of 2017/18 with a 50% target for the second six months of 2017/18;
- total amount of waste landfilled at an all-time low;
- over ten illegal traveller incursions into LBB parks and open spaces dealt with by L B Bromley, Ward Security and the Police;

- public realm schemes progressing to timetable and budget for Beckenham High Street, Penge High Street, Bromley High Street and Walnuts Shopping Centre, Orpington;
- the number of Fixed Penalty Notices and Defect Notices issued to Utilities has fallen;
- measures to help reduce congestion;
- fewer parking appeals against PCNs issued by L B Bromley heard by London Tribunals (formerly PATAS).

The Portfolio Holder also referred to leaf clearance last autumn, street cleansing, parks and greenspace, recycling, and residual household waste. The Priority 1 Audit recommendations were addressed or almost addressed and a budget underspend was projected for the Portfolio. Traffic schemes were also progressing and consultation was near completion for two cycle Quietway schemes through the borough (Lower Sydenham to Bromley and Kent House to Greenwich).

It was necessary for the Portfolio to achieve as well as possible - little scope existed for further efficiencies but incentivising contractors might assist. Challenges included the Mayor of London's aim to make London a zero waste city and by 2026 the Mayor intends that no biodegradable or recyclable waste is sent to landfill. In this regard, private waste contractors (e.g. Biffa) might help by taking recyclable material from trade waste. The Mayor also intends that 65% of London's municipal waste is recycled by 2030. Another potential challenge concerned vehicles not meeting Ultra Low Emission Zone standards in central London moving to outer London boroughs and measures might be necessary to limit such a risk.

Reasons for a reduced level of fly-tipping this year included: effective working between the Council and Police; seizure of vehicles owned and used by offenders; more evidence at national level; issuing Fixed Penalty Notices; and fly-tip offenders being taken to court.

To further promote the Green Garden Waste Scheme, the Chairman suggested that information is included with annual Council Tax letters and asked if this could be explored.

A successful waste treatment trial had been conducted at a specialist Mechanical Biological Treatment (MBT) plant during 2016/17 (by 30th September 2017, 5539t of waste had been diverted from landfill to MBT) and the Council will further develop the programme in 2017/18. Using mechanical and biological processes to sort waste, an MBT plant stabilises and separates waste unsuitable for recycling, extracts recyclable materials, and produces a solid recovered fuel (SRF) for industrial thermal applications. The plant prevents waste going to landfill so reducing the Council's landfill tonnage.

In collaborative working with the Bromley and Orpington Business Improvement Districts (BIDS), a successful trial of commercial paper recycling (by SP First Mile Centre) had taken place; as the BIDS operate directly with private waste disposers, their recycling is not included in the Council's recycling rate.

To further improve recycling, the Portfolio Holder referred to opportunities presented by Environmental Services commissioning (including addressing food waste recycling, where performance had gradually slipped).

Under Neighbourhood Management, street cleanliness is checked alongside other activities. A total of 1971 inspections are carried out per month with each inspector covering two wards. Some aspects of litter e.g. fast food litter are easier to control with other items e.g. gum and cigarette butts more difficult. To collect such items more effectively, new suction technology is being trialled in Penge and high impact solutions are now necessary to achieve further improvement. More rural areas also presented an increased challenge with litter (e.g. fast food packaging) discarded from vehicles. Rather than close a littered rural road for cleansing, more innovative solutions were thought necessary e.g. a stop and go approach.

Littering by schoolchildren was also highlighted, including areas around schools in Bickley and The Ravensbourne School. Members were advised that waste bin capacity along Hayes Lane had increased; bins were often full with litter indicating use by Ravensbourne School pupils. Newer waste bins are slightly slimmer but larger in capacity with a smaller opening to prevent household waste.

Concerning resilience to flood risk, an enquiry was made on the Council's partnership with Thames Water. As Lead Local Flood Authority, the Council had a responsibility to ask Thames Water (as waste water authority) to look at specific assets; however, there was a reluctance by Thames Water to take responsibility for some assets formerly under local authority control e.g. culverts and the sewer beneath the A21 in the borough. Officers were working closely with Thames Water to try and address the problem.

RESOLVED that six-month progress against the Environment Portfolio Plan's aims for 2017/18 be noted.

48 DRAFT 2018/19 BUDGET

Report FSD18010

Members considered the Portfolio Holder's Draft 2018/19 Budget incorporating the full year effect of savings agreed as part of the 2017/18 Council Tax Report and any further savings approved during the year resulting in reductions in the Council's medium term "budget gap".

Executive requested that each PDS Committee consider the proposed initial draft budget savings and cost pressures for their Portfolio with the views of

each PDS Committee reported back to the Executive's next meeting when recommendations were expected to be made to Council on 2018/19 Council Tax levels. There continued to be outstanding issues and areas of uncertainty for the Draft 2018/19 Budget and any further updates would be included in the Council Tax report to Executive.

In supporting the draft budget, reference was made to an increasing number of properties in the borough - the level now rising on average by about 1000 properties annually. The annual additional cost of collection (refuse, recycling and food waste) and waste disposal for the new properties amounts to approximately £134k to the waste budget. Although this represented a growth item for the budget, Council tax revenue was also received for the properties and the waste budget (set centrally each year) reflected waste and recycling collection costs.

RESOLVED that:

(1) the update on the financial forecast for 2018/19 to 2021/22 be noted;

(2) the initial draft 2018/19 Budget be noted as a basis for setting the 2018/19 Budget; and

(3) the Committee's comments on the initial draft 2018/19 Budget be provided for the Executive to consider at their meeting on 7th February 2018.

**49 PARKING SERVICES - CONTRACTOR PERFORMANCE
 REVIEW, APCOA**

Report ES18007

Report ES18007 highlighted a number of performance issues at the start of the ten-year Parking Services Contract awarded to APCOA Parking (UK) Ltd on 3rd April 2017 (jointly procured between L B Bromley and L B Bexley with both authorities having separate contracts).

The contract provided a number of challenges for APCOA in the first two months given:

- the scope of the contract;
- delivering services for two boroughs; and
- a number of services traditionally undertaken by the Council being handed over to APCOA on a single date.

A number of Key Performance Indicators (KPIs) address key areas of the contract with monthly invoice deductions made for poor performance.

On enforcement and deployment of Civil Enforcement Officers (CEOs), APCOA fell below minimum standards on several occasions during initial

months of the contract and a number of significant deductions were made from monthly contract payments. A number of CEOs employed by the previous contractor opted not to transfer to APCOA creating a knowledge gap and logistical/operational weakness. New managers, supervisors, and CEOs were sought with a consequent settling in period and with the lease for a permanent base not secured until September 2017, APCOA moved in the meantime from a temporary office for three months to the Civic centre for a six-week period.

To help fill the knowledge gap, officers offered advice and instruction on local matters and best operational practice. Although APCOA's revised deployment plan will help meet contract requirements, officers will continue close working to stabilise and build on improvements in recent months, ensuring satisfactory geographical coverage, deployed hours and shifts, and agreed modes of transports (moped, car or foot).

Between April and May 2017, some payment machines were unable to take customer payments due to familiarisation with collection schedules and collecting and transporting cash for payment. Machine repair times were also an issue as additional training was undertaken to manage and repair machines. APCOA completed additional training in May and June ensuring that all engineers are capable of repairing machines. Enhanced training was also provided to Kiosk Attendants for fixes normally completed by engineers at the Civic Centre and Hill multi story car parks. APCOA also improved their service agreement with machine manufacturers to provide a better service when local engineers are unable to fix a machine.

Although APCOA are now responsible for many business processes previously undertaken by the Shared Parking Service (e.g. scanning/logging appeals, printing official PCN recovery documents, email enquiries, Enforcement Agent Warrants, IT management, and reconciling banked monies) considerable work was necessary to fine tune the processes and ensure the full integration of many IT systems. On occasions, some KPIs in this area were not met and KPI penalties applied.

APCOA also underestimated the level of litter which can quickly accumulate in car parks, including instances of fly tipping. Close performance monitoring and officer advice assisted APCOA understand local issues and hotspots but it took a number of weeks for KPI standards on cleaning and maintenance to be met.

Areas where APCOA had delivered to a required standard included: (i) implementing the new *Permit Smarti* System working with latest web technologies and mobile devices so that customers can manage their account online; and (ii) implementing a new customer appeal web interface.

In recent months fundamental improvements had been made in many service areas with issues often addressed quickly and effectively. CEO deployment issues required further input; however, improvement had been made and deployment plans sought to deliver and maintain standards.

Kim Challis, Regional Managing Director APCOA UK and Ireland, attended for the item.

In explaining why APCOA appeared to have insufficiently planned for the contract and not retained enough CEOs, Members were advised that some staff left close to the contract's go-live date and it was not possible to recruit sufficient numbers in the short time period. Those leaving also included CEO supervisors. Ms Challis apologised for the company's performance and explained that she had personally invested much effort to help improve matters. Under TUPE, it is possible for staff to stay to the point of transfer; APCOA changed rotas and shift patterns and when personnel left, the company lost knowledge. The contract continued to be large for APCOA and senior level engagement continued. In future when taking on contracts, APCOA would document knowledge.

The CEO recruitment drive had continued with continuous training provided for CEOs. In valuing staff, APCOA provided monthly performance reviews (PDRs) and at a softer level facilitated rewards such as free tea and coffee in bad weather. Dryers had also been installed in CEO offices to dry wet clothing. Good feedback had been received on the approach by CEOs making enforcement enquiries against blue-badge misuse and APCOA also provided an employee of the year award scheme.

Officers considered the KPIs to be at an appropriate value with financial penalties at a level to impact the company's profitability. A sizeable range of KPIs had been provided for enforcement, being a large area of the contract. Ms Challis was not aware of another APCOA parking services contract in the UK and Ireland having a similar (extensive) level of KPIs.

A crossover of staff existed within Bromley and Bexley boroughs; the Radio Control Room is based at L B Bexley. Holiday and sickness cover is also maintained across the boroughs as well as sharing of best practice e.g. blue badge enforcement.

Officers felt that KPIs in the contract had the desired effect. Getting defaults without interruption to service flow is a difficult area when bringing forward a contract. APCOA agreed the KPIs; punitive measures at the start of a contract can have undesirable consequences at a later stage and if KPIs are less punitive, contractors can add value to a pricing structure later. Some defaults had yet to be applied for the initial poor performance (applying at either the end of the contract term and/or following a trading period of four years).

On areas of innovation, the new *Permit Smarti* System would go live on 1st April 2018 working with latest web technologies and mobile devices. A customer can manage his or her account without contacting the Council and a number of new functions allowed for greater control of back office work and reporting. The technology functioned on tablets as well as PCs and multiple reminders can be sent about permits. Vouchers can also be provided and

contractors can apply online for dispensation to park on double yellow lines. Other online transactions include parking season ticket applications.

Potential financial/operational benefits were being reviewed and it was intended to improve customer experience. Businesses were also being engaged. APCOA proposed to convert the Civic Centre and Hill multi-story car parks to Pay and Display including an option for cashless payment via smart phones or other devices (consistent with other car parks and on street locations). With the contract covering a ten-year period, sufficient flexibility was necessary to deal with change and innovation.

RESOLVED that the content of Report ES18007 be noted, particularly the issues occurring at the start of the contract and actions taken to rectify the problems.

50 CONTRACTS REGISTER

Report ES18002

Members received an extract related to Environment contracts from the November 2017 Contracts Register. A further copy considered under Part 2 proceedings included commentary for each contract.

Of 230 active Council contracts greater than £50k in value, 21 contracts related to the Environment Portfolio.

Members were advised that the Council Fleet Hire contract had been extended to May 2019 (a contract end date of 5th November 2018 being recorded on the Contract Register extract).

For Members unable to distinguish colours in Red/Amber/Green codes, it was suggested that the colours are also identified by other means e.g. highlighting the colours in words or initials (with a short key).

RESOLVED that the Part 1 Contract Register extract appended to Report ES18002, covering contracts for the Environment Portfolio greater than £50k in value, be noted.

51 RISK REGISTER

Report ES18004

Based on information to the Audit Sub-Committee on 8 November 2017, Report ES18004 presented a revised Environment and Community Services Risk Register.

It was intended to present Risk Registers to each Departmental Management Team, relevant PDS committee, and the Audit Sub-Committee twice a year for scrutiny of risk management activity. Risks should also be reviewed (by Risk Owners) at a frequency proportionate to the risk they presented.

RESOLVED that the Environment and Community Services Risk Register appended to Report ES18004 be noted.

52 ORAL UPDATE ON PRIORITY 1 AUDIT RECOMMENDATIONS

Except for implementing a direct debit payment system for Green Garden Waste (subject to delay), the Director of Environment was confident that outstanding Priority 1 audit recommendations in his area would be signed off at the Audit Sub-Committee's next meeting (7th March 2018).

53 FORWARD WORK PROGRAMME AND MATTERS ARISING

Report ES18001

Members agreed the Committee's remaining work programme for 2017/18, noting progress on requests made at previous meetings.

An item for the Committee's first meeting of the 2018/19 Council Year was also highlighted at Appendix 1 to Report ES18001.

RESOLVED that:

- (1) the Committee's remaining 2017/18 work programme be agreed; and**
- (2) progress concerning previous Committee requests be noted.**

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

55 EXEMPT MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING HELD ON 15TH NOVEMBER 2017

The exempt minutes were agreed.

56 CONTRACTS REGISTER - PART 2 APPENDIX

Members considered a Part 2 Contracts Register extract (for the Environment Portfolio) which included exempt commentary for each contract listed.

The Meeting ended at 10.06 pm

Chairman

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QUESTIONS TO THE ENVIRONMENT PORTFOLIO HOLDER FOR ORAL REPLY

From Cllr Sarah Phillips

There were some questions about safe crossing points and other safety measures on Village Way at the last Full Council meeting.

Can the Portfolio Holder give an update on the follow up he promised by traffic officers, to see if there are any measures that might be effective and reassuring.

Reply

Officers have undertaken traffic speed and volume surveys, along with pedestrian surveys, and have indicated to Members that they will be recommending a pedestrian refuge island is installed in Village Way adjacent to the junction with Whitmore Road.

The Council is also seeking the views of the nearby Harris Academy in respect to their Travel Plan, which does not at present mention Village Way. It is disappointing that their Travel Plan is not consistent with their public statements. We are engaging with the school to try and remedy the situation.

Supplementary Question

Cllr Phillips asked if there are any dates and whether the public is aware that a pedestrian refuge island is recommended for installation in Village Way.

Reply

The Portfolio Holder indicated that the public is not aware.

The recommendation is at feasibility stage, progressing to drawings, and then to consultation with Ward Members. Should Ward Members be content with the recommendation, it can proceed; however, it was not possible to predict Ward Member views.

From Cllr Ian Dunn

1. Please provide an update on progress with the tendering of the Environmental Services contract.

Reply

The OJEU notice for lots 1 to 4 was published on 8th January 2018.

Initial responses are due back on 7th February 2018.

(Democratic Services Note: following the meeting this date was subsequently extended by the Director of Commissioning to 21st February 2018).

Officers are currently fielding clarification questions from the market.

The OJEU notices for the Highway Contracts were published on 12th February 2018.

Supplementary Question

Cllr Dunn suggested there is an express, compressed process, which is nine months behind, with 14 months remaining prior to the current contract expiring. Cllr Dunn asked the Portfolio Holder what action he is taking.

Reply

The Portfolio Holder indicated that work is currently proceeding to achieve a fixed price. The Portfolio Holder added that he is working with officers and suggested that Cllr Dunn's comments in his supplementary question related to the waste contract for which he is working with officers to achieve best price and quality.

2. Please provide the staff tree for the West Neighbourhood team, with forecast dates for any vacancies to be filled.

Reply

The structure chart for the Neighbourhood Management Teams, inclusive of the West Area, is attached. There is one current Neighbourhood Officer vacancy (Neighbourhood Officer 1) which is due to be filled on 17th February 2018. The interview for the Neighbourhood Manager position for the West Area is being held on 26th January 2018. In the interim, operational matters in the area are being managed by Jim Cowan, Neighbourhood Manager, and the contractual management of the Parks and Grounds Maintenance contract is being managed by John Bosley, Assistant Director of Environment.

Structure chart is attached.

Supplementary Question

Cllr Dunn highlighted that the vacancies relate to front line staff and that the former Neighbourhood Manager for West Area left the organisation no later than October 2017. Cllr Dunn enquired why there has been a front line vacancy for the period of time.

Reply

The Portfolio Holder highlighted his Executive appointment from late October 2017 and explained that recruitment takes time to obtain the best person. In the meantime, as previously explained in answers at Full Council, the team had a system to cover vacancies, illness and holidays.

QUESTIONS TO THE ENVIRONMENT PORTFOLIO HOLDER FOR WRITTEN REPLY

From Cllr Ian Dunn

Please provide the date that each road in Clock House Ward, maintainable by Bromley Council was last resurfaced.

Reply

We have reviewed the Council's electronic works order system and have compiled a list of all roads where planned maintenance has been carried out since the start of those records in 2003. These can be found in the attached spreadsheet. There may be available records pre-dating 2003, but it has not been possible to review these in the time available since receiving this enquiry.

From Clive Lees, Chairman, Ravensbourne Valley Preservation Society

1. The new(ish) Crab Hill Pay and Display Scheme is unsatisfactory, underutilised and above all promotes unsafe traffic conditions together with bottlenecks caused by displaced parking. Is the Portfolio Holder aware of these shortcomings?

Reply

It is acknowledged that the pay by mobile bays are not fully utilised at present and I will address this in my answer to your second question. In respect to parking displacement, where new parking restrictions are installed there will always be a certain level of displacement to unrestricted roads and these are a consideration when officers are planning a design. Regardless of any parking schemes, commuter parking can be witnessed in many roads within the borough especially where demand is high due to nearby facilities such as railway stations, hospitals, schools, businesses and shops.

Whilst we appreciate that parking can result in some drivers (at times) needing to give way to on-coming vehicles, we do not consider this to create too many problems or issues. Indeed, parked cars often reduce the speed of passing traffic. Where complaints regarding congestion and pinch points were regularly reported prior to installation of the scheme this is no longer the case. We have also looked into the accident data we receive from the Police regarding accidents in any particular location as this provides additional, useful information. The latest police records show that there have been no collisions resulting in personal injury in locations in and around Crab Hill the last three years. (Please note that the Police only record accidents where a personal injury has occurred, they do not record damage to vehicle only accidents, therefore, it is not possible to accurately record these types of incidences). We have also reviewed additional data for accident reports in the same area over the last 19 years and highlighted that there were three slight personal injury incidents in July 2002, June 2004 and Feb 2005 but nothing at all since.

2. Regarding the above mentioned scheme, residents have long been promised a review but this has not happened. Would the Council now undertake an immediate review of the scheme, in tandem with residents and RVPS, with the intention of remedying its serious shortcomings?

Reply

With regard to a review of the scheme, officers were giving the scheme time to develop a pattern of use before a review was undertaken. Since that time the Council has been

made aware that there is a plan to increase the frequency of rail services provided at Ravensbourne Station which may have an effect on the parking demand locally. It would therefore be remiss to undertake any costly changes and consultations before these details have been established. Precise timeframes for confirmation and implementation of these plans have not yet been provided to the Council, but we expect them to occur this calendar year. I am happy to meet with RVPS to discuss more fully.

From Richard Gibbons

1. Given number of new and/or extensions of borough primary/secondary schools to meet demand, would Portfolio Holder embark on road danger review around schools to inform members/officers of highway infrastructure improvements needed to create safe routes to school and facilitate increase in active travel to mitigate school-run congestion?

Reply

The London Borough of Bromley actually already goes further than you request. A traffic assessment is part of the planning process. It is followed by the School developing a School Travel Plan, ideally in conjunction with the Council. We then engage actively so the School keeps the plans current and to help ensure that road danger is reduced where necessary, so that parents and children are enabled to make choices regarding active travel, thus helping mitigate school-run congestion.

2. A222 and A21 reported to be 24th and 25th most dangerous roads in Britain. Total Injuries and Deaths (TID) on borough roads show marked increase since 2013. Would Portfolio Holder provide data for age groups and genders of drivers responsible for 868/943/923 TID in 2014/2015/2016 respectively?

Reply

The ranking of those two roads considers the whole length in the case of the A21 from London to the Coast, so it is not a good method to determine London Borough of Bromley priorities. The level of detail you request is probably not easy to determine; we will liaise with TfL to see the type of reports that they can produce.

3. Head of Traffic and Road Safety answered outstanding October 2017 PDS question insofar as only 18 of 63 residents' requests in 2016 for speed reduction measures acted on. Would Portfolio Holder consider adopting Bristol's Traffic Choices (<https://www.trafficchoices.co.uk/>) scheme to engage, inform, empower residents to create safer streets?

Reply

The London Borough of Bromley takes a one Council approach and all requests from residents are considered. Bromley prioritises interventions based on a professional assessment of benefits that can be given, firstly to help reduce casualty numbers and secondly to help reduce the negative impact on residents of inappropriate speed. The LIP

funding stream funds both Road Safety and Travel Choices, i.e. cycling and walking. The PDS is consulted on the balance between those two aspects.

As the Council has been addressing these types of issues for many years as a general trend the cost of individual schemes has increased since the projects now being completed are more substantial in nature. That applies whether it is a junction improvement or a walking and cycling scheme. Splitting the budget on a geographical basis is not considered to obtain the best value for Taxpayer funds.

From Colin Willetts

1. Reference (added) bus stops 283/299 Chipperfield Road, i) diagram 12597-01 does not correlate with existing house numbers opposite - why? ii) do you intend to proceed with improvements diagram 12597-02?, iii) could you investigate urgently hardstanding improvements Chipperfield junction Petersham to aid partially sighted/disabled residents alight safely from buses (as described in my email to you 19/1/18)?.

Reply

(i) Drawing 12597-01 Rev A attached shows the correct position of this bus stop and proposed improvements.

(ii) Drawing 12597-02 attached. This is currently out for consultation with local residents and awaiting comments.

(iii) This is a new request and has not been acted upon yet but will be looked at in the coming weeks.

2. Reported 3 1/2 years ago by Mrs O'S 52 Curtismill Way, i) could you repair l/h side LBB flank close board alley fence damaged by contractors renewing adjacent lamp column (also noted kick board adrift), ii) could you install missing section of alley fence with access gate along the frontage shrubbery between cycle barrier and 35 Wateringbury Close (CRM 1421734 - 13/11/17)?

Reply

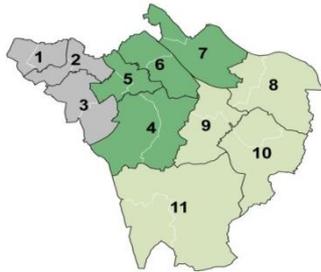
(i) We have reviewed our records and can confirm that a concrete street lighting column was replaced in the footpath adjacent to 52 Curtismill Way in October 2014. There is no record to indicate any fence repair had been undertaken at the time; however, the Council's Area Team is now addressing this matter directly with Mr Willetts and they shall resolve accordingly.

(ii) The missing section of fencing was identified and scheduled for replacement following investigation on 1st December 2017 which also included works to remove and cut back overhanging vegetation. The final repair of the fencing is now scheduled following the completion of the vegetation clearance.

3. Since TWU have over the past three months failed to address drumming manhole covers outside 251 Chipperfield Road, 74 Leeson's Hill and adjacent recycling bank at top of Station Approach SMC (including trip hazard), would the Council now press them vigorously to address this ongoing residential noise disturbance/hazard?

Reply

Thames Water carried out a temporary fix on 17/11/17 and replaced with a new cover on 18/1/18.



ASSISTANT DIRECTOR OF ENVIRONMENT

**NEIGHBOURHOOD
MANAGER
West area**

**NEIGHBOURHOOD
OFFICERS X 3**

- 1**
- Crystal Palace
 - Penge & Cator

- 2**
- Clock House
 - Copers Cope

- 3**
- Kelsey & Eden Park
 - West Wickham

**NEIGHBOURHOOD
MANAGER
Central area**

**NEIGHBOURHOOD
OFFICERS X 4**

- 4**
- Hayes & Coney Hall
 - Bromley Common & Keston

- 5**
- Shortlands
 - Bromley Town

- 6**
- Plaistow & Sundridge
 - Bickley

- 7**
- Mottingham & Chislehurst North
 - Chislehurst

**NEIGHBOURHOOD
MANAGER
East area**

**NEIGHBOURHOOD
OFFICERS X 4**

- 8**
- Cray Valley East
 - Cray Valley West

- 9**
- Petts Wood & Knoll
 - Farnborough & Crofton

- 10**
- Orpington
 - Chelsfield & Pratts Bottom

- 11**
- Darwin
 - Biggin Hill

**ARBORICULTURAL
MANAGER**

**ARBORICULTURAL
OFFICERS X 4**

- West Area
- Central Area
- East Area
- Parks

**ENFORCEMENT
MANAGER**

**ENFORCEMENT
OFFICERS X 6**

- West Area
- Central Area
- East Area
- EnviroCrime
- EnviroCrime
- Markets & Street trading

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job_number	job_notes	site_name	contract_c	site_code
2010-2017				
497883	Major works Resurfacing 2017/18 - Ashleigh Road	ASHLEIGH ROAD	020	20302923
417832	Carriageway resurfacing	AVENUE ROAD	020	20301751
370886	Carriageway resurfacing	BECKENHAM ROAD	020	20301488
494171	Major Works 2017/18 PRN Resurfacing - Beckenham Road	BECKENHAM ROAD	020	20301488
399659	Carriageway resurfacing	BLAKENEY ROAD	020	20302926
487608	Major works resurfacing 2017/18 - Blackeny Road	BLAKENEY ROAD	020	20302926
497702	Major works resurfacing 2017/18 - Blackeny Road second job as surface	BLAKENEY ROAD	020	20302926
472712	Carriageway Major Wokrs 2016/17 - Blandford Road	BLANDFORD ROAD	020	20301842
494596	Major Works Resurfacing 2017/18 - Cedars Road	CEDARS ROAD	020	20301853
440619	2014/15 planned structural Maintenance Programme - Resurface carriage	CHURCHFIELDS ROAD	020	20300883
441705	2014/15 planned structural Maintenance Programme - Resurface carriage	CHURCHFIELDS ROAD	020	20300883
487499	Major works resurfacing 2017/18 - Cromwell Road	CROMWELL ROAD	020	20301872
457551	2015/16 Major Works - Resurface carriageway in SMA binder and 10mm	ELMERS END ROAD	020	20300747
482803	Major resurfacing 2016/17 - Elmers End Road	ELMERS END ROAD	020	20300747
490572	Major Works 2016/17 - works already complete Elmers End Road Antiskic	ELMERS END ROAD	020	20300747
345726	Carriageway resurfacing	ELMERS END ROAD	020	20303586
353650	Carriageway Resurfacing	HAYNE ROAD	020	20301917
487615	Major works resurfacing 2017/18 - Kingston Crescent	KINGSTON CRESCENT	020	20301938
498206	Major works resurfacing 2017/18 - Marlow Road, complete length	MARLOW ROAD	020	20303560
487622	Major works resurfacing 2017/18 - Pelham Road	PELHAM ROAD	020	20301982
487623	Major works resurfacing 2017/18 - Queens Road Beckenham	QUEENS ROAD	020	20301965
380317	Carriageway refurfacing	RAVENSCROFT ROAD	020	20301991
477015	2016/17 Planned Structrual carriageway maintenance programme - Samc	SAMOS ROAD	020	20302966
453203	2015/16 - Planned Structural Maintenance Shrewsbury Road - Resurefaci	SHREWSBURY ROAD	020	20302019
387714	Carriageway resurfacing	STEMBRIDGE ROAD	020	20302121
487624	Major works resurfacing 2017/18 - suffield road	SUFFIELD ROAD	020	20302036
468036	2015/2016 Planned Structural Maintenance Programme - Thornsett Place	THORNSETT PLACE	020	20302126
494385	Major Works resurfacing 2017/18 - Westfield Road	WESTFIELD ROAD	020	20301715
2007-2010				
281579	Carriageway Reconstruction	BECK LANE	019	20301611
269655	Carriageway resurfacing	BECKENHAM ROAD	019	20301488
273473	Correction to job 269655 to pay interim 20k	BECKENHAM ROAD	019	20301488
275200	Carriageway resurfacing As per order 019-10 due to clerical error interim	BECKENHAM ROAD	019	20301488
341905	Carriageway resurfacing	BECKENHAM ROAD	019	20301488
336288	Carriageway Resurfacing	BIRKBECK ROAD	019	20301839
302606	Resurfacing of Buffer zone area at the rear of depot	CHURCHFIELDS ROAD	019	20300883

2003-2006

- 151752 Channel plane and overlay c/way with DBM w/c.
- 166900 Plane off 100mm, lay HDM b/c and overlay with SMA w/c.
- 151763 Plane off and overlay with DBM w/c.
- 160730 Plane off, regulate as needed and overlay with DBM w/c.
- 172977 Part plane and overlay with 35mm DBM w/c.
- 151757 Plane off and overlay with SMA w/c.

AVENUE ROAD	012	20301751
BECKENHAM ROAD	012	20301488
GOWLAND PLACE	012	20301636
HAYNE ROAD	012	20301917
MACKENZIE ROAD	012	20301768
WITHAM ROAD	012	20302054

CHIPPERFIELD ROAD

81

285

Proposed extension to bus stop cage marking

Relocate bus stop post to northern end of bus stop cage 450mm from kerb and 200mm from edge of hardstanding

Existing hardstanding

Proposed extension to bus stop 'A' hardstanding area. 3m x 2m approx. blacktop or similar approved type surfacing

Existing bus cage marking

Page 33

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Job Title:
**CHIPPERFIELD ROAD JCT
 LONGBURY DRIVE
 ORPINGTON**

Drawing Title
**PROPOSED BUS STOP
 IMPROVEMENTS**

Scale @ A4
 1:200
 Date:
 24/07/17
 Drawn by:
 J.J.
 Checked by:
 D.B.

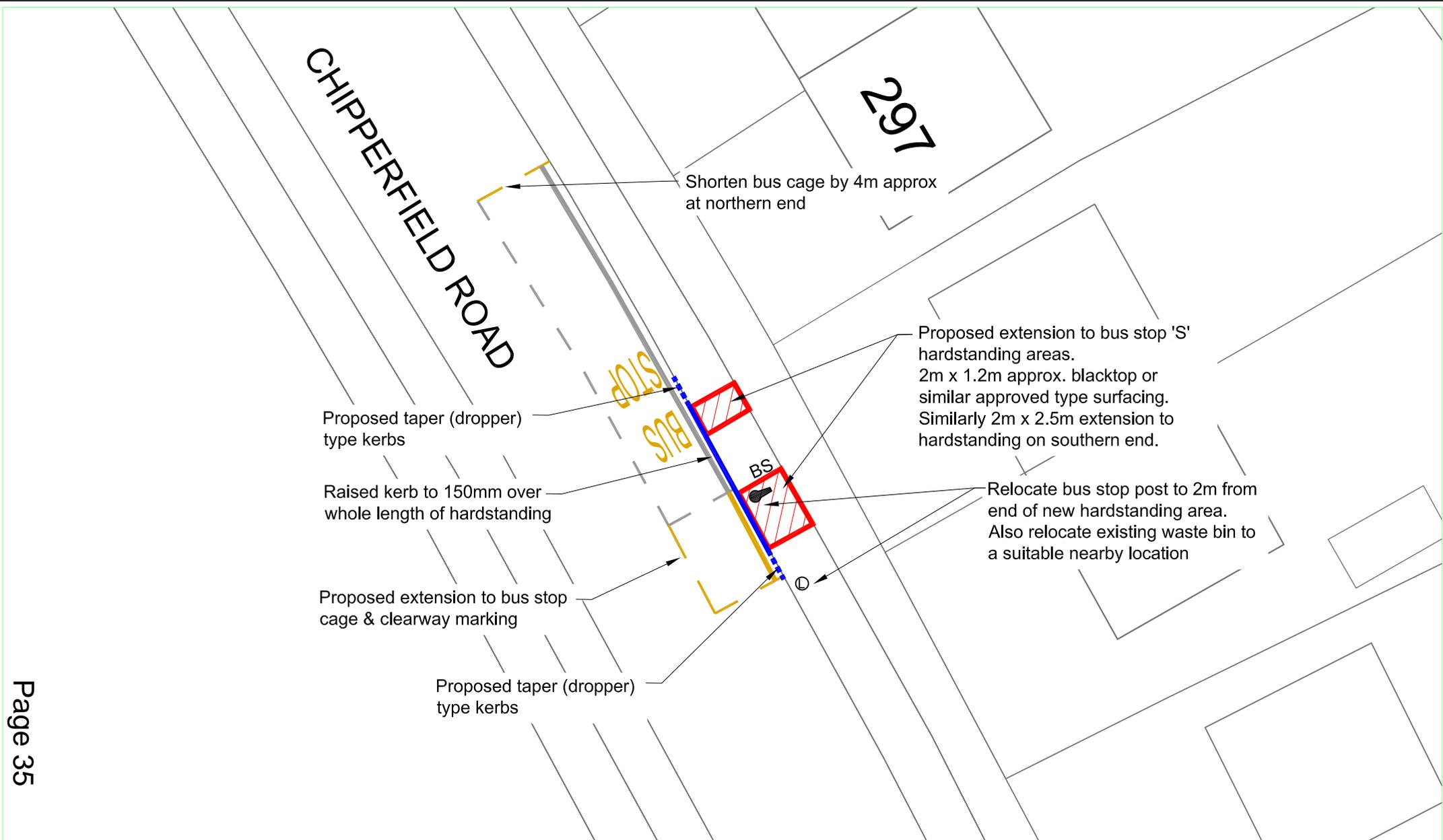


Environmental Services
 Civic Centre, Stockwell Close,
 Bromley, BR1 3UH
 Tel : 020 8464 - 3333
 Fax : 020 8313 - 4555
 Email : www.bromley.gov.uk

Nigel Davies
 Executive Director of Environment &
 Community Services

Rev	Date	Description	By
A	23.01.18	Bus stop cage repositioned to correct location.	J.J.
Drawing Number			Rev
12597-01			A

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Job Title: O/S 297 CHIPPERFIELD ROAD ORPINGTON	Drawing Title: PROPOSED BUS STOP IMPROVEMENTS	Scale @ A4 1:200	 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
		Date: 06/11/17		Drawn by: J.J.	Drawing Number 12597-02		
		Checked by: D.B.	Nigel Davies Executive Director of Environment & Community Services				-

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Report No.
FSD18032

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: **Environment Portfolio Holder**

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

Date: **15th March 2018**

Decision Type: Non-Urgent Executive Non-Key

Title: **BUDGET MONITORING 2017/18**

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

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

Ward: (All Wards);

1. Reason for report

This report provides an update of the latest budget monitoring position for 2017/18 for the Environment Portfolio, based on expenditure and activity levels up to 31 December 2017. This shows an under spend of Cr £797k.

2. **RECOMMENDATION(S)**

That the Environment Portfolio Holder:

2.1 Endorses the latest 2017/18 budget projection for the Environment Portfolio.

Impact on Vulnerable Adults and Children

1. Summary of Impact: N/A
-

Corporate Policy

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

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: £37.4m
 5. Source of funding: Existing revenue budgets 2017/18
-

Personnel

1. Number of staff (current and additional): 139.67 fte
 2. If from existing staff resources, number of staff hours: N/A
-

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
-

Procurement

1. Summary of Procurement Implications: N/A
-

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.
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The 2017/18 projected outturn is detailed in Appendix 1. This forecasts the projected spend for each division compared to the latest approved budget, and identifies in full the reasons for any variances.
- 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 2017/18 to minimise the risk of compounding financial pressures in future years.
- 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 Although the overall budget shows an under spend of £797k, the controllable budget for the Environment Portfolio is projected to be under spent by £566k at the year-end based on the financial information available to 31 December 2017. Within this projection there are variations which are detailed in Appendix 1 and summarised below.

5.2 The main variations compared to the last reported budget monitoring report are as follows:-

Variations since 31 May 2017	£'000
Waste disposal	122
NRSWA income	114
Winter Service	120
Green garden waste service	Cr 167
Unrecovered impact damage costs	Cr 60
GGW carry forward sum	Cr 120
Other miscellaneous variances	Cr 44
	Cr 35

Street Scene & Green Space (Cr £383k)

- 5.3 As a result of reducing tonnage, disposal costs are expected to be underspent by £68k. This is being used to fund a survey on waste collection behavioural changes, £48k.
- 5.4 The sum of £120k carried forward to bring in a direct debit system will need to be carried forward to 2018/19. This is because the debt management system has only just gone live which has meant that the development work for this system will not start until April 2018.
- 5.5 The number of green garden waste customers has increased, resulting in extra income of £144k being projected. Other underspends within the GGW service include £38k as the sixth vehicle has not been used as much as originally budgeted for and other minor underspends of £9k.
- 5.6 Additional income of £40k is projected mainly due to additional FPNs being issued as well as promotional space being sold within Bromley Town Centre. This is partly funding costs of £80k for additional support and evaluation expertise for Lots 1 – 4 of the Environment Contract.
- 5.7 Part year vacancies have led to an under spend of £99k and other variances total Dr £55k.

Parking (Cr £288k)

- 5.8 Based on the number of bus lane contraventions until 30 December 2017, additional income of £400k is projected.
- 5.9 Parking income is expected to be £291k below budget based on activity during the first nine months, £53k of which relates to the delay in the roll out of additional on street parking bays.
- 5.10 This deficit is partly offset by extra income received from cashless parking fees (£62k) and defaults applied to the contract of £159k. There is also a projected net deficit of £190k from parking enforcement.
- 5.11 £40k extra income has been received from charges for suspending parking restrictions, £35k from parking permits and there is an underspend on staffing due to vacancies of £55k. Other variations total Cr £18k.

Transport and Highways (Dr £105k)

- 5.12 Additional income of £60k is expected from the various elements of NRSWA, mainly from coring and S74 notices. This is being used to fund specialist support to prepare the specifications for Lots 5 – 7 of the Environment Contract (£80k).
- 5.13 The snow conditions at the end of February have meant that the winter service budget is now expected to overspend by at least £120k. This is partly offset by an under spend of £60k on the

budget created for unrecovered damage impact costs following road accidents involving street furniture.

5.14 Delays in obtaining planning permission for the digital display units have resulted in a projected deficit of advertising income of £50k, which is partly offset by extra income from street closures (Cr £35k).

5.15 There are other minor variations of Dr £10k within Transport and Highways.

5.16 The table below summarises the main variances: -

Summary of Major Variations	£'000
Underspend on waste disposal contract costs	Cr 68
Green garden waste services	Cr 191
Carry forward sum of £120k for direct debit system	Cr 120
Additional income from promotional space & FPNs	Cr 40
Support & evaluation expertise for Lots 1 - 4	80
Staff vacancies	Cr 99
Other minor variances within Street Scene & Green Space	55
Income from bus lanes	Cr 400
Net loss of off and on street parking fees	251
Income from cashless parking	Cr 62
Parking contract defaults	Cr 159
Parking enforcement	190
Staffing vacancies within shared service	Cr 55
Parking permit income	Cr 35
Other parking variations	Cr 18
NRSWA income	Cr 60
Winter service	120
Specialist support for Lots 5 - 7	80
Unrecovered impact damage budget	Cr 60
Shortfall of advertising income	50
Income from street closures	Cr 35
Other variations with Transport and Highways	10
	<u>Cr 566</u>

Non-Applicable Sections:	Legal, Personnel Procurement Implications and Impact on Vulnerable Adults & Children
Background Documents: (Access via Contact Officer)	2017/18 budget monitoring files within E&CS Finance section

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Environment Portfolio Budget Monitoring Summary

2016/17 Actuals £'000	Service Areas	2017/18 Original Budget £'000	2017/18 Latest Approved £'000	2017/18 Projected Outturn £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
ENVIRONMENT PORTFOLIO								
Street Scene & Green Spaces								
5,177	Parks and Green Spaces	5,194	5,172	5,169	Cr 3	1	Cr 9	0
290	Street Regulation and Enforcement incl markets	372	348	295	Cr 53	2	Cr 46	0
17,009	Waste Services	17,661	17,780	17,413	Cr 367	3	Cr 272	0
4,206	Street Environment	4,261	4,272	4,252	Cr 20	4	Cr 30	0
804	Management and Contract Support	871	938	1,002	64	5	62	0
632	Transport Operations and Depot Management	680	688	684	Cr 4	6	Cr 17	0
877	Trees	736	766	766	0		0	0
28,995		29,775	29,964	29,581	Cr 383		Cr 312	
Parking Services								
Cr 7,425	Parking	Cr 7,468	Cr 7,313	Cr 7,601	Cr 288	7-12	Cr 171	0
Cr 7,425		Cr 7,468	Cr 7,313	Cr 7,601	Cr 288		Cr 171	0
Transport & Highways								
245	Traffic & Road Safety	318	318	343	25	13	46	0
8,971	Highways (including London Permit Scheme)	6,554	6,577	6,657	80	14	Cr 94	0
9,216		6,872	6,895	7,000	105		Cr 48	0
30,786	TOTAL CONTROLLABLE	29,179	29,546	28,980	Cr 566		Cr 531	0
8,165	TOTAL NON-CONTROLLABLE	5,468	5,633	5,589	Cr 231	15	Cr 44	0
2,394	TOTAL EXCLUDED RECHARGES	2,244	2,244	2,244	0		0	0
41,345	PORTFOLIO TOTAL	36,891	37,423	36,813	Cr 797		Cr 575	0

Reconciliation of Latest Approved Budget

£'000

Original Budget 2017/18

36,891

Green Garden Waste Direct Debits	120
Non- Controllable R&M - Central Depot	113
Non - Controllable R&M - Water Treatment	52
Additional resources for staffing (Exec 9.8.17)	
- Approved by Exec 9.8.17	79
- Delay in recruitment	Cr 61
Business Rates revaluation	182
Waste4Fuel DRF	47
Pothole Action Fund Expenditure	113
Pothole Action Fund Income	Cr 113
Latest Approved Budget for 2017/18	<u>37,423</u>

REASONS FOR VARIATIONS

1. Parks and Green Spaces Cr £3k

Overall a net variation of Cr £3k is projected for Parks and Green Spaces. An underspend of £27k on staffing as a result of part year vacancies is partly offset by additional costs of £24k for park strategy development and infrastructure works.

2. Street Regulation and Enforcement incl markets Cr £53k

Additional income of £40k is expected from the sale of promotional space within Bromley Town Centre. Other underspends total £13k mainly from part year vacancies.

Summary of variations within Street Regulation and Enforcement:	£'000
Additional advertising income	Cr 40
Underspend on Staffing	Cr 11
Other net income	Cr 2
Total variation for Street Regulation and Enforcement	Cr 53

3. Waste Services Cr £367k

Overall tonnage is expected to be 1,400 tonnes below last year and the current budget, mainly for recycling tonnage. As a result, contract disposal costs will be £68k below budget.

Additional income of £32k is expected from the sale of recycling materials due to an increase in the market price of textiles.

Across the garden waste collection services, there is a projected underspend of £191k. This is made up of an underspend of £38k related to a lower use of the sixth vehicle during the year. Other net underspends total £9k mainly due to fewer containers being purchased than originally budgeted for. Sales of green garden waste stickers have not dropped off as much as in previous years and additional income of £23k is expected and there is a net increase in the number of wheelie bin customers in 2017/18 resulting in extra income of £121k being forecast.

The Coney Hill contract is expected to overspend by £15k as the gas extraction system has to be upgraded.

The waste collection contract is likely to underspend by £48k as there has been a reduction in large scale fly tipping incidents over 3m² and a reduction in the emptying of recycling banks.

There is a projected overspend of £44k for the disposal cost of incineration ash, mainly due to an invoice received for a previous year.

Additional legal advice has been procured in relation to the Environmental Services Tender totalling £21k.

Following the settlement with Veolia, an extra £50k will be received above the net accrual of £120k made in 2016/17.

It is estimated that approximately 11,800 tonnes will be diverted by landfill and disposed of using Mechanical Biological Treatment. This will provide an additional credit of £39k.

£30k will be used to upgrade the IT systems at the Central Depot client offices, ensuring both current reliability and development potential as future contract systems are implemented.

Costs of £15k have been incurred for a depot review carried out by C & W.

Additional commissioning project support was needed to ensure the tight deadlines for publishing the Environment contract were met Dr £20k .

Other minor variances across the service total £36k.

A request is being made to the Executive to carry forward the £120k set aside for developing a direct debit system for the GGW service during next year. The debt management system has recently gone live and therefore the work required to enable direct debit payments to be taken for the GGW service will not start until April 2018.

Summary of overall variations within Waste Services	£'000
Waste disposal costs	Cr 68
Recycling Income	Cr 32
Green Garden Waste Service	Cr 191
Waste collection contract	Cr 48
Settlement with Veolia	Cr 50
Additional MBT (Mechanical Biological Treatment) income	Cr 39
Overspend on disposal of incineration ash	44
Coney Hill	15
Depot review by C & W	15
Legal advice for the Environment contract	21
IT systems upgrade at Central Depot offices	30
Additional commissioning project support for the Environment contract.	20
Other variances across the service	36
Carry forward of underspend re green garden waste direct debits	Cr 120
Total variation for Waste Services	Cr 367

4. Street Environment Cr £20k

The Street Environment budget is expected to underspend by £20k due to part year vacancies.

5. Management and Contract Support Dr £64k

It is expected that £20k will be used to upgrade the 'Fix My Street' system and £80k to procure additional support and evaluation expertise for the waste contracts. It should be noted that part of the £80k may need to be carried forward to 2018/19 when the majority of the contract evaluation will take place.

This is partly offset by a projected net underspend of £41k on salaries due to part year vacancies. Other minor variations total to Dr £5k.

Summary of variations within Management & Contract Support:	£'000
Upgrade of 'Fix My Street'	20
Evaluation expertise for the waste contract	80
Underspend on Staffing	Cr 41
Other net variations	5
Total variation for Management & Contract Support	64

6. Transport Operations and Depot Management Cr £4k

Part year vacancies have resulted in an underspend of £13k. This is partly offset by £9k expenditure for a feasibility study on resurfacing works.

7. Income from Bus Lane Contraventions Cr £400k

There is a net projected surplus of £400k on the redeployable automated cameras in bus lanes for 2017/18. This is based on numbers of contraventions to December 2017. It is unlikely that this level of activities will continue in 2018/19 as it is anticipated that the numbers of contraventions in bus lanes will reduce in the future due to increase compliance.

8. Off/On Street Car Parking Dr £166k

Overall there is a net variation of Dr £166k for Off and On Street parking.

A deficit of £238k is forecast for Off Street Parking income. This is mainly due to downward trend in Off Street parking usage and initial problems with the new Parking contract which started in April. These included issues around car park cleaning, cash collection and counting, which resulted in defaults relating to Off/On Street Car Parking income being issued totalling £23k. These issues now seem to have been resolved.

A shortfall of £53k in income is projected due to the delay with the roll out of additional On Street Parking bays.

Based on activity to December 2017, additional income of £62k is expected to be received from cashless parking fees, as the use of this service continues to grow.

£40k additional income is projected from the suspension of existing parking restrictions.

This overall projected overspend for Off and On Street Car parking within the Parking budget is detailed below: -

Summary of variations within Off/On Street Car Parking	Off St £'000	On St £'000	Total £'000
Off/On Street Car Parking income	238	0	238
Delay in roll out of additional On Street parking bays	0	53	53
Level of Defaults applied to contract Apr to Dec 17	Cr 22 Cr	1 Cr	23
Less additional Ring Go fees	Cr 23 Cr	39 Cr	62
Additional income from suspensions	0 Cr	40 Cr	40
Total variations within Off/On Street Parking	193 Cr	27	166

9. Car Parking Enforcement Dr £39k

From the activity levels up to December 2017, there is a projected net deficit of around Dr £190k from PCNs issued by APCOA in the current year due to a reduction in contraventions. During the initial mobilisation period of the contract APCOA experienced problems in recruitment and training Civil Enforcement Officers (CEOs). This position continued although from September this seems to have stabilised and staff have been recruited with the necessary skills and abilities to carry out the contract. There are defaults on the Enforcement contract costs of around Cr £136k for April to December 2017.

A projected underspend of £15k is projected for costs relating to appeal cases heard by the Traffic Committee for London due to a slight reduction in numbers.

Summary of variations within Car Parking Enforcement	£'000
PCNs issued by wardens	190
APCOA Enforcement defaults	Cr 136
Traffic Committee for London	Cr 15
Total variations within Car Parking Enforcement	39

10. Parking Shared Service Cr 55k

A net variation of Cr £55k for the Parking Shared Service mainly due to vacant posts.

11. Permits Cr 35k

There is a projected surplus of £35k for permit parking income based on activity levels up to December 2017.

12. Disabled Parking Cr 3k

The variation of Cr £3k is made up of an underspend of £11k on issuing / renewal of Blue Badges partly offset by additional costs of £8k for Blue Badge prosecutions for misuse.

Summary of overall variations within Parking:		£'000
Bus Routes Enforcement	Cr	400
Off Street Car Parking		193
On Street Car Parking	Cr	27
Car Parking Enforcement		39
Parking Shared Services	Cr	55
Permit Parking	Cr	35
Disabled Parking	Cr	3
Total variation for Parking	Cr	<u>288</u>

13. Traffic & Road Safety Dr £25k

There is a projected shortfall of £50k for advertising income due to delays with obtaining planning permission for the digital display units and a net £10k overspend on supplies and services. This is partly offset by £35k additional income received from road closure charges.

14. Highways- Including London Permit Scheme Dr £80k

Within NRSWA income, there is a projected £60k surplus of income. Additional income for Coring and Section 74 Notices has partly offset a shortfall of income from Inspection charges, Fixed Penalty Notices, and Defect Notices, as a result of improving performance by utility companies.

There is a projected overspend of £120k on the Winter service budget due to the snowfall during February and this figure could increase further should there be more adverse weather in the remaining few weeks of the year.

Based on activity levels at December 17, it is anticipated the unrecovered impact damage budget will underspend by £60k.

This has been partly offset by additional expected costs of £80k to undertake the project management and specialist support for Lots 6 and 7 of the environment contract.

Summary of Variations within Highways		£'000
Projected variations on NRSWA Income		
Inspection Charges		10
Defects and Permits		13
Coring (net)	Cr	55
Section 74 Notices	Cr	32
Fixed Penalty Notices		4
Subtotal	Cr	<u>60</u>
Overspend on Winter service budget		120
Underspend on Unrecovered impact damage	Cr	60
Lot 5-7 project management and specialist support costs		80
Total Projected variations for Highways		<u>80</u>

EARLY WARNING

Officers have received notification from the Department for Transport in February 2018 that a total of £226k additional funding has been allocated to Bromley for Pothole Action for 2017/18 and 2018/19. As this notification has been received so late in the year, a request to carry forward the £113k 2017/18 allocation as a receipt in advance will be submitted in order to carry out works on repairing potholes during 2018/19. A separate report is included elsewhere in the agenda.

15. Non-controllable Cr £231k

There is a projected surplus income of £68k within the property rental income budget, and £163k underspend on R&M works on Central Depot wall. Property division are accountable for these variations.

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, the following waiver for contract values over £50k has been actioned:

- 1) £44k for a specialist consultant (CW Infrastructure) to prepare the contract documents and to assist in letting of the Highways Services Contracts (Lot 6 & 7).
- 2) £69k for a 2 year contract for system maintenance of CCTV automated cameras with Openview; cumulative value £318k

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, one virement has been actioned.

- 1) Virement of £30k from Street Cleansing to Tree Maintenance to undertake works as a result of recent stormy weather.

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Report No.
FSD18025

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Environment Portfolio Holder

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

Date: 15th March 2018

Decision Type: Non-Urgent Executive Non-Key

Title: CAPITAL PROGRAMME MONITORING - 3RD QUARTER 2017/18
AND CAPITAL STRATEGY 2018 TO 2022

Contact Officer: James Mullender, Principal Accountant
Tel: 020 8313 4292 E-mail: james.mullender@bromley.gov.uk

Chief Officer: Director of Finance

Ward: All

1. Reason for report

On 7th February 2018, the Executive received a report summarising the current position on capital expenditure and receipts following the 3rd quarter of 2017/18 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 2017/18 to 2021/22. 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 3.7.

2. **RECOMMENDATION(S)**

The Portfolio Holder is asked to note and confirm the changes agreed by the Executive on 7th February 2018.

Corporate Policy

1. Policy Status: Existing Policy: Capital Programme monitoring 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. 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".
 2. BBB Priority: Excellent Council
-

Financial

1. Cost of proposal: Total decrease of £3.1m over the five years 2017/18 to 2021/22, mainly due to the reduction to Transport for London funding for Traffic and highways schemes
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Capital Programme
 4. Total current budget for this head: £32.2m for the Environment Portfolio over the five years 2017/18 to 2021/22
 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 Monitoring – variations agreed by the Executive on 7th February 2018

3.1 A revised Capital Programme was approved by the Executive on 7th February 2018, following a detailed monitoring exercise carried out after the 3rd quarter of 2017/18. The Executive also considered and approved new capital schemes in the annual capital review process. The base position is the programme approved by the Executive on 6th December 2017, as amended by variations approved at subsequent Executive meetings. 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 scheme progress as at the end of the third quarter of 2017/18 are shown in Appendix B.

	2017/18	2018/19	2019/20	2020/21	2021/22	TOTAL
	£'000	£'000	£'000	£'000	£'000	2017/18 to 2021/22 £'000
Programme approved by Executive 06/12/17	16,383	10,936	4,010	4,010	0	35,339
<u>Variations approved by Executive 07/02/18</u>						
Decrease in TfL funding for Highways & Traffic schemes (see para 3.2)	Cr 24	Cr 1,800	Cr 1,800	Cr 1,800	0	Cr 5,424
Depot Standby generators (see para 3.3)	Cr 45	0	0	0	0	Cr 45
Scadbury Park Moated Manor (see para 3.4)	7	148	0	0	0	155
Schemes rephased from 2017/18 into 2018/19 (see para 3.5)	Cr 1,602	1,602	0	0	0	0
New schemes (see para 3.6)	0	0	0	0	2,210	2,210
Total amendments to the Capital Programme	Cr 1,664	Cr 50	Cr 1,800	Cr 1,800	2,210	Cr 3,104
Total Revised Environment Programme	14,719	10,886	2,210	2,210	2,210	32,235

3.2 Transport for London (TfL) – Revised Support for Traffic and Highways Schemes (£5,424k net reduction)

Provision for transport schemes to be 100% funded by TfL was originally included in the Capital Programme 2017/18 to 2020/21 on the basis of the bid in the Borough Spending Plan (BSP). Notification of an overall increase of £338k in the 2017/18 grant has been received from TfL. £362k was added in the second quarter monitoring, so a reduction of £24k in 2017/18 has been included for the third quarter.

In November 2017, TfL published their five-year business plan where TfL stated they are not in a position to offer as much LIPs corridor funding as was indicated in the 2018/19 Annual spending Submission Guidance. The reduction in funding has been applied to each borough based on the current LIP formula. At this current stage, the TfL funding for 2018/19 (excluding Major schemes) is expected to be approximately £2.2m, a reduction of £1.8m compared to the £4m budget in the capital programme. This reduction will also impact on the TfL capital budget for 2019/20 and 2020/21. The Executive agreed the total reduction of £5,424k to the capital programme.

TfL have since notified the Council that they have reinstated the majority of this funding for 2018/19 only, with the main exception of the principal road maintenance allocation. This reinstatement, and any other allocation changes from TfL, will be reported in subsequent capital monitoring reports.

3.3 Deletion of £45k residual balance – Depot Standby generators (£45k reduction in 2017/18)

The Depot Standby generators scheme has now completed. Following the completion of the two heavy duty mobile generators units which enables prompt reaction to electrical power loss with ease of connect to suitably modified power infrastructure points at Central Depot, final

accounts have been taken. The Executive agreed that the residual budget of £45k on the Depot Standby generators scheme be deleted. A post completion report for this scheme was submitted to this Committee on 5th October 2017.

3.4 Scadbury Park Moated Manor (£155k addition to the capital programme)

The Scadbury Park Moated Manor report that was scrutinised by this Committee on 30th January 2018 requested £155k for urgent repairs and stabilisation of brickwork at the Medieval Moated Manor within Scadbury Park Local Nature Reserve. The Executive approved this scheme and it has been added to the Capital Programme.

3.5 Schemes re-phased from 2017/18 into future years

As part of the 3rd quarter monitoring exercise, £1,602k has been re-phased from 2017/18 into 2018/19 to reflect revised estimates of when expenditure on the Beckenham Town Centre Improvements scheme is likely to be incurred. This has no overall impact on the total approved estimate for the capital programme.

Annual Capital Review – new scheme proposals

3.6 In recent years, the Council has steadily scaled down new capital expenditure plans and has transferred all of the rolling maintenance programmes to the revenue budget. General (un-earmarked) reserves, established from the disposal of housing stock and the Glades Site, have been gradually spent and have fallen from £131m in 1997 to £44.1m (including unapplied capital receipts) as at 31st March 2017. The Council's asset disposal programme has diminished and any new capital spending will effectively have to be met from the Council's remaining revenue reserves.

3.7 As part of the normal annual review of the Capital Programme, Chief Officers were invited to come forward with bids for new capital investment, including Invest to Save bids which were particularly encouraged. Apart from the regular annual capital bids (TfL funded Highway and Traffic schemes and Feasibility Studies), no additional bids were submitted, although it was noted that there may be a bid submitted during the year for Depot Improvement Works at circa £5.8m, linked to the Environmental Services commissioning programme, which could result in potentially significant capital receipts. The 2021/22 annual provisions for TfL funded Highways and Traffic schemes (£2.2m) and feasibility studies (£10k) was approved and has been added to the Capital Programme.

Post-Completion Reports

3.8 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 prior 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. Post completion reports on the following schemes are currently due for the Environment Portfolio before the end of the 2017/18 monitoring cycle:

- SEELS Street Lighting Project

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 7th February 2018. Changes agreed by the Executive for the Environment Portfolio Capital Programme are set out in the table in paragraph 3.1.

Non-Applicable Sections:	Legal, Personnel and Procurement Implications, Impact on Vulnerable Adults and Children
Background Documents: (Access via Contact Officer)	Capital Programme Monitoring – 3 rd quarter report (Executive 07/02/18)

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ENVIRONMENT PORTFOLIO - APPROVED CAPITAL PROGRAMME 7TH FEBRUARY 2018									
Code	Capital Scheme/Project	Total Approved Estimate	Actual to 31.3.17	Estimate 2017/18	Estimate 2018/19	Estimate 2019/20	Estimate 2020/21	Responsible Officer	Remarks
		£'000	£'000	£'000	£'000	£'000	£'000		
	SCHEMES FULLY FUNDED BY TRANSPORT FOR LONDON	6,600	0	0	2,200	2,200	2,200		
922602	TFL - Borough Support	187	187	0	0	0	0	Angus Culverwell	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.
922608	Cycling on Greenways	563	552	11	0	0	0	Angus Culverwell	
922660	Borough Transport Priorities (not allocated)	386	89	297	0	0	0	Angus Culverwell	
922668	Biking Boroughs	797	697	100	0	0	0	Angus Culverwell	
	TFL - New funding streams	0							
922661	Maintenance	9,515	8,015	1,500	0	0	0	Garry Warner	
922672	LIP Formula Funding	15,623	12,396	3,227	0	0	0	Angus Culverwell	
922673	Borough Cycling	12	12	0	0	0	0	Angus Culverwell	
922674	Bus Stop Improvement works	205	87	118	0	0	0	Angus Culverwell	
922677	Flexi Lane	70	66	4	0	0	0	Angus Culverwell	
941539	Widmore Road - BNV	366	61	305	0	0	0	Garry Warner	
	TOTAL SCHEMES FULLY FUNDED BY TRANSPORT FOR LONDON	34,324	22,162	5,562	2,200	2,200	2,200		
	OTHER								
917242	Winter maintenance - gritter replacement	1,210	909	181	120	0	0	Paul Chilton	
917247	Orpington Public Realm Improvements	2,200	2,166	34	0	0	0	Garry Warner	£1.2m TfL funding
941536	Beckenham Town Centre improvements	4,441	694	639	3,108	0	0	Kevin Munnely	Executive 16/10/13 and Executive 02/12/15 (Full Council 14/12/15), Executive 20/09/16 £3,046k TfL funding; £150k Members' Initiative reserve; £995k Capital Receipts; £250k Principal Road Maintenance (TfL funded)
922675	Gosshill Road	293	250	43	0	0	0	Angus Culverwell	Funded from TfL £80k and S106 £213k
922676	Orpington Railway Station	133	1	132	0	0	0	Angus Culverwell	Funded from TfL £50k and S106 £83k
941893	Depots - stand by generators	120	72	3	0	0	0	Paul Chilton	
941863	The Woodland Improvements Programme	112	108	4	0	0	0	John Bosley / Dan Jones	Approved by Executive 02/04/14. Funded by Forestry Commission
917252	Street Lighting Invest to Save Initiative	8,507	8,258	249	0	0	0	Garry Warner	Funded by Invest to Save Fund (Executive 28/11/12)
917254	Betts Park Canal Bank Stabilisation Project	136	51	85	0	0	0	John Bosley	Approved Executive 14/09/16
917255	Land Acquisition - Cornwall Drive	4,589	2,935	1,654	0	0	0	Nigel Davies	Executive 02/09/16 - £300k funded from Central Contingency 16/17 £2,409K from EA. Executive 19/07/17 £47k from Central Contingency, £1,607k from DEFRA, £226k from 1617 revenue)
917256	Highway Investment	11,800	384	6,116	5,300	0	0	Garry Warner	Approved Exec 18/10/16, Council 09/12/16
917257	Scadbury Park Moated Manor	155	0	7	148	0	0		Approved Exec 07/02/18
927000	Feasibility Studies	40	0	10	10	10	10	Claire Martin	
	TOTAL OTHER	33,736	15,828	9,157	8,686	10	10		
	TOTAL ENVIRONMENT PORTFOLIO	68,060	37,990	14,719	10,886	2,210	2,210		

917256

ENVIRONMENT PORTFOLIO - APPROVED CAPITAL PROGRAMME 2017/18 - 3RD QUARTER MONITORING				
Capital Scheme/Project	Approved Estimate Dec 2017	FY17/18 Actuals as at 05.03.18	Revised Estimate Feb 2018	Responsible Officer Comments
	£'000	£'000	£'000	
SCHEMES FULLY FUNDED BY TRANSPORT FOR LONDON				
TfL - Borough Support	0	0	0	
Cycling on Greenways	11	2	11	
Borough Transport Priorities (not allocated)	267	95	297	TfL funding allocated to individual scheme
Biking Boroughs	100	40	100	
TfL - New funding streams				
Maintenance	1,500	858	1,500	TfL funding allocated to individual scheme
LIP Formula Funding	3,281	1,591	3,227	TfL funding allocated to individual scheme
Bus Stop Improvement works	118	0	118	TfL funding allocated to individual scheme
Flexi Lane	4	0	4	
Widmore Road - BNV	305	0	305	
TOTAL SCHEMES FULLY FUNDED BY TRANSPORT FOR LONDON	5,586	2,586	5,562	
OTHER				
Winter maintenance - gritter replacement	181	15	181	Discussions with Head of Highways are ongoing regarding gritter renewals,taking account of the new Highways contracts from 2018. A recent purchase of some winter attachments has been made for use in Bromley North Village and the town centre pedestrianised areas.
Orpington Public Realm Improvements	34	0	34	Balance of funding being utilised for minor redesigns to scheme. Works are due to be completed this financial year, subject to weather and contractor availability.
Beckenham Town Centre improvements	2,241	917	639	Final design and implementation costs funded by TfL. The first two phases of works are almost complete (Eastern side of the High Street, between Albermarle Road and Manor Road) and the expected completion of the programme of improvements is November
Gosshill Road Chislehurst - Private Street Works	43	0	43	Funded from TfL and S106. Works completed.
Orpington Station - Access & Bus stop enhancement	132	0	132	Funded from TfL and S106. Scheme is with Southeastern for final detailed design.
Depots - stand by generators	48	3	3	Scheme completed and residual balance removed. Post completion report has been submitted to Environment PDS.
The Woodland Improvements Programme	4	0	4	Claims totalling £112k was submitted to the Forestry Commission. The project is complete, pending outstanding invoices.
Street Lighting Invest to Save Initiative	249	Cr 282	249	Funded by Invest to Save Fund (Exec 28/11/12) - Report presented to Exec 15/10/14 to amend the project in replacing fewer lamp columns and convert more lanterns. The remaining connection works are due to be completed this financial year. Delays have been encountered in agreeing the final account for works completed as the contract has been ended.
Betts Park Canal Bank Stabilisation Project	85	74	85	Approved Executive 14/09/16 - works are required to limit the risk to the Council of further claims for damage to properties at Betts Park Canal Bank. £15k has been spent for Remediation work for geotech survey and design solution of out estimated total of £26k. The remaining £110k will be for design solution which is planned to be implemented by March.
Land Acquisition - Cornwall Drive	1,654	1,654	1,654	Approved Executive 02/09/16 - £300k funded from Central Contingency 16/17 £2,409k from Environment Agency Funds. Executive 20/06/17 £226k Contribution from Revenue. Executive 12/07/17 £42.6k from Central Contingency and further £1,607k from DEFRA and Environmental Agency. Scheme completed.
Highway Investment	6,116	4,067	6,116	Approved Exec 18/10/16, Council 09/12/16, £11.8m for investment in planned highway maintenance funded from capital receipts. All carriageway schemes are due for completion by November 2018, although footway schemes may continue until March 2019. The first phase of the project has been completed completion, the second phase is near completion, and third phase has commenced.
Scadbury Park Moated Manor	0	0	7	New scheme approved by Executive 7th February 2018 for urgent repairs and stabilisation of brickwork at the Medieval Moated Manor within Scadbury Park Local Nature Reserve.
Feasibility Studies	10	0	10	
TOTAL OTHER	10,797	6,448	9,157	
TOTAL ENVIRONMENT PORTFOLIO	16,383	9,034	14,719	

09656

Report No.
ES18020

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: **Environment Portfolio Holder**

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

Date: **15th March 2018**

Decision Type: Non-Urgent Executive Key

Title: **HIGHWAY INVESTMENT**

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

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

Ward: (All Wards);

1. Reason for report

This report recommends planned carriageway and footway maintenance schemes for inclusion in the final phase of the capital funded highways investment project, and considers recent announcements from Transport for London regarding future funding of highway maintenance.

2. **RECOMMENDATIONS**

That the Environment Portfolio Holder:

- i) **Agrees that the schemes listed in Appendix 'A' form the next phase of the Council's investment programme of planned highway maintenance for 2017/19;**
- ii) **Notes the reduction in TfL funding for maintenance of the borough principal road network;**

Impact on Vulnerable Adults and Children

1. Summary of Impact: None
-

Corporate Policy

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

Financial

1. Cost of proposal: Estimated Cost: £1.6m for Phase 5 of the investment programme
 2. Ongoing costs: Recurring Cost: £1.37m routine and reactive maintenance (revenue)
 3. Budget head/performance centre: Capital Programme
 4. Total current budget for this head: £11.8m
 5. Source of funding: Capital Receipts
-

Personnel

1. Number of staff (current and additional): 3 fte
 2. If from existing staff resources, number of staff hours: 3 fte
-

Legal

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

Procurement

1. Summary of Procurement Implications: None
-

Customer Impact

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

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: Ward Councillors have been consulted regarding these proposals and their comments will be made available at the meeting.

3. COMMENTARY

- 3.1 Maintaining the highway asset through timely planned maintenance works reduces the demand for reactive maintenance, such as repairing potholes and broken paving. This improves value for money and customer satisfaction, reduces unplanned network disruption, and contributes to reducing third party claims for damages.
- 3.2 On 12th December 2016 the Council approved capital funding of £11.8m for investment in planned highway maintenance and the scheme was added to the Capital Programme. This has allowed the condition of the borough's non-principal and unclassified roads and footways to be improved, reducing the demand for reactive maintenance. The project will enable annual revenue savings of £2.5m to be made, a total of £12.5m over a period of 5 years from 2017/18, which will be partly offset by a total estimated reduction in treasury management income of £167k over the five year period.
- 3.3 The Environment Portfolio Holder has previously approved the first four phases of this project. These works have progressed well, and current commitments / expenditure, as at February 2018, totals £7.74m for carriageways and £2.46m for footways.
- 3.4 Priorities for the initial phases of the project were based on a condition survey completed in October 2015. As highway assets have continued to deteriorate during the last two years a further borough-wide condition assessment has recently been commissioned in order to identify those carriageways and footways that may be in need of repair. This report seeks approval for the final phase, as shown at Appendix 'A'. These carriageway schemes were identified as the highest priorities in the latest survey results, and have an estimated value of £1.6m.

New Highway Contracts

- 3.5 When the investment project was approved by Executive in December 2016, it was anticipated that the project would be completed by April 2019 using the existing highway maintenance contracts. As it has recently been necessary to change the procurement strategy and timescale for the new highway contracts, the existing contacts will end in June 2018.
- 3.6 Following January's meeting of the Environment PDS the Environment Portfolio Holder approved a spend profile for capital funding of up to 80% carriageways and 20% footways in an effort to complete the project using the existing highways contractors.

Maintenance of Borough Principle Roads

- 3.7 While maintenance of the borough principal road network (BPRN) within London is the responsibility of respective London boroughs, as Highway Authorities, funding for planned maintenance of this network is funded by Transport for London (TfL). In recent years the Council has received an annual budget for such schemes of £0.8m - £0.9m.
- 3.8 In December 2017 TfL notified all London boroughs that investment in proactive planned renewals on both the Borough Principal Road Network (BPRN) and TfL Road Network (TLRN) will be paused between 2018/19 and 2019/20. The reason for this change was attributed to the reduced revenue grant from central Government from 2018/19 onwards and a fall in public transport passenger numbers.
- 3.9 As a Highway Authority the Council has a responsibility to maintain its entire highway network in a safe and passable condition. The highway investment project has been successful in improving the condition of the non-principal and unclassified roads in the borough, although future planned maintenance was also paused for five years until 2022/23 as part of the business case. As the condition of the network will deteriorate and the demand for reactive repairs

increase, it will be necessary to limit maintenance of the BPRN to reactive works and localised patching until such time as funding is available for planned maintenance.

4. POLICY IMPLICATIONS

4.1 The Environment Portfolio Plan includes the key aim “To continue to invest in a timely and effective manner in our roads and pavements to maintain the value of our highway asset”. The Plan (item 4.4) identifies the Council will “Improve the condition of the of the highway network by completing an approved major programme of road and pavement resurfacing”.

5. FINANCIAL IMPLICATIONS

5.1 The Council has agreed capital funding of £11.8m for investment in planned highway maintenance. This will enable annual revenue savings of £2.5m to be made, a total of £12.5m over a period of 5 years from 2017/18, which will be partly offset by a total estimated reduction in treasury management income of £167k over the five year period.

5.2 This report is seeking approval for the next phase of the investment programme detailed in Appendix A. The estimated cost of these works is £1.6m.

5.3 Any on-going maintenance will be funded from the revenue budgets for routine and reactive highway maintenance budgets, as and when required.

6. LEGAL IMPLICATIONS

6.1 Under the Highways Act 1980, the Council, as Highway Authority, has duties to ensure the safe passage of highway users and to maintain the highway.

Non-Applicable Sections:	Impact on vulnerable adults and children Personnel implications Procurement implications
Background Documents: (Access via Contact Officer)	

PROPOSED CARRIAGEWAY SCHEMES - INVESTMENT PHASE 5

ROAD	EXTENT	WARD
Acer Road	Complete Length	Biggin Hill
Anglesea Road	Complete Length	Cray Valley East
Avondale Road	Part	Plaistow & Sundridge
Barnet Drive	Complete Length	Bromley Common & Keston
Beaconsfield Road	Part	Mottingham & Chislehurst North
Berrylands	Complete Length	Orpington
Blackthorn Road	Complete Length	Biggin Hill
Cardingham Road	Complete Length	Chesfield & Pratts Bottom
Church Road	Complete Length	Shortlands
Craven Road	Complete Length	Orpington
Crescent Road	Complete Length	Copers Cope
Cudham Lane North	Part	Darwin
Darrick Wood Road	Complete Length	Farnborough & Crofton
Eastry Avenue	Complete Length	Hayes & Coney Hall
Edgeborough Way	Complete Length	Bickley
Edmund Avenue	Complete Length	Cray Valley East
Florence Road	Complete Length	Bromley Town
Franks Wood Avenue	Part	Petts Wood & Knoll
Haig Road	Complete Length	Biggin Hill
Glentrammon Road	Part	Chelsfield & Pratts Bottom
Harton Close	Complete Length	Bickley
Haywood Rise	Complete Length	Chesfield & Pratts Bottom
Heathfield Road	Part	Bromley Common & Keston
Homefield Road	Complete Length	Bickley
Hood Avenue	Complete Length	Cray Valley East
Kimmeridge Road	complete length	Mottingham & Chislehurst North
Larkspur Close	Complete Length	Orpington
Lawn Road	Complete Length	Copers Cope
Layhams Road	Part	Hayes & Coney Hall
Lovibonds	Part	Farnborough & Crofton
Mace Lane	Part	Darwin
Magnolia Drive	Complete Length	Biggin Hill
Manor Way	Complete Length	Bromley Common & Keston
Mays Hill Road	Complete Length	Shortlands
Mimosa Close	Complete Length	Orpington
Mitchell Way	Complete Length	Bromley Town
North Drive	Complete Length	Chesfield & Pratts Bottom
Oakfield Road	Part	Penge & Cator
Oaklands Road	Complete Length	Bromley Town
Old Homesdale Road	Complete Length	Bromley Town
Old Perry Street	Part	Chislehurst
Park Avenue	Complete Length	West Wickham
Park Road	Part	Chislehurst

Prince Imperial Road	Complete Length	Chislehurst
Red Lodge Road	Part	West Wickham
Romanhurst Gardens	Complete Length	Shortlands
St Andrew's Drive	Complete Length	Cray Valley East
Serviden Drive	Complete Length	Bickley
Southborough Lane	Part	Bromley Common & Keston
Southwood Close	Complete Length	Bickley
Spencer Road	Complete Length	Bromley Town
Spruce Road	Complete Length	Biggin Hill
Swievelands Road	part	Biggin Hill
The Covert	Ccomplete Length	Petts Wood & Knoll
The Grove	Part	West Wickham
Thornsett Road	Complete Length	Clock House
Wickham Road	Part	Kelsey and Eden Park
Wyvern Close	Complete Length	Orpington

Report No.
ES18026

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Environment Portfolio Holder

Executive

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

Date: 15th March 2018

Decision Type: Non-Urgent Executive Non-Key

Title: LOWER SYDENHAM TO BROMLEY QUIETWAY PUBLIC CONSULTATION REPORT AND FINAL PROPOSALS

Contact Officer: Alexander Baldwin-Smith, Transport Planner
E-mail: Alexander.Baldwin-Smith@bromley.gov.uk

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

Ward: Copers Cope and Bromley Town

1. Reason for report

To inform members of the progress to date on the Quietway route since bringing initial proposals to Environment PDS in November 2016

To seek approval to construct the interventions post consultation and for permission to consult and subsequently construct additional interventions on the Quietways that have not previously been to Committee.

2. **RECOMMENDATIONS**

For the PDS to:

- Note the progress made to date on the proposed Quietways.
- Endorse proposals for extensions and additional interventions to strengthen the Borough's bids to TfL.

For the Portfolio Holder to:

- Support the application to TfL for funding of the proposed additional interventions and delegation of the approval of the final designs to the Executive Director of

Environment and Community Services, in consultation with Ward Members and the Portfolio Holder.

- **Approve the construction of the proposed route and interventions as set out in section 3 following public consultation with delegation of the approval of the final designs to the Executive Director of Environment and Community Services, in consultation with Ward Members and the Portfolio Holder**

For the Executive:

- **Subject to confirmation of funding from TfL, proceed with the scheme and the changes to increase the scheme costs by £272.2k to £700k within the Capital Programme to reflect the higher estimated cost of the scheme as a result of the additional interventions now proposed.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: Routes are designed to be accessible to those cyclists requiring recumbent cycles or specialist cycles for people with disabilities. The routes will also provide greater opportunities to cycle for less confident individuals including older people and children. There are not thought to be any negative impact on vulnerable adults and children.
-

Corporate Policy

1. Policy Status: Existing Policy: This proposal supports outcome 5 of the 2017-20 Environment Portfolio Plan to Improving Travel, Transport & Parking.

In outline form, these proposals have previously been considered by the Environment PDS Committee and approved by the Executive Portfolio Holder for Environment in November 2016 in Report No. ES16059 8/11/2016

2. BBB Priority: Quality Environment Healthy Bromley:
-

Financial

1. Cost of proposal: Estimated Cost: £700k
 2. Ongoing cost: Negligible
 3. Budget head/performance centre: Capital Programme
 4. Total current budget for this head: £434.7k
 5. Source of funding: TfL Quietways programme restricted budget
-

Personnel

1. Number of staff (current and additional): 1 member of staff from existing resources will continue to manage the project. A seconded consultant will undertake detailed design work which will be fully funded by TfL; they will be managed by LBB for the duration of their secondment.
 2. If from existing staff resources, number of staff hours: 100 which is rechargeable to TfL
-

Legal

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

Procurement

1. Summary of Procurement Implications: The Quietway will be built by Bromley's term contractor for Highways
-

Customer Impact

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

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: Summary of Ward Councillor's comments: Ward member views were sought when proposals were first taken to committee in 2016 and were sought before consultation. Members were supportive of the proposals.
3. Cllr Rutherford supported the proposals and was especially supportive of the recommended option (option 1) for the footpath between Ridley Road and Ravensbourne Road in Bromley Town.

3. COMMENTARY

3.1 Officers undertook an approximately three week consultation regarding the two proposed Quietway routes in the Borough between Wednesday 10th January and Friday 2nd February Residents directly affected by interventions were contacted by letter and sent a freepost questionnaire seeking their views on the proposals. Drawings were provided for residents and stakeholders to view online in order to reduce the volume of printing and cost to the Council, the webpage also offered the option of an e-form consultation response.

3.2 The following key stakeholders were also contacted:

- Bromley Cyclists (London Cycling Campaign)
- Cycle Touring Club
- Kent Association for the Blind
- Bromley Mobility Forum,
- Disability voice Bromley,
- Experts by Experience,
- BATH, Bromley Association of People with Disabilities
- London Fire Brigade
- London Ambulance Service
- Metropolitan Police
- London Buses,
- Licensed Taxi Drivers Association,
- Southeastern Railways,
- Transport for London
- Residents' Associations who are members of the Bromley Road Safety Panel
- Local Schools

3.3 Respondents were asked their view on a range of interventions, being invited to rank their support in one of five categories (Strongly Opposed, Somewhat Opposed, and Neutral, Somewhat in Favour and Strongly in favour). There was also space provided for comments and respondents were asked about their travel habits and what would encourage them to cycle more, if anything. Many of the comments will be used to refine the designs during the detailed design process and travel information will be used as an evidence base for future scheme development.

Respondents were also provided with the opportunity to make 'free space' comments, these have been categorised and quantified in appendix 4.

3.4 A quantities summary of the responses provided to the fixed response questions is provided below.

Lower Sydenham to Bromley Quietway					
	Strongly Opposed	Somewhat Opposed	Neutral	Somewhat in Favour	Strongly in favour
Zebra Crossing on Worsley Bridge Road	0%	4%	18%	13%	66%
Mini roundabout improvements	2%	4%	14%	7%	73%
WBR Shared path	8%	4%	20%	14%	54%
Copers Cope Road informal crossing	2%	0%	21%	25%	53%
Parallel zebra on Southend Road	3%	3%	12%	10%	71%
Improvements to the transition between the footpath and Ridley Road	15%	7%	20%	13%	46%

Converting the footpath to a shared path	25%	6%	10%	15%	44%
Measures to reduce cycle speeds on the approach and exit to the footpath	9%	4%	23%	21%	43%
Contra-flow cycle facility on Ravensbourne Road	20%	6%	18%	16%	40%

3.5 Key Stakeholders Responses

- London Cycling Campaign (See Appendix 1)
- Lewisham Cyclists (See Appendix 2)
- Metropolitan Police (See Appendix 3)
- Road Safety Rep for West Beckenham Residents (Comments quantified in above table)
- The Shortlands Residents' Association

3.6 Post-consultation route recommendations

Worsley Bridge Road shared path- Implement as proposed with minor modifications based on consultation comments

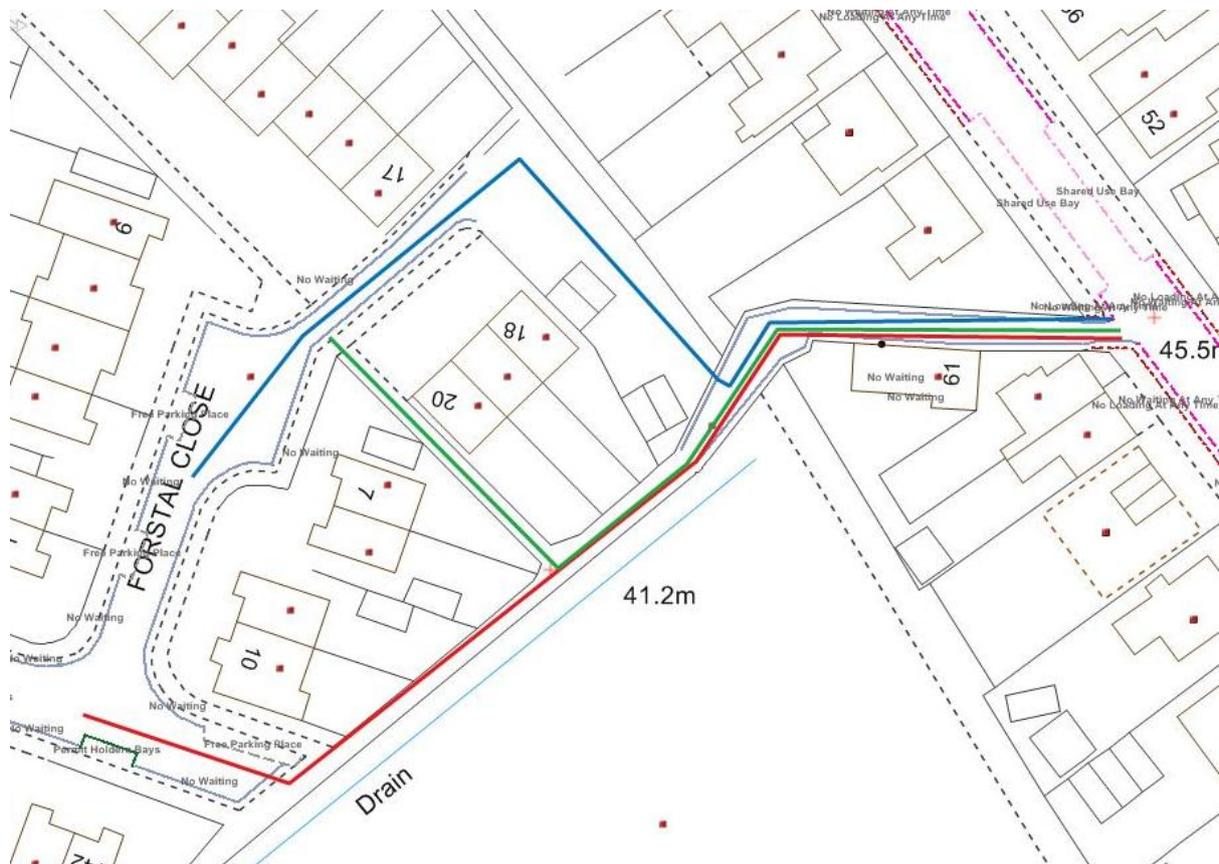
Southend Road Zebra- Implement as proposed, however options for transition to and from the zebra for east bound cyclists will be assessed as part of the detailed design process.

Ridley Road to Ravensbourne Road footpath

Whilst the majority of respondents expressed support or strong support for the changes proposed to allow cycling on the footpath between Ridley Road and Ravensbourne Road, there was a considerable body of opposition who raised useful points about the potential for conflict with school children using the path on their way to school. A simple solution would be to make cyclists dismount as they are required to do on the existing London Cycle Network route that uses the path however this is not permitted by TfL on a Quietway therefore we have assessed a number of alternative alignments for entering the town centre, none of which are satisfactory in terms of level of service, safety, security or likely cost. Therefore it is necessary to work with and improve the currently proposed alignment via the footpath.

3.7 Three options have been assessed, these are:

- Widen the path (on the existing proposed alignment) around the trees to create space for cyclists to pull in and allow pedestrians to pass. The path would be designed with 'cycle calming features' to slow cyclist speeds.
- Take the narrow but straight (with good forward visibility) path between the houses on Forstal Close to avoid the narrowest section of the footpath to enter onto the footpath at a wider section. Again the path would be designed with significant 'cycle calming features' to slow cyclist speeds.
- At the end of Forstal Close take the route across the private access road leading to the garages and remove a fence panel leading to the wider section to the footpath.



Option 1 Red
 Option 2 Green
 Option 3 Blue

3.8 The third option has a number of issues and uncertainties relating to whether we would have to adopt this piece of road and if not what status it would have. Therefore option three is impractical. The second option is probably the easiest but is still very narrow but has good forward visibility. The width means that it is less than ideal so it is not recommended that this option is taken forward.

3.9 It is therefore recommended that option one is taken forward. A site visit with the Borough's Arbocultural specialist revealed that a number of the trees bounding the path are either dead or in poor health and all that the scrub can be removed. Four mature trees would be retained with the path widened around them. This would make a positive contribution to the appearance of the path allowing more light and clearing up the litter that is strewn along the embankment between the path and the watercourse.

Ravensbourne Road contra-flow

3.10 At present the route is proposed use Ravensbourne Road using a contra-flow, this was controversial with residents also the route simply ends at the junction of Ravensbourne Road with Bromley High Street which is not entirely satisfactory. Therefore, officers would recommend an alternative route alignment (travelling with-flow on the one way streets) using Ringers Road and Ethelbert Road, as the London Cycle Network (LCN) currently does. We would also recommend a slight extension of the Quietway to link it with the existing LCN routes in Bromley Town Centre. To do this the route would turn left out of Ringers Road and follow the High Street and Elmfield Road to the extant shared path alongside the A21, which has recently benefited from TfL investment.

3.11 This would provide a better level of provision for cyclists travelling through the town centre and act as a 'staging post' for a future Quietway eastern extension to Bickley and potentially further

east. The key to getting extensions and more Quietways is timely delivery of the already proposed routes on time and to a good quality.

Additional interventions

Northern section of Copers Cope Road and Park Road

- 3.12 As Members may be aware, a number of measures have been put in place in the southern section of Copers Cope Road to improve road safety, however the Council has received a number of complaints from residents about speeds and safety on the northern section of road between Park Road and Worsley Bridge Road.
- 3.13 A speed survey was undertaken for this section of Copers Cope Road and also in Park Road to establish whether there was a problem. These surveys revealed that the 85th Percentile speed in Copers Cope Road was 35.9 mph in the first week of the survey and 34.6 mph in the second week of the survey. In Park Road the 85TH percentile was over 39 mph in both weeks. This level of speed and the fact that these roads are on a designated cycle route means there is a good case to look at measures to reduce speed.
- 3.14 The junction of Southend Road with Park Road and Foxgrove Road is recognised as a collision hotspot with seven Personal Injury Collisions in the last three years, four of which involved pedal cycles. Ward Members have been supportive of the idea of a mini roundabout in this location to improve road safety for a number of years although the complexity of movements at the junction makes this difficult in its current form.
- 3.15 A package of measures to reduce speeds along the length of these two roads should be considered, these could include:
- Vehicle activated signs speed signs
 - Psychological calming/ Use of surface dressings
 - Visual Narrowing
 - Removal of line markings
 - Improved pedestrian crossings and facilities
 - Remove P&D and encourage parking
 - Modal filtering/ Closure of Park Road and the introduction of a mini-roundabout with parallel zebra crossings to improve walking routes and the Quietway crossing Southend Road.
- 3.16 It is likely that a package of the above measures will be required to bring speeds to an acceptable level.
- 3.17 It is recommended that the committee agree to the principle of speed reduction measures funded by TfL's Quietways budget, and delegate the approval of the design to Ward Members and the Portfolio Holder. This will enable officers to submit a Change Request to TfL to ask for the necessary additional Quietways funding.

Crab Hill/ Downs Hill Junction

- 3.18 This junction currently has wide radii, with a narrow island in centre; this does not provide a good quality pedestrian crossing facility and risks left hand hook collisions between cyclists and motor vehicles. We are therefore proposing to a minor intervention to tighten radii of junction to reduce speed of vehicles travelling through junction and reconfigure Island to improve the facilities for pedestrians crossing the mouth of the junction.

Extension to Elmfield Road

- 3.19 At present the route is proposed to end at the junction of Ravensbourne Road with Bromley High Street however Officers would recommend an alternative route alignment and slight extension to the route to link the Quietway the existing London Cycle Network in Bromley Town Centre and take advantage of recent TfL investment in the shared path alongside the A21. To do this the route would turn left out of Ringers Road and follow the High Street and Elmfield Road to the extant shared path alongside the A21. The route would end at the Rochester Avenue entrance to the Civic Centre, providing a high quality cycle route through the town centre and serving a major employment site.
- 3.20 The extension to the Civic Centre would provide a better level of provision for cyclists travelling through the town centre and act as a 'staging post' for a future Quietway eastern extension to destinations such as Bickley, Petts Wood and Orpington where the route could be linked to the Borough's own proposed Orpington to Green Street Green cycle route.

Shortlands

- 3.21 The Quietway passes through Shortlands Village from Ravensbourne Avenue to Station Road although currently no infrastructure to help cyclists is proposed for here, offering a low level of service to cyclists. Furthermore, the Council has a long held aspiration to reduce congestion, improve facilities for pedestrians, especially for those crossing the mouth of Station Road.
- 3.22 Officers have been working with Ward Members and the Portfolio Holder to develop options for this location to achieve benefits for cycling, walking, motorists, and buses and importantly improve the public realm of the area.
- 3.23 These proposals are at an early stage and Officers are in dialogue with TfL about the proposals. Officers are exploring funding options and believe that there is a good chance of obtaining Quietway and possibly Air Quality funding from TfL for the scheme. To strengthen the bid officers are exploring the possibility of allocating some of the Borough's LIP allocation to the project.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 Routes are designed to be accessible for all including those cyclists requiring recumbent cycles or disability bikes. There is not thought to have any adverse impact on Vulnerable Adults and Children.

5. POLICY IMPLICATIONS

- 5.1 This proposal supports outcome 5 of the 2017-20 Environment Portfolio Plan to Improving Travel, Transport & Parking by working:

- 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 greenhouse gas emissions by promoting cycling, walking and public transport journeys
- To promote safer travel, and reduce the number and severity of road accidents
- To provide accessible, affordable, fair and effective parking services.

5.2 In outline form, these proposals have previously been considered by the Environment PDS Committee and approved by the Executive Portfolio Holder for Environment in November 2016 in Report No. ES16059 8/11/2016.

6. FINANCIAL IMPLICATIONS

- 6.1 Overall the route is currently estimated to cost approximately £700k, an increase of £272.2k. It is difficult to provide a final estimate as the Highways and Minor Works contracts are currently being tendered and therefore rates could change significantly by the time the routes are constructed.
- 6.2 Executive is asked to agree to increase the scheme cost by £272.2k and to revise the total within the capital programme to £700k, subject to confirmation from TfL for the balance of funding.
- 6.3 It should be noted that this funding is provided by TfL for the purpose of Quietways and cannot be spent on any other transport projects.
- 6.4 Confirmation of final costs and funding will be included in future Capital Programme monitoring reports.
- 6.5 The proposed capital expenditure for some locations within the Quietways will reduce the call on revenue maintenance funding in the medium term as the assets will be renewed earlier than would otherwise be possible.

7. PERSONNEL IMPLICATIONS

- 7.1 One member of staff from existing resources will continue to manage the project. A seconded consultant will undertake detailed design work which will be fully funded by TfL; they will be managed by LBB or the duration of their secondment.

8. LEGAL IMPLICATIONS

- 8.1 Traffic Management Orders will be required to implement parking and waiting restrictions at various points along the routes.
- 8.2 A Cycle Track Order will be required to permit the conversion of a section of Footpath 74 from Ridley Road to Ringers Road to a shared walking and cycling path if as is recommended in Section 3, this option is chosen for the route alignment.

9. PROCUREMENT IMPLICATIONS

- 9.1 The Quietway will be built by Bromley's term contractor for Highways

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	<ol style="list-style-type: none">1. Report No. ES16059 8/11/20162. Lower Sydenham to Bromley Quietway consultation drawings pack January 2018

Appendix 1

London Cycling Campaign consultation response

This consultation response is on behalf of the London Cycling Campaign (LCC), the capital's leading cycling organisation with more than 12,000 members and 30,000 supporters. This response was developed with input from representatives of LCC's borough groups.

The proposed scheme is opposed – it features large deflections in alignment, major gaps where no interventions are proposed and roads where fast and aggressive driving will not in any way be tamed, plus narrow sections of shared space. In other words, this route will primarily benefit driving, not cycling or walking.

Specific points about the scheme:

- It is presumed that the scheme is intended to connect to Waterlink Way and the Greenwich to Kent House Quietway at Southend Lane. But the drawings and detail do not explain how this would be done – and current conditions in this missing section are entirely unsuitable currently for a Quietway.
- Given pedestrian flows and amenities along Worsley Bridge Road, a 3m shared path is likely to introduce significant pedestrian-cycle conflicts and represents a poor quality approach. Given the amount of off-street parking, parking reduction should be considered, along with other mechanisms to gain more space for those walking and cycling. In fact, the amount of on-street parking in use on Google Streetview indicates the council could and should be working with businesses and residents here on a car use reduction strategy, as well as potentially car-sharing, car clubs etc.
- Speeds along Worsley Bridge Road should be 20mph to reduce motor traffic dominance, reduce severity and frequency of collisions and to enable more people to walk and cycle. Given this, only speed control measures proven to reduce speeds to around 20mph should be utilised – not “visual” road humps, in other words. Crossings particularly of the main road should be raised.
- All side roads to Worsley Bridge Road should be designed with tight corner radii and “continuous footways” (also known as “blended crossings” or “Copenhagen crossings”).
- The roads leading off Worsley Bridge Road largely lead do not enable through motor traffic to other areas. The exceptions along this route being Meadowview Road and Copers Cope Road – both of which could potentially be candidates for modally filtering to reduce through motor traffic in the area and improve this scheme.
- Mini-roundabouts are often locations hostile to cycling and walking. And the failure to remove this one and provide adequate quality provision here is a major failing of the scheme. If motor traffic volumes on Station Approach are low and slow enough to host a “continuous footway”, then the junction could be redesigned as a T-junction. Given Montana Gardens is likely to have even lower volumes, then both sides could feature continuous footways and the entire roundabout could be removed potentially.
- Quietway routes are meant to be direct, but this route features significant deflections, for instance along Copers Cope Road rather than remaining on Worsley Bridge Road.

- There appears to be no design detail for Copers Cope Road – and it is unclear whether those cycling will be expected to ride with fairly high volumes of fast and aggressive through traffic without speed restrictions, or ride on uneven paving slabs and watch out at every entrance and side road that remains untreated. Neither solution is acceptable. This road is very wide and cycling could be provided for here with separate space. Similarly, Park Road appears to feature no speed restriction or attempt to design out high motor vehicle speeds. This is unacceptable for a Quietway design.
- The Southend Road junction design is not clear on how cyclists will enter and exit the shared space area and requires more clarity. Given the crossing is on a wide bend on straight, fast roads, it must also be raised, or this junction should be signalised.
- Again there appears to be no detail, or no interventions proposed, between Foxgrove Road and Ridley Road, including Crab Hill, Ravensbourne Avenue, the crossing of Beckenham Lane, Station Road and Queen’s Mead Road. Many of these roads will require further interventions to reach even the lowest standards of a Quietway.

General points about cycling schemes:

- LCC requires schemes to be designed to accommodate growth in cycling. Providing space for cycling is a more efficient use of road space than providing space for driving private motor vehicles, particularly for journeys of 5km or less. In terms of providing maximum efficiency for space and energy use, walking, cycling, then public transport are key.
- As demonstrated by the success of recent Cycle Superhighways and mini-Holland projects etc., people cycle when they feel safe. For cycling to become mainstream, a network of high-quality, direct routes separate from high volumes and/or speeds of motor vehicle traffic is required to/from all key destinations and residential areas in an area. Schemes should be planned, designed and implemented to maximise potential to increase journeys – with links to nearby amenities, residential centres, transport hubs considered from the outset.
- Spending money on cycling infrastructure has been shown to dramatically boost health outcomes in an area. Spending on cycling schemes outranks all other transport mode for return on investment according to a DfT study. Schemes which promote cycling meet TfL’s “Healthy Streets” checklist. A healthy street is one where people choose to cycle.
- All schemes should be designed to enable people of all ages and abilities to cycle, including disabled people.
- LCC wants, as a condition of funding, all highway development designed to London Cycling Design Standards (LCDS), with a Cycling Level of Service (CLoS) rating of 70 or above, with all “critical issues” eliminated.

Appendix 2 Lewisham Cyclists response

Bromley Council consultation on Quietway: Lower Sydenham to Bromley (January 2018)

Response by Lewisham Cyclists (the London Cycling Campaign group for the London Borough of Lewisham)

Comments refer to the 'consultation drawings pack' (January 2018)

Worsley Bridge road - Broadly supportive of the widened shared use footway approach, but with strong concerns about the safety of some of the driveways and residential exits where visibility is not good.

Visual speed humps should be sinusoidal speed humps as set out in TfL London cycle design standards.

Continuous shared footway over Station Road needs clear warning signage to motor vehicles approaching from Station Road and at roundabout about raised footway and shared path priority.

Where the route on Worsley Bridge Road meets Copers Cope Road, a full joint pedestrian and cycle zebra crossing should be implemented across Worsley Bridge Road and a speed table at the junction with Worsley Bridge Road, Greycot Road and Copers Cope Road. The proposed design is dangerous due to poor sight lines and an abundance of speeding motor vehicle traffic, inconvenient for cyclists as the sharp turn cannot be negotiated by a cargo bike or disabled bikes. Current design will be seldom used and not encourage more people to cycle as set out in the aims and objectives of Quietways.

Lack of infrastructure and traffic calming on Copers Cope Road is unacceptable. The plans for this section should include sinusoidal speed humps to control traffic speed, which is already excessive and dangerous. Segregation is justified for these traffic speeds and volumes. One option is a segregated cycle track in each direction similar to that on Royal College Street (LB Camden) whilst retaining parking – there appears to be sufficient road width for this. Less satisfactorily a shared footway approach as in Worsley Bridge Road also appears to be feasible. These significant infrastructural measures would encourage an increase in people cycling as per the London Mayor's Transport Strategy and also Bromley Council Cycle Strategy.

In Park Road traffic speeds are too high for a Quietway route, so we believe that sinusoidal speed humps should be installed to control traffic speeds. Furthermore, a segregated lane similar to Royal College street could be accommodated here whilst retaining working if traffic island pinch points are removed.

The design for the Park Road, Foxgrove Road junction with Southend Road fails to provide a safe, convenient access to Beckenham Place Park and is also inconvenient for both pedestrians and cyclists. This design needs to be rethought with a full four way signalised crossing provided with a yellow box junction to control motor traffic in Southend Road from blocking crossing points.

We strongly support the conversion of the Ridley Road path to shared access, but believe Trixie mirrors are required at each end to prevent blind spots and potential conflicts between cyclists and pedestrians.

Ravensbourne Road has varied types of motor traffic, including vans and trucks, travelling at speed downhill. Cyclists travelling in contraflow to this motor traffic are particularly at risk at the apex of the turn outside 24 Ravensbourne Road. This conflict could be avoided by relocating two parking bays to elsewhere on Ravensbourne Road, and building a refuge island at this apex, with a short section of

lightly segregated mandatory cycle lane. This along with sinusoidal speed humps to control traffic speed would make the route safer than the current proposed design.

The success of this Quietway will be determined on the treatments at the junctions as described above, as more than 50% of collisions involving cyclists take place at junctions. Lewisham Cyclists believe there are still major flaws in the current design. If necessary changes are made to consulted design, this would provide a safe route to/from Sydenham High school and also to/from Beckenham Place park and nearby Beckenham Town Centre.

Compiled by Alex Raha pp Jane Davis (Lewisham Cyclists Coordinator) 1/2/18

Appendix 3 Metropolitan Police, Road Safety Engineering Unit, consultation response

Lower Sydenham to Bromley

1 Bromley, Worsley Bridge Road

Drawing 1 it is not clear who has right of way at crossovers. The raised entry treatments and cycle logos may imply to cyclists that they have right of way. This may cause conflict with vehicles exiting private premises.

Drawing 2 of 3 Worsley Bridge Road mini roundabout junction with Station Approach and Montana Gardens.

Whilst not against the use of a continuous footway I have real concerns about this particular design. Rather than being aligned with the edge of the footway, the continuous footway across Station Approach dips into the mouth of Station Approach, causing cyclists to have to turn into and out of Station Approach to use it. This design ensures that in order to give way to cyclists vehicles have to stop some considerable way into Station Approach and as such it appears from the limited detail on the plan that drivers will have no visibility of oncoming cyclists in either direction. Equally cyclists using this footway on either side of the junction will have no view of vehicles emerging from the junction until they are almost on top of it. There is a considerable amount of foliage on the north side of the junction which further impedes visibility. The problem of visibility is compounded by parked vehicles to the south side of the junction. Drivers heading north wishing to turn left into Station Approach are unlikely to be able to see cyclists also heading north on the footway if there are vehicles parked on the south side of the junction. The plan shows a single yellow line at this point whereas parking needs to be prohibited here at all times. The continuous footway and lack of intervisibility may also cause a problem with shunt collisions in Worsley Bridge Road as drivers stop suddenly to allow priority for a cyclist when turning. This may be made worse if traffic speeds are high. There is a further problem of visibility for drivers heading south in Worsley Bridge Road who wish to turn right into Station Approach. In order to see a cyclist also heading south on the shared footway a driver would have to turn 180 degrees in order to spot a south bound cyclist before turning. The addition of new trees at this junction may also affect intervisibility.

As a result of all of the above issues I object to this part of the design.
Do you have plans with visibility splays and speed survey results?

I support the addition of the zebra crossing in Worsley Bridge Road provided speed surveys show that the eighty fifth percentile speeds are below 37mph.

The access to the south of the junction with Station Approach has give way markings positioned in a way as to imply that vehicles exiting the access have right of way over pedestrians and cyclists which should not be the case with continuous footway. The engineering should ensure that motorists know that they do not have right of way. This is ambiguous and may lead to pedestrian vehicle conflict and cycle vehicle conflict.

A general concern is the clarity of who has right of way at crossovers. Cycle logos and coloured surface imply that cyclists have right of way but this is ambiguous as there are no give way markings for cyclists or vehicles and it is likely that drivers will not give way to cyclists at these crossovers. This may result in cyclist vehicle conflict at crossovers. Of particular concern are the entrances to industrial units where numerous movements of HGVs take place.

The entrance to the industrial area to the south of the junction with Meadowview Road has limited visibility due to the number of vehicles parked at the front of the premises in Worsley Bridge Road. This will prevent drivers exiting this estate seeing approaching cyclists. The mouth of this junction has

been tightened up but there are already two bell bollards on the footway on the north side suggesting overrunning. Has a swept path analysis been carried out here and will any new bollards be installed?

Drawing 3 of 3

What is intervisibility like at the junction with Copers Cope Road, Worsley Bridge Road? What are the dimensions here? The corner looks very tight with a high wall and foliage. It appears from the plan that cyclists and pedestrians may not see each other as they negotiate the corner.

Bromley 5 Ridley Road Path

What is the width of Ridley Path at it's narrowest point?

I question the use of sinusoidal speed humps in an area used by pedestrians particularly older pedestrians, those using wheelchairs, mobility scooters and push chairs. Although cycle speed should be controlled in such a narrow shared space there are other options available that are more comfortable for pedestrians such as rumble strips. TfL have trialled various options to reduce cycle speed and may be able to assist with this.

I support contraflow cycling in Ravensbourne Road but have concern over the available road width with cars parked on both sides. What are the dimensions here? Cyclists may come round the bend with limited visibility and have to stop due to lack of road width and vehicles failing to give way to cyclists. This may be more problematic for cyclists as they will be going up a steep hill at this point and won't have any speed to get out of the way of oncoming vehicles.

What is the width of the vehicle lane at the entrance to Ravensbourne Road from the High Street? Has a swept path analysis been done here? It looks quite tight and vehicles may overrun the footway on the corner when turning left into Ravensbourne Road.

Appendix 4 Quantified analysis of comments

N.B. In addition to the comments in the Survey response forms, several ad hoc emails and letters were received as part of the consultation and, where possible, these have been analysed and are included in the table below.

Worsley Bridge Road	
Supports WBR shared path	3
Concerns about litter on WBR	3
Would prefer cycle track to a shared path	4
Wants wider shared paths	3
WBR shared path needs to have priority over side roads	2
Consider Copenhagen type crossing	1
Would like WBR mini roundabout replaced with signals	1
Do not narrow the carriageway for the Worsley Bridge Road shared path	1
Concerns about fly tipping on WBR	1
Improve WBR with trees	1
Like to see improvement to Lower Sydenham Station approach	1
Needs parking controls on Lower Sydenham Station Approach	1
WBR shared path needs to be well lit	1
Need better connectivity over tracks at Lower Sydenham station	1
Consider 20mph on Worsley Bridge Road	1
Wants formal crossing instead of informal one in Copers Cope Road	1
Need to improve safety on WBR roundabout for motorists	1
Need to reduce congestion in WBR	1
Need to consider cyclists leaving Quietway from WBR shared path	1
Concern about vehicles parking on the WBR shared path	1
Concern about conflict on the shared path	1
Commuter parking needs to be reduced	1
WBR mini roundabout should be removed	1
Wants Traffic calming on WBR	1
Southend Road proposed Zebra	
Supports Southend Road Zebra	7
Wants Mini Roundabout on Southend Road	3
Would prefer Toucan/ Signals on Southend Road	2
Transition for cyclists using Southend Rd zebra needs to be considered	2
Wants mini roundabout further down Southend Road	1
Wants traffic calming on Southend Road	1
Wants Southend Road Zebra on other side of junction to avoid impact on their garden	1
Opposed to Southend Road Zebra due to conflict	1
Wants traffic calming at Southend Road junction	1
Ridley Road/Ravensbourne Road footpath	
Ridley Road footpath conflict between pedestrians and cyclists/ too narrow	9
Footpath needs motorcycle inhibitors	2
Opposes for loss of existing foliage alongside footpath	1
Concern about widening footpath will affect their land	1
Footpath needs more cycle calming	1
Ravensbourne Road Contra-flow	
Opposed Ravensbourne Road contra-flow/ will be unsafe/ concern about traffic flow	11
Ringers/ Ethelbert alternative to Ravensbourne Contra-flow	4
Need to improve existing one-way signage on Ravensbourne Avenue	1

Restrict parking on Ravensbourne Road to permit contra-flow	1
Drivers ignore Ravensbourne one way	1
General	
Supports Quietway overall	5
Introduce parking restrictions at selected points along the route	3
Supports proposals to encourage walking and cycling,	2
Route needs more segregated lanes	2
Wants 20mph	2
Wants more traffic calming	2
Not relevant to this route	2
Wants segregated cycle lanes on more roads across the borough	1
Crossing Southend Lane needs to be considered	1
Reduce pollution	1
Proposals are poor quality	1
The corner of Worsley & Copers Cope is a blind corner.	1
Concern about speed in Copers Cope Road	1
Lawn Rd needs to be tightened and so does the flaring on Westgate Rd	1
Westgate Rd. Right turn protection needed for Bromley Gardens.	1
Provide secure cycle parking at stations	1
Waste of Money	1

Report No.
ES18027

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Environment Portfolio Holder

Executive

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

Date: 15th March 2018

Decision Type: Non-Urgent Executive Non-Key

Title: GREENWICH TO KENT HOUSE QUIETWAY (BROMLEY SECTION) PUBLIC CONSULTATION REPORT AND FINAL PROPOSALS

Contact Officer: Alexander Baldwin-Smith, Transport Planner
E-mail: Alexander.Baldwin-Smith@bromley.gov.uk

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

Ward: Penge & Cator

1. Reason for report

To inform members of the progress to date on the Quietway route since bringing initial proposals to PDS in November 2016

To seek approval to construct the interventions post consultation and for permission to consult and subsequently construct additional interventions on the Quietways that have not previously been to Committee.

2. **RECOMMENDATIONS**

For the PDS to:

- **Note the progress made to date on the proposed Quietways.**
- **Endorse proposals for extensions and additional interventions to strengthen the Borough's bids to TfL.**

For the Portfolio Holder to:

- **Support the application to TfL for funding of the proposed additional interventions and delegation of the approval of the final designs to the Executive Director of Environment and Community Services, in consultation with Ward Members and the Portfolio Holder.**
- **Approve the construction of the proposed route and interventions as set out in section 3 following public consultation with delegation of the approval of the final designs to the Executive Director of Environment and Community Services, in consultation with Ward Members and the Portfolio Holder.**

For the Executive:

- **To approve the net acquisition of 180.8 sq.m. of land to be acquired from Harris Aspire in order to widen River Pool Path.**
- **Subject to confirmation of funding from TfL, proceed with the scheme and the changes to increase the scheme costs by £135.3k to £570k within the capital programme to reflect the higher estimated cost of the scheme with the additional interventions now proposed.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: Routes are designed to be accessible to those cyclists requiring recumbent cycles or specialist cycles for people with disabilities. The routes will also provide greater opportunities to cycle for less confident individuals including older people and children. There are not thought to be any negative impact on vulnerable adults and children.
-

Corporate Policy

1. Policy Status: Existing Policy: This proposal supports outcome 5 of the 2017-20 Environment Portfolio Plan to Improving Travel, Transport & Parking.

In outline form, these proposals have previously been considered by the Environment PDS Committee and approved by the Executive Portfolio Holder for Environment in November 2016 in Report No. ES16059 8/11/2016

2. BBB Priority: Quality Environment Healthy Bromley:
-

Financial

1. Cost of proposal: £570k
 2. Ongoing costs: Negligible
 3. Budget head/performance centre: Capital Programme
 4. Total current budget for this head: £434.7k
 5. Source of funding: TfL Quietways programme restricted budget
-

Personnel

1. Number of staff (current and additional): Number of staff (current and additional): 1 member of staff from existing resources will continue to manage the project. A seconded consultant will undertake detailed design work which will be fully funded by TfL, managed by LBB for the duration of their secondment.
 2. If from existing staff resources, number of staff hours: 100
-

Legal

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

Procurement

1. Summary of Procurement Implications: The Quietway will be built by Bromley's term contractor for Highways
-

Customer Impact

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

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillor's comments: Ward member views were sought when proposals were first taken to committee in 2016 and were sought before consultation. Members were supportive of the proposals.

Any further ward member views on additional interventions and proposed changes to the routes will be reported to committee verbally.

3. COMMENTARY

- 3.1 Officers undertook a consultation over approximately 3 weeks regarding the two proposed Quietway routes in the Borough between Wednesday 10th January and Friday 2nd February 2018
- 3.2 Residents directly affected were contacted by letter and sent a freepost questionnaire seeking their views on the proposals. The following key stakeholders were also contacted:
- Bromley Cyclists (London Cycling Campaign)
 - Cycle Touring Club
 - Kent Association for the Blind
 - Bromley Mobility Forum,
 - Disability voice Bromley,
 - Experts by Experience,
 - BATH, Bromley Association of People with Disabilities
 - London Fire Brigade
 - London Ambulance Service
 - Metropolitan Police
 - London Buses,
 - Licensed Taxi Drivers Association,
 - Southeastern Railways,
 - Transport for London
 - Friends of Cator Park
 - GoodGym (Cator Park User)
 - Residents' Associations who are members of the Bromley Road Safety Panel
 - Local Schools
 - Cator Park pre-school
- 3.3 Drawings were provided for residents and stakeholders to view online in order to reduce the volume of printing and cost to the Council, the webpage also offered the option of an e-form consultation response.
- 3.4 A business engagement event, over two days was also held to understand the views of businesses in Kangley Bridge Road affected by the proposals for the shared path in the road. This event was managed by the Council's delivery partner for the routes, Sustrans.
- 3.5 Respondents were asked their views on a range of interventions and were invited to rank their support in one of five categories (Strongly Opposed, Somewhat Opposed, and Neutral, Somewhat in Favour and Strongly in favour). Space was also provided for comments and respondents were asked about their travel habits and what would encourage them to cycle more, if anything. Many of the comments will be used to refine the designs during the detailed design process and travel information will be used as an evidence base for future scheme development.

Respondents were also provided with the opportunity to make 'free space' comments, these have been categorised and quantified in appendix 5.

3.6 A quantities summary of the responses provided to the fixed response questions is provided below.

Greenwich to Kent House Quietway					
Proposal	Strongly Opposed	Somewhat Opposed	Neutral	Somewhat in Favour	Strongly in favour
Kangley Bridge Road shared path	21%	5%	18%	13%	42%
River Pool path widening	10%	4%	12%	22%	53%
River Pool path conversion to shared path	19%	11%	19%	13%	38%
Lennard Road Parallel Zebra	8%	8%	8%	33%	42%
Cator Park Shared Path centre line removal	25%	16%	19%	12%	28%
Cator Park solar lighting	16%	9%	16%	10%	49%
New informal pedestrian crossing on Aldersmead Rd	9%	0%	14%	27%	50%
Kings Hall Road junction improvements	9%	0%	7%	27%	56%
Improve the forecourt of Kent House Station	8%	3%	30%	18%	43%
Introduce trees to the entrance of Kent House Station	5%	3%	21%	18%	54%
Upgrade cycle parking at Kent House Station	3%	3%	13%	26%	56%

3.7 The Kangley Bridge Road business engagement event was managed by Sustrans, whose officers have provided the following report of the views of the businesses who visited the event.

3.8 All those spoken to at the Kangley Bridge Road business consultation events were largely in favour of the scheme and everyone who attended had concerns regarding the current use of parking on Kangley Bridge Road, the majority of which is taken up by un-roadworthy cars waiting to be repaired by Newbridge Accident Repair Centre. Business owners did not seem concerned with the proposed reduction in road space available for parking and seem to accept that this would better manage the road space in Kangley Bridge Road. They were also in favour of introducing some form of paid parking in the road although no details were offered for exactly how they wanted this to be implemented.

3.9 Business owners who raised concerns over narrowing of the road were reassured that due to the removal of parking on one side of the road the effective width will remain as it currently is. Tracking work was also provided to show clearly those movements into side roads off Kangley Bridge Rd work in the new layout. Some people voiced concerns about the speed of some vehicles, stating that they had witnessed HGVs being driven very quickly, as if they were, I quote, 'already in the yard' once they entered Kangley Bridge Road.

3.10 Most attendees stated that the area feels unwelcoming and unclean, with one employer saying that he would like to see improvements made to the area so that it would be more attractive to potential employees, which in its current state he believes Kangley Bridge Road is not. Some also suggested including cycle parking in the design.

3.11 **Responses were received from the following Stakeholders:**

- London Cycling Campaign (See Appendix 1)
- Lewisham Cyclists (See Appendix 2)
- Metropolitan Police (See Appendices 3 and 4)
- Friends of Cator Park & Alexandra Recreation Ground (Comments quantified in above table)
- Road Safety Rep for Penge Forum (Comments quantified in above table)
- Road Safety Rep for West Beckenham Residents (Comments quantified in above table)

The detailed technical responses from the Police and Cycling groups are included in the Appendixes to this report and will be analysed in more detail as part of the detailed design process.

Post-consultation recommendations

- 3.12 **Kangley Bridge Road-** Proceed with the intervention as proposed but to refine the layout of parking to ensure that traffic can pass easily in the road and implement a Pay and Display parking scheme. Introduce cycle parking into the design at carefully chosen locations.
- 3.13 **River Pool Path-** Proceed with the widening of the section of path as proposed and introduce mitigation measures to reduce the impact of the existing lighting on the bat colony at the request of the Friends of Cator Park. To address the Police's concerns, replacement of the existing motorcycle inhibitors with bollards, which provides better access to the path for disabled users and buggies, it is proposed to introduce P2W speed deterrent humps to the path. To address concerns about making the path shared, a number of off-highway 'cycle calming' techniques will be considered.
- 3.14 Officers have had a productive conversation with Harris Aspire about widening the River Pool shared path onto their land to improve safety, and reduce the potential for conflict between pedestrians and cyclists. We are currently in the process of acquiring the 186.3 sq.m. of land to be acquired from Harris Aspire 5.5 sq.m. of land returned to Harris Aspire making a net acquisition of 180.8 sq.m. of land from Harris Aspire in order to widen River Pool Path land to undertake the widening, please see Appendix 6 for more details. This is being handled by the Council's contractor Cushman & Wakefield and is currently with the Education Funding Agency.
- 3.15 **Lennard Road Parallel Zebra-** Proceed as proposed, but make changes to facilitate revised Lennard Road. Aldersmead alignment as outlined below.
- 3.16 **Cator Park-** The majority of respondents were either opposed to or neutral about the proposal to remove the centre line in Cator Park; it is therefore proposed to leave the segregation line in place. The proposal to install solar lighting also proved controversial with a number of residents and whilst a majority of residents supported this proposal it is recommended that the solar lighting is not installed to avoid changes to the park environment, clearly a key issue for local residents.
- 3.17 Without lighting Cator Park would not be suitable for 24 hour operation as a Quietway, therefore it is proposed to be signed as an alternative route with the primary alignment on Aldersmead Road. The National Cycle Network route in Cator Park would remain unchanged although the Quietway would require the conversion of a short section of path to a segregated cycle/walking path to enable Quietway users to exit onto Aldersmead Road.
- 3.18 To facilitate this, improvements will be required to the junction of Lennard Road with Aldersmead Road the exact nature of which, due to time constraints, is recommended is delegated to Officers and Ward Members.
- 3.19 **Kings Hall Road Junction improvements-** Implement as proposed.
- 3.20 **Kent House Station-** It is recommended that a number of small changes are made to this design although it is still recommended to implement the primary proposal of extending the station forecourt. In response to concerns about cyclists cycling through the station underpass it is recommended that consideration is given to inclusion of anti-incursion features in line with the latest advice from the DfT on mitigating security vulnerabilities outside railway, bus and coach stations whilst still maintaining good pedestrian and mobility impaired access to the station.

- 3.21 It is also proposed to introduce covered two-tier cycle racks, install cycle stands in place of the proposed planters and provide a pump and repair station for cyclists to undertake basic repairs.

Extension

- 3.22 Officers continue to lobby TfL for a westwards extension to the route from Kent House to the London Borough of Croydon.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 Routes are designed to be accessible for all including those cyclists requiring recumbent cycles or disability bikes. There is not thought to have any adverse impact on Vulnerable Adults and Children.

5. POLICY IMPLICATIONS

- 5.1 This proposal supports outcome 5 of the 2017-20 Environment Portfolio Plan to Improving Travel, Transport & Parking by working:
- 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 greenhouse gas emissions by promoting cycling, walking and public transport journeys
 - To promote safer travel, and reduce the number and severity of road accidents
 - To provide accessible, affordable, fair and effective parking services.
- 5.2 In outline form, these proposals have previously been considered by the Environment PDS Committee and approved by the Executive Portfolio Holder for Environment in November 2016 in Report No. ES16059 8/11/2016

6. FINANCIAL IMPLICATIONS

- 6.1 Overall the route is estimated to cost approximately £570k. £200k is expected to be spent in 2018/19 and £370k in 2019/20. It is difficult to provide a final estimate as the Highways and Minor Works contracts are currently being tendered and therefore rates could change significantly by the time the routes are constructed.
- 6.2 Executive is asked to agree to increase the scheme cost by £135.3k and to revise the total within the capital programme to £570k, subject to confirmation from TfL for the balance of funding.
- 6.3 It should be noted that this funding is provided by TfL for the purpose of Quietways and cannot be spent on any other transport projects.
- 6.4 The cost of the proposed acquisition of land to widen River Pool Path is included within the overall scheme cost.
- 6.5 Confirmation of final costs and funding will be included in future Capital Programme monitoring reports.
- 6.6 The proposed capital expenditure for some locations within the Quietways will reduce the call on revenue maintenance funding in the medium term as the assets will be renewed earlier than would otherwise be possible.

6.7 The parking controls in Kangley Bridge Road will generate additional revenue for the Council, however until the actual design is finalised, it is not possible to quantify the level of net income that could be generated.

7. PERSONNEL IMPLICATIONS

7.1 One member of staff from existing resources will continue to manage the project. A seconded consultant will undertake detailed design work which will be fully funded by TfL, managed by LBB for the duration of their secondment

8. LEGAL IMPLICATIONS

8.1 Traffic Management Orders will be required at some points along the route, notably in Kangley Bridge Road.

9. PROCUREMENT IMPLICATIONS

9.1 The Quietway will be built by Bromley's term contractor for Highways

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	<ol style="list-style-type: none">1. Report No. ES16059 8/11/20162. Greenwich to Kent House Quietway consultation drawings pack January 2018

Appendix 1

London Cycling Campaign consultation response

This consultation response is on behalf of the London Cycling Campaign (LCC), the capital's leading cycling organisation with more than 12,000 members and 30,000 supporters. This response was developed with input from representatives of LCC's borough groups.

This Quietway is supported, however in order to enable more people to cycle in the area, and specifically those unwilling to cycle in medium flows of motor vehicle traffic and/or at speed, and those unwilling to cycle in isolated and potentially dark locations, this scheme requires further improvements.

Specific points about the scheme:

- It is presumed this scheme is meant to link to the Waterlink Way northwards via Farmbridge Close. The crossing of Southend Lane needs further improvement if that is the case.
- At Kangley Bridge Road, the road is divided clearly into two differently characterised areas, with residential properties to the north and industrial premises to the south. It may be advantageous to separate these two areas of the road and their traffic movements. A modal filter could potentially ensure motor vehicles servicing the industrial area do not drive the length of Kangley Bridge Road, including past the Lower Sydenham train station. If this is done, then low volumes of traffic and speed restrictions could enable those cycling to cycle in the carriageway in the northern half. In the southern half, separation from large vehicles would be required.
- Given the type of vehicles using Kangley Bridge Road, more should be done to slow vehicles to 20mph even where cycling is separated from motor vehicle traffic – potentially sinusoidal speed humps. Similarly, seeking to widen space by using inset parking bays and parking restrictions may result in faster, rather than slower, safer and calmer motor vehicle movements. Road width should be minimised to provide more space for walking and cycling, ideally with the two modes separated, ideally using stepped tracks.
- All side roads around the Kangley Bridge Road section should feature raised entry treatments to avoid faster motor vehicle turning movements – eg Westerley Crescent also. And entrances to industrial premises the route passes should be designed very clearly to favour pedestrian/cycling priority and to encourage slow and calm driving.
- Current pavements on Kangley Bridge Road are overgrown. And the area appears isolated and not well lit. It is vital that Quietways, designed to encourage people who are more risk averse to cycle, feel safe. This road does not – and more work needs to be done to ensure those cycling the route feel safe and secure, with lighting and other measures.
- The same issues hold true for the River Walkway, plus there may also be issues of bushes, sightlines etc. Many people will simply not use this route if they feel isolated, are asked to ride in shadow or darkness etc. The path also seems far too narrow for shared use on sections of the River Walkway, and should be widened.
- Lennard Road should be designated 20mph, and the crossing should at a minimum be on a raised table. Crossings along this road appear too infrequent, particularly given schools, sports academies etc.
- Similarly, there appears little reason why Aldersmead Road and Ringwold Close are designed for high motor vehicle speeds. A raised table and reduced kerb radii across the entire junction would

be of value. Similarly, at a minimum, the entrance to Aldersmead Road should be on a raised table.

- Kings Hall Road appears to be designed again for high speeds of motor vehicle traffic. This is inappropriate for not just cycling along it, as scheme expects people to do, but for people walking and cycling and living in the area. The current infrastructure proposed will not enable those who are risk averse to cycle here, a key failing point on this Quietway.
- Kings Hall Road is also aligned with corridors deemed to feature high potential to increase cycling on TfL's Strategic Cycling Analysis (which aligns Kings Hall Road approximately as part of a corridor from Beckenham Junction to Kent House, Penge, Penge West etc.). As such, any scheme on Kings Hall Road should either separate cycling from motor vehicle flows in high-capacity, high-quality tracks or consider major measures to reduce motor traffic volumes and speeds.

General points about cycling schemes:

- LCC requires schemes to be designed to accommodate growth in cycling. Providing space for cycling is a more efficient use of road space than providing space for driving private motor vehicles, particularly for journeys of 5km or less. In terms of providing maximum efficiency for space and energy use, walking, cycling, then public transport are key.
- As demonstrated by the success of recent Cycle Superhighways and mini-Holland projects etc., people cycle when they feel safe. For cycling to become mainstream, a network of high-quality, direct routes separate from high volumes and/or speeds of motor vehicle traffic is required to/from all key destinations and residential areas in an area. Schemes should be planned, designed and implemented to maximise potential to increase journeys – with links to nearby amenities, residential centres, transport hubs considered from the outset.
- Spending money on cycling infrastructure has been shown to dramatically boost health outcomes in an area. Spending on cycling schemes outranks all other transport mode for return on investment according to a DfT study. Schemes which promote cycling meet TfL's "Healthy Streets" checklist. A healthy street is one where people choose to cycle.
- All schemes should be designed to enable people of all ages and abilities to cycle, including disabled people.
- LCC wants, as a condition of funding, all highway development designed to London Cycling Design Standards (LCDS), with a Cycling Level of Service (CLoS) rating of 70 or above, with all "critical issues" eliminated.

Appendix 2 Lewisham Cyclists response

Bromley Council consultation on Quietway: Greenwich to Kent House (January 2018)

Response by Lewisham Cyclists (the London Cycling Campaign group for the London Borough of Lewisham)

Comments refer to the 'consultation drawings pack' (January 2018)

Kangley Bridge Road (KBR).

Broadly supportive of the widened shared use footway approach, but with strong concerns about the safety of some of the 'yard' exits where visibility is not good, particularly Lathams skip yard (x2) and Screwfix.

As a general rule need to:

- Ensure sight lines of shared footway for vehicles entering yards from Kangley Bridge Road are clear and not obscured by parked cars.
- Extend raised tables into yards as far as possible to slow emerging vehicles.
- Where possible remove railings and structures around yard entrances to improve visibility.
- Introduce signage for vehicles emerging from yards warning them of crossing cyclists.
- We assume that whole road will be double yellow lines apart from designated parking bays – essential for maintaining sight lines as vehicles enter yards.
- Reduce vehicle speeds in KBR in general with sinusoidal speed humps.
- While supportive of adding trees to improve streetscape it is important they don't restrict the shared footway below a useable 3.5m to 4m.

1 - Kangley Bridge Road (drawing 1 of 4) Westerley Crescent (WC) outside station – access to/egree from the shared footway appears to be restricted to a drop kerb at the east end of the path. This is not a satisfactory solution as it creates a conflict with vehicles emerging from the yard and pedestrians in the station vicinity. We think there should be a wide dropped kerb a few metres up WC to allow access to the footway or alternatively there could be a raised (possibly paved) table outside the station with flush access to/from the footway. Westerley Crescent north corner – from the plans it appears that there is a new build-out in this corner to allow cyclists access to the continuation of NCN21 northwards. It is hard to be sure from the diagram but we think that the build-out should be larger to ensure it is not blocked by motor vehicles and to eliminate the serious blind corner that exists there.

1 - Kangley Bridge Road (drawing 2 of 4) Not clear about 'Maintain dropped kerb so off-street parking is easily accessible' as couldn't see any at this location when we visited site. Northernmost yard exit on this drawing needs build-out extended 5m or so further North (or double yellow lines) to ensure visibility of southbound cyclists to vehicles turning into the yard. Otherwise may be obscured by parked vehicles.

1 - Kangley Bridge Road (drawing 3 of 4) Refer to general comments on KBR above.

1 - Kangley Bridge Road (drawing 4 of 4) Refer to general comments on KBR above.

2 – River Walkway Supportive of change of status to a shared path. Very pleased to see southern section being widened to 4m. However think the whole path should be widened to 3.5m - 4m, not just the section at the South end. Would also like to see wooden stream bridge at North end replaced with wider bridge, potentially on a diagonal to eliminate hazardous (slippery when wet) sharp turn.

3 – Lennard Road crossing No specific comments.

4 – Cator Park (1 of 2) Supportive of change of status to a shared path. However think the path should be widened to 3.5m - 4m.

4 – Cator Park (2 of 2) Supportive of change of status to a shared path. However think the path should be widened to 3.5m - 4m.

5 – Aldersmead Road Extend double yellow lines on East side build-out 5m or 10m further north to improve visibility for cyclists and pedestrians exiting Cator Park on Quietway.

6 – Kings Hall Road Fairly busy road with fast moving traffic. Whole road junction should have raised table to slow vehicle speeds. Two further sinusoidal humps to slow vehicles in section between Station Approach and Aldersmead junctions.

7 – Kent House Station Assume build-out with planters includes drop-kerbs for cycle access – unclear from drawings.

Compiled by Tim Collingridge (LC Secretary) 24/1/18

Appendix 3 Metropolitan Police, Road Safety Engineering Unit, consultation response

Greenwich to Kent House

1 Kangley Bridge Road

Drawing 1

There are a considerable number of trees on the shared use footway. What are the widths of the available footway to cycle on from tree to fence? There is not enough detail in the plans but it looks very narrow for both pedestrians and cyclists to use.

Will the maintenance schedule be changed to keep the shared use areas free of tree detritus which can be very slippery for cyclists?

Drawings 1, 2, 3 &

There are numerous crossovers which all give priority to vehicles. The cycle logos and raised tables will make drivers aware of cyclists but may also imply to cyclists that they have right of way as they are on a cycle route. This section may well end up being under utilised as these numerous crossovers will make it less attractive to use and many cyclists will prefer to be on the carriageway where they have right of way and less conflict.

Can you clarify the parking arrangements in Kangley Bridge Road on this plan (2) where it states "install bollards to prevent pavement parking" but in almost the same place it says "maintain dropped kerb so off street parking is easily accessible?"

2 River Walkway & 3 Lennard crossing

I have concern over the removal of gates and the installation of bollards. Will this leave enough space to get a powered two wheeler through? I believe at present motorcycles are unable to get through the gates. The larger gap may introduce the opportunity for motorcycles and scooters to use the river walkway. We have had an increase in crime involving powered two wheelers with incidents in different parts of the borough including Beckenham and Penge. The river walkway is a potential escape route for criminals using powered two wheelers. It may also prove attractive for them to hang around the walkway to commit crimes. We are committing extra resources to this type of crime at present but it would also be helpful if cycle friendly gates that also deter powered two wheelers can be used in preference to standard bollards. I have passed this on to a prevention of crime officer to comment on as they have further knowledge of crime prevention through design and other gate options.

I look forward to your response.

Regards,

Catherine Linney

Metropolitan Police
Road Safety Engineering Unit
Catford Traffic Garage

Appendix 4 Metropolitan Police Designing Out Crime Officer consultation response

Greenwich to Kent House Quiet way consultation

On Monday 22nd January 2018 at 1130hrs I attended the cycle route 21 in my capacity as a design out Crime officer and walked the section between Kangley Bridge road and Kent House railway station.

Below are my observations in relation to crime prevention measures I would wish to see implemented on this route.

Cycle storage Kent House railway station.

Currently cycle storage facilities at Kent House station consist of 4 Sheffield stands in both Station approach and Plawsfield Road, with an additional covered rack in Station approach as can be seen below. I recommend this area should have lighting to BS 5489:2013 if not already present. Working with good lighting, this area should also be covered by CCTV installed to BS 50132-7 and as viewing a public space the Information commission should be advised.

Secured by Design recommends cycle shelters are covered to keep cycles dry and encourage use, can provide locking for both wheels and the frame, and are constructed from a minimum 3mm thick galvanised steel tubes filled with concrete, which are sunk into the ground a minimum of 300mm with a suitable anchor.



The route then continues from the station into Kings Hall Road and left into Aldermead Road. Comments on the road layout and design have been advised by Catherine Linney of the Roads and Transport Policing Command, and so I will not be discussing here.

Cator Park

From Aldermead Road the route enters Cator Park, which is a large open green area with the river Pool running through the centre, which is crossed by a bridge near the centre giving a total of 7 exits. Currently on the route there is no barriers capable of stopping motorcycles or scooters (powered 2 wheel vehicles, P2W) from entering as can be seen below.

With the increase in motor cycle enabled crime being prevalent and increasing in this area and across London as a whole these entrances should be upgraded to prevent entry by P2W.

Current protection for Cator Park Aldermead Road side.



Cator Park Entrance for route 21



Cator Park second entrance from Aldermead Road.

Whilst it is important to encourage access to green spaces and encourage the use of the cycle route it is also important to protect users from P2W attack or anti-social behaviour, and to prevent the area becoming an escape route through which cars cannot follow.

Lighting

The route through the Cator park section is currently unlit, and I note from the proposal solar lighting is proposed.

I would recommend the path be uniformly illuminated with dusk till dawn with the standard approx. 4m. lamp standards with LED lighting which would provide a greater level of consistent illumination and colour rendition. This I believe to be especially important due to the clumps of mature trees located along the route which during the winter months is particularly dark and gloomy.



Example of a Single chicane and “cycle only” bollard

At each entrance on the route I would propose the installation of a **double** chicane barrier arrangement (similar to above but with two interlocking C bollards) and the addition of “cycle only” bollards as can be seen on the right of the picture above. Whilst still giving easy access to legitimate users and wide enough to accommodate a wheel chair, mobility scooter or a push chair, the radius would seriously hinder or prevent access to P2W due to their length and steering lock. The cycle bollards are set to a gap which would allow progress for a pedal cycle, but would prevent entry to a motor cycle or scooter without serious damage.

I believe this arrangement is superior to gates, which can be difficult to operate if your hands are occupied.

The bollards should be fabricated from a minimum 3mm thick steel tube, and sunk to a minimum depth of 300mm with a suitable ground anchor.

I would recommend this arrangement be installed at the three entrances to Cator Park, two on Aldermead Road, and the third onto Lennard Road.

Lennard Road to Kangley Bridge Road path

On leaving Cator Park the route crosses Lennard road to enter a foot path which as pictured is the best defended entrance I saw on the route (see below). I see from the proposal this protection is to be removed and replaced with a bollard.



I would suggest this protection should be retained and the addition of a 1m section of railing be installed to the right at 90 degrees to the existing fence as this has become a desire line and is heavily used to avoid the bollards, and large enough to permit P2W entry.

Alternatively the above should be replaced with protection as previously discussed.

The route through to Kangley Bridge has 9 lamp standards which I was advised are all in working order and provide sufficient illumination to the route. It is unknown what light levels are present, the lamps appear to be fitted with Sodium bulbs, and I would recommend replacement with LED.

At the time of my visit to the location I spoke with a number of people using this section of the route, the first, a cyclist expressed concerns regarding the lighting in Cator Park as the route is used 3 or 4 times a week and the return journey is in the early evening, also that the foliage on the first bend on the section above should be cut back. I also spoke with an allotment holder who was walking through with a small child in a push chair, who advised the barriers do not pose a problem.

Kangley Bridge Road

This entrance is currently protected by two large galvanised steel hoops (see Below)



I would again at this location recommend the installation of the double “C” chicane and cycle only bollards as previously discussed.

Summary.

With the increasing drive for the use of pedal cycles throughout London and the ongoing improvements to cycle routes, I would recommend serious consideration be given to safe protected storage areas, good levels of lighting, and defences incorporated to preserve and protect the route for the legitimate use of cyclists and pedestrians.

The removal of existing defensive measures would enable the route to be accessed by powered two wheel vehicles to the endangerment of those for whom the route was designed.

Motorcycle crime is rapidly increasing with motor scooters being very popular as escape vehicles, the opening of routes such as this without adequate protective measures may facilitate escape routes through which pursuit would not be possible.



Mark A P Headley

Designing Out Crime Officer

Metropolitan Police Service

Continuous Policing Improvement Command (CPIC)

p: 0208 284 8889 m: 07825106890

a: 3rd Floor, Bromley Police Station, Bromley High Street, BR1 1ER

w: www.met.police.uk e: Mark.A.P.Headley@met.police.uk



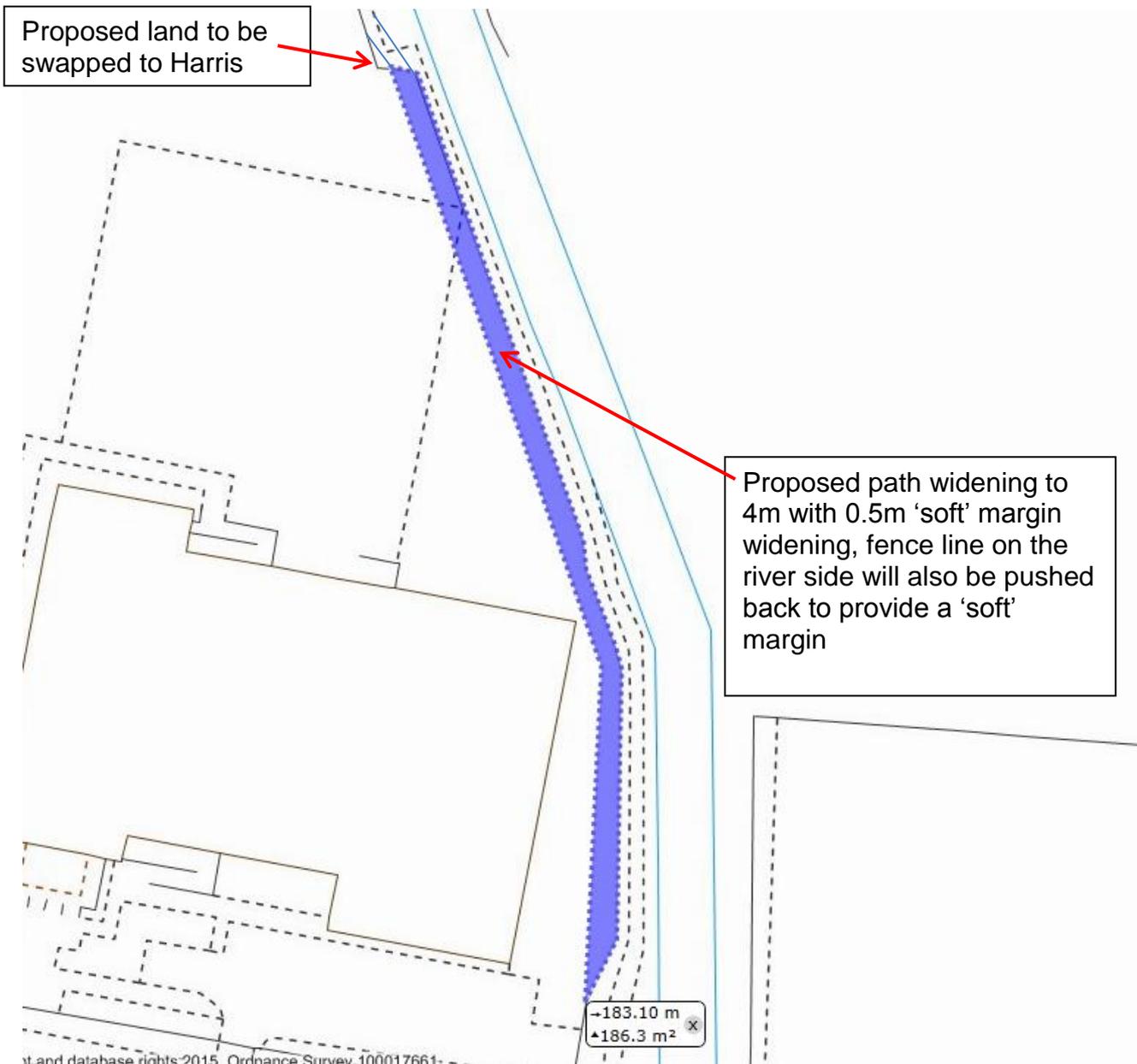
Appendix 5 Quantified analysis of comments

N.B. In addition to the comments in the Survey response forms, several ad hoc emails and letters were received as part of the consultation and, where possible, these have been analysed and are included in the table below.

Kangley Bridge Road	
Concern about vehicles passing each other in Kangley Bridge Road	6
Kangley Bridge road needs better controlled/managed parking	5
Inappropriate use of Kangley Bridge Road by businesses is an issue	4
Strongly supports KBR	2
The Kangley Bridge Road proposed path is too wide	1
KBR is inappropriate for cyclists who should use Bell Green Lane, Kent House Lane, Cricket Lane	1
Wants clear signage on Kangley Bridge Road to warn drivers of the shared path	1
Pedestrians and cyclists need to have priority on the Kangley Bridge Road shared path.	1
Concerns about how the route will go through LS station car park	1
River Pool Path	
Concern about powered two wheelers on River Pool path	2
Would like to see solar lighting replace lanterns on River Pool Path for environmental reasons	1
Supports River Pool Path resurfacing	1
Supports widening River Pool path.	1
Lennard Road	
Concern about traffic speeds on Lennard Road	3
Wants improved lighting in Lennard Road	1
Would like a pelican crossing on Lennard Road	1
Supports Lennard Road Zebra	1
Wants Lennard Zebra on a table	1
Concern about additional traffic congestion as a result of the new zebra	1
Cator Park	
Opposed to Cator park lighting as it may encourage anti-social behaviour	4
Opposes Cator Park lighting on environmental grounds	3
Would like Cator Park path widened	3
Opposed to Cator Park lighting as consider it unnecessary	3
Supports Cator Park solar lighting	3
Cator Park lighting should be stronger	1
Supports the proposed shared path in Cator Park but would like to see a speed limit on it	1
Suggests a dropped kerb to gateway entrance to Cator Park opposite 30 Aldersmead Rd	1
Aldersmead Road	
Supports informal crossing on Aldersmead	2
Opposed to Aldersmead Pedestrian crossing	2
Wants formal crossing in Aldersmead road	1
Kings Hall Road	
Proposed Kings Hall Road islands could be dangerous and doesn't believe they are necessary	6
Concern about speed in KHR	5
Improve visibility and reduce parking on Kings Hall Road	5
Wants a Zebra on Kings Hall Road	4
Would like shared path from Cator Park across KHR	1
KHR needs more protection for cyclists	1
Wants another refuge between 33 and 31	1
KHR island needs to be wide enough for a pushchair,	1

Kent House Station	
Concern about conflict between pedestrians and cyclists at Kent House Station entrance	7
Abolish Kent House Station parking charges	2
Supports upgrading of the KH Station entrance.	1
General	
Concern about conflict between pedestrians and cyclists including within Cator Park	10
Cost	5
Would prefer segregated cycle tracks	4
Support projects to increase walking and cycling	4
Generally supportive of Quietway	3
Wants 20mph	3
South End Lane needs improved crossing for cyclists	2
Wants Traffic Calming	2
Concern about rat running in the area	1
Wants wider shared paths	1
Recommends that the route is extended to Elmers End Station	1
Make improvements to the underpass at New Beckenham	1
Not enough cyclists to warrant investment	1
Concerns about construction disruption	1
Supports removal of existing motor cycle inhibitors on cycle paths	1
Signage should encourage considerate cycling on the paths	1

Appendix 6 Proposed land acquisition



- 186.3 sq.m. of land to be acquired from Harris Aspire
- 5.5 sq.m. of land returned to Harris Aspire
- Net acquisition of 180.8 sq.m. of land from Harris Aspire

Report No.
ES18028

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: **Environment Portfolio Holder**

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

Date: **15th March 2018**

Decision Type: Non-Urgent Executive Key

Title: **VEHICLE FOOTWAY CROSSOVERS REVIEW**

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

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

Ward: (All Wards);

1. Reason for report

Review the policies for the provision or new or extended vehicle crossovers

2. **RECOMMENDATION(S)**

That the Environment Portfolio Holder:

- i) **Approves changes to the policies for the provision or new or extended vehicle crossovers.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: None
-

Corporate Policy

1. Policy Status: Existing Policy:
 2. BBB Priority: Excellent Council Quality Environment Supporting Independence:
-

Financial

1. Cost of proposal: All costs are recovered from residents
 2. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: Highways
 4. Total current budget for this head: N/A
 5. Source of funding: N/A as all costs are recovered from residents
-

Personnel

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

Legal

1. Legal Requirement: Statutory requirement. There is a requirement under s184 of the Highways Act 1980 to consider applications for footway crossovers, but no requirement for policy or guidelines to be in a particular form.
 2. Call-in: Applicable:
-

Procurement

1. Summary of Procurement Implications: None
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Approximately 250 applicants a year
-

Ward Councillor Views

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

3. COMMENTARY

Background

- 3.1 As a Highway Authority and using powers in Section 184 (11) of the Highways Act 1980, the Council is responsible for granting and constructing vehicle crossovers to allow off-street parking, following a request from a property owner. In discharging these powers the Council needs, in accordance with the Act, to have regard to:
- The need to ensure, so far as practicable, safe access to and egress from premises;
 - The need to facilitate, so far as reasonably practicable, the passage of vehicular traffic in highways.
- 3.2 In order to ensure that applications are dealt with consistently and fairly, they are considered in accordance with policy and guidelines as determined by the Council from time to time. Members received a report in January 2012 reviewing the policy and guidance for the provision of new or extended vehicle footway crossovers to residential properties, and this report considers further changes to the policy and guidance for crossovers.

Grass Verges

- 3.3 In June 2005 Members approved a policy for the provision of vehicle crossovers which involved works to an existing grass verge. I was agreed at that time that requests for vehicle crossovers to be constructed over any highway verge or amenity land greater than three metres in depth would be refused, based on the likely harm such crossovers, both singly and cumulatively, would cause to the communal benefit of the amenity land.
- 3.4 The current policy allows for a new vehicle crossing to be constructed, or an existing crossing extended, to a maximum width at the property boundary of 4.8 metres, with a similar width at the kerb line (3.0 metres of lowered kerbs with 0.9 metre ramp kerbs on either side). A crossover across a grass verge would therefore involve the loss of amenity land of up to 14.4 square metres.
- 3.5 In recent years a number of crossovers have been refused where the width of the grass verge marginally exceeds the three metre limit, and in many cases the decision is appealed on the grounds that other properties in the road have existing crossovers. These appeals have always been upheld in line with current policy.
- 3.6 It is suggested that the policy be varied to allow more flexibility in the assessment of applications for new or existing vehicle crossovers, without increasing the impact of such provision on the amenity land involved. Current guidance recommends the minimum width of a crossover to be 3.6 metres, consisting of 2.4 metres lowered kerbs with 0.6 metre ramp kerbs on either side. It is proposed that the revised policy limits the overall area of a crossover across a grass verge to 14.4 square metres, which would, for example, allow a crossover 3.6 metres wide to be provided over a grass verge 4.0 metres deep.
- 3.7 Members have previously considered the issue of parking on vehicle crossovers, which is an offence under the Greater London Act 1974. The proposed policy revisions should not increase the risk of this occurring as the maximum depth of 4.0 metres would still be less than that required to park a standard size car.

4. POLICY IMPLICATIONS

- 4.1 The revised Guidelines, if approved, would represent a change in Council policy.

5. FINANCIAL IMPLICATIONS

- 5.1 Although the crossovers that have been provided across amenity land have in the past been at the applicants' expense, they do bring with them a maintenance liability that, over the long term, probably exceeds that of maintaining grass. Certainly, retaining the areas of grass in fact makes for easier, and thus cheaper, maintenance than where they are crossed by a number of drives. However, it is not possible to quantify the scale of any savings that might accrue in these circumstances.
- 5.2 It should be noted that unless specifically provided for within the approved budget for a scheme or when permission is not granted, the Authority will continue to recover its costs in considering the application and providing a vehicle crossing. Fees and charges will be regularly reviewed by Officers, in light of relevant legislation/regulation, changes in contracts and changes in resource costs, and update them as considered necessary under delegated powers.

6. LEGAL IMPLICATIONS

- 6.1 Under section 184 of the Highways Act (1980), the Highway Authority has powers to regulate the way access is taken over the footway, not to prohibit it. Permission for a vehicle crossover conveys no property rights and is limited to the granting of a licence to cross over the highway and highway verge only.
- 6.2 Landowners of land adjoining a highway have a right of access from their land onto the highway subject to certain statutory controls in order to balance the rights of the landowner and to guarantee the safety of the public. Planning permission for vehicle crossovers may not always be necessary but crossover applications can still be rejected for non-compliance with highway legislation: different legislation applies to the Planning and Highway functions of the authority.
- 6.3 The Council has a duty, as a Highway Authority, "to assert and protect the rights of the public to the use and enjoyment of any highway" (section 130 Highway Act 1980). Under these powers the Council can also deal with infringements such as obstructions and nuisances on the highway, in order to avoid dangers to road users arising from traffic turning on and off the road.

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	Criteria for approval of footway crossovers (ES 11110) – 18 th January 2012

Report No.
ES18029

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: **Executive**

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

Date: **15th March 2018**

Decision Type: Non-Urgent Executive Key

Title: **POT HOLE ACTION FUND**

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

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

Ward: (All Wards);

1. Reason for report

To considers recent announcements from the Department for Transport regarding future funding for highways maintenance.

2. **RECOMMENDATION(S)**

That Executive:

2.1 **Approve the drawdown of grant funding from the Department for Transport of £112,940 in 2017/18 and £112,940 during 2018/19 received as part of their Pothole Action Fund, held in the Central Contingency.**

2.2 **Approve the carry forward of the unspent £112,940 allocation for 2017/18.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: None
-

Corporate Policy

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

Financial

1. Cost of proposal: Estimated Cost: £225.88k
 2. Ongoing costs: Recurring Cost: N/A
 3. Budget head/performance centre: Highways
 4. Total current budget for this head: £2.9m
 5. Source of funding: Grant funding from Department for Transport for 2017/18 and 2018/19
-

Personnel

1. Number of staff (current and additional): 3 fte
 2. If from existing staff resources, number of staff hours:3 fte
-

Legal

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

Procurement

1. Summary of Procurement Implications: None
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 Maintaining the highway asset through timely planned maintenance works reduces the demand for reactive maintenance, such as repairing potholes and broken paving. This improves value for money and customer satisfaction, reduces unplanned network disruption, and contributes to reducing third party claims for damages.
- 3.2 In December 2017 the Government announced that a Pothole Action Fund was to be established for all highway authorities in England as part of its Local Transport Capital Block Funding. Bromley has since been allocated £112,940 for the current financial year and the same amount for 2018/19.
- 3.3 While the condition of the boroughs non-principal and unclassified roads have improving during the last two years due to the highway investment project, the reduced funding available for maintenance of the BPRN will result in an increasing demand on the Council's limited revenue budgets for highway maintenance. It is therefore proposed that funding from the Pothole Action Fund is drawn down to supplement the revenue budgets for emergency and reactive works across the network during the next two years.

Grant Conditions

- 3.4 Grant paid to a local authority under these determination may be used only for the purposes in accordance with regulations made under section 11 of the Local Government Act 2003.
- 3.5 The Chief Executive and Chief Internal Auditor of each of the recipient authorities are required to sign and return to the team leader of the Local Infrastructure team⁵ in the Department for Transport a declaration, to be received no later than 30 September 2018, in the following terms:

“To the best of our knowledge and belief, and having carried out appropriate investigations and checks, in our opinion, in all significant respects, the conditions attached to the Transport Capital Block Funding (Pothole Action Fund) Specific Grant Determination (2017/18) No.31/2951 have been complied with”.

- 3.6 If an authority fails to comply with any of the conditions and requirements of paragraphs 1 and 2, the Minister may;
- a) reduce, suspend or withhold grant; or
 - b) by notification in writing to the authority, require the repayment of the whole or any part of the grant.
- 3.7 Any sum notified by the Minister under paragraph 3(b) shall immediately become repayable to the Minister.

4. POLICY IMPLICATIONS

- 4.1 The Environment Portfolio Plan includes the key aim “To continue to invest in a timely and effective manner in our roads and pavements to maintain the value of our highway asset”. The Plan (item 4.4) identifies the Council will “Improve the condition of the of the highway network by completing an approved major programme of road and pavement resurfacing”.

5. FINANCIAL IMPLICATIONS

- 5.1 This funding is being provided under Local Transport Capital Block Funding (Pothole Action Fund) Specific Grant Determination (2017/18): No.31/2951.

- 5.2 Bromley has been allocated a sum of £112,940 over two financial years. Approval is sought to draw down the £225,880 grant funding held in the Central Contingency to supplement the revenue budgets for emergency and reactive works across the network during the next two years.
- 5.3 Approval is also sought to carry forward the unspent £112,940 allocation for 2017/18.
- 5.4 The Department for Transport require the Council to sign a declaration to confirm compliance with the following Grant Conditions and return it to the Department by 30 September 2018.

6. LEGAL IMPLICATIONS

- 6.1 Under the Highways Act 1980, the Council, as Highway Authority, has duties to ensure the safe passage of highway users and to maintain the highway.

Non-Applicable Sections:	Impact on vulnerable adults and children Personnel implications Procurement implications
Background Documents: (Access via Contact Officer)	

Report No.
ES18019

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Environment PDS Committee

Date: 15th March 2018

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

Title: STREET CLEANSING CONTRACT SCRUTINY

Contact Officer: John Bosley, Assistant Director of Environment
Tel: 020 8313 4852 E-mail: John.Bosley@bromley.gov.uk

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

Ward: (All Wards);

1. Reason for report

This annual report outlines the performance of the Street Environment contracts which deliver the day-to-day cleaning operations across the Council's administrative area.

The quality of the local environment is one of the main barometers the public uses to judge how well an area is being managed. This report reviews the factors affecting the standards of cleanliness achieved by contractors, examines trends in performance and public feedback/satisfaction levels over the last three years, proposes improvements and provides a clear focus for the strategy and direction of street environment services.

2. **RECOMMENDATION(S)**

That Members note and comment on this report, in particular:

- 2.1 **The continued year on year improvement with regards to the independent resident satisfaction survey of street cleansing services, and examines the main concerns of survey respondents;**
- 2.2 **Note the annual performance of the street cleansing contractor with particular reference to improvements made in the removal of autumnal leaf fall and the decrease in enquiry volumes**
- 2.3 **The success of the street cleansing graffiti removal service and Highway drainage maintenance programme.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: None
-

Corporate Policy

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

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A
 3. Budget head/performance centre: Street Environment Contract
 4. Total current budget for this head: £3.916m
 5. Source of funding: Existing Revenue Budget 2017/18
-

Personnel

1. Number of staff (current and additional): 12fte
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: Statutory Requirement: Environmental Protection Act 1990
 2. Call-in: Not Applicable
-

Procurement

1. Summary of Procurement Implications: None
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough wide impact on residents, businesses and visitors
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The Street Environment (Lot 1 – Street Cleansing) contract is delivered by Kier Environmental Services and is designed to deliver the outcomes required to ensure that the Council discharges its statutory requirements in relation to, principally, keeping clean public highways for which the Council is responsible. The contract was let for an initial five year period (29/03/12 – 28/03/17) and the option to extend for a further two years has been exercised, extending the contract term until 28/03/19, in line with the other environmental services contracts.
- 3.2 The contract specification was modified in respect to cleaning frequencies, which resulted in an annual revenue savings. The revision to the street cleaning schedule was based upon a reduction of cleaning frequency for the majority of the borough's streets, primarily by altering the frequencies of cleaning residential streets to alternate weekly for pavements and four weekly for carriageways. The Council also enabled further logistical efficiencies for the Contractor by relocating the principal depot to Central Depot and through the requirement to align, as far as operationally practicable, the operations following waste & recycling collections.
- 3.3 The contractor cost of street cleaning in 2017/18 is £3.46m generating an estimated 7,200 tonnes of material.

Aims of the Service – Street Cleaning

- 3.4 Bromley Council is a 'principal litter authority' with a statutory duty under the Environmental Protection Act 1990 to ensure that 'relevant land' in its area is, so far as is practicable, kept clear of litter and refuse. In broad terms 'relevant land' is defined as all '*open land to which the public are entitled or permitted to have access with or without payment*'. This includes cleaning responsibilities for adopted highways, but not private land.
- 3.5 The 'Code of Practice on Litter and Refuse' published by the Department for Environment Food and Rural Affairs (Defra) gives guidance to the Council on how these duties should be discharged. In determining what standard of cleanliness can be achieved, the Council is required to have regard to the character and use of the land, as well as the control measures and cleaning regime that is practical in the circumstances. The Council is expected to set and implement cleaning regimes which meet these standards and provide adequate resources to restore areas falling below standard to an acceptable level, but the code does not place a requirement on how often to clean affected areas.
- 3.6 All public roads in the borough are subject to a routine, frequency-based schedule of cleaning to achieve the required standard. Depending on a variety of factors, these are cleaned on one of a number of set frequencies which were implemented at the commencement of the contract and reviewed annually through the Contractor's Plan. The contractor, Kier Environmental Services, delivers the routine street cleaning operations through a combination of mechanical and manual work, supported by seasonal staff for removal of autumn leaf fall (e.g. between October and December) and operating a weed control programme (e.g. during the months of March, July and September). The timing of routine cleaning also has to be taken into account by the contractor to avoid contributing to traffic congestion, with certain activities programmed at night-time (e.g. road sweeping the boroughs main arterial roads) and weekends for areas heavily parked with commuter traffic.
- 3.7 Cleaning standards are based on a system which uses street and land use to identify the frequency of cleaning that is needed to provide an acceptable level of cleanliness. This enables the Council to have greater control over standards. It is important to note, the contractor is not paid for re-visits to a location between routine scheduled cleaning following service requests made by the public concerning the level of cleanliness (e.g. overflowing litter bins, dumped waste bags or accumulations of litter). This aspect of the service has been examined in detail

due to the growing trend of on-line reporting and managing the public's expectations of the service and is discussed within this report.

Public Perception of Street Cleaning

- 3.8 The extent of the area managed, the diverse range of infrastructure (i.e. urban to rural), the difficulties in managing the behaviours of users of the public areas and the rise of instant exception reporting, are consistent pressures that are managed to ensure that standards are maintained through the limited resources available.
- 3.9 Nationally, the latest estimates indicate that the cost to local authorities to manage litter in 2015/16 was £778m.¹
- 3.10 Whilst litter has always been a social problem and an eyesore, it has been a particular area for concern over the last few years with one recent survey finding that 81% of people are angry and frustrated by the amount of litter lying all over the country with almost 30% of people finding litter a problem in local area¹. Reports of littering tend to be particularly prominent in residential areas where it presents real challenges, in terms of the cleaning and removal due to the obstructions of heavily parked vehicles. In such situations the disproportionately high level of resources/cost required to undertake such deep-cleaning limits the number of streets which can be accommodated.
- 3.11 Locally, through the annual independent satisfaction survey, the two primary issues raised were:
- At a residential street perspective, there was a less favourable score associated with autumnal leaf fall.
 - From a town centre perspective, there was a less favourable score relating to the levels of cigarette litter and chewing gum.

In addition, there are also identified issues relating to littering, especially as identified in our countryside (i.e. country lanes) and the prevalence of fly-tipping, especially in respect to lower volume incidents occurring in residential roads.

- 3.12 In the time since the contract was let, FMS has been introduced and quickly became established as the primary way for the public to report street cleansing issues to the Council. From 2015 to 2017, the percentage of enquiries being raised through FMS has risen from under 50% to just over 70%, yet during this time overall enquiries have dropped 6.5%. We currently receive on average 751 FMS enquiries a month relating to street cleansing. At the time of writing, Bromley's average time between a problem being reported and being fixed stood at 10 days. Appendix A provides further detail as to the type and location of reports received.

Current Position – Performance Standards and Key Findings

- 3.13 There are three key performance areas measuring the standards and effectiveness of the street cleaning contract:
1. Monitoring the performance of the contractor following routine scheduled street cleaning operations;
 2. Measuring public satisfaction with street cleanliness;
 3. Analysis of customer feedback/reports and trend information.

¹ *Litter Strategy for England*, HM Government, April 2017

4.

1. Neighbourhood Officer contract monitoring

- 3.14 The levels of cleanliness measured from regular inspections fell within acceptable defined standards indicating the contractor's performance is satisfactory. In the same period, the Council have issued 235 default correction notices for works failing to meet the required standards during 2017/18 (mid-February).
- 3.15 The Street Cleansing contract has 3722 footway assets and 2872 carriageway assets that are scheduled for cleansing. During the annual period of 2017/18, these will be serviced 340,000 times and the Neighbourhood Management client team undertake a minimum of 23,200 inspections to provide 90% confidence that the works undertaken are to the standards required. The Neighbourhood Manager (Street Environment contracts) undertakes a bi-monthly evaluation to ensure that inspections are being made to sufficient levels to meet monthly objectives.
- 3.16 The Neighbourhood Management client team has completed 19,581 inspections through the 2017/18 period to date (mid-February) to verify the standards delivered by the contractor. It is projected that an additional 3,000 inspections will be undertaken by the end of the year, yielding 22,500 total annual inspections. This is in comparison with 17,686 for 2016/17, marking an increase of just over 25% year on year.
- 3.17 The increase and further performance management in monitoring assessments by the client team is a result of an increased emphasis on contractor monitoring within the Neighbourhood Management, and is in part facilitated by the use of Nautoguide, the system used to undertake and record randomised inspections. This system ensures Neighbourhood Officers receive an impartial, randomised work queue to inspect, and allows managers to monitor inspection results in areas in order to achieve target across the 11 Neighbourhood Officer areas.
- 3.18 Table 1 outlines the Neighbourhood Officer contract monitoring performance data for 2017.

Table 1: Key Performance Results 2017/18

	2017/18 *Year to date				
	Q1	Q2	Q3	Q4*	Total
Total Inspections	4,914	4,844	5,615	4,208	19,581
B minus notifications*	104	98	97	74	
Defect Correction Notices	62	71	64	38	235
Average % performance:	With B- as 'no defect'			With B- as 'defect'	
	98.80%			96.89%	

**B- notifications are awarded where an inspection is liable to deteriorate to a C grade before the next scheduled cleansing activity, and is used as a prompt to the contractor to attend before then.*

Defect Correction Notices is the process of administration to inform the contractor when works have been identified as not meeting the minimum standards (failure) or an observed omission in service delivery.

2. Satisfaction Survey

- 3.19 The independent annual satisfaction survey is a requirement of the contract and is the primary instrument to assess overall resident satisfaction of the services provided. The survey is undertaken in two primary methods: surveys sent to a statistically representative sample of homes within the borough (results given in Street and Local Area); and through face-to-face surveys undertaken (results given in Town Centre).
- 3.20 In summary the surveys sent to borough residents resulted in a general improvement across the board with satisfaction for Residential Streets year to year (2016 to 17). 11 of the 13 questions yielded an improvement in satisfaction; one remained constant and just one question one saw a decrease (leaves in autumn fell by 2%). However, the perception of the local area being 'clean' dropped by 7%, but was the same value as recorded in 2015, resulting in a three (3) year average comparison drop of only 2%.
- 3.21 The survey results from the face-to-face interviews were more varied with a notable dissatisfaction with smoking related litter (cigarette ends) and an overall drop in satisfaction of 5%. It is important to note, that the survey was undertaken in September 2017 as works were being commenced in Bromley High Street.
- 3.22 Overall, when assessing the three (3) year average in comparison to the 2017, there has been an overall maintenance of standards with the following areas being notable;
- 7% improvement in Residents identifying their streets as 'clean'
 - 8% improvement in Residents noting a reduction of 'dog fouling'
 - 5% reduction in the satisfaction due to 'cigarette ends'

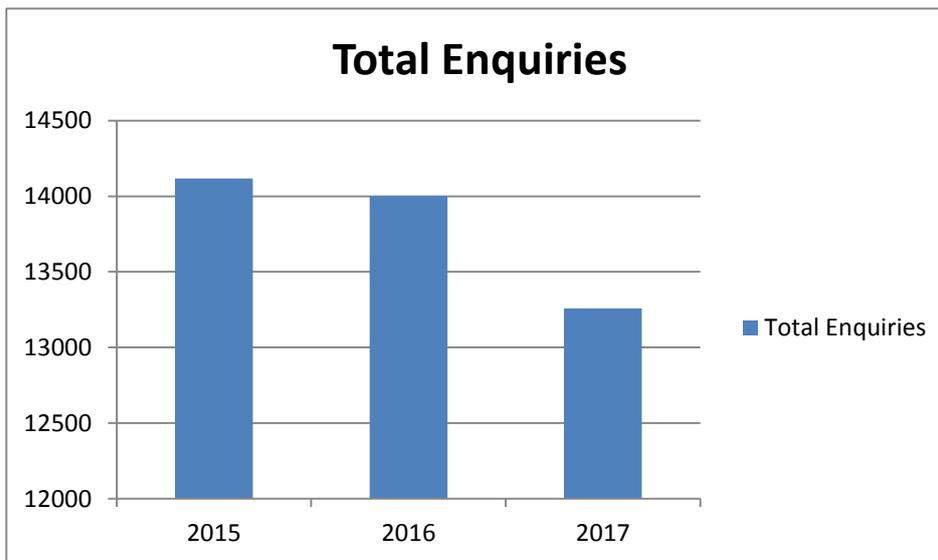
Details of the performance indicators, along with further analysis of satisfaction survey results and trends in customer reports, are shown in a summary report detailed in Appendix A.

- 3.23 The results of the annual satisfaction survey, including trend analysis, are identified and used in focusing service resources to make improvements. The following are notable areas addressed during this year as a result of identified areas of where improvements could be made.

3. Analysis of customer feedback/reports and trend information

- 3.24 All service requests and complaints regarding the service are logged and entered in the departmental statistics. A comparison of the volume of customer reports relating specifically to the street cleaning contract have been measured in detail during the period January 2015 to December 2017. This information is provided in detail in Appendix A. In summary:
- The volume trend of enquires from 2015 to 2017 (Figure 1) has seen a decrease of 859 total enquiries, from 14,118 down to 13,259, representing a 6.1% decrease. This is despite the general public having greater access to reporting channels, for example a greater emphasis towards online reporting and increase adoption of the FixMyStreet (FMS) facility.

Figure1: Total Enquiries (relating to Street Cleansing) year to year – 2015-2017



- The number of enquiries being raised via FMS (as opposed to the CSC or in person) continues to increase, up from 60% in 2015 to 67% in 2017. If this trend continues on its current trajectory, we can anticipate further increases in reports via the FMS facility as its usage becomes widely adopted and integrated into the public's reporting habits.
- The largest portion of enquiries received in relation to street cleansing concerned Street Sweeping followed by Dumped Rubbish (Appendix A). These two subject matters accounted for over 75% of the total enquiries received.

However, for the first time during the current street cleansing contract, street sweeping enquiries actually fell from October to November 2017, despite the autumnal challenges such as bad weather and leafing (Appendix A). This is likely to be a direct result of the change in autumnal leaf removal employed this year.

How have we responded to these trends?

Autumn Leafing Programme

- 3.25 As identified above in the 2017 annual satisfaction survey autumn leafing had the lowest favourable score for Residential Streets responses, with a 57% satisfaction score. To put this in context, the next lowest was general litter, at 76%.
- 3.26 As a consequence, it was clear that this needed to be our priority and a new methodology was devised for the autumnal 'leafing programme'. The leafing programme formally operated from weeks commencing 23rd October 2017 to 8th January 2018.
- 3.27 As of 29 January 2018, we removed 1,106 tonnes of leafing material from the Borough's 3,000+ roads through the dedicated leafing programme.
- 3.28 This is in comparison to 944 and 938 tonnes of leafing material for the years 2016 and 2015 respectively (Figure 2). This represents a 17.16% increase in tonnage removed during the formal leafing period.

3.29 As is apparent from Figure 3, that the slight change in methodology yielded a vastly improved figure as compared to the previous 2 years. This change in operation was supported through the use of data from colleagues in Arboriculture Services to determine which of the Borough's roads contained a density of Horse Chestnut trees, a species known to shed its leaves before any other, to build the initial weeks of the programme around these 'hot spots'.

Figure 2 - Annual Tonnage

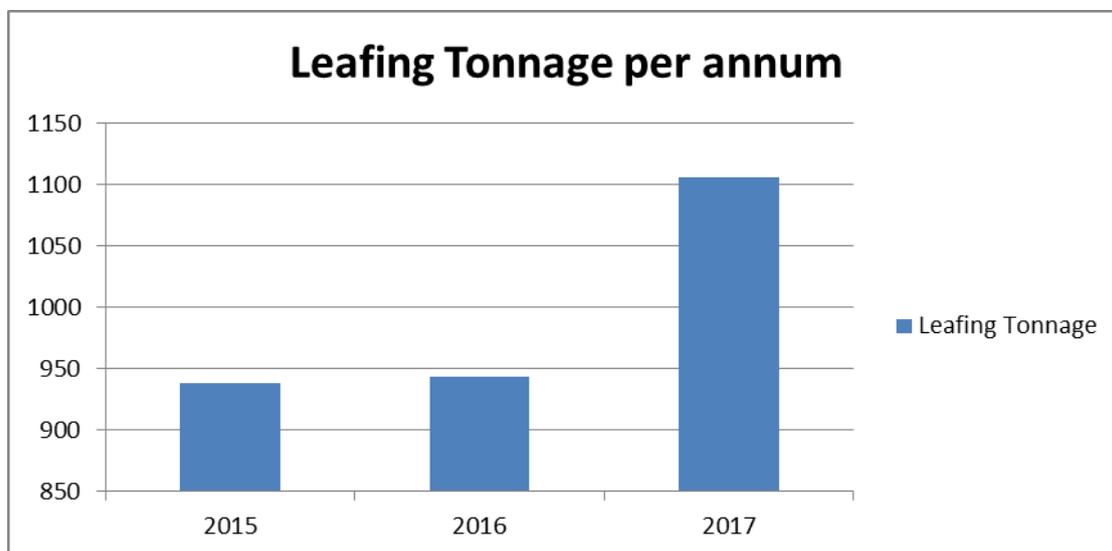
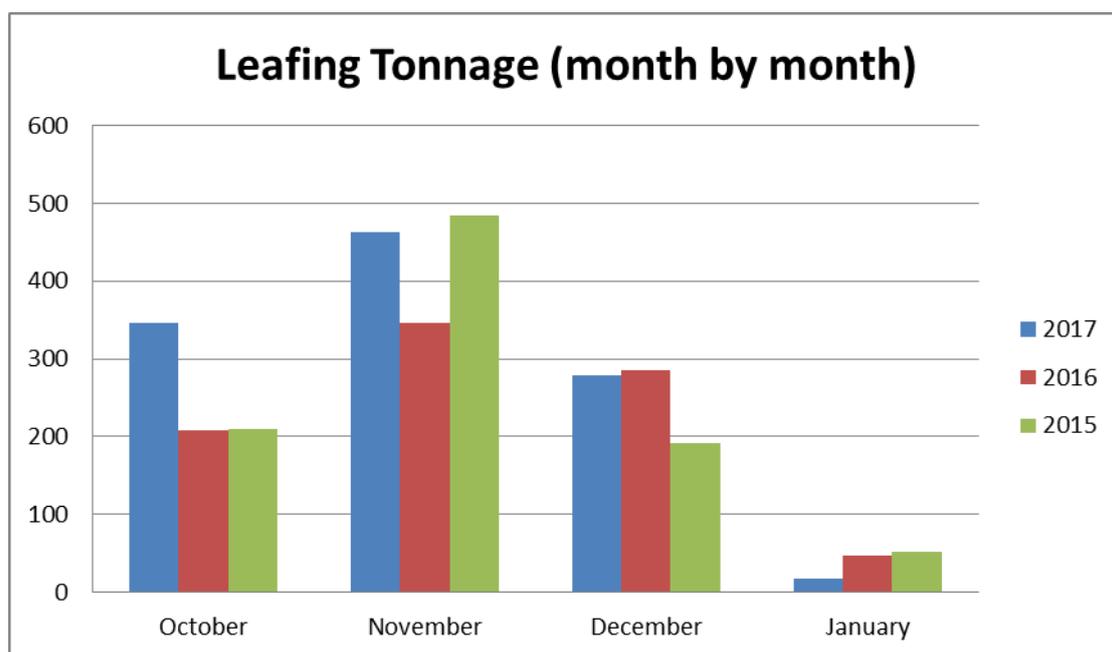


Figure 3 – month by month comparison across 2015-17



3.30 This activity was supported by an additional £30K contribution from the Environment Initiatives fund to support additional leafing crews to respond to earlier leaf fall of certain tree species.

Member's Initiative Areas

3.31 The Heavily Parked Roads scheme was launched in early September and focused cleansing resources to roads that were nominated by local ward Councillors. Criteria for selecting roads was based around locations where heavy residential and/or commuter parking meant that it was not possible for the existing resources to get close to the back channels along the carriageway. This consequently can cause a build-up of detritus that can not only impact upon the amenity of the local area but can cause blockages to local surface water drainage.

- 3.32 Members identified 136 local roads that could be improved and the Heavily Parked Roads scheme devised an alternative treatment schedule of the roads that required action outside of the ordinary working hours, making particular use of weekend and evening working where parking on most of these roads is inevitably less dense. Prioritisation was given to channel cleansing and detritus removal with litter removal being maintained through existing schedules.
- 3.33 The programme will be reviewed in the Annual Contractor's Plan to make any required adjustments to reflect progress made and ensure that the alternative scheduling is appropriate.

Bromley Town Street Scrubber

- 3.34 As a result of the Bromley High Street improvements, Neighbourhood Management were able to procure a new Street Scrubber that has been in operation in the Bromley High Street defined operational area since January 2018.
- 3.35 Feedback on progress from stakeholders thus far has been overwhelmingly positive with a tangible difference visible after just the first usage. Not only does this new piece of equipment proficiently remove surface stains and ground in dirt, but will also go some way in addressing the public's concerns of discarded cigarette paraphernalia and general litter within the Town Centre. What's more, the device has additional functionality for use during a snow event through the use of interchangeable attachments that allow for gritting and ploughing. This will be vital for ensuring that Bromley Town remains open for business during even sustained periods of snow which we have seen at the latter part of February 2018. **Pictures of progress can be found in Appendix A.*

Benchmarking

- 3.36 To test the Value for Money (VFM) of the current service the Contract Manager has compared the findings of recent research into satisfaction with local authority street cleansing services and the average cost of cleansing services per household.
- 3.37 In their most recent briefing note, dated January 2018, The Association for Public Service Excellence (APSE) has highlighted a general trend for customer satisfaction regarding street cleansing in recent years as decreasing, which they put down to 'unprecedented cuts to local authority budgets'². Figure 4 compares the average satisfaction levels across participating councils against LBB's own performance as ascertained through similar annual satisfaction surveys.
- 3.38 The results are generally positive for LBB, with all data points other than one (2015/16) reflecting better scores than the national average. The data from APSE relating to the cost of cleansing services per household (Figure 5) demonstrates that the current service achieves the above outcomes at a lower than average cost, representing excellent value for money.

² ¹Street Cleansing: Trend Analysis 2016/17, APSE, January 2018.

Figure 4: Benchmark comparison of satisfaction **Note: 2017/18 APSE survey results not yet published*

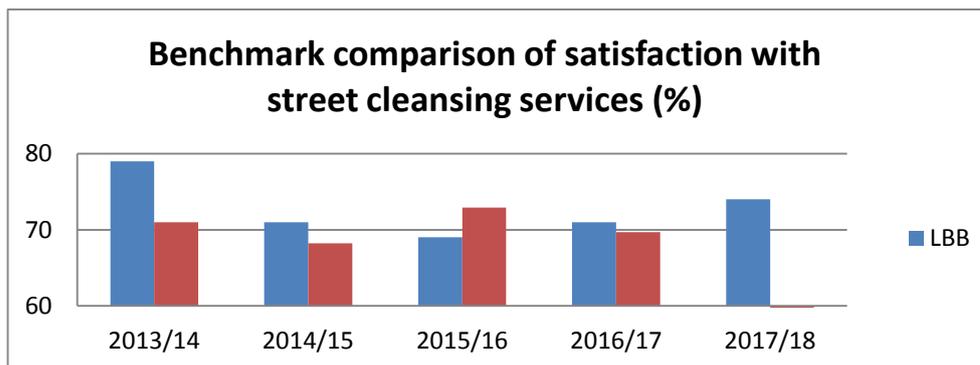
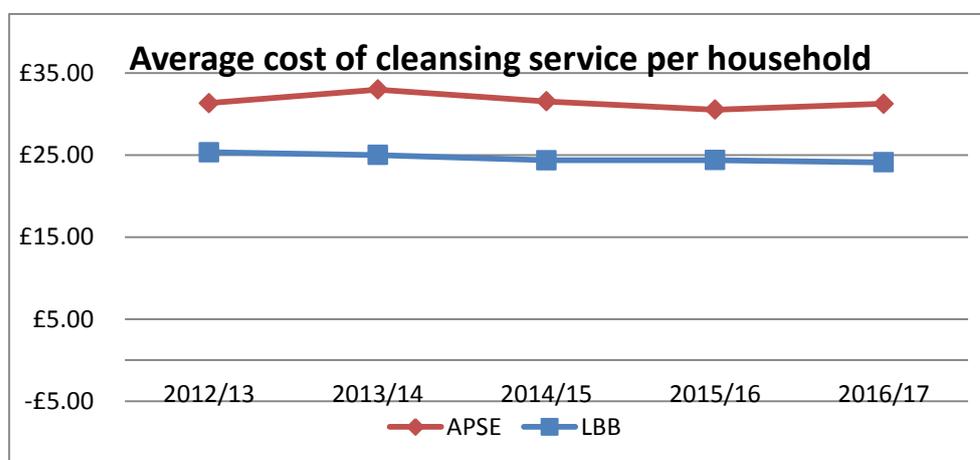


Figure 5: Benchmark comparison of cost of service



Forward Service Plan

3.39 A number of possible further opportunities to enhance street cleansing services have been identified, from satisfaction surveys, enquiries and contract monitoring. Key issues to be addressed and included in the 2018 Annual Contractor’s Plan and with key stakeholders are:

- Review the current enforcement policy in respect of littering, enabling the Council to make greater use of its powers, improving education and awareness raising and ensuring action is strategically planned and adequately resourced (Neighbourhood Management Enforcement Team);
- Refining the street cleaning schedules to ensure the ‘optimal modelling’ of the best time to clean streets is taken through the delivery schedule, taking into account Recycling Collection days, grass cutting operations and commuter parking;
- Continue to review working methods for removing autumn leaf fall and programming work to align with priority areas (tree species based);
- To build upon the year on year improvements across the board from 2016 to 2017 in the 2018 satisfaction survey.

Performance of other Street Environment Contracts

3.40 The focus of this report has related to the street cleaning contract operated by Kier. The performance of other street environment contracts (graffiti removal and cleansing of highway drainage assets) has remained good during the period of analysis and regular monitoring of the services continues with performance issues raised with the relevant contractors as necessary.

Graffiti Removal

3.41 The graffiti removal service (Lot 2) is delivered by Community Clean and is primarily based upon 'reactive' reports (those received from the public), but has some provision for 'proactive' reports that are raised with the service manager before undertaking any rectification. The records of completed reports indicate a very high level of achievement within the target timescale, with the vast majority being removed within the first 24 hours of receipt of report, and rude or offensive graffiti largely removed within 2 hours of reporting. Governance and contract monitoring of performance is underpinned by 'before and after' pictures.

3.42 Public satisfaction with this service is at an all-time high – 100% of respondents gave favourable responses when asked about graffiti within residential streets, and 95% gave favourable responses for graffiti in the Town Centre.

Cleaning Highway Drainage

3.43 The Council's highway drainage asset cleansing contract is delivered by Veolia Environmental Services and comprises of a routine programme of works, ad-hoc cleansing work tasks and the undertaking of investigative work of assets not working. All roadside gullies are cleaned in accordance with a two yearly cycle and the contractor is on target for delivering the second cyclic cleanse of the Borough's soakaway assets in accordance with the five yearly cycle. The contractor also manages and maintains the special cleansing beats three times a year (Special Beats are 28 areas across the Borough that are 'low points' - and therefore more prone to flooding in extreme weather conditions than others).

Definitions:

"Carriageway Gully" means a Drainage Gully that drains surface water from a Carriageway, which includes the servicing of the "Catchpit", which is the intermediate chamber designed to intercept waterborne debris.

"Soakaway" means an underground structure that receives surface water from the Highway and retains it whilst, over time, it drains to the permeable subsoil. These vary in size from 1.2m to 7.0m in depth with access made via a surface chamber cover

3.44 To date during this financial year we have cleansed over 9,000 gullies and 470 soakaway assets.

The Future Strategy

3.45 As reported to the Executive (8 February 2017, [ES17002](#)), the Street Environment contracts are currently being commissioned. The objective will be to secure best value services that provide innovation and through the negotiated procurement process capitalise on opportunities for improvements in aligned service outcomes as well as improved communication and management of customer enquiries through the use of an IT management system. Annual analysis of the *Service Provider Plan* will enable robust planning, review and improvements to the service.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 The Street Environment Contract's range of services are used by all residents, including vulnerable adults and children. Reasonable adjustments are made, as required, to ensure services are accessible, but the majority of services are delivered without direct resident contact as services involve the maintenance and cleansing of existing built infrastructure.

5. POLICY IMPLICATIONS

- 5.1 The Environment Portfolio Plan (2016-19) Outcome 1 (Improving the Street Scene) is supported by the efficient and effective delivery of the Street Environment Contracts to deliver the objective of ensuring the cleanliness of the street scene. This is further supported by the support of multi-agency clean-up days and through support of 'Friends Groups' and volunteers who actively work in our communities, improving the local environment.
- 5.2 The Council's ambition for the borough is set out in the 2016-18 Building a Better Bromley through delivering a 'Quality Environment' is supported by the work achieved through the Street Environment services and the objective to 'sustain a clean, green and tidy environment through value-for-money services provided to a consistently high standard' is the focus of the Neighbourhood Management team which manage the delivery of these contracts.

6. FINANCIAL IMPLICATIONS

- 6.1 The 2017/18 budget for the street environment contract is £3.916m. The below sets out the budget and projected spend for the service areas within the contracts:

Street Environment Contract	2017/18 Latest Budget £'000	2017/18 Projected Spend £'000	2017/18 Variance £'000
Street Cleaning	3,238	3,238	0
Graffiti Removal	188	188	0
Cleansing of Highway Drainage	289	289	0
Cleaning Contingency	201	201	0
	3,916	3,916	0

- 6.2 The additional non-scheduled programmes of work (such as deep cleaning, weekend carriageway cleaning, litter picking, etc.) have improved street cleanliness. These activities have been funded from the £201k contract contingency sum held within the Street Scene and Street Cleansing revenue budget.

7. PROCUREMENT IMPLICATIONS

- 7.1 The range of services delivered through the existing Street Environment Contracts is currently being procured with a target implementation date of 1 April 2019.

Non-Applicable Sections:	Personnel and Legal Implications
Background Documents: (Access via Contact Officer)	

Appendix A

Performance Information of the Street Cleaning Contract

Public Satisfaction Survey Results – Street Cleanliness

Understanding people’s perceptions is a very important factor in maintaining public spaces. Therefore, identifying residents’ priorities and how important they feel problems are, is a key element when determining and redirecting resources as required. Each year, the street cleansing contractor, Kier, commission an independent company (WYG Environment Planning Transport LTD) to undertake a postal and on-street survey. The survey format is outlined in the Street Environment Contract and questions were adapted for the type of survey to gauge opinion of visitors to the borough.

The response rate to the postal survey has been consistently very good for a survey carried out without issuing reminders (2015 – 21%, 2016 – 20%, & 2017 – 21%).

The combined results of postal and on-street surveys across the three years are illustrated in Table 3.

Table 3 – Satisfaction Survey Results 2015-17

Public Satisfaction Survey Results of
WYG Independent Survey

Combined favourable responses rates to Postal and On-Street surveys: 2015 to 2017.

Percentage of respondents 'Satisfied/Clean/Not a problem'.

	2015	Difference 2015-16	2016	Difference 2016-17	2017	3 year average comparison with 2017 results
STREET						
1. Satisfied	69	2%	71	3%	74	3%
2. Clean	71	0%	71	4%	75	3%
3a. General Litter	63	4%	67	9%	76	7%
3b. Graffiti	94	3%	97	3%	100	3%
3c. Chewing Gum	87	3%	90	4%	94	4%
3d. Cigarette Ends	74	5%	79	0%	79	2%
3e. Dog Fouling	65	1%	66	11%	77	8%
3f. Autumn Leaf Fall	58	1%	59	-2%	57	-1%
3g. Fly-Tipping	82	0%	82	2%	84	1%
3h. Fly-Posting	95	-1%	94	3%	97	2%
3i. Weeds	74	3%	77	1%	78	2%
3j. Overflowing Litter Bins	74	2%	76	5%	81	4%
3k. Mud, dust or Dirt	77	4%	81	2%	83	3%
LOCAL AREA						
5. Clean	79	7%	86	-7%	79	-2%

Table 3 – Satisfaction Survey Results 2015-17 (cont.)

TOWN CENTRE						
7. Satisfied	87	3%	90	-5%	85	-2%
8. Clean	88	1%	89	-3%	86	-2%
9a. General Litter	73	-1%	72	-2%	70	-2%
9b. Graffiti	94	-3%	91	4%	95	2%
9c. Chewing Gum	50	17%	67	-2%	65	4%
9d. Cigarette Ends	63	1%	64	-8%	56	-5%
9e. Dog Fouling	89	-4%	85	6%	91	3%
9f. Autumn Leaf Fall	89	-3%	86	4%	90	2%
9g. Fly-Tipping	91	-1%	90	4%	94	2%
9h. Fly-Posting	93	-1%	92	4%	96	2%
9i. Weeds	95	-4%	91	2%	93	0%
9j. Overflowing Litter Bins	78	-3%	75	4%	79	2%
9k. Mud, dust or Dirt	90	-1%	89	4%	93	2%

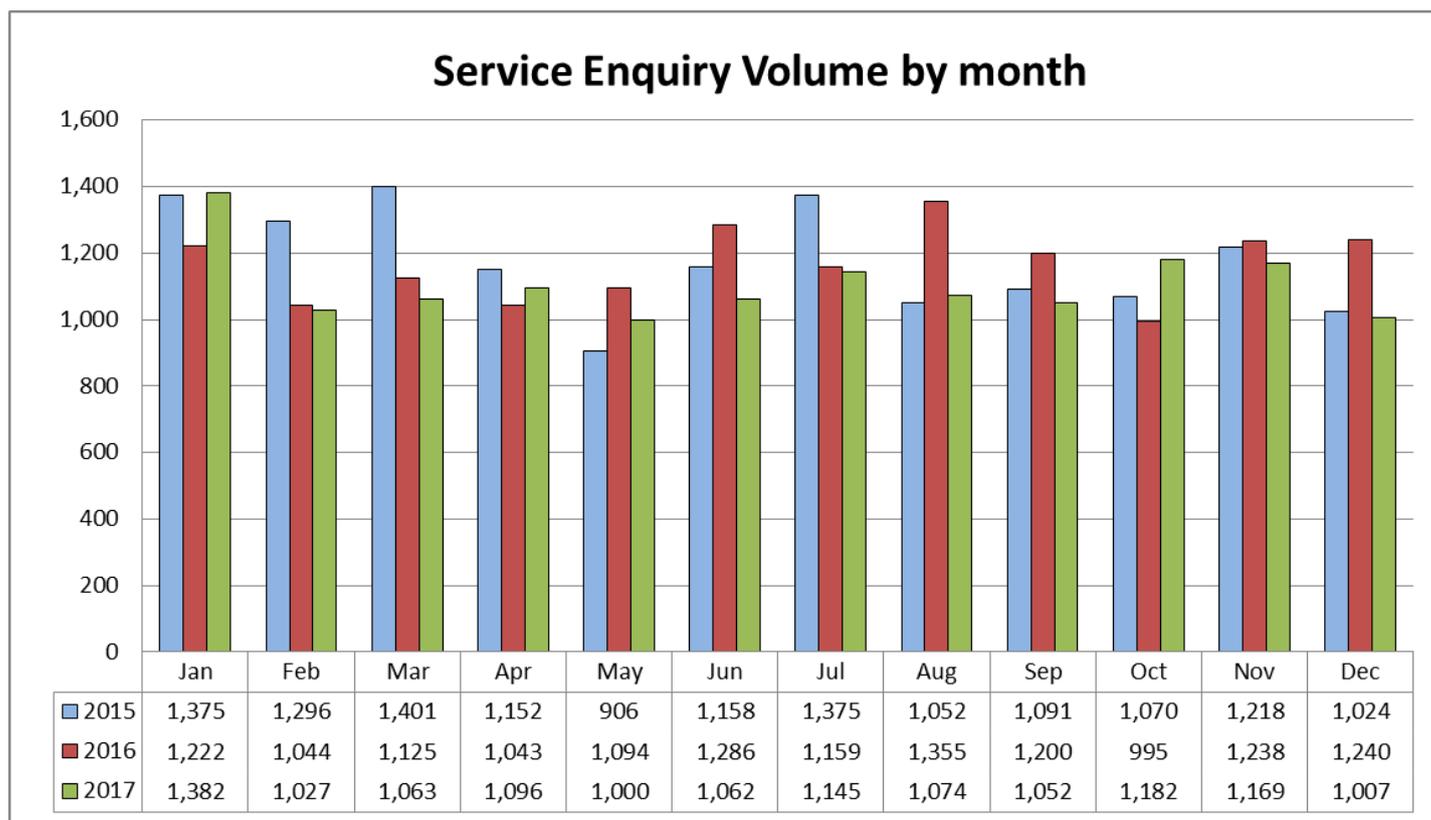
Key points worth noting are:

- Overall there has been an increase in favourable scores for residential streets across the board in 2017 compared to 2015. All but one metric (autumn leaf fall, which decreased by 1%) increased from 2015 to 2017.
- Most significantly, there has been an increase in satisfaction by 13% for general litter and 12% for dog fouling within residential streets. Importantly, both of these items were identified in the 2015 and 2016 reports as ‘potential areas of focus’.
- A combined 74% of respondents are satisfied with the cleanliness of their streets (72% postal and 83% on-street).
- 75% describe their street as clean (73% postal and 83% on-street).
- 79% describe their local area as clean (78% postal and 83% on-street).
- 85% describe their town centre as clean (81% postal and 93% on-street).
- Graffiti removal has reached 100% satisfaction in residential streets and 95% for Town Centres.
- The lowest favourable response rate in 2017 for residential streets was the issue of leaves in autumn (57%).
- In the town centre, the lowest favourable scores were for cigarette ends (56%) and chewing gum (65%). This is a mixed result as both items were the lowest in 2015 too, and whilst chewing gum has improved by 15%, cigarette ends has dipped by 7%.

Leaves in autumn, cigarette ends and chewing gum are therefore this year’s areas of focus in order to improve the overall perception of and satisfaction with cleanliness that are arising from the satisfaction survey.

Customer Reporting Trends

Figure 4: Annual enquiry volumes 2015-2017



All service requests and complaints regarding the service are logged and entered in the departmental statistics. A comparison of the volume of customer reports relating specifically to the street cleaning contract have been measured in detail during the period January 2015 to December 2017. This information is provided in the figure above.

A review of customer service requests of the street cleansing service reveals the following trends and key issues:

- The volume trend of enquires from 2015 to 2017 (figure 6) has seen a decrease of 859 total enquiries, from 14,118 down to 13,259, representing a 6.1% decrease. This is despite the general public having greater access to reporting channels, for example a greater emphasis towards online reporting and increase adoption of the FixMyStreet (FMS) facility.
- This is demonstrated by the channel shift of enquiries being raised via FMS (as opposed to the CSC or in person) from 60% in 2015, to 64% in 2016 and up to 67% in 2017. If this trend continues on its current trajectory, we can anticipate an increase in reports via the FMS facility as its usage becomes widely adopted and integrated into the public's reporting habits.
- The largest portion of enquiries received in relation to street cleansing concerned Street Sweeping followed by Dumped Rubbish (figure 5). These two subject matters accounted for over 75% of the total enquiries received.
- However, for the first time during the current street cleansing contract, street sweeping enquiries actually fell from October to November 2017, despite the autumnal challenges such as bad weather and leafing (figure 7). This is likely to be a direct result of the change in autumnal leaf removal employed this year.

- Despite dog fouling coming up as the least favourable score from the 2017 satisfaction survey, we actually have very few enquiries in relation to it. To demonstrate, total enquiries stood at 13,259, yet dog fouling enquiries represented just 0.6% of these at 83.

Figure 5: 2017 Street Cleansing Enquiries broken down by subject matter

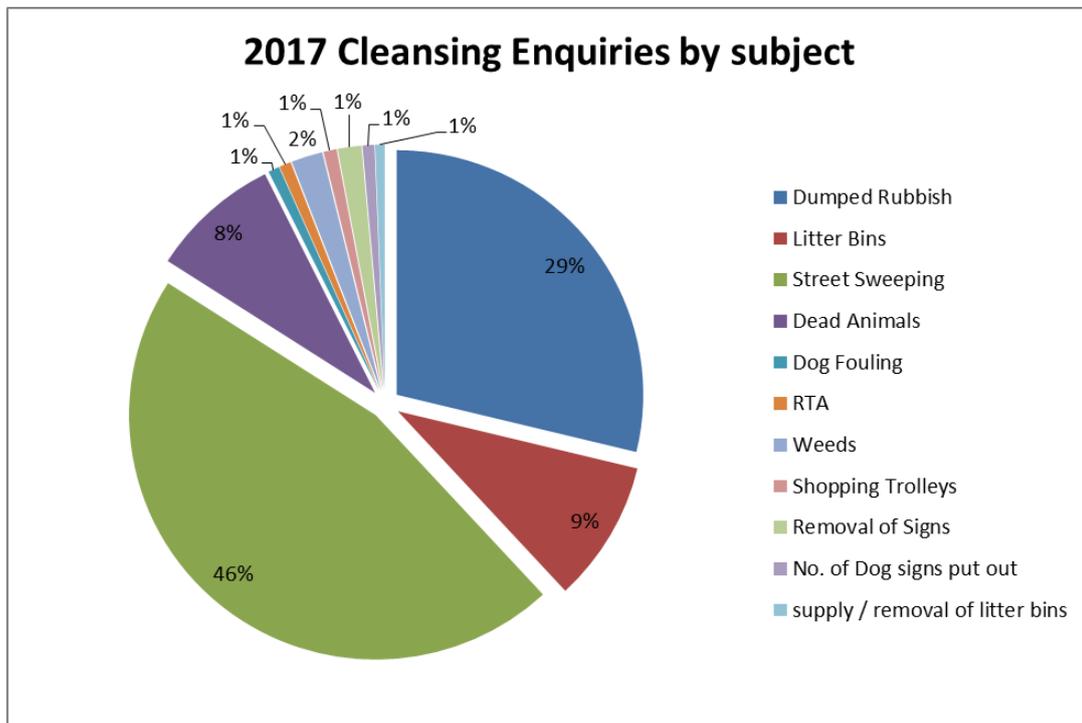
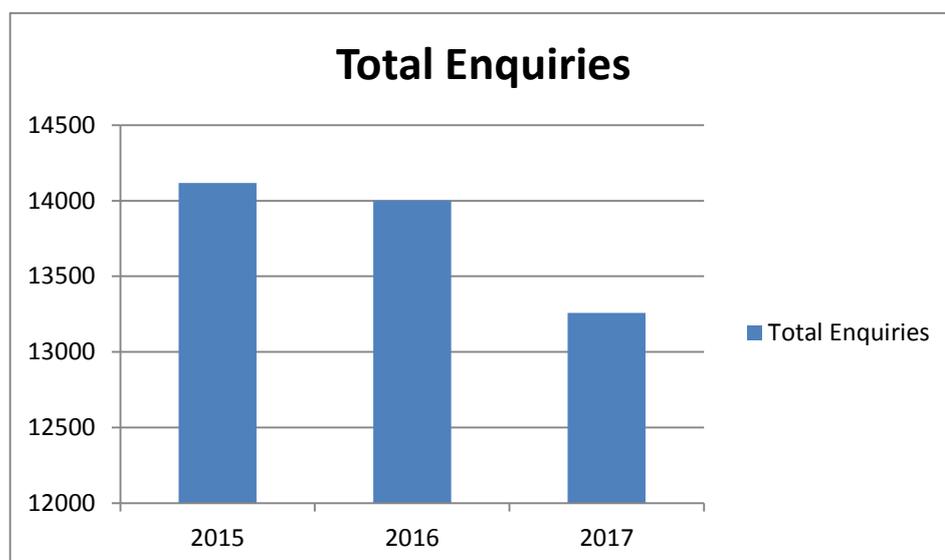
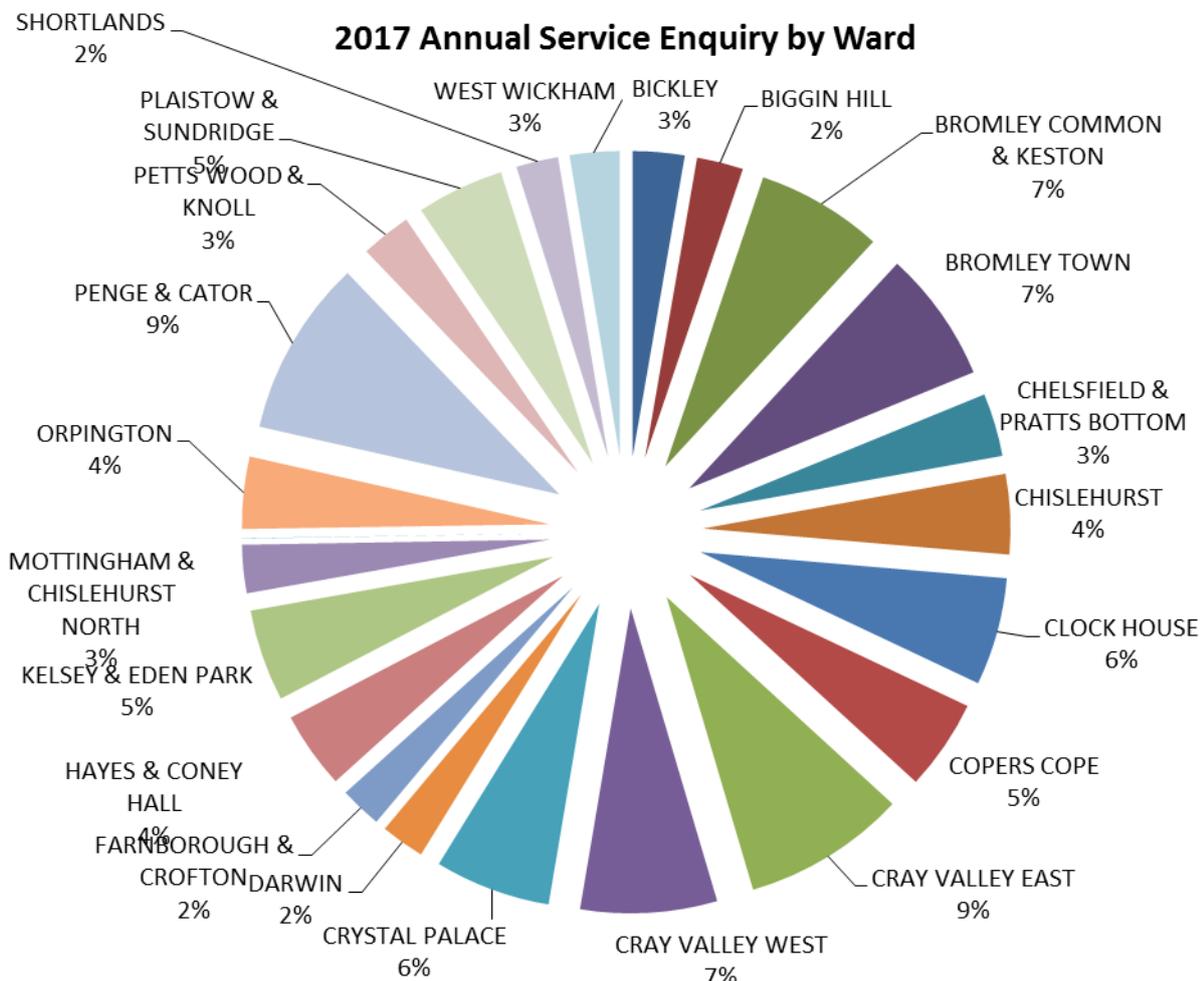
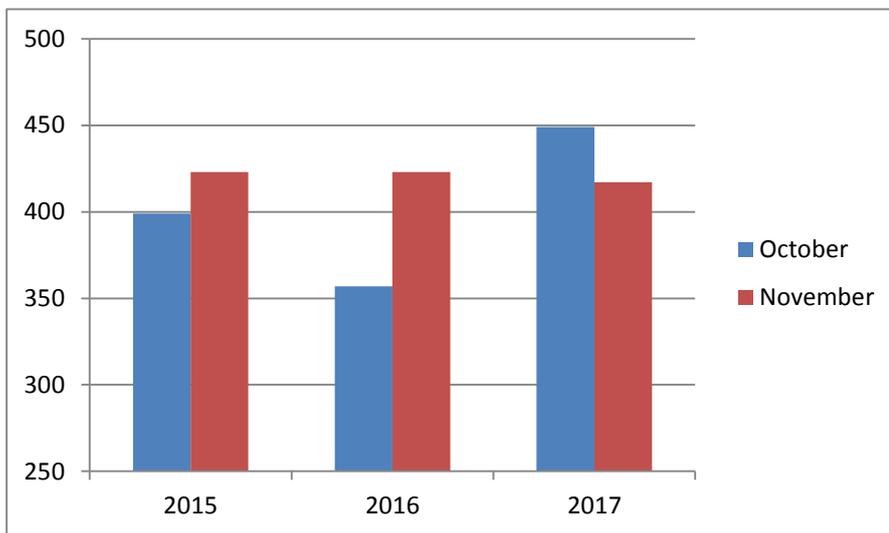


Figure 6: Total Enquiries (relating to Street Cleansing) year to year – 2015-2017

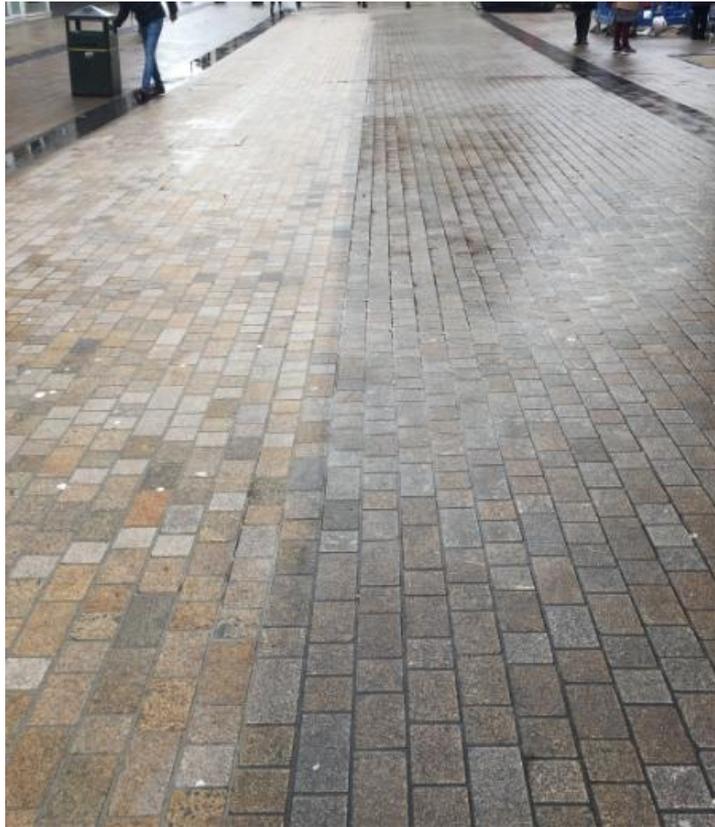


Total enquiries are down markedly as compared to 2015 and 2016. As noted before, this is despite the wider adoption and integration of more accessible channels for reporting such as the council website and FMS which make it more convenient and quicker to report local issues than the traditional method of raising enquiries via the call centre. In 2014 less than half of reports were via FMS, now they account for close to 70%. Despite this, reports have reduced 6.5% in two years.

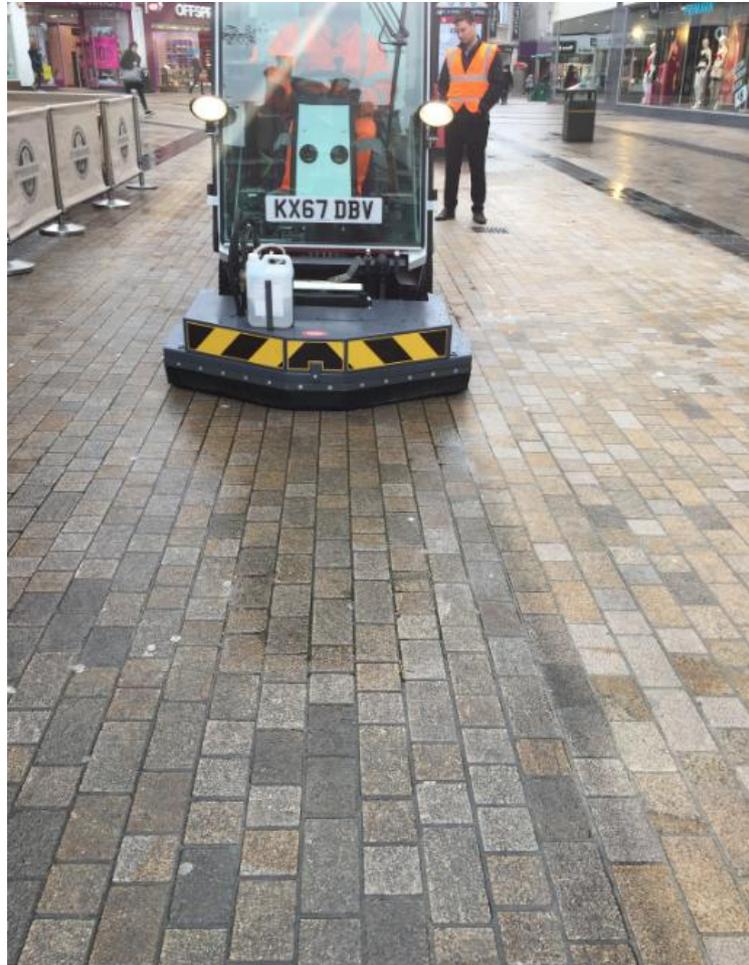
Figure 7: Total 'Street Sweeping' Enquiries 2015 to 2017 (leafing service period)



Bromley Town Street Scrubber – before/after comparison photo



Bromley Town Scrubber in action



Bromley Town Street Scrubber with snow attachments



Bromley Town Street Scrubber with snow attachments



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Report No.
ES18025

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Environment PDS Committee

Date: 15th March 2018

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

Title: BLUE BADGE MISUSE

Contact Officer: Ben Stephens, Head of Parking Services
Tel: 020 8313 4514 E-mail: ben.stephens@bromley.gov.uk

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

Ward: All Wards

1. Reason for report

The purpose of this report is to inform Members of the activity the Shared Parking Service has undertaken over the past 2 years to combat Blue Badge misuse. It also sets out current procedures and policy regarding Blue Badge misuse investigations, confiscations and prosecutions, as well as future plans including community engagement and collaborative working with other authorities and partner organisations.

2. **RECOMMENDATIONS**

2.1 **Members to note activity and success of the Blue Badge misuse campaign and successful prosecutions.**

2.2 **Members to note plans to develop working relationships, sharing of data and possible campaigns with neighbouring and like-minded Boroughs.**

2.3 **Members to note proposals to develop use of Council Simple Cautions in some cases of Blue Badge misuse.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: Having a Blue Badge can potentially be a life changing asset for the holder. The council's commitment to enforce the conditions of the Blue Badge scheme supports the many who rely on their badge. By communicating the correct usage of the badge with holders and educating the wider public through community engagement, the campaign can have a positive impact on vulnerable adults and children.
-

Corporate Policy

1. Policy Status: Not Applicable Existing Policy New Policy: Further Details
 2. BBB Priority: Excellent Council Quality Environment Vibrant, Thriving Town Centres
-

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A
 3. Budget head/performance centre: Disabled Parking
 4. Total current budget for this head: Cr £11.3k
 5. Source of funding: Existing controllable revenue budget for 2017/18
-

Personnel

1. Number of staff (current and additional): 15.77
 2. If from existing staff resources, number of staff hours:
-

Legal

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

Procurement

1. Summary of Procurement Implications: N/a
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough wide. Approx 9,000 live Blue Badges have been issued by LB Bromley. However all Badges issued nationally can be used within the Borough, and would be affected by our enforcement activity.
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 A Blue Badge is a parking permit for individuals who have severe mobility-impacted health conditions. Blue Badges will only be issued to individuals who have a permanent and substantial disability, or to an organisation which is involved in the care of physically disabled people. A Blue Badge enables the holder to access convenient on and off-street parking spaces either as a driver or passenger. To get a Blue Badge, applicants can apply directly through the Bromley Council website paying an admin fee of £10, or through the gov.uk website. Along with their Blue Badge, successful applicants receive a copy of 'The Blue Badge Scheme: rights and responsibilities in England' written by the Department for Transport. This booklet sets out the rules and regulations of the scheme.
- 3.2 The Blue Badge scheme is currently governed by the Department for Transport who have devolved administrative powers to local authorities and to a national administrator; Northgate Public Services (UK) Limited. In Bromley, administration of applications is managed by a contractor; Liberata UK Limited. Enforcement of the scheme is conducted by Local Authorities, often in collaboration with private contractors.
- 3.3 Blue Badge misuse is a criminal offence. Despite good progress to eliminate misuse, unfortunately it still lingers nationally and within the Bromley Borough. A Department for Transport publication on Blue Badge misuse in 2011 estimated that across England misuse costs local authorities around £45 million every year, placing considerable strain on the public purse. Some common examples of misuse include using a badge without the holder being a part of the journey, or using a lost, stolen or cancelled badge.
- 3.4 In order to uphold the integrity of the Blue Badge scheme, the Shared Parking Service works closely with APCOA Parking Limited across the London Borough of Bromley and the London Borough of Bexley in the activity of inspecting and confiscating Blue Badges. Inspections are carried out by Civil Enforcement Officers (CEOs), who approach all vehicles with a Blue Badge on display and ask drivers specific questions in order to determine whether or not misuse is taking place. Where misuse is suspected, CEOs and authorised Council Officers are legally permitted to confiscate a Blue Badge and return it to the issuing Local Authority.
- 3.5 The London Borough of Bromley has developed a close working relationship with the Greenwich Fraud Team; a partner organisation responsible for undertaking criminal investigations and prosecutions. Cross-communication efforts have been stepped up and a collaborative process built to improve efficiency and these measures have resulted in high prosecution success rates. The development of these practices has been in close conjunction with advice from Audit.
- 3.6 The Blue Badge scheme continues to receive widespread support from Councillors and members of the public, who are often delighted to see checks being carried out.

Communication with Blue Badge holders

- 3.7 For a second year, we have engaged with and listened to Blue Badge holders across the Borough through the release of a Blue Badge Bulletin. This year's bulletin aimed to raise awareness of the Blue Badge Scheme rules and gave an update on the campaign.
- 3.8 This year, we communicated directly with the 9,000 active Blue Badge holders, by text, email and letter linking to an online survey to gauge awareness of the various aspects of the campaign. We are very pleased that over 1,000 responses have been received so far. The survey included a quiz which provided an interesting insight into Blue Badge holders' understanding of the rules. Further details are given in appendix 4.

- 3.9 As the campaign has progressed, the council has stepped up its efforts to dissuade misuse and inform local residents of the progress made. This includes:
- Business cards (appendix 1) to allow individuals to report misuse.
 - Press releases to highlight every prosecution success and act as a further deterrent.
 - Stronger warning signs displayed in key areas on-street and in car parks (appendix 2).
 - A hotline and an e-form on the Council's website to help residents report misuse.
 - Distribution of feedback cards to encourage drivers to leave their comments after a Blue Badge inspection – 96% of feedback so far received has been positive.
 - Social media, such as Twitter, to raise awareness of the scheme.

Blue Badge Enforcement

- 3.10 CEOs are able to identify who a badge belongs to by the issue number of the front of the badge. This gives the officer an indication of the gender and age of the badge holder.
- 3.11 CEOs and nominated Council staff are legally permitted to inspect and confiscate a Blue Badge under the Chronically Sick and Disabled Persons Act 1970. When asked, and by regulation, a driver of a vehicle displaying a Blue Badge must hand it over for inspection. Not doing so is classified as a criminal offence and in these circumstances a Penalty Charge Notice (PCN) can be issued. If the badge holder is not in the vehicle, it is up to the CEO to ask investigative questions to determine whether the badge is being misused. CEOs are encouraged to ask:
- whether the holder of a badge can be contacted,
 - if the badge holder can return to the vehicle, or
 - if the CEO can walk with the driver to see the holder.
- 3.12 If a CEO is still not satisfied a Blue Badge is being used correctly after asking specific questions, they are able to confiscate the badge under the Disabled Person's Parking Badges Act 2013. All CEOs are equipped with a Blue Badge confiscation crib card (appendix 3), and to confiscate a badge they must read it in its entirety to the driver. The crib cards have been designed with assistance from Bromley Audit and the Greenwich Fraud Team.
- 3.13 From the moment a CEO first sees a badge on display on a dashboard, they must ensure their body worn video is switched on. They must also ask relevant investigative questions at the scene, noting their surroundings, including the vehicle registration mark and who is in the vehicle.
- 3.14 CEOs should return to base at the soonest possible opportunity to review the body worn video footage and complete a witness statement. A witness statement crib sheet is supplied as a guide and support is given by council officers to help complete each statement.

Intelligence gathering

- 3.15 Vital intelligence has been gathered by holding regular action days where CEOs report every Blue Badge number they see whilst on patrol. This intelligence has enabled Parking Services to pinpoint where badges are used most in the Borough. As well as identifying these hotspots, we have also been able to recognise common trends in situations where badges are being misused. For example, a child's badge being displayed during school hours, or an elderly person's badge being displayed outside a gym. From this, Parking Services are able to target certain locations at certain times in order to tackle misuse.
- 3.16 The Blue Badge Improvement System (BBIS) is a very useful tool for tackling misuse. This system allows council officers to see details of any given badge in real time, including the name of a badge holder, the issuing authority and whether or not the badge is valid. It also provides the badge holder's address, details of past badges and the same photograph that is printed on

the back of the holder's badge. BBIS can also be used to identify a badge holder on street, comparing them with a driver or passenger, as well as instantly making those authorised to use the system aware of any lost, stolen or deceased person's badges being displayed.

Investigation procedure

- 3.17 Once a badge has been confiscated, council officers carry out a thorough investigation. This may include checking CCTV, watching the confiscation footage or examining a challenge received in response to the PCN. As part of an investigation, Parking Services may also contact other council departments, such as Registrars and Council Tax, as well as other local authorities, schools and private organisations/businesses. Any request for information is made under the Data Protection Act (prevention and detection of crime) 1998, section 29(3).
- 3.18 Once the evidence has been collaborated by Parking Services the case is passed on to the Greenwich Fraud Team who lead the investigation and usually invite the driver to an interview under caution.
- 3.19 If a driver did not give their details at the roadside, the registered keeper can be contacted and asked to provide the name and address of the driver at the time of the alleged offence. These details are requested by the Greenwich Fraud Team under Section 17 of the Greater London Council (General Powers) Act 1972. If the registered keeper does not adhere to the request, the London Borough of Bromley has the power to prosecute for non-compliance.
- 3.20 Once the Greenwich Fraud Team has finished their investigation, the results are sent to Parking Services who are asked whether they wish to recommend the driver is prosecuted. The case is looked over again by the Head of Parking Service, and a recommendation is made to the Head of Audit who is delegated to make the final decision.
- 3.21 An officer from Parking Services observes each and every Blue Badge case referred for prosecution in court. This officer then reports back the prosecution outcome and gives the prosecuting solicitor any orders or additional information about a case should they require it.

Prosecution Success

- 3.22 Since the start of January 2016 to February 2018:
- 165 badges have been confiscated as misuse had been suspected.
 - 83 drivers have successfully been prosecuted.*
 - In 54 instances, a prosecution was not considered the most appropriate course of action due to mitigating circumstances, and a warning letter was issued instead.
 - In 9 cases the driver could not be traced.
 - An additional 33 expired badges were taken off the street.
 - At the time of writing, 30 cases are still open and are currently being investigated.

* This includes 11 prosecutions where a badge was not confiscated, but a Penalty Charge Notice was issued by a Civil Enforcement Officer as misuse was suspected.

Further Success

- 3.23 Aside from prosecutions, there has been a significant decrease in the amount of Bromley issued badges being confiscated within the Borough, even though the number of overall confiscations has more than doubled. The table below demonstrates the annual decrease since January 2016. This is potentially the result of the Council's continuous strong stance towards misuse and the effective use of communications sent out to badge holders living within the Borough.

Time Period	Number of badges confiscated	% of Bromley issued badges confiscated
Jan 2016 – Dec 2016	56	42.8%
Jan 2017 – Dec 2017	131	34.3%

Civil Enforcement Officer Training

- 3.24 As part of the campaign, CEOs have been given comprehensive training and support by Parking Services in order to help identify Blue Badge misuse. They have been trained in confiscation techniques to the standard required for successful prosecutions.
- 3.25 The training also consisted of regular on-street support from council officers, as well as a classroom based briefing which all CEOs in Bromley were required to attend. The seven main objectives of this CEO training were:
- Awareness - why the misuse campaign is important across the Borough.
 - Understanding the information on a Blue Badge.
 - Knowing the difference between what is and what is not Blue Badge misuse.
 - Understanding inspection and confiscation procedures and knowing the questions to ask to determine whether misuse is taking place.
 - Writing a witness statement once a confiscation has taken place.
 - Understanding investigation procedures and knowledge of the court proceedings that follow.
 - Being comfortable in carrying out on-street Blue Badge checks.
- 3.26 As well as these training sessions, CEOs are given continuous feedback and support to ensure the highest levels of best practice are kept on-street. After a CEO has carried out a confiscation, they may be invited to meet with an officer of Parking Services and given feedback on their technique and how this can be improved in the future.

Simple Council cautions

- 3.27 While undertaking research to improve our procedures and best practices we have discovered some local authorities offer drivers the chance to accept a “council simple caution.” These are used when the driver has admitted misuse at the scene or during an interview under caution, but it has been decided that the case is not suitable for prosecution.
- 3.28 Along with giving this “council simple caution”, a voluntary contribution towards the cost of the misuse investigation can be asked for. Other Boroughs which use this practice have seen the contribution paid in nearly 70% of cases. These contributions are then publicised as being used to protect the integrity of the Blue Badge scheme. One Borough uses a figure of £250 which represents costs incurred as part of their investigation.
- 3.29 In the few instances where the Head of Audit decides there is insufficient evidence to prosecute these cautions may be more appropriate. Bromley Legal Services has confirmed adopting this practice would be legal and within the powers of the London Borough of Bromley. We will continue to work with Legal Services to develop this practice in Bromley.

Working with neighbouring Boroughs and stakeholders (Community engagement)

- 3.30 Going forward, the London Borough of Bromley has the potential to expand its Blue Badge misuse campaign by working with neighbouring Boroughs – something which the Department for Transport is keen to see happen.

3.31 Working with neighbouring Boroughs brings about a number of opportunities. The London Borough of Bromley may be able to share relevant data with other authorities to help tackle misuse. For example, the data of vehicles suspected of misusing a Blue Badge. This will enable neighbouring boroughs to also keep a look out for the vehicles within their borders and increase the possibility of a suspected vehicle being apprehended and the driver prosecuted.

3.32 The Council will also now engage with organisations such as the boroughs Safer Neighbourhood Team and the Neighbourhood Watch Association, as well as local disability and mobility charities, doctor surgeries and libraries. By building a close relationship with these organisations, the Council can promote the misuse campaign via a range of sources and communicate with the wider public.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

4.1 Having a Blue Badge can potentially be a life changing asset for the holder. The council’s commitment to enforce the conditions of the Blue Badge scheme supports the many who rely on their badge. By communicating the correct usage of the badge with holders and educating the wider public through community engagement, the campaign can have a positive impact on vulnerable adults and children.

5. POLICY IMPLICATIONS

5.1 The London Borough of Bromley’s Blue Badge misuse campaign has adhered to the provisions of the Disabled Persons Parking Badges Act 2013, Data Protection Act (prevention and detection of crime) 1998, section 29(3), the Greater London Council (General Powers) Act 1972 (Section 17), and the Chronically Sick and Disabled Persons Act 1970.

6. FINANCIAL IMPLICATIONS

6.1 All enforcement activity and communication with badge holders is undertaken as part of this campaign / project, funded from within existing budgets.

7. LEGAL IMPLICATIONS

7.1 Advice has been sought from Bromley Legal as well as Bromley Audit who have confirmed both the simple council cautions and the voluntary contribution to investigation costs are legal and within the powers of the London Borough of Bromley. Further referenced in 3.28 to 3.30.

Non-Applicable Sections:	Personnel and Procurement Implications
Background Documents: (Access via Contact Officer)	Bromley Parking Strategy – approved 18 th January 2012 (ES12003) Bromley Parking Annual Report 16/17 Parking: Carers; Blue Badge Charges; Enforcement – 19 th July 2011 (ES11057)

Appendix 1 Business cards placed on vehicles displaying a badge

The Blue Badge scheme

To help us protect the scheme,
please report misuse.

www.bromley.gov.uk/reportbluebadge

Tel: 020 8313 4800



Parking Services



Using the Blue Badge correctly

The Blue Badge and its concessions are for the use of the badge holder only. Making sure that the scheme is not abused will benefit genuine badge holders. Further information is available on our website: www.bromley.gov.uk/parking

Please remember: Blue Badge misuse is a criminal offence which could lead to a **£1,000** fine and confiscation of the badge.

Appendix 2 Warning signs displayed in key areas on-street and in car parks



Blue Badge **misuse**
is a criminal offence

It could lead to a £1,000
fine and confiscation
of the badge

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: 020 8313 4800



www.bromley.gov.uk/parking



Blue Badge **misuse**
is a criminal offence

**USE IT, DON'T
ABUSE IT**

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: 020 8313 4800



www.bromley.gov.uk/parking



Blue Badge **misuse**
is a criminal offence

**WE WILL
PROSECUTE**

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: 020 8313 4800



www.bromley.gov.uk/parking



Blue Badge **misuse**
is a criminal offence

**WE NAME
AND SHAME**

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: 020 8313 4800



www.bromley.gov.uk/parking



Blue Badge misuse
is a criminal offence

**£1,000 FINE -
DON'T MISUSE**

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: **020 8313 4800**



www.bromley.gov.uk/parking

Appendix 3 Confiscation crib card carried by all Civil Enforcement Officers



Checking for correct use of a Blue Badge



(Body worn video must be switched when approaching the vehicle)

Read statements 1-3 to driver.

- 1. I notice you are not the Blue Badge holder** - I need to establish that: The badge is being used correctly. The badge holder is nearby. The badge holder is benefiting from the concessions of the Blue Badge scheme.
- 2. Can you tell me:** Why you are using the Blue Badge? Where the badge holder is? Were you given permission to use the badge? What is your relationship with the badge holder?
- 3. I am willing to:** Wait until the badge holder returns. Walk with you to where they are. You can call them and ask them to return (do not handle driver's phone).

If you are not satisfied that the badge is being used correctly, read this section to driver.

4. This is important, please listen very carefully:

- **Blue Badge misuse is a criminal offence which could lead to a £1,000 fine.**
- **I believe this badge is being misused** under the Chronically Sick and Disabled Persons Act 1970. I am therefore confiscating it as permitted under the Disabled Persons' Parking Badges Act 2013. In these circumstances, the Blue Badge Scheme parking concessions do not apply.
- **You are NOT under arrest but I must caution you.** You do not have to say anything, but it may harm your defence if you do not mention, when questioned, something which you rely on in court. Anything you do say can be given in evidence.
- **I am not required to return the Blue Badge to you.** The badge is the property of the issuing Local Authority. They will retain the badge while they investigate the matter and contact you shortly.
- **I will give you a Blue Badge Confiscation Notice**, which has more information, but if you have any questions, please complete the form on the Council's website. I cannot discuss the confiscation of the badge and Council officers are not permitted to meet with you in person or discuss the matter under any circumstances. *(Add date, ID and Blue Badge number to the notice).*
- **I am now going to make a note of your vehicle details.**

- 5. Commence PCN issue process** by inserting only VRM and contravention code into HHC at this stage.

Read statement/questions under 6 to driver.

- 6. Now I'm going to ask for some details about you** *(record answers in HHC).*

1. Name 2. Address 3. Date of birth 4. Telephone number

- 7. Ask to see evidence:** preferably driving licence, passport or other photo ID, but anything with their name is better than nothing.
- 8. Now complete the issue of the PCN** and serve (drive away if appropriate). Issue an instant PCN in all cases – no observation period required.
- 9. Radio through to base** and give full details of the incident.
- 10. Return to base immediately**, review footage and complete Witness Statement.

Guidance

- **When you suspect misuse:** **Body worn video must be switched when approaching the vehicle.** Record what the driver was doing and who was with them at first sight, e.g. sitting in the vehicle with another male passenger, returning to the vehicle with shopping bags, etc.
- **When inspecting a Blue Badge:** make sure that you have possession of it and do not return it to the driver unless you are satisfied that it is not being misused. If the Blue Badge holder is not present, please follow guidance from section 4 onwards.
- **When you suspect misuse:** even if you do not confiscate the Blue Badge, you **must** report the incident to base and issue a PCN if appropriate.
- **Decoding the Blue Badge serial number:** Y=Female X=Male. The 4 digits before X or Y is month and year of birth. (Does not apply to organisational badges).
- **If threatened:** return badge but state 'I am only returning this badge to you as I do not feel safe, but your behaviour will be reported to the Police, under section 5 of the Public Order Act 1986'.
- **Feel free to check the validity of a Blue Badge:** by radioing through to base.

Appendix 4 Blue Badge survey analysis - key findings

This year's bulletin aimed to raise awareness of the Blue Badge Scheme rules with an update on the campaign. The bulletin linked to an online survey to gauge awareness of the various aspects of the campaign and so far, over 1,000 responses have been received. We have broken down the results to determine key factors which could help to improve our campaign as a whole and the communications we have with Blue Badge holders.

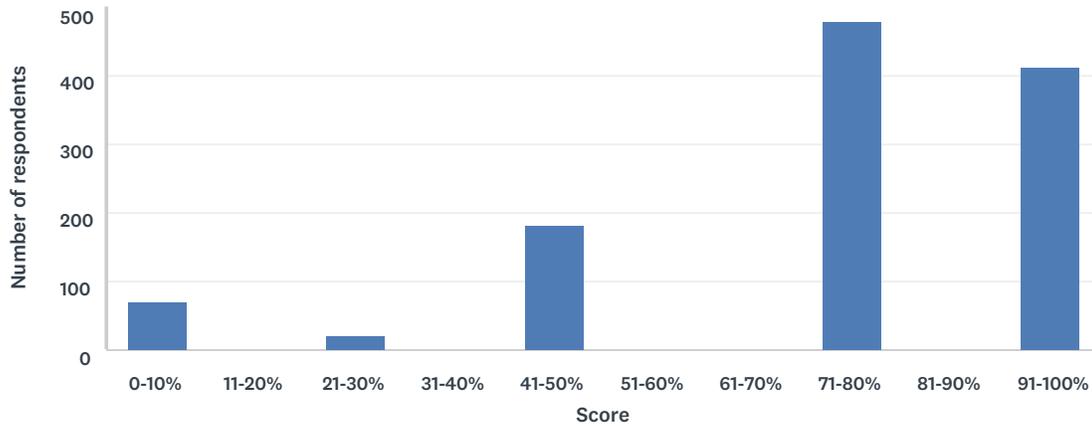
Question	Key findings (percentages)	Analyses
Q1: Are you a Blue Badge holder?	<ul style="list-style-type: none"> • Yes, but I don't generally drive myself (36%) 	This figure demonstrates that over a third of Blue Badge holders rely on a driver to assist them with their transport needs. It is therefore vital that we communicate with these drivers to ensure they are also aware of the Blue Badge Scheme rules.
Q2: How often do you use a Blue Badge?	<ul style="list-style-type: none"> • Daily (33%) • More than once a week (47%) 	These results show how valuable the badge is to the holder. A third are using their badges daily and almost half are using their badges more than once week.
Q3: What is the age of the badge holder?	<ul style="list-style-type: none"> • 60-74 (25%) • 75+ (63%) 	As expected, this question demonstrates that the majority of badge holders are elderly. The challenge is how we communicate, as social media and web may not be the best way to reach this demographic. We have however achieved some success through our on-street signs and direct communications by email, text and letter.
Q5: What is your gender?	<ul style="list-style-type: none"> • Male (45%) • Female (55%) • Prefer not to say 	
Q6: What do you use your Blue Badge for? To park near:	<ul style="list-style-type: none"> • The shops (95%) • My property (15%) • An appointment (84%) 	This was a multiple choice question which shows that the most common reasons by far for using the badge are for shopping and appointments.
Q7: Were you aware of our Blue Badge misuse campaign before reading the bulletin?	<ul style="list-style-type: none"> • No • Yes (please say how you knew) 55% 	<p>We are pleased that 55% were aware of the misuse campaign before reading the bulletin which demonstrates the work already undertaken is reaching a significant percentage of badge holders.</p> <p>The additional information from the other survey questions will help us to develop our communication strategy to reach more badge holders in the coming year.</p>
Q8: Was the bulletin helpful?	<ul style="list-style-type: none"> • Yes (81%) • No, I already knew all the information (17%) 	<p>Although some were obviously aware of the work we had already undertaken, we are pleased that our direct communications to Blue Badge holders by text, email and letter were welcomed and served to inform and educate.</p> <p>This method of communication seems to be an effective way to reach our target audience.</p>
Q9: Were you aware that you could report misuse?	<ul style="list-style-type: none"> • No (30%) • Yes, but I wouldn't feel comfortable doing so (24%) • Yes and I would feel comfortable doing so (46%) 	We are disappointed that 30% did not know they could report misuse, but pleased these badge holders are now aware after receiving the bulletin. We occasionally distribute business cards to windscreens encouraging badge holders to report misuse and we will increase the regularity of distribution to ensure all badge holders are aware.

		<p>We are addressing the 24% who said they would not feel comfortable reporting misuse to try and understand why. A possible resolution would be to offer greater reassurance of confidentiality.</p> <p>We are pleased that 46% knew they could report misuse and would feel comfortable doing so. We aim to raise this percentage however and continue to develop easier ways for the public to report misuse. There are currently two main ways to report misuse; through an e-form on the Council's website and by calling the hotline number which is advertised on signage and 'report it' business cards.</p>
<p>Q10: Please indicate which of the following Blue Badge misuse prevention measures you are aware of:</p>	<ul style="list-style-type: none"> • Blue Badge bulletin (47%) • Press and social media (40%) • Misuse reporting service (25%) • On-street and off-street warning signs (62%) • Daily Blue Badge inspections (35%) • Other (please specify) (4%) 	<p>We are pleased with the balanced response which demonstrates that the range of communications has been successful. It is noted that the percentage of those who chose the warning signs answer is high and we have already increased the number of signs displayed across the Borough with new bolder messages.</p> <p>We will continue with the use of press and social media, as this seems to be a well-received way of getting the message across to Blue Badge holders.</p> <p>We will also continue to work with CEOs to increase Blue Badge inspections by helping to develop their confidence and undertaking mystery shops, where members of parking staff display a Blue Badge on-street to prompt an inspection.</p>
<p>Q11: Would you agree that these measures are effective?</p>	<ul style="list-style-type: none"> • Neither agree nor disagree • Disagree • Strongly disagree <p>Combined total - 36%</p>	<p>Although the majority have confirmed the measures we have taken are effective, there is a minority who believe we have not done enough. We will be considering the ideas and suggestions made with a view to further improving the effectiveness of our misuse prevention measures.</p>
<p>Q12: What more could we do to improve communication with the public and badge holders to deter misuse?</p>	<ul style="list-style-type: none"> • More inspections 19% • Media/comms 14% • Higher fines 8% • Supermarket enforcement 7% • Compliments 5% • Other 39% 	<p>These were the most common answers with a large proportion suggesting more on-street Blue Badge inspections would help to deter misuse. Although inspections are being carried out daily across the borough, this result demonstrates that some badge holders may not have been aware. As mentioned, we will continue work with CEOs.</p> <p>'Other', this included changes to the design of the badge, (photo on front), but these suggestions and comments were varied in their nature and have given us valuable insight to help us with future campaigns and communications.</p>
<p>Quiz Q13 - 16</p>	<p>Answers shown in box to right</p>	<ul style="list-style-type: none"> • Is a friend or relative allowed to use the badge to run an errand on the badge holder's behalf? 91% answered correctly. • Who should benefit when a Blue Badge is displayed? 88% answered correctly. • When can a visitor use the Blue Badge? 46% answered correctly. • Can the driver go shopping while the Blue Badge holder is waiting in the car? 72% answered correctly.

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Quiz Summary

AVERAGE SCORE
79% • 3.2/4 PTS



STATISTICS

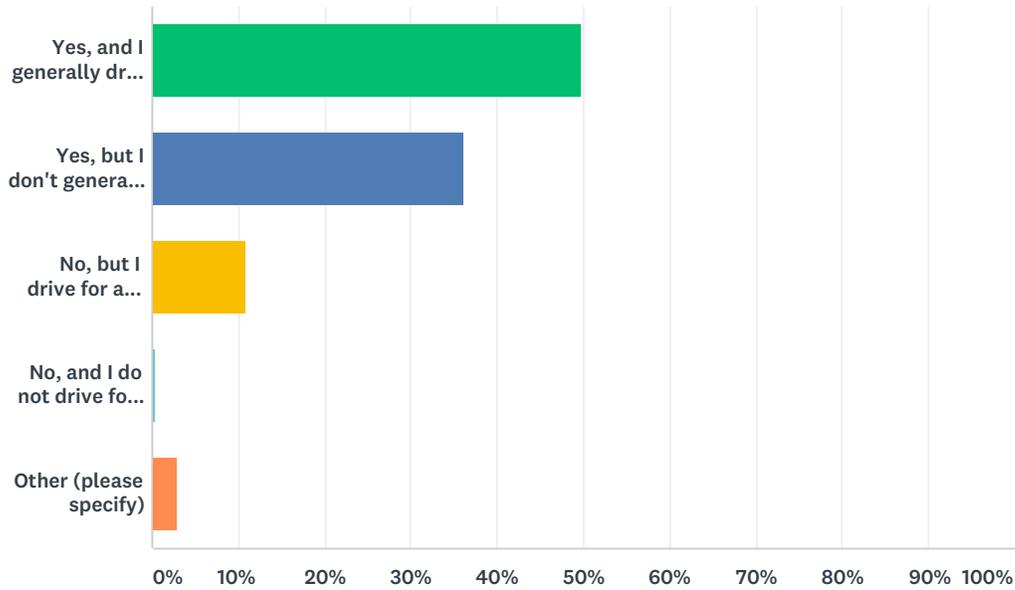
Lowest Score	Median	Highest Score
0%	75%	100%
Mean: 79%		
Standard Deviation: 20%		

Question Ranking

QUESTIONS (4)	DIFFICULTY	AVERAGE SCORE
Q13 Is a friend or relative allowed to use the badge to run an errand on the Badge holder's behalf?	4	97%
Q14 Who should benefit when a Blue Badge is displayed? Please tick any that apply.	3	95%
Q15 When can a visitor use the Blue Badge?	1	50%
Q16 Can the driver go shopping while the Blue Badge holder is waiting in the car?	2	78%

Q1 Are you a Blue Badge holder?

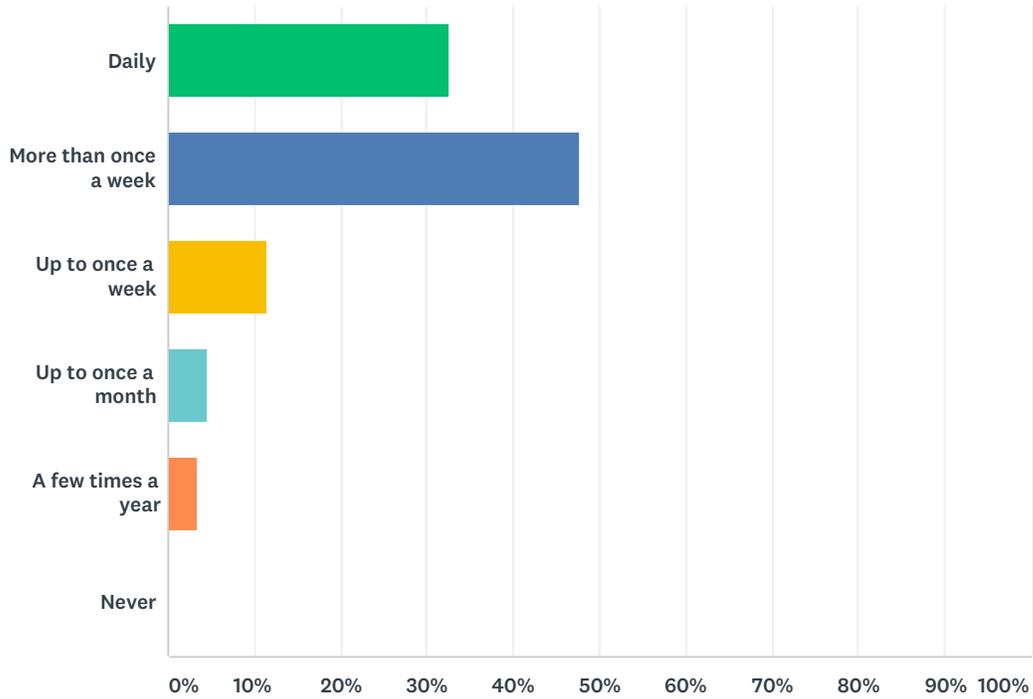
Answered: 1,145 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes, and I generally drive myself	49.78%	570
Yes, but I don't generally drive myself	36.16%	414
No, but I drive for a Blue Badge holder	10.83%	124
No, and I do not drive for a Blue Badge holder	0.35%	4
Other (please specify)	2.88%	33
TOTAL		1,145

Q2 How often do you use a Blue Badge?

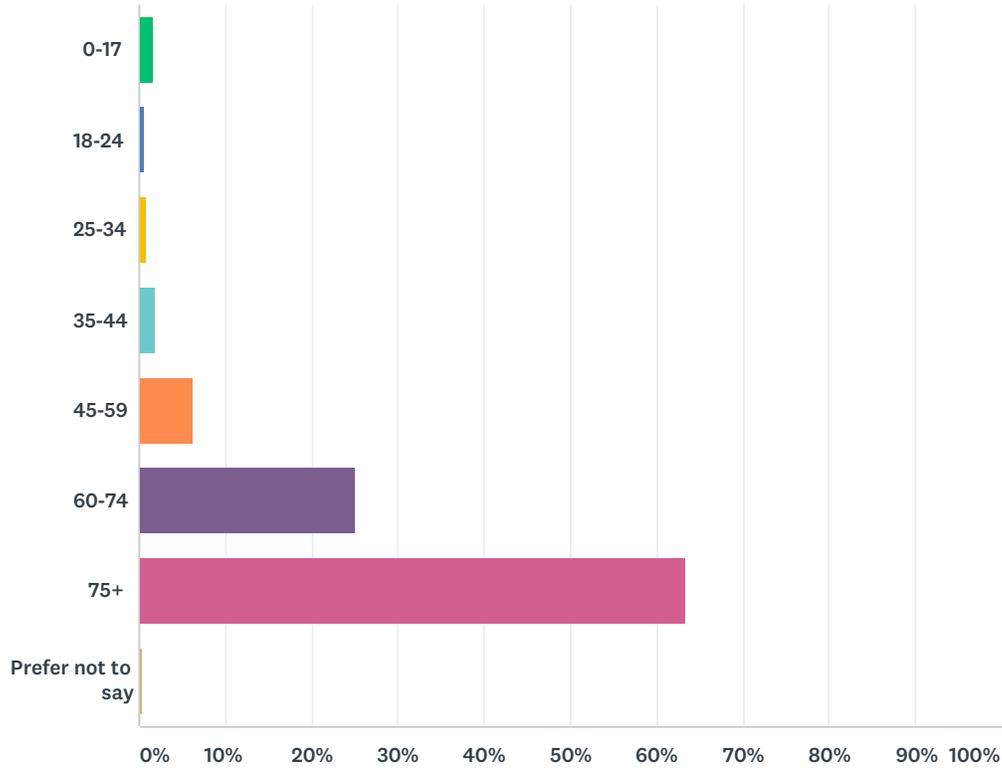
Answered: 1,138 Skipped: 25



ANSWER CHOICES	RESPONSES	
Daily	32.60%	371
More than once a week	47.80%	544
Up to once a week	11.60%	132
Up to once a month	4.57%	52
A few times a year	3.25%	37
Never	0.18%	2
TOTAL		1,138

Q3 What is the age of the Badge holder?

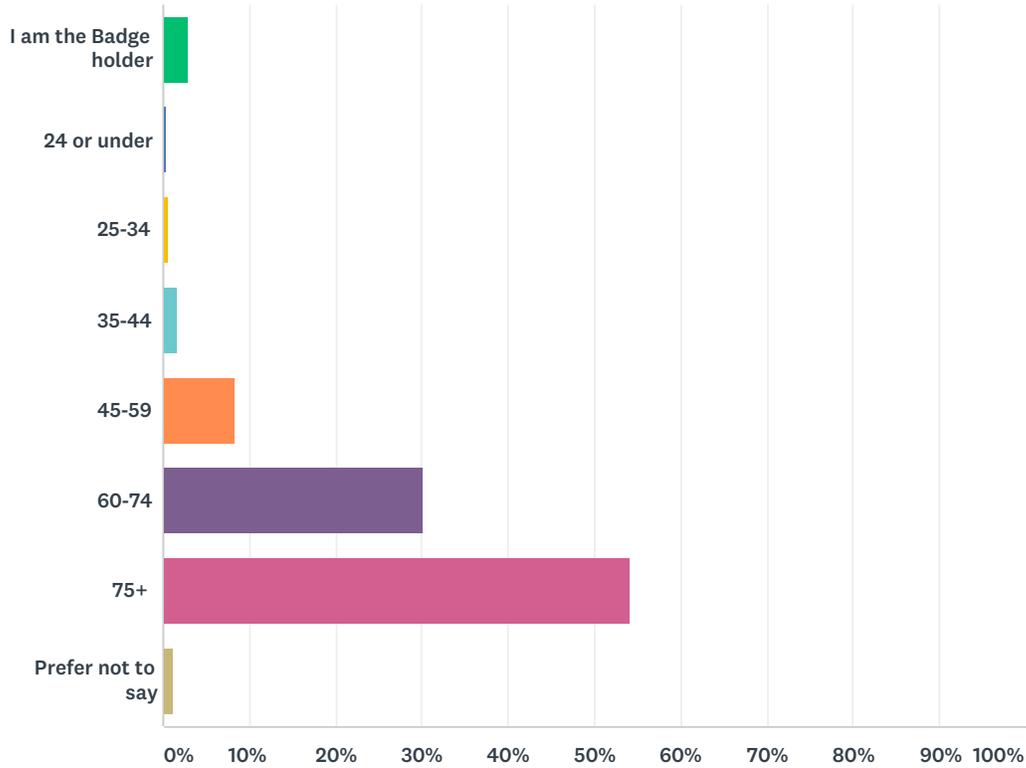
Answered: 1,113 Skipped: 50



ANSWER CHOICES	RESPONSES
0-17	1.62% 18
18-24	0.63% 7
25-34	0.81% 9
35-44	1.80% 20
45-59	6.20% 69
60-74	25.16% 280
75+	63.43% 706
Prefer not to say	0.36% 4
TOTAL	1,113

Q4 What is your age?

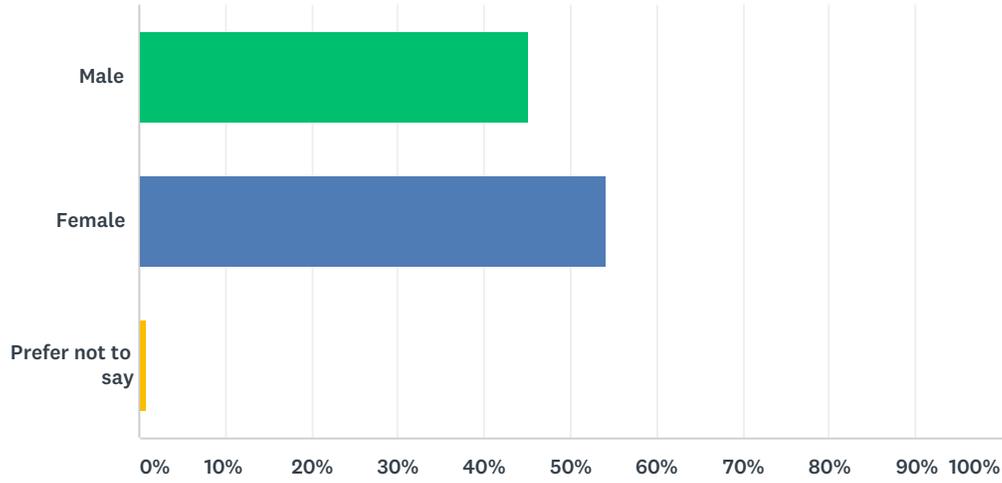
Answered: 993 Skipped: 170



ANSWER CHOICES	RESPONSES	
I am the Badge holder	3.02%	30
24 or under	0.40%	4
25-34	0.60%	6
35-44	1.71%	17
45-59	8.46%	84
60-74	30.21%	300
75+	54.28%	539
Prefer not to say	1.31%	13
TOTAL		993

Q5 What is your gender?

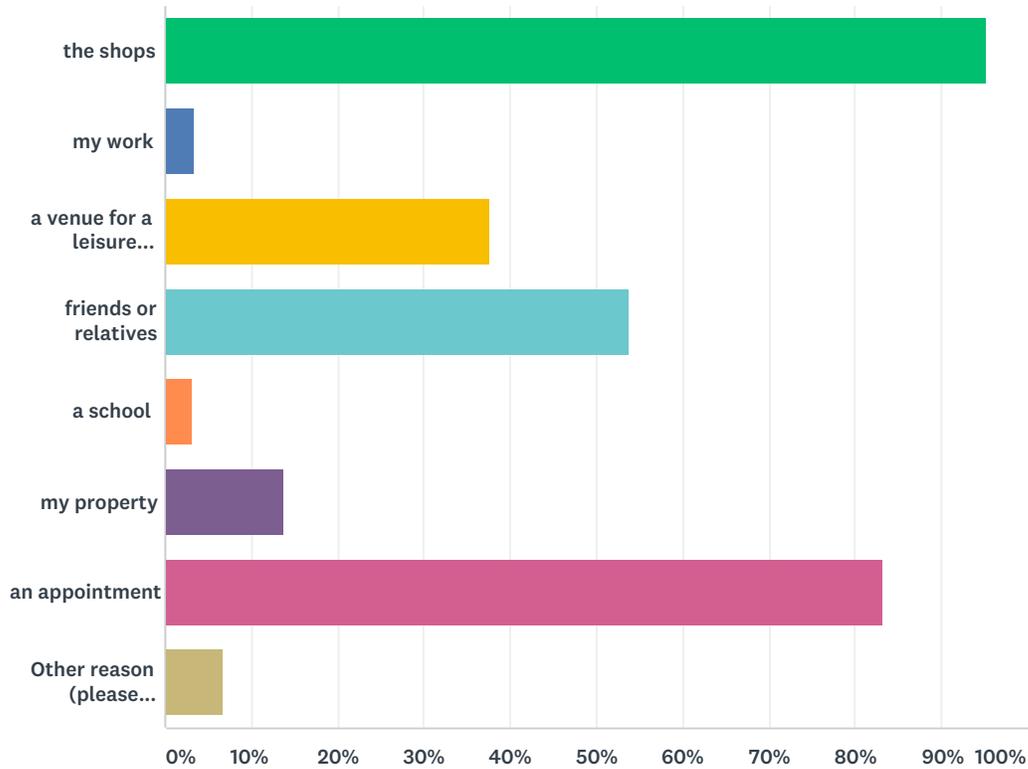
Answered: 1,140 Skipped: 23



ANSWER CHOICES	RESPONSES	
Male	45.09%	514
Female	54.12%	617
Prefer not to say	0.79%	9
TOTAL		1,140

Q6 What do you use your Blue Badge for? Please tick all that apply. To park near...

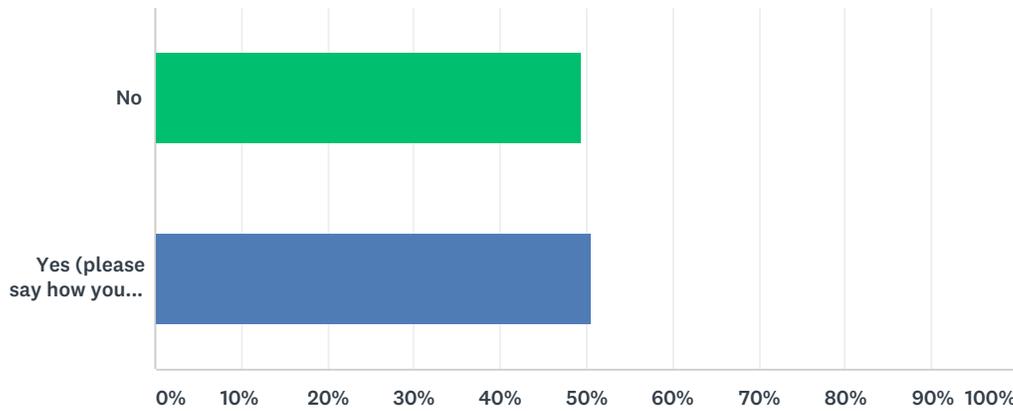
Answered: 1,146 Skipped: 17



ANSWER CHOICES	RESPONSES	
the shops	95.11%	1,090
my work	3.40%	39
a venue for a leisure activity	37.61%	431
friends or relatives	53.84%	617
a school	3.23%	37
my property	13.79%	158
an appointment	83.33%	955
Other reason (please specify)	6.63%	76
Total Respondents: 1,146		

Q7 Were you aware of our Blue Badge misuse campaign before reading the bulletin?

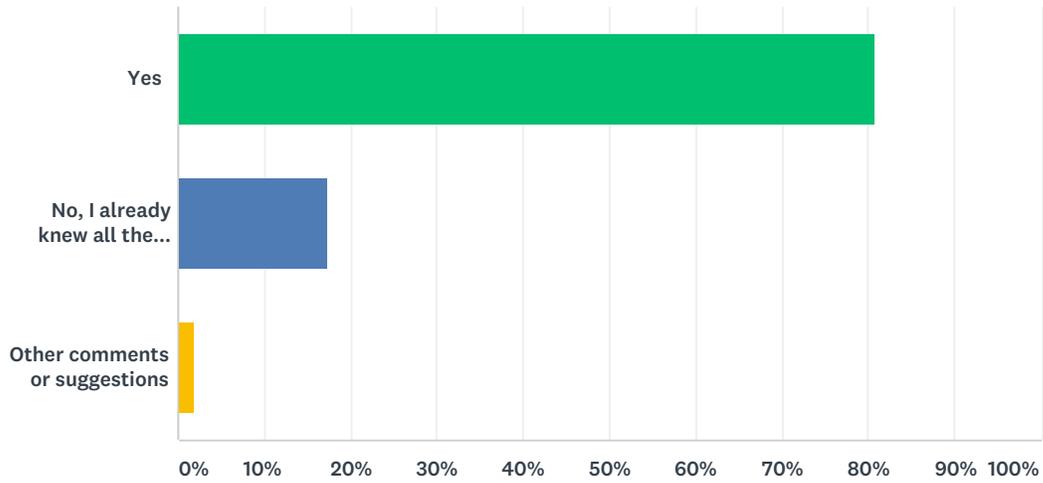
Answered: 1,142 Skipped: 21



ANSWER CHOICES	RESPONSES	
No	49.39%	564
Yes (please say how you knew)	50.61%	578
TOTAL		1,142

Q8 Was the bulletin helpful?

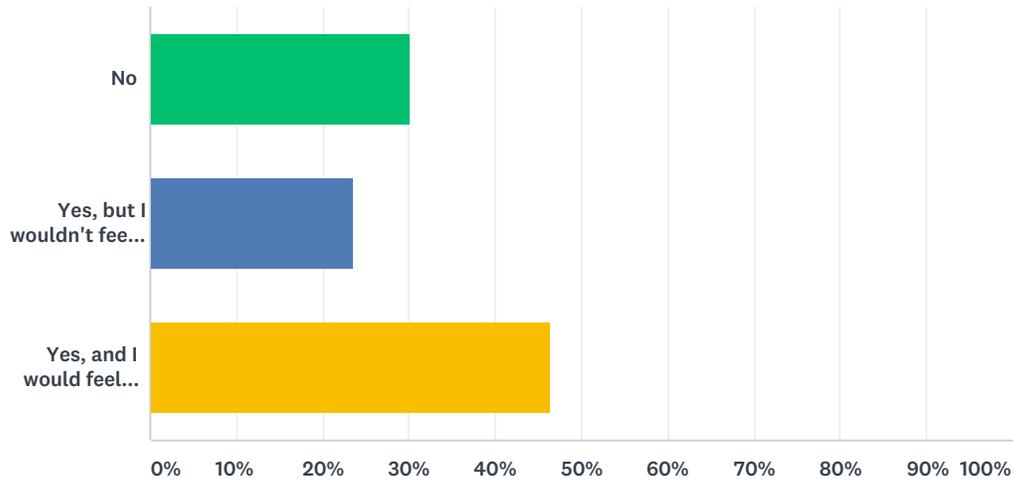
Answered: 1,120 Skipped: 43



ANSWER CHOICES	RESPONSES	
Yes	80.71%	904
No, I already knew all the information	17.41%	195
Other comments or suggestions	1.88%	21
TOTAL		1,120

Q9 Were you aware that you could report misuse?

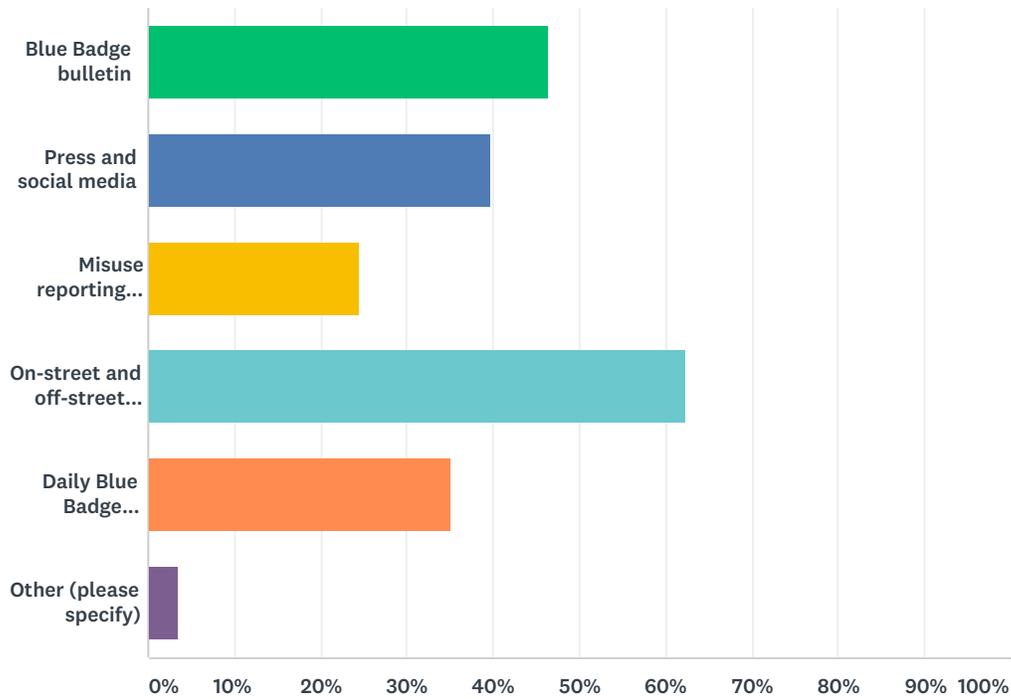
Answered: 1,141 Skipped: 22



ANSWER CHOICES	RESPONSES	
No	30.06%	343
Yes, but I wouldn't feel comfortable doing so	23.58%	269
Yes, and I would feel comfortable doing so	46.36%	529
TOTAL		1,141

Q10 Please indicate which of the following Blue Badge misuse prevention measures you are aware of. Please tick any that apply.

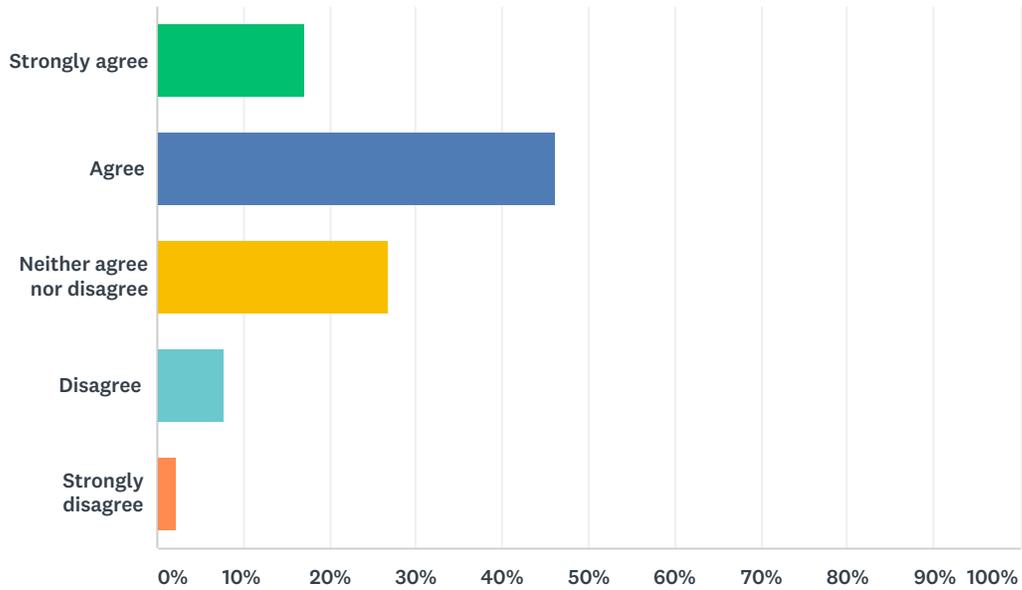
Answered: 1,073 Skipped: 90



ANSWER CHOICES	RESPONSES	
Blue Badge bulletin	46.51%	499
Press and social media	39.79%	427
Misuse reporting service	24.51%	263
On-street and off-street warning signs	62.35%	669
Daily Blue Badge inspections	35.14%	377
Other (please specify)	3.63%	39
Total Respondents: 1,073		

Q11 Would you agree that these measures are effective?

Answered: 1,138 Skipped: 25



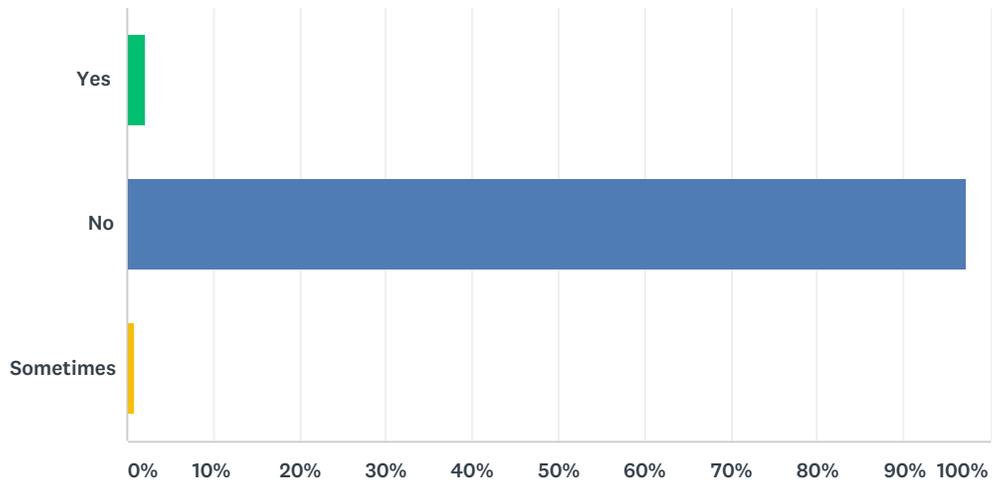
ANSWER CHOICES	RESPONSES	
Strongly agree	17.14%	195
Agree	46.13%	525
Neither agree nor disagree	26.80%	305
Disagree	7.64%	87
Strongly disagree	2.28%	26
TOTAL		1,138

Q12 What more could we do to improve communication with the public and Badge holders to deter misuse?

Answered: 564 Skipped: 599

Q13 Is a friend or relative allowed to use the badge to run an errand on the Badge holder's behalf?

Answered: 1,092 Skipped: 71



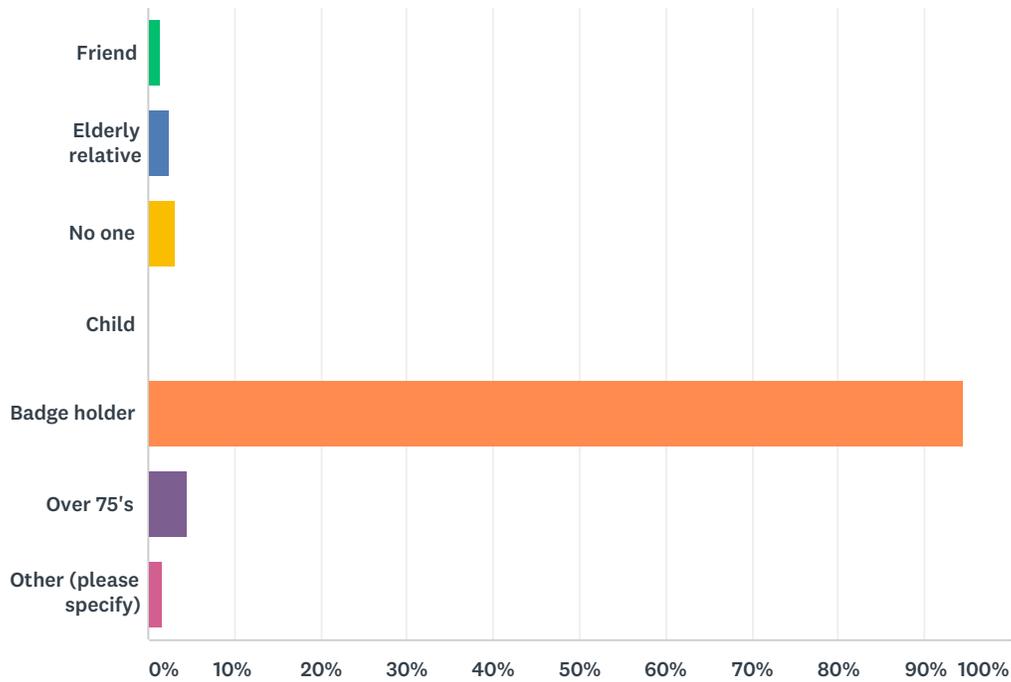
QUIZ STATISTICS

Percent Correct 91%	Average Score 1.0/1.0 (97%)	Standard Deviation 0.16	Difficulty 4/4
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ANSWER CHOICES	SCORE	RESPONSES	
Yes	0/1	2.01%	22
✓ No	1/1	97.25%	1,062
Sometimes	0/1	0.73%	8
TOTAL			1,092

Q14 Who should benefit when a Blue Badge is displayed? Please tick any that apply.

Answered: 1,086 Skipped: 77



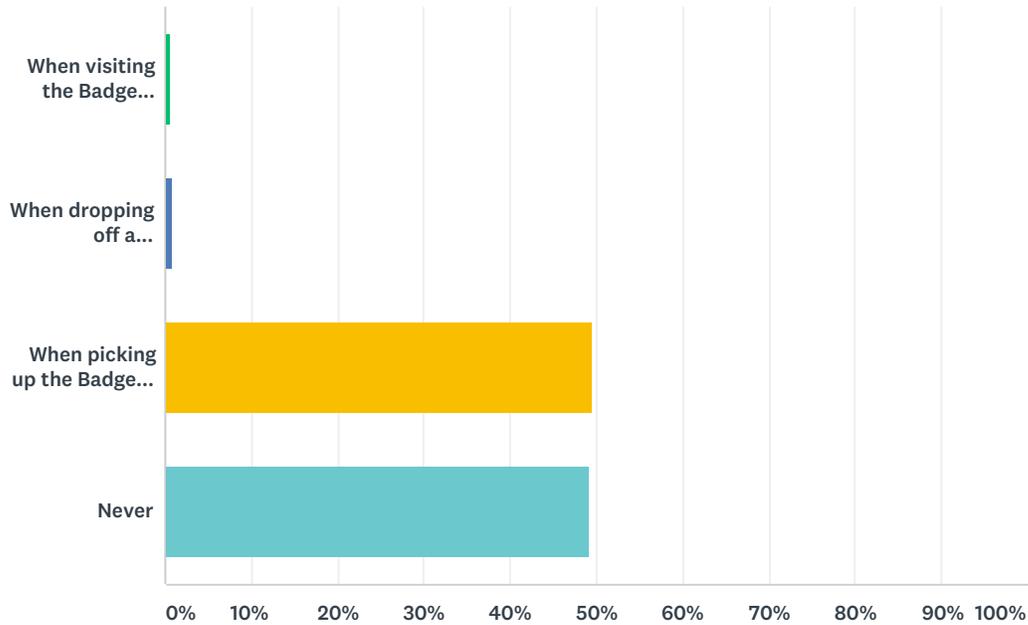
QUIZ STATISTICS

Percent Correct 88%	Average Score 1.0/1.0 (95%)	Standard Deviation 0.21	Difficulty 3/4
------------------------	--------------------------------	----------------------------	-------------------

ANSWER CHOICES	SCORE	RESPONSES	
Friend	0/1	1.38%	15
Elderly relative	0/1	2.49%	27
No one	0/1	3.04%	33
Child	0/1	0.18%	2
✓ Badge holder	1/1	94.48%	1,026
Over 75's	0/1	4.51%	49
Other (please specify)	--	1.75%	19
Total Respondents: 1,086			

Q15 When can a visitor use the Blue Badge?

Answered: 1,086 Skipped: 77



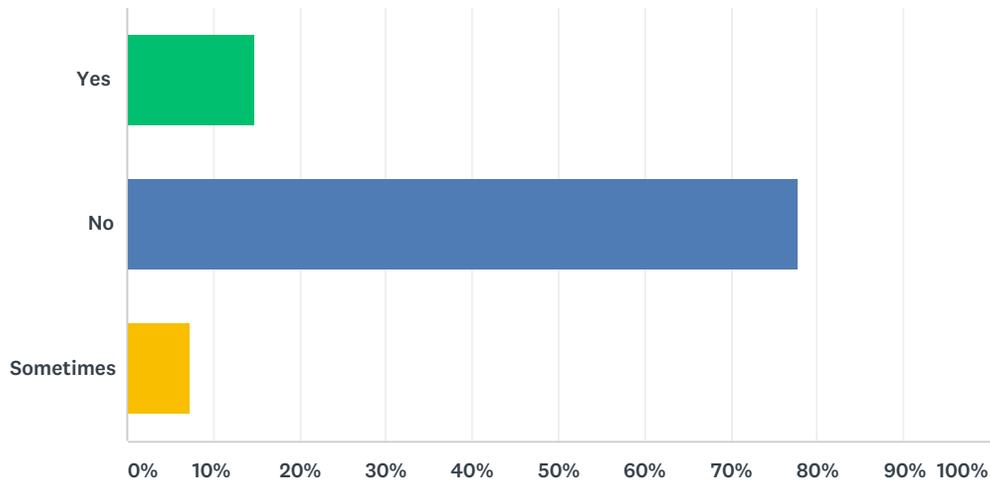
QUIZ STATISTICS

Percent Correct 46%	Average Score 0.5/1.0 (50%)	Standard Deviation 0.50	Difficulty 1/4
------------------------	--------------------------------	----------------------------	-------------------

ANSWER CHOICES	SCORE	RESPONSES
When visiting the Badge holder	0/1	0.55% 6
When dropping off a prescription	0/1	0.74% 8
✓ When picking up the Badge holder	1/1	49.54% 538
Never	0/1	49.17% 534
TOTAL		1,086

Q16 Can the driver go shopping while the Blue Badge holder is waiting in the car?

Answered: 1,081 Skipped: 82



QUIZ STATISTICS

Percent Correct
72%

Average Score
0.8/1.0 (78%)

Standard Deviation
0.42

Difficulty
2/4

ANSWER CHOICES	SCORE	RESPONSES	
Yes	0/1	14.89%	161
✓ No	1/1	77.80%	841
Sometimes	0/1	7.31%	79
TOTAL			1,081

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Report No.
ES18018

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Environment PDS Committee

Date: 15th March 2018

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

Title: FORWARD WORK PROGRAMME AND MATTERS ARISING

Contact Officer: Alastair Baillie, Corporate Systems & Sustainability 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)

1. Reason for report

This report deals with the Committee's business management including:

- developing the 2018/19 Forward Work Programme and
- progressing requests made at previous meetings

2. **RECOMMENDATIONS**

2.1 That PDS Committee reviews and comments on:

- (a) Forward Work Programme for 2018/19 (Appendix 1);
- (b) Progress concerning Committee requests (Appendix 2);

Impact on Vulnerable Adults and Children

1. Summary of Impact: Environment Portfolio services are used by all residents, including vulnerable adults and children. Protection is not their primary purpose but adjustments are made, as required, to ensure services are as accessible as possible and all users are safe.
-

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: £29.55m and £5.242m of TfL / LIP funding
 5. Source of funding: 2017/18 controllable revenue budget and 2017/18 LIP funding agreed by TfL
-

Personnel

1. Number of staff (current and additional): 139.7 fte
 2. If from existing staff resources, number of staff hours: Not Applicable
-

Legal

1. Legal Requirement: Non-Statutory - Government Guidance
 2. Call-in: Not Applicable
-

Procurement

1. Summary of Procurement Implications: 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 for 2018/19 including: the provisional report title (or activity); the lead division; and Committee's role. Committee is invited to comment on the proposed schedule and suggest any changes it considers appropriate.
- 3.2 Other reports may be added to the Work Programme as schemes and contracts are developed. In addition, there may also be references from other committees, the Environment Portfolio Holder, or the Executive.

Previous Requests by the Committee

- 3.3 **Appendix 2** provides a progress update on requests made by the Committee at previous meetings. This list is checked after each meeting so that any outstanding issues can be addressed at an early stage and timely progress made.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 Environment Portfolio services affect the daily lives of all Bromley residents and tend to be universal in nature - rather than being directed at particular groups within our community. Where vulnerable adults or children may be affected by service delivery, the issues would be covered in the relevant report and not in this business management overview.

5. POLICY IMPLICATIONS

- 5.1 Each PDS Committee is responsible for developing its own Forward Work Programme and Environment PDS Committee's future work programme is set out in Appendix 1.
- 5.2 The activities in this report reflect the Council's priorities and aims as set out in:
- Environment Portfolio Plan 2017/20 (see [ES17035](#) 12 July 2017 and the associated six-month update report [ES 18001](#) 30 January 2018)
 - [Building a Better Bromley 2016-18](#) ('Quality Environment' & 'Excellent Council').

Non-Applicable Sections:	Financial, Personnel, Legal, Procurement
Background Documents: (Access via Contact Officer)	Environment PDS Committee agendas and minutes: 2006/07 to 2017/18 Environment Portfolio Plan 2017/20 (ES17035) Building a Better Bromley (2016-18)

APPENDIX 1

ENVIRONMENT PDS COMMITTEE FORWARD WORK PROGRAMME: 2018/19 MEETINGS

Meeting Date: 10 July 2018	Division	Committee Role
Forward Work Programme & Matters Arising	E&CS	PDS Committee
Provisional Outturn: 2017/18	Finance	PDS Committee
Budget Monitoring: 2018/19	Finance	Pre-decision scrutiny
Environment Portfolio Plan: 2018/21	E&CS	Pre-decision scrutiny
Annual Contracts Report	S&G	PDS Committee
Contract Register	E&CS	PDS Committee
Risk Register	E&CS	PDS Committee
Highways Contract Award	T&H	Pre-decision scrutiny
Parking Operational Management Changes at The Hill and Civic Centre MSCPs	Parking Services	Pre-decision scrutiny
Meeting Date: 10 October 2018	Division	Committee Role
Forward Work Programme & Matters Arising	E&CS	PDS Committee
Contract Register	E&CS	PDS Committee
Capital Programme Monitoring – 1 st Quarter	Finance	Pre-decision scrutiny
Environmental Services Contract Award	S&G	Pre-decision scrutiny
Meeting Date: 20 November 2018	Division	Committee Role
Forward Work Programme & Matters Arising	E&CS	PDS Committee
Budget Monitoring: 2018/19	Finance	Pre-decision scrutiny
Environment Portfolio Plan: 2018/19 Half Year Progress Report	E&CS	PDS Committee
Arboriculture Services Contract Award	S&G	Pre-decision scrutiny
Meeting Date: 5 February 2019	Division	Committee Role
Forward Work Programme & Matters Arising	E&CS	PDS Committee
Draft Budget: 2019/20	Finance	Pre-decision scrutiny
Contract Register	E&CS	PDS Committee
Risk Register	E&CS	PDS Committee
Meeting Date: 12 March 2019	Division	Committee Role
Forward Work Programme & Matters Arising	E&CS	PDS Committee
Budget Monitoring: 2018/19	Finance	Pre-decision scrutiny

APPENDIX 2

ENVIRONMENT PDS COMMITTEE PROGRESS REPORT ON PREVIOUS REQUESTS

Request Date	Committee Request	Progress
12 July 2017 Updated 5 Oct. 2017	<p>Working Groups originally agreed for 2017/18:</p> <ul style="list-style-type: none"> • Environmental Services • Traffic Congestion / LIP • Policies in support of Local Development Framework (e.g. pavement crossovers) <ul style="list-style-type: none"> • Environmental Services (Inc. Customer Service, Scrutiny, Efficiency and Income Generation) • Traffic Congestion / LIP 	<p>5 October 2017: New Chairman proposed that the Environmental Services Working Group be replaced by a Working Group <i>“having an ongoing remit to take forward recommendations arising from scrutiny undertaken by the Committee and to develop ideas for efficiency savings and income generation”</i>.</p> <p>The minutes also state that <i>“following a discussion with Officers it had been suggested that the Traffic Congestion/LIP Working Group should remain”</i>.</p>
30 Jan 2018 ES18010	<ul style="list-style-type: none"> • Electric Vehicle Charging: Officers to identify whether vehicle registration information in London Boroughs for low emission vehicles and EVs can be identified by post code 	Officers are reviewing possible sources of information.
30 Jan 2018 ES18008	<ul style="list-style-type: none"> • Scadbury Park: A vision for the site was currently being developed and stakeholders were being engaged; Members would receive a report back in due course. 	No date has yet been fixed for a further report back during 2018/19.
30 Jan 2018 ES18003	<ul style="list-style-type: none"> • Green Garden Waste Scheme: The Chairman suggested that information is included with annual Council Tax letters and asked if this could be explored. 	Space with annual council tax billing (which also has weight limits) is limited. It can be helpful to ensure households receive information on a new initiative, but it's less successful for promoting an existing initiative - other channels e.g. Environment Matters and targeted communications being more successful. The Garden Waste collection scheme is already advertised in the council tax notification letter for new residents and work to further promote the service is underway for the forthcoming gardening season.

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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