

**ENVIRONMENT AND COMMUNITY SERVICES POLICY DEVELOPMENT
AND SCRUTINY COMMITTEE**

Minutes of the meeting held at 7.00 pm on 10 October 2018

Present

Councillor Will Harmer (Chairman)
Councillor David Jefferys (Vice-Chairman)
Councillors Mark Brock, Ian Dunn, Colin Hitchins,
Samaris Huntington-Thresher, Will Rowlands,
Melanie Stevens and Kieran Terry

Also Present

Councillor William Huntington-Thresher
Councillor Kira Gabbert
Councillor Tony Owen

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

There were no apologies.

16 DECLARATIONS OF INTEREST

There were no declarations.

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

There were no questions to the Committee.

**18 MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING
HELD ON 10TH JULY 2018**

The minutes were agreed.

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

Questions had been received for oral and written reply. Details of the questions and replies are at **Appendix A**.

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

a CAPITAL PROGRAMME MONITORING - 1ST QUARTER 2018/19

Report FSD18078

At its meeting on 11th July 2018, the Executive agreed a revised Capital Programme for 2018/19 to 2021/22. Changes in respect of the Environment Portfolio were outlined and a revised programme for the portfolio presented along with the first quarter 2018/19 monitoring position. The 2017/18 Capital Outturn for the Portfolio was also provided and an under-spend of £3,020k from 2017/18 had been re-phased into 2018/19.

RESOLVED that the Portfolio Holder be recommended to note and confirm the changes agreed by the Executive on 11th July 2018.

b BROMLEY'S THREE YEAR TRANSPORT PLAN (LOCAL IMPLEMENTATION PLAN3 2019-2022)

Report ES18060

L B Bromley's third Local Implementation Plan (LIP3) covers the period 2019/20 to 2021/22. It includes delivery proposals, targets, and outcomes the borough is seeking to achieve - identifying how L B Bromley will seek to work in a locally appropriate manner to achieve the Mayor's Transport Strategy (MTS) objectives of:

- Healthy Streets and healthy people;
- A good public transport experience; and
- New homes and jobs.

The LIP3 document also refers to longer term aspirations believed necessary to achieve MTS outcomes by 2041.

In discussion, a number of comments were made supporting the LIP3 document. Questions were also asked and views outlined.

For Bromley North, further transport is needed to match the level of residential population and officers are lobbying TfL to refresh a Bromley/Canary Wharf route option during a period of significant TfL innovation.

Noting potential for a limited stop bus corridor between Beckenham and Bexleyheath (connecting to the tram network at Beckenham Junction), a Member highlighted that the 269 service already provides a route from Bexleyheath to Bromley. Concerning any interchange with the Elizabeth Line at Abbey Wood, the Member also suggested that a Bromley to Woolwich/Silvertown tunnel route might be preferable. Nevertheless, officers supported

a fast Beckenham/Bexleyheath service along with other bus measures in gaps where it is not possible for rail to deliver.

Reference was also made to the potential for express buses to Biggin Hill (as a Strategic Outer London Development Centre) to help improve bus service reliability, including improved service provision at Bank Holidays/weekends. Express buses will also help to promote tourism (e.g. to the new Biggin Hill Memorial Museum) but it will first be necessary to reduce congestion at Keston Mark junction. To this end, measures are being considered for a scheme to address the problem.

A Member congratulated officers for the LIP document. A further report can be presented to the Committee following public consultation but with a deadline to submit the document, officers needed time to review and comment on draft LIPs from other nearby boroughs (it was necessary to attract residents from other boroughs into Bromley).

As Chairman of the Bromley Health and Wellbeing Board, the Vice-Chairman commended the health contributions in the draft LIP document. The Chairman also indicated that delivery of the LIP3 intentions will provide a radical shift in transport. Roads are becoming congested and it is necessary to attract residents from cars to other transport modes. The Chairman was excited on what the document offered and hoped that stakeholders will comment on the Plan during consultation; he thanked the Senior Transport Planner for his work. Another Member also offered his thanks for the hard work in producing the document.

Concerning congestion adversely affecting bus reliability, technology measures, such as bus priority at traffic lights, are included in some schemes. On new school bus routes to support fewer school run trips it is easier to fit new routes in with TfL route scheduling. A good orbital network for bus routes is also needed.

The Chairman referred to a table in the LIP3 document assessing risks for the three-year programme. On risks from political opposition to projects and political opposition impacting on the quality of infrastructure delivered, early Member consultation was highlighted (particularly with Ward Members) to reduce the risks. With increased programme/project costs another risk, accurate costing is necessary. Additionally, more confidence of Member contentment with a scheme and its costs will also help to achieve a better cost at an earlier stage. The Chairman had seen some good examples of consultation at local level and referred to the Sustrans consultation on proposals at Shortlands - he felt that such early consultation is necessary to lead to success.

Concerning a lack of bus services for the young and elderly from areas bordering Kent e.g. Pratts Bottom or Knockholt (and students in such areas being unable to access Bromley schools by bus), the high cost of running services in those locations can be reduced through innovation and technology

e.g. Demand Responsive services and in the longer term Autonomous Vehicle Technology, which the Borough is already engaged in as referred to in the LIP. Officers have been engaged with TfL on the bus network in the borough and will continue to do so.

In concluding, the Chairman supported a further report to the Committee post-consultation and Members supported the recommendations to the Portfolio Holder. This included a further recommendation that the Portfolio Holder approve submission of the 2019/20 LIP spending plan to TfL.

RESOLVED that the Portfolio Holder be recommended to:

(1) approve the LIP3 document for public consultation starting on 2nd November 2018;

(2) delegate amendments to the document post-consultation to the Executive Director of Environment and Community Services in consultation with the Portfolio Holder for Environment and Community Services; and

(3) approve submission of the 2019/20 LIP spending plan to TfL.

c LIVEABLE NEIGHBOURHOOD PROPOSALS

Report ES18062

A proposed Liveable Neighbourhoods bid to TfL concerning Shortlands, Ravensbourne, and Bromley Better Villages (SRBBV) follows long-standing concern on conditions for walking, cycling, road safety, and congestion in the Shortlands station area.

The bid supports reduced congestion (through better journey time reliability at key junctions). congestion relief (through mode shift for short trips), increased levels of walking to school, reduced casualties, and the development of vibrant and thriving town centres.

Improvements will be made to the area of Shortlands station, including crossings for pedestrians, and safety improvements to the proposed Quietway cycle route through Shortlands. Better crossings and footpaths will also be included to encourage walking to school and measures to reduce KSIs.

Through a Stakeholder Management Group, Sustrans is engaging with key stakeholders on behalf of the Council to understand concerns and aspirations for the area. Sustrans are also hosting on street 'Pop Ups' to engage with a wider audience to understand local views.

Successful bids are expected to be announced in February 2019 and a feasibility study and design work will then follow upon release of funds. Should the Council be unsuccessful it will be necessary to re-group and

consider whether to submit a further bid. Alternatively, a light version of the proposals can be undertaken. Sustrans were considered to be particularly effective with the consultation process.

RESOLVED that the Portfolio Holder be recommended to approve submission of the Shortlands, Ravensbourne and Bromley Better Villages (SRBBV) bid as the Borough's Liveable Neighbourhood bid to TfL for 2019/20.

d ORPINGTON: CROFTON ROAD CYCLE ROUTE

Report ES18063

Since outline proposals for a safe and segregated cycle facility on Crofton Road (A232) were approved in July 2017, public consultation had taken place as well as officer discussions with Ward Members and the Crofton Residents' Association. A revised scheme design was produced taking into account a number of concerns and circulated to Ward Councillors and the Crofton Residents Association.

Representations received the previous day from a Ward Member on behalf of all Farnborough and Crofton Ward Members asked that the item be deferred for the Members to consider the new design and consult local residents. Given a short time since publication, it was also not possible for any Ward Member to attend the meeting. The item was therefore withdrawn from the agenda to provide Ward Members more time to consider the revised design and reach a view.

RESOLVED that the item be withdrawn.

e STATION ROAD ORPINGTON - CONGESTION, WALKING AND CYCLING IMPROVEMENTS - INCLUDING LAND ACQUISITION

Report ES18065

Members considered a scheme to address congestion along the road corridor between Crofton Road and Station Road, Orpington (including Tubbenden Lane).

The Station Road/Tower Road junction in particular has congestion and safety issues and the footway at the eastbound bus stop on Station Road (opposite Tubbenden Lane) is narrow with bus passengers or passing pedestrians occasionally needing to step into the carriageway due to overcrowding. To address this, it was proposed to widen the footway and create a wider waiting area for bus users with room for pedestrians to pass. The pedestrian crossing facilities at the junction of Tubbenden Lane can also be improved.

To address the problem of vehicles queueing to enter Tower Road (the pinch point creating delays along Station Road), localised widening is proposed on

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the north side, prior to the junction with Hill View Road, requiring some 14.17m² of third party land to be acquired from the land owner at number 30, with a further 1 m² of land necessary from the land owner at number 32 (the land hopefully being acquired through negotiation rather than Compulsory Purchase). Modelling suggested the widening will save 24 seconds of lost time at the junction of Station Road / Tower Road / Hill View Road (during peak hours).

A contraflow cycle lane was also proposed along Hill View Road, linking to wider improvements being made for cyclists in the vicinity of Orpington Station.

The scheme was estimated to cost £98k, including the cost of implementation and land purchase, to be funded from the TfL LIP budget for Congestion Relief schemes. Any future maintenance costs would be funded from existing highways maintenance budgets.

Cllr Tony Owen (Petts Wood and Knoll) attended to speak on the item. Suggesting the pedestrian crossing close to the Maxwell presented the most significant contributor to traffic delay, Cllr Owen felt that it was necessary to assess the effect of the crossing on traffic flow.

Concerning proposals for Hill View Road, Cllr Owen explained that the road was formerly two-way but was changed to one-way traffic in view of a poor accident record when two-way. In view of the proposed cycle lane being contraflow, Cllr Owen considered it a perverse step to send cyclists along Hill View Road to Station Road. Cllr Owen indicated that a contraflow cycle lane can sometimes have “near- misses”. Hill View Road is also undulating.

He also questioned the level of cycling demand to Orpington station. Should there be genuine cycle usage to the station, Cllr Owen suggested an alternative route using a station approach (private road) via an alley (currently a public footpath) just before the junction of Hill View Road with Hill View Crescent. With the issues highlighted, Cllr Owen felt the Hill View Road proposal should not be pursued.

The Assistant Director, Traffic and Parking, explained that colleagues were looking at the services approach road to the station and had spoken with Network Rail (landowners) about the road. He added that use of the alleyway is an aspiration officers hope to achieve. Cllr Owen highlighted that the alleyway also continues underneath the railway and could perhaps be used as a shared pedestrian/cycling link.

The Portfolio Holder highlighted that the scheme was intended to go to consultation. With the proposed cycle route from Green Street Green to Orpington linking to Orpington Station, it was intended to avoid the most challenging means of cycling to the station.

Highlighting the four parking bays in Hill View Road which would be displaced by a proposed cycle lane, a further Member suggested the parking be transferred to the opposite side of the road (from the cycle lane) with the cycle lane moved to the eastern pavement which, in turn, could be made shared use with pedestrians. This, the Member felt, would solve the issues raised by Cllr Owen. The Assistant Director affirmed an intention to relocate the bays but the Member highlighted they are often used. Cllr Owen added that customers for the local veterinary surgeon would lose close parking to the surgery should the bays be relocated. By moving the cycle lane to the pavement, the Member felt that protection is afforded to cyclists and the bays can be retained in the road for customers using the surgery. Although Cllr Owen highlighted that the Hill View Road pavements had been renewed in the past six months, the Assistant Director confirmed that a cycle lane is independent of other aspects of the scheme.

In concluding, Cllr Owen referred to the need for an assessment of cycle demand to the station and for the Hill View Road cycle lane proposal to be withdrawn. With this taken forward, Cllr Owen confirmed that he would have no problem with the remainder of the scheme.

Members endorsed Cllr Owen's view and accordingly it was agreed to support the recommendations in Report ES18065 subject to the Hill View Road proposals being deleted from the scheme.

RESOLVED that:

(1) the Portfolio Holder be recommended to:

(i) approve the scheme to modify the junction at an estimated cost of £98k, including funds set aside for land acquisition but subject to the cycle lane proposals for Hill View Road being deleted;

(ii) delegate authority to the Executive Director of Environment and Community Services, in consultation with the Portfolio Holder and Ward Members, to approve the scheme's detailed design; and

(2) the Executive be recommended to give authority to enter into land negotiations with the relevant third parties to acquire the necessary land so the congestion issue at the Station Road/Tower Road junction can be addressed.

**f PROPOSED MAKING-UP OF CLARENCE ROAD, BICKLEY
(PART) - FIRST RESOLUTION**

Report ES18061

A First Resolution, under the Private Street Works Code in the Highways Act 1980, was sought to make up and adopt, as a highway maintainable at the

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public expense, Clarence Road, Bickley between Page Heath Lane and Southlands Grove. Clarence Road is not in a condition meeting adoptable standards and the Council is not therefore responsible for its maintenance, including repair.

Under provisions of the Private Street Works Code, Section 236 of the Highways Act 1980 enables the Council, as the Street Works Authority, to resolve to bear the whole of the cost of the works for making-up the Highway for adoption, rather than recharge most of the cost to the frontage owners. In this case, it is proposed to meet the cost of the works from the LIP budget.

Clarence Road crosses a railway via a bridge considered to be weak in condition, with a maximum 13 tonnes limit. An experimental road closure between the southern boundary of 62 Clarence Road and the driveway access to numbers 79-87 Clarence Road would prohibit all vehicles except pedestrians, pedal cycles, and Network Rail vehicles engaged on bridge maintenance. The closure would be reviewed after six months with a view to making it permanent. Works over the bridge could then be to reduced design standards compared with remaining parts of the street which will require a Resolution of Approval to be made under the Private Street Works Code. The completed scheme would also support Bromley's ambition to promote quality cycle routes in the borough.

Policy T14 of the Unitary Development Plan (UDP) adopted in July 2006 explains that un-adopted highways will normally be considered for making-up and adoption, as resources permit and following a referendum. However, a referendum is not part of the statutory procedure, and in exceptional circumstances, can be dispensed with. Where, in this case, there is a clear demand for the Council to take action and it is not proposed to charge the making-up cost to the frontage owners, a referendum is not recommended.

The estimated cost of the works at £332k will be funded from the TfL LIP Formula Funding Budget 2018/19 for Cycling and Walking. Future maintenance costs will be contained within existing highway maintenance budgets.

In discussion, it was explained that it is necessary to adopt and make-up the road for inclusion as a cycle route - its condition currently being unsuitable for cycling. When made up, the road (along a quiet residential street) will help to promote cycling away from busier routes, particularly as part of a route from Bromley to Orpington. There was an aspiration to extend the Lower Sydenham to Bromley Quietway on to Orpington and should this be taken forward, expenditure at this stage on the Clarence Road part of the route will mean less investment at a later stage.

Members supported the recommendations to the Portfolio Holder.

RESOLVED that the Portfolio Holder be recommended to:

(1) make a first resolution under Section 205 (i) of the Highways Act 1980 in respect of the street as follows:

The Council do hereby declare that Clarence Road, between the junctions of Page Heath Lane and Southlands Grove is not sewered, levelled, paved, metalled, flagged, channelled, made good and lighted to its satisfaction and therefore resolves to execute street works therein, under the provisions of the Private Street Works Code as set out in the Highway Act 1980.

Schedule of works

From the street junction Page Heath Lane to the north, to the junction with Southlands Grove to the south, all as detailed in drawing number 12863-01.

g CROYDON ROAD RECREATION GROUND BANDSTAND RESTORATION

Report ES18072

Members supported funding proposals for the restoration of the Croydon Road Recreation Ground bandstand, Beckenham.

A specialist structural survey in 2013 identified the bandstand's condition as deteriorating with significant repair works needed to prevent further decline and ultimate removal of the asset. Croydon Road is the last remaining bandstand in Council ownership. With significant local support for the restoration, the Friends Group at Croydon Road Recreation Ground and other partners, including Memory of a Free Festival, have been actively fundraising towards the cost of repair works.

The current bandstand floor space is insufficient to accommodate some performance groups (e.g. an orchestra) and temporary staging will be purchased and a flat base circular pathway incorporated into the design to maximise space. Such improvements will ease utilisation of the bandstand by musical and theatrical groups.

Although a previous application under The Heritage Lottery Fund's (HLF) 'Heritage Grant' programme was unsuccessful in 2015, a revised one-stage application is currently being prepared under the 'Our Heritage' programme providing grants from £10k - £100k. With the level of match-funds secured, required funding has reduced to less than £100k. As lead applicant, L B Bromley will receive all grant money with *idverde* and the Friends of Croydon Road Recreation Ground acting as delivery partners. Amey Ltd will procure and oversee delivery of the capital restoration works and *idverde* will deliver the remainder of the project.

Report ES18072 also outlined the terms and conditions of grant should an application be successful. A grant application is expected to be submitted during November 2018 with notification of the outcome expected during January 2019.

Amey Ltd carried out a competitive tender for the major repair works in February 2018 using their own preferred supplier list and the cost for the work based on the lowest tender and inclusive of fees, was estimated at £191k. Amey's preferred supplier agreed to hold their tender price until summer 2019, to allow the HLF bid to be processed. Additionally, a number of minor works are valued at £14k (funded from the HLF grant), including the design, production and installation of an interpretation panel and staging enabling increased use of the bandstand.

A total project budget of £245k over a 12 month period is required, inclusive of a 10% contingency throughout the project, split between capital works, equipment, and associated project management costs, at approximately £205k, and revenue costs estimated at £40k. An application is expected to be made for a grant of £89k with the balance of £156k coming from match-funding.

Should the application be successful, the project is anticipated to commence in March 2019 with three grant instalments: 50% up-front; 40% on expenditure of the first instalment; and 10% on completion of the project. Subject to grant timings, capital works could commence late spring 2019 and complete by summer 2019. Expenditure on events and activities to encourage use of the bandstand is expected to be on-going throughout 2019 into 2020.

Following notification of a successful grant application, a report will be submitted to the Executive seeking approval to spend the grant and to add the scheme to the Capital Programme.

Members supported the recommendations.

RESOLVED that the Portfolio Holder be recommended to agree:

(1) that officers submit a grant application for up to £89k to the Heritage Lottery Fund Grant Programme, to contribute towards total project costs of £245k;

(2) an allocation of £80k from the Earmarked Reserve for Friends Group Initiatives and Community Fund, towards the cost of the project; and

(3) that the on-going maintenance costs of the restored structure will be met from the Building Maintenance budgets, other than a sum of £5k required for painting of the Soffit every five years as detailed at paragraph 3.13 of Report ES18072.

21 ECS PERFORMANCE OVERVIEW

Members considered the latest performance monitoring overview. This comprised performance indicators, targets, and a RAG status for each indicator. Where appropriate, quarterly and monthly data was also provided along with a high/low assessment of good performance. Commentary against each indicator provided further information.

An updated version of the overview tabled for the meeting (**Appendix B**) included the following adjusted targets (more ambitious):

- 120 missed bins per 100,000 homes (Indicator ES6 - Waste and Recycling Collections – homes missed); and
- 47,000 hours of work by Friends of Parks Volunteers for 2018/19 (ES25 - Number of Hours Worked by Friends of Parks Volunteers).

Members considered four areas indicating a performance concern as outlined below.

ES6 Waste and Recycling Collections – Homes Missed (Amber Status)

Although the number of missed collections increased in July, the level had started to decrease and a briefing note tabled for Members (**Appendix C**) outlined the corrective action being taken to address the problem. Veolia's South East London Regional Manager also attended for the item.

The Assistant Director of Environment outlined several reasons contributing to poor performance in July:

- the target having been stretched for 2018/19;
- an increased level of vehicle breakdowns as the current contract cycle comes to an end (many vehicles having been obtained at the start of the contract);
- increased reliance upon temporary labour in the summer period as holiday cover;
- some online missed bin reports relate to collections not made by 10am whereas collections can be made up to 4pm; and
- bin collection performance traditionally dips during the summer.

A future contractor will be expected to use vehicles with in-cab technology so that vehicle movements can be tracked and recorded. Problems associated with vehicle breakdown affect the waste and recycling service as a whole including collections from recycling banks. Although a significant challenge to

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source replacement vehicles, vehicles have been brought to L B Bromley from other Veolia contracts; however, it is first necessary to revamp them with L B Bromley livery or make them look neutral.

Between now and the start of the new contract, Veolia's delivery of a Corrective Action Plan will improve performance towards the new missed bin target. Action already taken by Veolia included provision of additional resource and moving other (younger) vehicles to the L B Bromley contract. Some vehicles are now 12 years old. The Portfolio Holder suggested that consequences might not have been expected following an earlier extension of the current contract.

Although difficult to compare performance in L B Bromley like-for-like with other boroughs, performance in Bromley was generally good until the recent vehicle problems. Workshop changes and a new compliance officer and manager would also help improvement. Improvement was beginning to be seen and the Assistant Director felt that service performance will be back to normal by November.

NI 47 People Killed or Seriously Injured in Road Traffic Accidents (Red Status)

A briefing note (**Appendix D**) was tabled for Members concerning Indicators NI 47 and ES7.

For NI 47 the Assistant Director, Traffic and Parking, referred to the Council's (road safety) education programme. Over a 20-year period, there has been a downwards trend in numbers Killed and Seriously Injured (KSI) and for the past five years or so the position has flat-lined. Although KSI numbers now appear to be increasing, a change by the Metropolitan Police (since November 2016) in reporting data and a new Transport Research Laboratory (TRL) approach to defining injuries has changed recording methods. With KSIs now measured differently, the stated 2017/18 figure of 107 KSIs is not comparable with data from previous years. A TfL back-casting project (undertaken by TRL) suggests that the actual figure of 92 KSIs in 2016/17 would have been ~125 KSIs if measured under the new system (officers will be reviewing current targets in light of this).

The overall trend is downwards for road accident deaths. Two deaths were recorded last year compared to about 12 in earlier years. For the last five years the figures are recorded as: 5, 3, 7, 4, and 2. The Assistant Director confirmed that younger drivers are being targeted for road safety education e.g. pre-driver training and there will be a slight shift in education towards young motorcyclists.

ES7 Total Road Accident Injuries and Deaths (Red Status)

Although the position had flat-lined, it had increased in 2017. However, as well as the Police reclassifying serious injuries, the Department for Transport

expected the introduction of an online self-reporting tool to have increased numbers recorded as injured. The Assistant Director referred to a 20% increase last year on slight injuries.

Having more data is beneficial to designing better schemes and design improvements for cars provide further protection to occupants in an accident. The Portfolio Holder also referred to an increase in powered (e.g. electric bikes and scooters) and non-powered (e.g. scooters) two wheel modes of transport. Work is underway to assess the mode share of such vehicles and to see whether journeys using them are increasing.

ES26 Percentage of customers using online self-serve transactions to challenge PCNs (Amber Status)

Although an ambitious 74% target was established for the current year, average performance currently stood at around 63%. For comparison, it was highlighted that L B Bexley achieve a performance around 58% - 60%. Efficiency created from customers using online self-serve transactions to challenge PCNs saves officer time.

22 CONTRACTS REGISTER

Report ES18058

From the Contracts Register presented to Contracts Sub-Committee on 19th September 2018, Members received an extract for the Environment and Community Services Portfolio. A further copy provided under Part 2 proceedings included commentary for each contract.

Concerning the four lots of the Environmental Services Contract, the Director of Environment highlighted that the final stages of the tender process with bidders had been reached. Officers were hoping to have final bids returned in the following week. It was intended to report outcomes from the process to the Committee's meeting on 20th November 2018 and to the Executive on 28th November 2018.

RESOLVED that the £50k+ Contracts Register (which also forms part of the Council's commitment to data transparency) appended to Report ES18058 be noted.

23 FLY-TIPPING ACTION INITIATIVE

Report ES18074

In 2016 Council agreed that £250k be set aside as a one-off initiative to combat environmental crime, with a particular focus on fly-tipping.

Supported by the Fly-Tipping Working Group, a three-pronged approach is taken to tackle fly-tipping across the borough:

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- Target Hardening through structures and/or street furniture such as height barriers and width restrictors at known hotspots;
- Proactive Enforcement e.g. joint Police operations, greater use of CCTV, and investigating the potential of other technologies; and
- Environmental Enforcement Communications, raising the profile of the problem to reduce incidents and provide further information for residents and businesses to make better decisions on handling waste.

In 2017/18 total fly-tipping incidents reduced by 5.5% although the total number of enforcement actions also declined. To date, the Fly-Tipping Action Plan (FTAP) had delivered a targeted communication campaign with appearances in local periodicals and a range of semi-permanent signs/information leaflets with a consistent brand. The Action Plan also delivered multi-agency stop and search operations, raising awareness across targeted groups of the Council's intention towards enforcing waste regulation requirements.

The enforcement group also investigated an improved use of potential CCTV devices for evidence in supporting prosecutions and to provide a deterrent at potential fly-tipping hotspots. Ten mobile covert 'trail' cameras at known fly-tipping hotspots are also to be purchased with the potential option of using overt CCTV units at more public sites e.g. on-street recycling banks.

Significant focus has also been given to target hardening and deterring potential fly-tipping incidents from illegal encampments. The interim High Court Injunction, providing a borough-wide deterrent to illegal encampments at parks, open spaces, and Council car parks, is a recent success.

The Fly-Tipping Working Group was also relaunched recently (with revised terms of reference) to enable delivery of the following outcomes:

- Less fly-tipping incidents in the borough/key hotspots;
- Less graffiti, litter and abandoned vehicles;
- Less breaches of highways licences;
- Increased enforcement activity (prosecution/fines);
- Improved communication through a targeted Communications Plan; and
- Increased resident satisfaction.

The FTAP appended to Report ES18074 detailed actions being delivered, planned, and proposed.

Members were advised that enforcement matters are covered by the Public Protection and Enforcement Portfolio with matters related to parks and target hardening covered by the Environment and Community Services Portfolio. Fly-tipping action therefore covered both portfolios - the Executive Director

being responsible for agreeing expenditure (with the portfolios) against the earmarked reserve.

As material left outside recycling banks is technically fly-tipping, officers look to prosecute in such circumstances. On individuals from Kent looking to illegally fly-tip in the borough it was suggested that Kent agencies further assist with enforcement at border locations. However, it was confirmed that officers do share intelligence with Kent enforcement agencies and it's possible to target locations where fly-tippers arrive into the borough. Road layout is important for such operations.

RESOLVED that:

(1) the contents of the action plan be noted; and

(2) a six-monthly update report on progress of the action plan be presented to a future meeting.

24 FORWARD WORK PROGRAMME & MATTERS ARISING

Report ES18057

Subject to certain changes (see below), Members agreed the Committee's Work Programme for 2018/19.

Concerning the Food Waste Campaign (for report to the Committee on 5th February 2019), the Director of Environment explained that funding from WRAP will be used to promote increased levels of food waste recycling in areas of lowest uptake in the borough. The Director listed relevant wards and with some monitoring of rounds continuing, a doorstep campaign would then follow, including a distribution of food waste caddy liners.

RESOLVED that:

(1) the Committee's 2018/19 Forward Work Programme be agreed subject to -

- **a post-consultation report on LIP3 being provided to the Committee's meeting on 5th February 2019;**
- **APCOA being invited to the Committee's meeting on 5th February 2019 to account for performance on the Parking Services Contract;**
- **the Committee's final meeting of 2018/19 being moved from 12th March 2019 to 9th April 2019; and**

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- **JB Riney & Co Ltd being invited to the Committee's meeting on 9th April 2019 to account for performance of its contract for the Major Highway Works contract and the Minor Highways Works Contract; and**

(2) progress concerning previous Committee requests be noted.

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

26 EXEMPT MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING HELD ON 10TH JULY 2018

The exempt minutes were agreed.

27 CONTRACTS REGISTER

Members noted a Part 2 £50k+Contracts Register extract for the Environment and Community Services Portfolio which included commentary on most of the contracts listed.

The Meeting ended at 9.09 pm

Chairman

QUESTIONS TO THE ENVIRONMENT PORTFOLIO HOLDER FOR ORAL REPLY

From Cllr Kieran Terry

What powers does the Council have to act against antisocial or overrunning roadworks?

Reply

Utility companies are required to obtain a permit before undertaking any planned works on the highway. The Network Management team work with the utility company to agree a timescale that will minimise congestion and inconvenience to the public, which includes dates and working hours, and if works are not completed within agreed programmes fines are issued. In the case of emergency works we do not have the same level of control. Utility companies are required to submit a retrospective permit within two working hours of commencing works, although the works duration is still subject to approval and enforcement.

Supplementary Question

Cllr Terry indicated that his question arose following a difficult summer in his ward (Chislehurst) for road works e.g. at Park Road and at Old Hill (where roadworks were repeated). Businesses suffer in such circumstances and Cllr Terry understood that local businesses were unable to have a business as usual sign. He asked what the Council can do to help.

Reply

Although the Portfolio Holder had yet to see a trend in the borough, such problems seemed to relate to core infrastructure. Utility companies are lobbied about the need for infrastructure repairs which in turn cause repairs and roadworks. The Portfolio Holder indicated that he will ask officers to consider the conditions (when granting permits). The Executive Director also referred Cllr Terry to the Assistant Director, Highways, for any further advice following the meeting.

From Benjamin McGowan

1. Why is it that numerous Councils across London including neighbouring boroughs such as Bexley are able to provide schools with free recycling services yet Bromley as of a recent change no longer does?

Reply

The Council charge for the collection and disposal of waste and recycling produced by schools in accordance with the Controlled Waste Regulations 2012. These regulations state that the Council can charge schools for recycling services, ensuring

that schools take responsibility for the quantity and type of waste they generate. Whilst recycling costs less than disposing of residual waste, recycling collections still come at a net cost to the Council due to the provision of vehicles, staff requirements and gate fees for the processing of recycling. The full cost recovery model of recycling services provides an incentive to encourage students to produce less waste - i.e. bringing in food and drinks in reusable containers, and to recycle as much as possible.

81 Bromley Schools currently use the Council's paper and card collection service to enable students to participate in a recycling scheme whilst they are in school. We continue to review and investigate options to expand the material range that we are able to accept for recycling and where possible improve the waste and recycling service offered to schools

2. For a Council which prides itself on its recycling is this not a failure to properly educate the youngest people in the borough of the benefits of recycling?

Reply

The Council has one of the highest recycling rates in London and has always prided itself on the positive contribution our residents and school children make in achieving this by their positive commitment to recycling. Key Stage 3 within the National Curriculum includes topics associated with recycling, with many other areas in school learning involving the environment touching on the benefits of recycling which is a more holistic way of achieving a positive and more sustained approach to recycling. At the conception stage and introduction of Council recycling services, the Council provided a schools education programme around these new services, but as these services have now become commonplace to a new generation the education and awareness is now supported through the National Curriculum and learning from doing at home. The Council's Officers continue to visit and support schools to encourage students to recycle, when requested by local schools.

Supplementary Question

Benjamin acknowledged his understanding of the education aspect to recycling. But he indicated that if school students only receive education on the matter there might not be any way for school students to actually recycle and use recycling facilities.

Reply

In reply the Portfolio Holder referred to the provision of Council Recycling Banks at a number of locations in the borough and of being able to recycle at home (with recycling collections). The Waste and Recycling Service also works in partnership with the Education Service on recycling and a higher cost associated with waste provides a financial incentive for schools to recycle.

The Chairman also enquired whether Benjamin could be invited to see the Council's process towards recycling (at either the Waldo Road Reuse and Recycling Centre or the Churchfields Reuse and Recycling Centre). The Portfolio Holder indicated that this could be arranged for one or a limited number.

From Richard Gibbons

Re: Agenda Item 6e - Station Road Orpington - Congestion, Walking and Cycling Improvements

Notwithstanding the challenges of providing safer, more efficient and healthier access to the borough's second busiest station, has the Council engaged with pedestrians, bus passengers and vulnerable road users travelling to and from the station? A simple 'yes' or 'no' answer will suffice.

Reply

Not at present, but the Council will engage with those immediately affected by the proposals after this Committee and subsequent Executive decision, if approval is given to proceed. As Mr Gibbons is aware, the Council is considering a package of measures over a wider area around the station, as Orpington has been identified as a cycling opportunity area, as highlighted in the new Draft LIP.

Supplementary Question

Mr Gibbons asked if the scheme had been assessed against TfL's Healthy Streets Indicators and whether a Healthy Streets Check had been undertaken and if so whether there will be a healthy level. Mr Gibbons indicated a particular interest for a Healthy Streets Check along the section of road corridor from Crofton Road.

Reply

The Portfolio Holder invited the Assistant Director, Traffic and Parking, to provide a response.

The Assistant Director referred to the introduction of a Cycle Contraflow to the scheme (along Hill View Road). The scheme had also been subject to a safety audit and aspects had been looked at in closer detail. The Assistant Director confirmed that officers will look at aspects such as a Healthy Streets Check.

QUESTIONS TO THE ENVIRONMENT PORTFOLIO HOLDER FOR WRITTEN REPLY

From Cllr Nicky Dykes

Could the Portfolio please advise on what is happening regarding the Deed of Dedication application submitted by Friends of Havelock Recreation and supported by all three Bromley Town Councillors. It was submitted in March and has not had a response.

Reply

I believe that the application for the Fields In Trust (FIT) dedication is based not on grant funding for the Friends of Parks, but is more intended to protect this space from development having seen the information they placed on their website. When I advised earlier, by email that this is not pursued, it was from a perspective of the conditions often associated with grant applications.

This Recreation ground is already protected from development through its designation as urban open space. The Fields in Trust dedication requires as one of its minimum criteria that "Spaces should have local managers who are responsible for the quality of the facilities, maintenance and development, improving participation and financial and operational sustainability". Whilst I would hope that the borough can meet this criteria going forward, I am not in a position to guarantee it in perpetuity. In other parks/recreation grounds where we have agreed similar dedications it has been in conjunction with a sports club bidding for substantial sums where the sports club will deliver local management.

Our parks management team is able to assist in finding additional funding sources to improve the recreation ground in many different ways and they would be more than happy to meet with the Friends of Havelock to explore alternative ways to improve the open space for the benefit of users.

I am happy to discuss this further with you, your fellow councillors and the Friends of Havelock.

From Mrs Adele Jacquin

1. Do you have a list of parks/open spaces, which are designated as "Dog Free" areas in the Bromley borough? The only one that I am aware of is Kelsey Park, which has a section of the park which is designated as dog free over the bridge.

Reply

Dog-free areas are restricted to designated 'Ornamental Gardens' which principally include the Library Gardens, Parts of Kelsey Park, Beckenham and parts of Priory Gardens Orpington. A detailed table is provided below of Parks that have dog restrictions as defined in the Council's Dog Control Order and further information is

available on our website ([LBB Dog Control Order](#)). However, it should be noted that under the animal welfare act LBB are required to provide and allow for dogs to be exercised off lead.

| Parks | Fully Restricted/ No Dog Area | Partly Restricted/ No Dog Area | Dog on Lead/ Fully and Partly Restricted |
|-----------------------------|--------------------------------------|---------------------------------------|---|
| Queens Gardens | Yes | | |
| Alexandra Recreation Ground | | Yes | |
| Church House Gardens | | Yes | |
| Jubilee Park | | Yes | |
| Kelsey Park | | Yes | |
| King Meadow Open Space | | Yes | |
| Penge Recreation Ground | | Yes | |
| Priory Gardens | | Yes | |
| Whitehall Recreation Ground | | Yes | |
| Widmore Recreation Ground | | Yes | |
| Scadbury Park | | | Fully Restricted |
| High Elms Wood | | | Partly Restricted |

2. Parks which have a children’s’ play area, usually require children to walk through an open area where dogs can be present – are there any plans to make a “Dog Free” walk way/entry to these areas to protect children from any possible attacks? (In addition to this, I should report that there was a broken fence at the Norman Park children’s’ play area (as a dog managed to get in several times whilst I was there recently) and the one at Kelsey Park).

Reply

We do not have any parks where the play areas are adjoining with park entrances. All Parks have a dog area between the gates and the play areas. In addition to the above comment, creating designated dog free corridors will require dog free entrances into parks this is impossible to enforce, especially if a dog owner wanted to access his park and had to walk to another entrance. I would also note, the reported broken fences at Norman’s Park and Kelsey Park have been investigated and appropriate action is programmed for repair.

3. Are there any plans to have “Dog Free” times when people could use parks without fear of running into a dog, and so as not to penalise all dog owners?

Reply

We do not currently have initiatives to provide dog free times in parks and do not believe any initiatives existed in the past. The reason being that this will lead to a false sense of security as irresponsible dog owners will undoubtedly ignore the times anyway and it is not the responsible dog owners who are the problem. Again with dogs being in the street and on foot paths there will be limited benefit from implementing this.

We will continue to enforce our “Dangerous dogs on lead policy” within Parks and Greenspaces, and you may be aware that we offer free dog training sessions at various locations around the Borough at regular intervals throughout the year. This is aimed at helping dog owners to improve the behaviour of their pets and become more confident in their assertiveness when in public. We can only reiterate that this particular incident seems to be a result of a dangerous dog breaking free from its leash, and the owner responsible has been held to account.

From Norman Wells

What part does the Committee think that Low Traffic Neighbourhoods should play in the Borough? Is there a link to Liveable Neighbourhoods? Is it possible to implement a Low Traffic Neighbourhood on its own?

Reply

We attempt to keep traffic on the main routes by removing congestion and pinch points so that the only traffic entering/leaving an area should be those accessing a destination in the area. We also develop walking and cycling routes to provide residents alternative travel options. Quietways are designed to make walking and cycling more attractive by taking them off the main traffic routes. That may have the side-effect of increasing cycle and pedestrian traffic into new areas and neighbourhoods. The Council decides on its priorities and then finds the best funding sources to help deliver them.

From Colin Willetts

1. Could you i) reinstate bent pole P2079 on roundabout sign (inc inspection cover) Chipperfield junction Longbury?,ii) replace missing two wheel parking sign opposite 2 Longbury Drive?, iii) replace missing central island KLB opposite Red Cross shop in Cotmandene Crescent?.

Reply

These issues have all been raised by other concerned residents using Fix my Street which is the Council's preferred method for reporting and monitoring street issues. The latest updates are available on Fix my Street:

- 1) Reference <https://fix.bromley.gov.uk/report/1406548>
- 2) Reference <https://fix.bromley.gov.uk/report/1357192>
- 3) Reference <https://fix.bromley.gov.uk/report/1398949>

As work is ongoing and the status is subject to change these issues are best dealt with via Fix my Street rather than answers at a PDS meeting.

2. Could you i) cutback overhanging pyracantha (inc nettle growth) on back line and adjacent planter (to include insitu tree crown) in LBB car park Longbury Close and ii) remove dumped/downed tree branches/fir arisings/litter/soil etc with a general spruce up on amenity grass frontage Robin Way entrance Hawkinge Walk.

Reply

Yes. As you are aware these matters should be reported through Fix My Street to ensure an efficient and timely response, plus you would have received updates.

3. Regarding Longbury Close, could you (i) complete the remark of our remaining 2 (of 6) central white lines? (ii) install our original 'slow' marking (completely faded)? (iii) due to vehicle over spill from zig zags in Chipperfield would you seriously consider DYL corner restrictions at our junction with Longbury Drive?

Reply

As you are aware these matters should be reported through Fix My Street to ensure an efficient and timely response, plus you would have received updates. Regarding your points (i) yes, (ii), if deemed appropriate as detailed in our LIP, (iii) it will be added to the list of locations to be considered for a review of the local vicinity.

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| ECS PERFORMANCE MONITORING (2018/19) | | | | | | | | | | | | | | | | | | |
|---|-----|--|--|---------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------------------|----------------------------|----------------------------|----------------------------|---------------------|----------------------|---|--|
| Outcome | No. | INDICATOR (National / Local) | DESCRIPTION | ECS PORTFOLIO PLAN AIM | 2014-15 ACTUAL | 2015-16 ACTUAL | 2016-17 TARGET | 2016-17 ACTUAL | 2017-18 TARGET | 2017-18 ACTUAL | Q1 | July | August | Year End Projection | GOOD PERFORMANCE | 2018-19 TARGET | 2018-19 RAG STATUS | COMMENTARY (BY EXCEPTION) |
| 1: Improving the Street Scene | 1 | ES11 | Public Satisfaction with Cleanliness (% Streets / Neighbourhoods / Town Centres) | Aim 1.3 | 71% 88% 90% | 69% 79% 87% | 70% 70% 75% | 71% 86% 90% | 70% 80% 90% | 74% 79% 84% | Annual | Annual | Annual | Annual | HIGH | >74% >80% >90% | | An Annual Public Satisfaction Survey is undertaken as part of the Street Cleansing contract. The survey for 2018 has been conducted by WYG Environment and comprises both a postal return and on-street survey. The data and report for this year is currently being collated and prepared. |
| | 2 | ES12 | Streets Meeting Acceptable Cleanliness (%) | Aim 1.3 | 97.60% | 99.00% | 95.00% | 90.44% | 95.00% | 99.00% | 99.15% | 99.00% | 99.00% | 99.05% | HIGH | >98.00% | GREEN | |
| | 3 | ES13 | Defect correction notices issued to contractor (%) | Aim 1.1, 1.3 | 1.94% | 0.70% | <3.00% | 4.46% | 3.00% | 2.35% | 0.85% | 1.00% | 1.00% | 0.95% | LOW | <3.00% | GREEN | |
| 2: Minimising Waste and Increasing Recycling | 4 | ES16 | Total Waste Arising (refuse and recycling) (tonnes) | Aim 2.2 | 144,660 | 146,192 | 145,000 | 149,875 | 149,000 | 145,748 | 39,714 | 11,320 | 11,853 | 142,925 | LOW | 146,000 | GREEN | This is a profile projection based on August data. Seasonal variations do occur and medium confidence is assigned to this outturn. This target was adjusted from the 149,000 tonnes at the start of the year, to a more ambitious 146,000 tonnes. |
| | 5 | NI 192 | Household Waste Recycled or Composted (%) | Aim 2.2, 2.3, 2.4 | 49.02% | 47.30% | 50.00% | 48.35% | 50.00% | 48.50% | 49.78% | 49.00% | 49.00% | 50.00% | HIGH | 50.00% | GREEN | |
| | 6 | NI 193 | Municipal Waste Landfilled (%) | Aim 2.6 | 27.00% | 27.22% | 25.00% | 23.68% | 24.00% | 18.00% | 24.19% | 43.00% | 20.05% | 24.00% | LOW | 24.00% | GREEN | For July this is higher than target because SELCHP (energy from waste facility) was closed for annual maintenance which takes place during summer months. A target model in the payment mechanism penalises the Service Provider for exceeding the target value. |
| | 7 | NI 191 | Residual Household Waste per Household (kg) | Aim 2.1, 2.2, 2.3 | 464.6 | 478.3 | 445.0 | 486.7 | 485.0 | 434.0 | 121.9 | 34.6 | 37.0 | 449.0 | LOW | 485.0 | GREEN | |
| | 8 | ES24 | Number of Green Garden Waste customers | 2.3 | 15,864 | 18,192 | 20,000 | 21,845 | 26,500 | 23,863 | 27,015 | 26,800 | 26,842 | 26,908 | HIGH | 26,500 | GREEN | The target for 2017/18 was not met. However, targets were set based on a straight line projected increase of customers. This methodology has been reviewed and targets will be adjusted to take account of the initial rapid growth period being followed by a more steady growth rate. The 2018/19 target is based on a 10.7% Compound Annual Growth Rate (CAGR). Further growth can still be improved through investment in marketing of the service and the programmed implementation of a direct debit system as well as other improvements to the service that will be identified as part of the Environment Commissioning Programme, commencing from April 2019. |
| 9 | ES6 | Waste & Recycling collections - homes missed (per 000,000) | Outcome 2 | 78 | 128 | 60 | 182 | 180 | 119 | 154 | 196 | 149 | 166 | LOW | 120 | AMBER | Following an increase in missed collections in July, these have started to gradually decrease. Meetings have taken place to discuss the technical issues with the service provider who have outlined measures to improve performance. The target has been amended from 180 to a more ambitious 120 missed bins per 100,000 homes. | |
| 3: Enhancing Bromley's Parks and Green Spaces | 10 | ES10.4 / 10.6 | Parks Fully Managed Service (formerly Grounds Maintenance and Ranger Services) (Service Standard sub-data) | Aim 3.1 | 92.72% 90.28% | 97.8% | 95% | 99.2% | 95% | 99.9% | 99.08% | 99.00% | 98.00% | 99.00% | HIGH | 98% | GREEN | |
| | 11 | ES17.1 | External Funding* (£000) | Aim 3.5 | £337 | £207 | £340 | £437 | Outcome | £175 | £32 | Quarterly | Quarterly | Quarterly | OUTCOME | N/A | OUTCOME | *money raised by LBB, Friends Groups, Allotments and Sports Clubs |
| | 12 | ES17.2 | Partnership Funding** (£000) | Aim 3.5 | £172 | £43 | Outcome | £60 | Outcome | £20 | 6-monthly (Financial Year) | 6-monthly (Financial Year) | 6-monthly (Financial Year) | 6-monthly (Financial Year) | OUTCOME | N/A | OUTCOME | **Partnership Funding is money which idVerde help to bid for or define projects for, but where LBB is the recipient e.g. S106, LIP Funding, and Public Health Funds. |
| | 13 | ES18 | Improve Grounds Maintenance Service (%) | Aim 3.2 | New | 84% | 73% | 91.7% | 90% | 95% | 6-monthly (Financial Year) | 6-monthly (Financial Year) | 6-monthly (Financial Year) | 6-monthly (Financial Year) | HIGH | 92% | GREEN | |
| | 14 | ES25 | Number of Hours Worked by Friends of Parks Volunteers | Aim 3.3 | 39,000 | 45,000 | N/A | 45,000 | N/A | 40,902 | Annual | Annual | Annual | Annual | HIGH | 47,000 | | This is a new indicator for 2018/19. Figures were not captured for 2016/17 whilst a review was undertaken, therefore the figure shown was estimated based on the previous year's data. In 2017/18, only 29 out of 46 friends groups returned their statistics, but the Service Provider, idverde, is working to ensure a 100% return rate during 2018/19. A target has therefore been included for 2018/19 and has been adjusted from 45,000 to a more ambitious 47,000. |
| 4: Managing our Transport Infrastructure & Public Realm | 15 | NI 168 | Principal Roads where Maintenance Should be Considered | Aim 4.1, 4.2, 4.3 | 1% | 2% | <6% | 2% | 6% | 2% | Annual | Annual | Annual | Annual | LOW | <6% | | |
| | 16 | NI 169 | Non-principal Classified Roads where Maintenance should be Considered | Aim 4.1, 4.2, 4.4 | 3% | 2% | <8% | 2% | 8% | 2% | Annual | Annual | Annual | Annual | LOW | <8% | | |
| | 17 | ES19 | Number of FPNs Issued (to utilities in relation to permits) | Aim 4.8 | 534 | 509 | n/a | 427 | Outcome | 145 | 25 | 6 | 8 | 94 | OUTCOME | N/A | OUTCOME | |
| | 18 | ES20 | Number of Defect Notices (to utilities in relation to reinstatement) | Aim 4.9 | 4,300 | 4,588 | 4,000 | 3,887 | 4,000 | 2,009 | 426 | 201 | 271 | 2,155 | OUTCOME | N/A | OUTCOME | |

| | | | | | | | | | | | | | | | | | | |
|--|------|--|--|----------------------|--------|--------|---------|--------|--------|-------------------------------------|--------|-----------------|-----------------|-----------------|------|---------|--|---|
| 5: Improving Travel, Transport & Parking | 19 | NI 198 | Children Travelling to School by Car | Aim 5.6 | 23.00% | 22.00% | <30.00% | 24.00% | 30.00% | 26.40% | Annual | Annual | Annual | Annual | LOW | <30.00 | GREEN | 17/18 data shown is for the previous academic year. |
| | 20 | ES21 | Daily Trips Originating in the Borough made by Bicycle (%) | Aim 5.2 & 5.6 | 1.0% | 1.7% | 1.4% | 1.2% | 1.5% | Data Due December 2018/January 2019 | Annual | Annual | Annual | Annual | HIGH | 1.5% | | Awaited data will relate to the previous calendar year. |
| | 21 | ES22 | Daily Trips Originating in the Borough made by Foot (%) | Aim 5.2 & 5.6 | 25.0% | 25.3% | 28.4% | 25.3% | 28.5% | Data Due December 2018/January 2019 | Annual | Annual | Annual | Annual | HIGH | 28.5% | | Awaited data will relate to the previous calendar year. |
| | 22 | ES23 | Average Vehicle Delay (mins per km - principal roads) | Aim 5.5, 5.4 & 5.1 | 0.77 | 0.80 | 0.70 | 0.80 | 0.70 | Data Due December 2018/January 2019 | Annual | Annual | Annual | Annual | LOW | 0.70 | | Awaited data will relate to the previous calendar year. |
| | 23 | NI 47 | People Killed or Seriously Injured in Road Traffic Accidents | Aim 5.9 | 53 | 77 | ≤67 | 92 | 67 | 107 | Annual | Annual | Annual | Annual | LOW | ≤67 | RED | The data was published on 27/9/18 but KSIs are now measured differently, so the stated 107 KSIs is not comparable with previous years' data. A TfL back-casting project (undertaken by Transport Research Laboratory) suggests that the 92 KSIs in 2016 would have been ~125 KSIs if measured under the new system. Bromley officers will be reviewing the current targets in light of this. |
| | 24 | NI 48 | Children Killed or Seriously Injured in Road Traffic Accidents | Aim 5.9 | 6 | 5 | ≤8 | 10 | 8 | 6 | Annual | Annual | Annual | Annual | LOW | ≤8 | GREEN | |
| | 25 | ES7 | Total Road Accident Injuries and Deaths | Aim 5.9, 5.10 & 5.11 | 868 | 943 | ≤765 | 924 | 765 | 1024 | Annual | Annual | Annual | Annual | LOW | ≤765 | RED | The number of reported casualties has increased in 2017, however the latest TfL factsheet, published 27/9/18 suggests that this may be in part or perhaps totally related to a new Met Police self-reporting tool. Bromley officers are seeking clarification of this in respect to possible new targets set and how we map progress towards them. |
| | 26 | ES26 | Customers using online self-serve transactions to challenge PCNs (%) | Aim 5.13 | 60.8 | 66.9 | N/A | 67.5 | 71.9 | 70.5% | 62.7% | 63.8% | 62.6% | 63.0% | HIGH | 74.1 | AMBER | The percentage of customers using online self-serve transactions to challenge PCNs has steadily increased over the past few years. An ambitious target of 74% was established by the parking team for this year. The rate of online usage does fluctuate seasonally, and the peak tends to be at or around January. September's data is now available and performance stands at 67.2%, higher than previous months. It becomes increasingly difficult to shift the remaining users onto the web service – particularly with formal appeals. The parking team are currently obtaining further benchmarking information from other Local Authorities (Bexley's performance stands at 56-58% over the past three years) and may review the original target in order that it may be adjusted, perhaps from a linear increase from prior years to a logarithmic. |
| | 27 | ES27 | Customers using online self-serve to make Residential/Business Permit applications, including suspension/dispensations, etc. (%) | Aim 5.13 | 90.0% | 94.0% | N/A | 96.0% | 97.0% | 97.0% | 95.0% | Q2 data awaited | Q2 data awaited | Q2 data awaited | HIGH | 97.5% | OUTCOME | |
| 28 | ES28 | Car parks with the safer parking award (%) | Aim 5.14 | 98%*** | 98%*** | 100.0% | 98%*** | 100.0% | 98.0% | 98.0% | 98.0% | 98.0% | 100.0% | HIGH | 100% | OUTCOME | Out of a total of 37 Bromley Car parks, 3 do not currently hold the Safer Parking Award. The car parks yet to receive the award are as follows: Orpington College (operated by LBB at weekends only), Churchill Way (consisting of only two coach bays) and St. Blaise (weekends only). Applications are in progress for these three sites and they are expected to be awarded before the end of the financial year. | |

(***three car parks were not previously included in the figures shown for 2014 onwards which have now been amended)

ESC Performance Monitoring (2018/19)

Outcome 2: No. 9 – ES6 Waste & Recycling Collections – homes missed per 100K collections

The Chairman of the committee has requested that further commentary is provided for key performance indicators that are not achieving the desired outcomes required. Within Outcome 2, the collection services of household waste and recycling provided by our service provider, Veolia is currently not achieving the desired service delivery levels with the August 2018 outturn being 149 missed collections per 100K against the target of 120.

The client management team in partnership with the service provider has been actively pursuing the remedy to this issue which impacts our customers through a reduction in the efficiency of the service delivered. Since January, the client team has adopted a refined performance management framework that is designed to provide enhanced resource application by the service provider and improved contract management governance when identified *key service objectives* are not being achieved. This is primarily delivered through the application of a Corrective Action Plan (CAP) which requires the service provider to undertake an eight (8) stage process per service area which is not performing to required levels, which outlined in the sidebar.

The identification of the root cause which has lead to poor performance has been the reliability of the existing collection vehicles. This is primarily due to the contract period whereas the front-line vehicle fleet is reaching the end of its useful operational life and an increase in vehicle breakdowns has occurred. This places additional pressure on the completing of work according to the normal schedule and can often translate to multiple teams operating on collection rounds, with unknowledgeable staff potentially causing mistakes through omissions or failure in collections.

Through the management of the current service areas that are currently being managed through the Corrective Action Plan process , the service provider has both hired Refuse Collection Vehicles (RCVs) as well as allocating spare vehicles from alternative regional contracts to replace the most problematic and aged vehicles operating on the Bromley contract in order to improve vehicle reliability. They have also increased the vehicle workshop resources and operating hours to improve the repair of vehicles during non-operational hours to enable improved access to fleet vehicles for the operational staff. In terms of monitoring the CAP solution, the service provider has brought in additional resources to the contract to prepare enhanced business reporting tools which are utilised by the supervision and management team. The

Corrective Action Plan

...

The components of the process that is required to be undertaken by the Service Provider when service delivery levels exceed agreed targets are as follows:

1. Defining the issue
2. Identification of temporary solution(s)
3. Identification of root cause
4. Establish permanent corrective action (PCA)
5. Establish resource requirements of CAP
6. Implement solution
7. Monitor the solution through the CAP period
8. Closure – reporting at monthly service operation contract meeting



outcomes of this new performance data assists the supervision of under-performing collection rounds and allows the focused use of in-field supervisors to better improve service delivery.

The main points associated with Veolia's permanent corrective action with the CAP are;

- Remaining compliant with the Operator's License - A number of vehicles that are beyond economic repair will be returned to the leasing company in addition 2 x Veolia vehicles will be scrapped, freeing space on the operating license at Central Depot
- Increasing front line reliability - We will see the number of hire vehicles used from now to the end of the contract flex depending on need from 5 hire vehicles which is the current level to 10. This represents an increased hire cost of approximately £4.2k per month per vehicle and is set against a budget position of 1 x hire vehicle.
- Veolia have identified a number of vehicles that are due to be replaced in other boroughs as part of the regular asset renewal programme, the best of these vehicles that are newer and more reliable will be brought in to service in Bromley. This has started with alternative depot vehicles and will we continue to look for other such deals.
- Better use of Support Services - We are also making better use of workshops in the London Region that have more flexible operating restrictions than those in place at Central Depot, to ensure our planned maintenance is carried out quickly and does not take front line vehicle off of the road for longer than required.
- Service Performance Visibility – Veolia to develop a weekly report from CRM information that provides managers with a statistical assessment of performance and highlights areas of potential service weakness. This report is now live and available to be shared/reviewed between Veolia and LBB

The total resource, above baseline contract costs, applied by the service provider to the process:

| Resource | Start Date | Total Cost (CAP period) | |
|---|------------|-------------------------|------------------|
| VU58 KCK - Split body RCV, acquired | 09/06/2018 | £ | 2,000.00 |
| VU58 KCO - Split body RCV, acquired | 09/06/2018 | £ | 2,000.00 |
| VO61 YWR - Split body RCV, acquired (3 weeks) | 30/06/2018 | £ | 1,000.00 |
| VO61 YWU - Split body RCV, acquired (3 weeks) | 30/06/2018 | £ | 1,000.00 |
| VO61 YYJ - Standard RCV hired | 02/07/2018 | £ | 7,200.00 |
| VO57 ZUX - Standard RCV hired | 02/07/2018 | £ | 7,200.00 |
| VU11 HVG - Standard RCV hired | 02/07/2018 | £ | 7,200.00 |
| Business development manager assigned to Contract | 02/07/2018 | £ | 4,000.00 |
| Regional Fleet Manager assigned to contract | 02/07/2018 | £ | 4,000.00 |
| Temporary Supervisor | 02/07/2018 | £ | 2,000.00 |
| | | £ | <u>37,600.00</u> |

To date, the service has seen an improvement in the collection service with August achieving a missed collection per 100K rate of 149 from the high of 196 in July. The Council's client management team is still monitoring this process actively as vehicle reliability will be only fully resolved through the awarding of the new contract in April 2019 which will include the replacement of the operational fleet.

Road Safety in Bromley – the facts

Bromley has always had a good road safety record and was one of only a handful of London Boroughs to successfully reduce casualties by a third by the year 2000. The long term trend remains downward, with the Council's education and engineering programmes supporting this. The award winning education programme targets all road users, particularly the most vulnerable, whilst the engineering has focused on casualty cluster sites where maximum collisions might be prevented.

As London's largest Borough, with most miles of road, it is important to look at casualty rates in the context of road length and number of journeys, with latest road casualty data confirming that Bromley has one of the lowest casualty rates anywhere in London.

Statistics released by Transport for London (TfL) showed that there are now less of the most seriously injured casualties, measured as 'Killed and Seriously Injured' (KSI). At the time of publication, the statistics showed that the KSI casualty rate per billion passenger kilometres had fallen by 40% for the period April 2011 to March 2016 compared to the previous 5 year period, meaning that Bromley had the 4th highest percentage KSI casualty rate reduction for the period April 2011 to March 2016 compared to the previous 5 year period, when compared with other London boroughs. The same data also showed that Bromley also had the 7th lowest KSI casualty rate per mile travelled. The TfL statistics are available to download <https://tfl.gov.uk/cdn/static/cms/documents/collisions-and-casualties-on-london-roads-2016-table.xlsx>.

Latest statistics show that in 2017 the numbers of KSI casualties decreased by 17% last year to 107, on a like for like basis, with the total number of recorded casualties, including those classified as slightly injured increasing by 2% to 1024. Comparisons with previous road casualty data should be treated cautiously at best as the Metropolitan Police are now using an updated method of classifying the severity of an injury. In addition, the introduction of online self-reporting is expected by the Department of Transport to have increased the numbers of those recorded as injured, as "The principle of online reporting is to make it easier for members of the public to report accidents and it is therefore expected that the introduction of online reporting will lead to an increase in the total number of accidents...". Information about both of these factors is contained in the Department of Transport's Reported road casualties in Great Britain: annual report 2017, with the quote on page 33 of this report. See <https://www.gov.uk/government/statistics/reported-road-casualties-great-britain-annual-report-2017>.

Latest casualty data for 2017 shows that Bromley continues to have one of the lowest casualty rates anywhere in London, with 1.8 casualties per mile of road, the 3rd lowest in London, with a KSI casualty rate of 0.19 casualties per mile of road being the 2nd lowest in London.

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