



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

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DATE: 4 October 2019

To: Members of the  
**EXECUTIVE**

Councillor Colin Smith (Chairman)

Councillors Graham Arthur, Peter Fortune, William Huntington-Thresher, Kate Lymer, Peter Morgan and Diane Smith

A meeting of the Executive will be held at Bromley Civic Centre on **WEDNESDAY 16 OCTOBER 2019 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

### 1 APOLOGIES FOR ABSENCE

### 2 DECLARATIONS OF INTEREST

### 3 QUESTIONS

In accordance with the Council's Constitution, questions that are not specific to reports on the agenda must have been received in writing 10 working days before the date of the meeting - by 5pm on Wednesday 2<sup>nd</sup> October 2019.

Questions specifically relating to reports on the agenda should be received within two working days of the normal publication date of the agenda. Please ensure that questions specifically on reports on the agenda are received by the Democratic Services Team by **5pm on Thursday 10<sup>th</sup> October 2019.**

### 4 TO CONFIRM THE MINUTES OF THE MEETING HELD ON 18 SEPTEMBER 2019 (Pages 3 - 10)

### 5 MATTERS OUTSTANDING FROM PREVIOUS MEETINGS (Pages 11 - 14)

- 6 CUSTOMER SERVICES IT SYSTEM REVIEW (PART 1)**  
(Pages 15 - 24)
- 7 DISPOSAL OF Y BLOCKS - DECISION TO DISPOSE OF OPEN SPACE (PART 1)**  
(Pages 25 - 34)  
Bromley Town Ward
- 8 CONSIDERATION OF ANY OTHER ISSUES REFERRED FROM THE EXECUTIVE, RESOURCES AND CONTRACTS POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**
- 9 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.

	<u><b>Items of Business</b></u>	<u><b>Schedule 12A Description</b></u>
<b>10</b>	<b>EXEMPT MINUTES OF THE MEETING HELD ON 18 SEPTEMBER 2019</b> (Pages 35 - 36)	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
<b>11</b>	<b>CUSTOMER SERVICES IT SYSTEM REVIEW (PART 2)</b> (Pages 37 - 110)	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
<b>12</b>	<b>DISPOSAL OF Y BLOCKS - DECISION TO DISPOSE OF OPEN SPACE (PART 2)</b> (Pages 111 - 154) Bromley Town Ward	Information relating to any individual.
<b>13</b>	<b>GATEWAY 0/1: EDUCATION MANAGEMENT INFORMATION SYSTEM</b> (Pages 155 - 238)	Information relating to the financial or business affairs of any particular person (including the authority holding that information)

## **EXECUTIVE**

Minutes of the meeting held on 18 September 2019 starting at 7.00 pm

### **Present:**

Councillor Colin Smith (Chairman)  
Councillors Peter Fortune, Kate Lymer, Peter Morgan and  
Diane Smith

### **Also Present:**

Councillor Aisha Cuthbert, Councillor Simon Fawthrop and  
Councillor Angela Wilkins

## **61 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Graham Arthur and William Huntington-Thresher.

## **62 DECLARATIONS OF INTEREST**

Councillor Peter Morgan declared an interest in the report on the Tackling Loneliness Summit, as his wife was the chairman of Careplus.

## **63 QUESTIONS**

No questions had been received.

## **64 TO CONFIRM THE MINUTES OF THE MEETINGS HELD ON 10TH JULY 2019 AND 2 AUGUST 2019**

**RESOLVED** that the minutes of the meetings held on 10<sup>th</sup> July 2019 and 2<sup>nd</sup> August 2019 (excluding exempt information) be confirmed.

## **65 MATTERS OUTSTANDING FROM PREVIOUS MEETINGS** Report CSD19126

The Executive considered matters outstanding from previous meetings.

## **66 TACKLING LONELINESS SUMMIT**

The Executive received a report providing a summary of the Loneliness Summit held during National Loneliness Week on 21<sup>st</sup> June 2019, which had been attended by over 120 delegates. The summit had facilitated a conversation around loneliness to raise awareness and reduce stigma.

The Summit had been organised by Councillor Aisha Cuthbert, Executive Assistant to the Leader, who attended the meeting to update the Executive on

the continuing work and conversations inspired by the summit. She highlighted a number of initiatives, including several coffee mornings set up by Residents Associations, inter-generational projects such as the Shaw Trust's initiative with a care home and a nursery in Chislehurst, discussions with local housing associations, and the intention to work with Age UK Bromley to establish a local hub to bring together information related to loneliness issues and activities. External funding was being sought for some of this work, and discussions had been held with the City Bridge Trust and the Big Heritage Lottery Fund.

The Deputy Leader also raised the importance of involving schools and reaching other groups such as former service personnel, and suggested that social media would be an important part of promoting the proposed hub and related projects.

**RESOLVED that the activities taking place at the Loneliness Summit and its outcomes be noted, and all involved be thanked for their work.**

**67            SALIX STREET LIGHTING LED UPGRADE**  
Report ES19056

The report set out a proposal to upgrade 3,780 street lights across the borough with new energy efficient LED lanterns and photocells, using the Carbon Management Fund and funding from an interest-free Salix Energy Efficiency Loan Scheme (SEELS) loan.

Councillor Simon Fawthrop queried whether the financial implications of the proposal were sound, as the savings projected did not take account of any potential increases in energy prices over the payback period. The Director of Finance confirmed that a prudent approach had been taken in assessing the savings, that the savings would probably be higher than set out in the report, and that the savings available would be likely to be worthwhile whatever happened with energy cost inflation.

In response to a question from Councillor Angela Wilkins, it was reported that about half of the boroughs street lights, roughly 14,000 columns, had already been replaced with new LED lights; if this proposal was implemented it would leave about 10,000 columns that had not been modernised.

The report had been scrutinised at the Environment and Community Services PDS Committee meeting on 28<sup>th</sup> August 2019, and the Committee had supported the proposals. The Environment and Community Services Portfolio Holder was also fully in support of the proposals.

**RESOLVED that**

**(1) The proposals set out in the report to replace a further 3,870 street lights with improved LED lighting and photocells, at a cost of £1.124m, funded from the Carbon Management Fund of £500k and an additional interest-free SEELS loan of £624k be approved.**

**(2) The scheme be added to the capital programme at an estimated cost of £1.124m, subject to approval from full Council.**

**(3) It is noted that following payback of the loans, annual savings of £221.1k will be achieved in 2025/26 and £229.4k from 2026/27 onwards, excluding any increases in energy prices.**

**68 PROPOSALS FOR INTEGRATION OF HEALTH AND SOCIAL CARE IN BROMLEY**  
Report ACH19008

The report provided the Executive with further information on proposed changes to the NHS commissioning system in Bromley, and sought support to progress with arrangements to better integrate health and social care commissioning, including the appointment of a joint senior post to manage commissioning, contract management and brokerage for Adult and Children's services and for NHS community services. Information was also provided on the progress made on 'One Bromley', the local health and care partnership.

Dr Angela Bhan, Bromley CCG, attended the meeting and explained that the proposed place-based board would be jointly chaired by a Councillor and a GP chairman, and decisions would be made by consensus. All Council decision-making processes and scrutiny would remain in place, and the Council would not be exposed to NHS funding pressures.

Most of the boroughs in South East London were taking a similar level 2 approach, the aligned commissioning model, with only LB Lambeth seeking a level 3 agreement.

The proposals included appointing a new Director to manage commissioning; it was confirmed that this post would be joint funded by the Council and the NHS, leading to savings for both organisations. There would be additional savings in management costs and other efficiencies.

The Leader referred to the strengthening relationships and progress between the Council and Health Partners locally, a view endorsed by Dr Bhan, and expressed support for the proposals to continue this good work.

The report had been scrutinised at the Adult Care and Health PDS Committee meeting on 17<sup>th</sup> September 2019, and the Committee had supported the proposals, subject to an amendment to the wording of the first recommendation, which the Executive accepted.

**RESOLVED that**

**(1) The development of a Borough-based structure that will better integrate health and social care commissioning be supported.**

**(2) Progress with integrated commissioning at level 2 for Bromley – Aligned Commissioning, be noted.**

**(3) Full Council be recommended to agree the recruitment and selection of a joint role between the Council and the CCG to lead commissioning on a salary package higher than £100k, pursuant to the Localism Act 2011; previously, the plan was that this should be a Director level role but the current intention is that the post-holder reports to the Director of Adult Services and to the Place Based Director who will have delegated authority and budget from the new proposed SEL CCG. The role of this post will be to:**

- **Manage the commissioning, contract management and brokerage functions for Adult and Children's services.**
- **Manage the commissioning and contracting function for the NHS in Bromley.**
- **Seek to gain efficiencies and improved productivity in a joint commissioning, contract management and brokerage team, thereby releasing resources for health and social care**
- **Ensure that commissioning, contract management and brokerage functions are aligned to gain maximum efficiency and productivity, e.g. in the merging of two teams.**
- **Ensure that NHS and social care processes are aligned to achieve maximum value for money for the population of Bromley and commissioning organisations.**

**69            PROCEEDING TO PROCUREMENT (GATEWAY 1): DEMENTIA  
POST DIAGNOSIS SUPPORT SERVICE**  
Report ACH19001

The contract for Dementia Post Diagnosis Support Service was due to expire on 30<sup>th</sup> June 2020. There were no further options to extend the current contract which had an annual value of £451k and cumulative spend over the life of the contract of £1.8m. It was necessary to commence a procurement process to ensure ongoing service provision and the report summarised options as to how the commissioning process should be undertaken.

As the value of the new contract was expected to exceed £1m, the report sought Executive approval to commence the procurement of services in alignment with Council Commissioning Plans, Bromley Clinical Commissioning Group (CCG) Commissioning Plans and the Health and Wellbeing Strategy 2019 to 2023. Funding was from existing Better Care Fund money.

The report had been scrutinised at the Adult Care and Health PDS Committee meeting on 17<sup>th</sup> September 2019, and the Committee had supported the proposals.

**RESOLVED that the commencement of a procurement process for a new Dementia Post Diagnosis Support Service (thereafter referred to as the Dementia Hub) from October 2019 be approved, subject also to CCG agreement; the new contract will commence on 1<sup>st</sup> July 2020 for a period of 5 years with the option to extend for up to a further two years at an estimated annual value of £490k (whole life value estimated at £3.43m.)**

**70            AGEING WELL IN BROMLEY STRATEGY**  
Report ACH19004

The Ageing Well in Bromley Strategy was joint Council and Bromley Clinical Commissioning Group endeavour, and a joint commitment to Bromley residents.

The aim of the Strategy was to set out how partners would work together to ensure that older people retained their independence for as long as possible with the assistance of family, friends, faith and community groups, the voluntary sector and, where necessary, the Council and Health services.

In order to deliver this vision four key outcomes had been agreed to signify community priorities:

Outcome 1: I socialise, participate and make my own choices

Outcome 2: I feel healthy and can get the health and care service I need when I need

Outcome 3: My home meets my aspirations and needs

Outcome 4: I am safe and I feel safe and trust people around me

The strategy did not include any additional staffing or resources, but it reflected existing services and illustrated the actions that were already being taken to deliver on the Outcomes and their corresponding Priorities. The Strategy also provided an insight into the future actions that would be initiated in order to deliver the overriding aims.

The report had been scrutinised at the Adult Care and Health PDS Committee meeting on 17<sup>th</sup> September 2019. The Committee supported the proposals, subject to recommending that the words “to compete” be removed from the third aim in Priority One, and to the document being proof-read before publication.

**RESOLVED that the Ageing Well in Bromley Strategy be endorsed as recommended, subject to the deletion of the words “to compete” as requested by the Adult Care and Health PDS Committee.**

**71 GATEWAY REPORT - EXTENSION TO THE DIRECT PAYMENTS SUPPORT AND PAYROLL SERVICE CONTRACT WITH VIBRANCE - AND APPROVAL TO COMMENCE TENDER FOR A DIRECT PAYMENTS SUPPORT AND PAYROLL SERVICE CONTRACT (PART 1)**  
Report ACH19003

The report sought agreement to apply the second and final formal one year extension of the Direct Payments Support and Payroll Service Contract, from 8 April 2020 to 7 April 2021 and approval to commence a full tender exercise for a new Direct Payments Support and Payroll Service Contract by the end of 2019.

The current contract was awarded following a competitive tender and commenced in April 2017 for a period of two years with the option to extend up to a further two years on a 1 year +1 year basis. The 2<sup>nd</sup> extension from 8 April 2020 would allow time for the implementation of the Pre-Payment Cards in Bromley as outlined in Option 1 – paragraph 4.8.2 b of the report.

The additional rationale for the extension was that (as demonstrated in Sections 4.2 and 5.2 of the report) the provider was delivering a good service and was operating in accordance with the current contract and service specification. Additionally, the service had been reviewed with a satisfactory outcome in April 2018 and again in June 2018. In summary, there was compelling justification and benefits from the contract extension, which also guaranteed no increase in the budget for a further year (retaining the 2017 price).

It was proposed that following a competitive tender the new contract would commence in April 2021 for a period of five years with the option to extend up to a further two years on a one year plus one year basis.

The Leader thanked officers for the progress now being made to promote direct payments; take-up had increased from 11% to 19.4%, and was expected to rise further under the new contract.

Confidential details were set out in a part 2 report. The reports had been scrutinised at the Adult Care and Health PDS Committee meeting on 17<sup>th</sup> September 2019, and the Committee had supported the proposals.

**RESOLVED that the commencement of a formal tender process for a Direct Payments Support and Payroll Service Contract, by the end of 2019 to ensure a new service is commissioned at the end of this extension be approved; the new service will commence on 8 April 2021 for a period of 5 year with an option to extend by a period of up to but not exceeding 1 year followed by a further period of up to one year.**



- 72 DISPOSAL OF Y BLOCKS - DECISION TO DISPOSE OF OPEN SPACE AND TO APPROPRIATE THE LAND AND BUILDINGS FROM OFFICE TO HOUSING USE UNDER SECTION 232 OF THE TOWN AND COUNTRY PLANNING ACT 1990 (PART 1)**  
Report DRR19/045

Report deferred to the next meeting.

- 73 CONSIDERATION OF ANY OTHER ISSUES REFERRED FROM THE EXECUTIVE, RESOURCES AND CONTRACTS POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

There were no additional items referred from Executive, Resources and Contracts PDS Committee to be considered.

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

**RESOLVED** that the Press and public be excluded during consideration of the items of business referred to 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.

**The following summaries  
refer to matters involving exempt information**

- 75 EXEMPT MINUTES OF THE MEETINGS HELD ON 10 JULY AND 2 AUGUST 2019**

The Executive received an additional briefing on the Contract Award for Burnt Ash Lane Housing, as requested at the special meeting on 2<sup>nd</sup> August 2019, and confirmed the part 2 minutes of the meetings held on 10<sup>th</sup> July 2019 and 2<sup>nd</sup> August 2019.

- 76 AWARD OF CONTRACT FOR THE MORTUARY SERVICE**

The Executive agreed proposals to award a contract for the provision of a Mortuary Service.

- 77 GATEWAY REPORT - EXTENSION TO THE DIRECT PAYMENTS SUPPORT AND PAYROLL SERVICE CONTRACT WITH VIBRANCE - AND APPROVAL TO COMMENCE TENDER FOR A DIRECT PAYMENTS SUPPORT AND PAYROLL SERVICE CONTRACT (PART 2 )**

The Executive received a report containing confidential information relating to the proposals for the Direct Payments Support and Payroll Service contract.

**78            DISPOSAL OF Y BLOCKS - DECISION TO DISPOSE OF OPEN  
SPACE AND TO APPROPRIATE THE LAND AND BUILDINGS  
FROM OFFICE TO HOUSING USE UNDER SECTION 232 OF  
THE TOWN AND COUNTRY PLANNING ACT 1990 (PART 2)**

Report deferred to the next meeting.

The Meeting ended at 7.45 pm

Chairman

Report No.  
CSD19137

## London Borough of Bromley

### PART ONE - PUBLIC

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**Decision Maker:** **EXECUTIVE**

**Date:** **16<sup>th</sup> October 2019**

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

**Title:** **MATTERS OUTSTANDING FROM PREVIOUS MEETINGS**

**Contact Officer:** Graham Walton, Democratic Services Manager  
Tel: 0208 461 7743    E-mail: [graham.walton@bromley.gov.uk](mailto:graham.walton@bromley.gov.uk)

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

**Ward:** N/A

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1. Reason for report

- 1.1 Council agreed on 8<sup>th</sup> April 2019 that all Council Committees should include a report covering matters outstanding from previous meetings. **Appendix A** updates Members on matters outstanding from previous meetings of the Executive.

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2. **RECOMMENDATION**

- 2.1 **The Executive is invited to consider progress on matters outstanding from previous meetings.**

<b>Non-Applicable Sections:</b>	Impact on Vulnerable Adults and Children/Policy/Financial/Personnel/Legal/Procurement
Background Documents: (Access via Contact Officer)	Minutes of previous Executive meetings

### Impact on Vulnerable Adults and Children

1. Summary of Impact: Not applicable
- 

### Corporate Policy

1. Policy Status: Existing Policy: The Executive receives an update on matters arising from previous meetings at each meeting.
  2. BBB Priority: Excellent Council:
- 

### Financial

1. Cost of proposal: No Cost:
  2. Ongoing costs: Not Applicable:
  3. Budget head/performance centre: Democratic Services
  4. Total current budget for this head: £358,740
  5. Source of funding: 2019/20 Revenue Budget
- 

### Personnel

1. Number of staff (current and additional): 8 posts (6.79fte)
  2. If from existing staff resources, number of staff hours: Monitoring the Executive's matters arising takes at most a few hours per meeting.
- 

### Legal

1. Legal Requirement: None:
  2. Call-in: Not Applicable:
- 

### Procurement

1. Summary of Procurement Implications: Not Applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): This report is intended primarily for the benefit of Executive Members
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### Ward Councillor Views

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

**Appendix A**

<b><u>Minute Number/Title</u></b>	<b><u>Executive Decision/Request</u></b>	<b><u>Update</u></b>	<b><u>Action by</u></b>	<b><u>Completion Date</u></b>
<b>10<sup>th</sup> January 2018</b>				
<b>389 Update on Service Proposals and Procurement Strategy for Modular Homes</b>	All Members to be invited to a site visit to see modular homes in a neighbouring borough.	Visits are on hold pending the award of contracts - once contractors have been identified and contracts signed visits will be arranged to relevant sites that they have developed. As members are aware, a modular home has been set up in the St Blaise car park as an example.	Director of Housing, Planning & Regeneration	Autumn 2019
<b>2<sup>nd</sup> August 2019</b>				
<b>60/1 Award of contract: Provision of Housing in Burnt Ash Lane</b>	Members requested an update at the meeting on 18 <sup>th</sup> September.	An update was circulated to members before the meeting.	Director of Housing, Planning and Regeneration	September 2019
<b>18<sup>th</sup> September 2019</b>				
<b>78 &amp; 78/1 Disposal of Y Blocks - Decision to dispose of open space and to appropriate the land and buildings from office to housing use under Section 232 of the Town and Country Planning Act 1990</b>	Reports were deferred.	Reports have been re-submitted on the current agenda.	Director of Housing, Planning and Regeneration	October 2019

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Report No.  
CEO19001A

## London Borough of Bromley

### PART 1 - PUBLIC

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

**Date:**                      **16 October 2019**

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

**Title:**                      **CUSTOMER SERVICES IT SYSTEM REVIEW**

**Contact Officer:**      Duncan Bridgewater, Head of Customer Service  
Tel: 020 8461 7676   E-mail: duncan.bridgewater@bromley.gov.uk

**Chief Officer:**              Charles Obazuaye, Director of Human Resources & Customer Service  
Tel: 020 8313 4318   E-mail: charles.obazuaye@bromley.gov.uk

**Ward:**                      All

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#### 1. REASON FOR REPORT

- 1.1 Following approval to upgrade the Council's existing Customer Relationship Management System (CRM) in January 2018 and commission BT to review options for the longer term provision of this system, this report updates Members on the outcome of that review and recommended action as a result.

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#### 2. RECOMMENDATIONS

##### 2.1 Executive is requested to:

**Note the need to replace the current CRM software as outlined in this report.**

- 2.2 **Agree that officers procure by direct award via the G-Cloud Framework a subscription of the Jadu CXM case management software for a period of 4 years (*2 years plus 2 one year extensions being the maximum allowable under the framework*), and agree delegated authority to the Director of Human Resources and Customer Service and the Head of Customer Service in consultation with the Portfolio Holder for Resources, Commissioning and Contracts Management to renew the subscription for Jadu CXM via a compliant route for a period of up to 15 years, subject to regular reviews of the ongoing business needs.**
- 2.3 **Agree that officers commission BT by Change Control Notice (CCN) to their existing contract to transfer services from the existing CRM software on to the new Jadu CXM platform, including all associated integration as outlined in section 4.3 of this report.**
- 2.4 **Agree the addition of the required capital sum to the capital programme.**

- 2.5 As set out in paragraphs 4.3.8 to 4.3.10 approve renewal, via exemption to competitive tender, of existing annual support arrangements for the associated IT software components of the Council's website for a period of up to fifteen years**



### Impact on Vulnerable Adults and Children

1. Summary of Impact: An Equality Impact Assessment indicates that ongoing support for vulnerable adults and children will be provided by Customer Service by phone and face to face for those unable to access digital services. For those unable to visit or phone us, this proposal will enhance the range of self-service options.

### Corporate Policy

1. Policy Status: Existing policy.
  2. BBB Priority: Excellent Council.
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### Financial

1. Cost of proposal: Included within Part 2 report
  2. Ongoing costs: Included within Part 2 report
  3. Budget head/performance centre: Information Systems
  4. Total current budget for this head: £4.8m
  5. Source of funding: Capital Receipts & Existing Revenue Budget
- 

### Staff

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

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

1. Estimated number of users/beneficiaries (current and projected): 64,000 visitors, 680,000 phone calls, 20,000 e-mails and 4.5 million web visits annually.
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### Ward Councillor Views

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

### **3. COMMENTARY**

- 3.1 In January 2018, Executive agreed to upgrade the Council's Customer Relationship Management System (CRM) – Microsoft Dynamics to version 2011. This was to preserve service support for this system to enable its ongoing use until Summer 2021.
- 3.2 BT was commissioned to carry out this work on behalf of the Council, and work was successfully completed in May 2018.
- 3.3 In parallel, BT were asked by Executive to carry out an appraisal of options for the Council of the longer term service provision of IT services delivered by the current CRM system, and provided a fully costed options assessment of the current system market.
- 3.4 This review combined a full market evaluation of the current market, against a cost appraisal of continuing with the Microsoft option and the associated costs to bring the system up to the latest available version.
- 3.5 BT's review combined an assessment of the marketplace, against the ongoing business requirements of the key system users, considering the commissioning profile of those services, IT strategy and the need to maximise customer digital services.
- 3.6 Specifically the new contract for Waste Collection, which included provision for IT systems, has removed the need for the Council to maintain a high specification CRM system as we do now.
- 3.7 Since the new Waste Collection contract commenced, IT provision transferred to Veolia, and has left much of the current CRM functionality redundant. Ongoing, however, there is a requirement to have a Case Management system to support customer transactions through Customer Services including the web site.
- 3.8 To remain using Microsoft Dynamics CRM in the future, would require further major upgrade work, and has a significantly higher annual license cost.
- 3.9 An option to stop using any type of CRM software has also been explored, and is outlined in 4.2.5

### **4. SUMMARY OF THE BUSINESS CASE**

BT considered all current system options, and shortlisted three for closer review. Each option was considered through both cost and functionality, benchmarked against the business needs identified throughout the review and in consultation with relevant service personnel. Each provider was invited in to demonstrate their system to relevant officers, and BT consolidated their feedback to inform the final recommendation.

#### **4.1 SERVICE PROFILE/DATA ANALYSIS**

- 4.1.1 This software supports the provision of customer service operations by providing a platform to process service requests from the public. This includes all contact channels – in person, by phone and on-line.
- 4.1.2 The system currently supports the front end contact aspect of services provided by Environment and Community Services, as well as the My Account supporting self-service for this area and Revenues & Benefits.
- 4.1.3 Annually around 70,000 telephone calls, 500 face to face interactions and 72,000 web transactions are processed and supported through this software, as well as 47,000 (and

rising) My Account holders update their contact and address information through it.

## **4.2 OPTIONS APPRAISAL**

4.2.1 BT shortlisted 3 system options and considered removing all CRM software completely.

### **Option 1**

4.2.2 Capita One Digital – this software currently provides the digital services for Revenues and Benefits, and could be extended to provide case management functionality. It would require configuration, but could support the transactional elements required for the customer service operations. There are limited examples of deployment beyond the Revenues and Benefits area of services, and few system integrations beyond other Capita software, resulting in higher costs in the future, should the Council wish to extend linkages to other systems. For these reasons this option has been ruled out.

### **Option 2**

4.2.3 Jadu CXM – this is a further module of software from the providers of the current web site content management system, web forms, and e-pay service. It is a configurable case management system, which is deployed in a number of Councils, with an impressive list of established integration routes into a number of key local authority lines of business systems. There is a library of established local authority business processes that could be used to speed up deployment. This software will best align with our existing web supporting systems and presents good value for money. This is the recommended option.

### **Option 3**

4.2.4 Microsoft Dynamics – the latest version of the current CRM system, requires a complete system re-build to deploy, and is not a straightforward upgrade. The software itself is over specified for the ongoing needs of the Council as outlined in 3.7. The future license costs for this system are high in comparison and would lead to revenue budget growth. For these reasons this option has been ruled out.

### **Option 4**

4.2.5 No CRM – total removal of the CRM software would remove much of the automation of processes established over the 10 years it has been in use. This would create the need for additional resources (staff) in a number of areas, including but not limited to Customer Services. There would also be additional cost to provide direct licensed access to a number of line of business systems that are currently integrated through CRM for Customer Services, therefore avoiding direct user license costs. For these reasons this option has been ruled out.

## **4.3 PREFERRED OPTION**

4.3.1 CXM is the preferred option and has been recommended by BT. As well as favourable on cost, it aligns with the other systems already deployed supporting the core web site, web forms, e-pay services and Bromley My Account.

4.3.2 The system is cloud hosted and the providers have a considerable library of pre-established 'off the shelf' business processes to support customer interaction, which could speed up deployment and aligns to the corporate IT strategy.

4.3.3 The provider also has a significant number of fully functioning system integrations already established and deployed across a number of local authority sites that link this software to many line of business systems. This provides this Council with the opportunity of utilising those established integrations, avoiding the cost of developing those directly, again aligning to the corporate IT strategy.

4.3.4 By aligning the web services software to the same provider, as per the recommendation, the digital customer experience through the My Account software could be further improved in a

number of ways by deploying the following changes. This will support digital take up and encourage more use of these digital channels. The options available include:

- Option to develop a lower level security layer for My Bromley Account customers. Although still secure, this will simplify and ease the process for reporting lower sensitivity issues through the My Account software. This would be in addition to the existing access controls in place for Revenues & Benefits services
- Option to enable auto fill on web forms
- Option to enable save and return later on partially completed web forms
- Enable tracking and alerts of issues logged through My Account, and providing updates to resolution, reducing chase-up calls to the service
- Enables more personalisation of the My Account home page, with wider corporate digital services
- Personalisation of embedded functions such as bin day look up, ward and local Councillor information

4.3.5 To enable these, the Customer Services contractor will make some minor alterations to the existing operating software configuration.

4.3.6 The benefits of this additional work will enable simpler access to the My Account software, leading to more use as customers both naturally shift to easier channels and are assisted where required by Customer Services. This aligns with the digital transformation direction of travel and wider IT strategy.

4.3.7 The current software was deployed in 2007, and has therefore been in service for 12 years. The new software therefore is likely to be required for a period of around 15 years, but will be subject to regular review by officers from year 5 onwards. However, the nature of the software is that it is highly configurable by non-technical staff, and can therefore be flexible in its ongoing provision of front-line service delivery.

#### **Support Agreements for associated systems**

4.3.8 As outlined in 4.3.1, the Council already has the following Jadu IT components in service, which run the corporate website:

- Continuum – content management software
- X-Forms – electronic web forms
- E-pay – electronic shopping basket/payment systems

4.3.9 Each of these components can only be supported by a technical support agreement with the providing company Jadu, and are renewable annually.

4.3.10 Approval is also sought to renew each support agreement for a period of up to 15 years, to align with the CXM software. The full suite of software components will be subject to regular monitoring by officers, and the ongoing requirements will be subject to review from year 5 onwards.

## **4.4 MARKET CONSIDERATIONS**

4.4.1 The review undertaken for the Council by BT considered the whole market of suitable CRM products, and the future needs of the Council and its use of this software. A number of systems were reviewed and a shortlist of three system options along with a no CRM option were used to formulate their final report.

## **5. STAKEHOLDER ENGAGEMENT**

- 5.1 BT consulted fully with all system users, across Customer Services, ECS and within their own IT contract support staff. A full and comprehensive system needs analysis was completed as a result of this, formed the basis of the shortlisting activities by BT.
- 5.2 All reports provided were aligned to the corporate IT strategy and digital transformation objectives agreed, as well as Building a Better Bromley – Excellent Council.
- 5.3 Engagement with relevant service heads will continue throughout deployment to ensure processes fit the relevant business model, and align where possible with 'off the shelf' configuration. This will be one of the key functions of the project delivery team formed should the recommendations be approved.
- 5.4 Engagement with the wider organisation and customers will also happen, to inform deployment and enable wider utilisation of the software across a fuller range of Council services, where possible.

## **6. PROCUREMENT AND PROJECT TIMESCALES AND GOVERNANCE ARRANGEMENTS**

- 6.1 Procure a subscription for cloud hosted CXM module by Jadu via G-Cloud Framework for a period of up to 4 years (*2 years plus 2 one year extensions being the maximum allowable under the framework*), including all hosting and support costs, funded from existing revenue budget 400031~3005~A0213
- 6.2 Commission BT under existing contract via CCN to fulfil the work required to transfer services to the new platform before July 2021 when the current system becomes unsupported.
- 6.3 The contract will be managed by Customer Services, with the same approach with the other modules from Jadu, and with close liaison with IT and Customer Services service provider contractors.
- 6.4 The deployment of the new software will be overseen by a technical project manager provided by BT. Non-technical project support resource will be appointed as required on a temporary basis for the duration of the deployment estimated to be 18-24 months and managed by Customer Services.
- 6.5 A project team will be organised and regular meetings scheduled by Customer Services to ensure project delivery within the indicated timeframes.

## **7. SUSTAINABILITY AND IMPACT ASSESSMENTS**

- 7.1 The deployment of this software will further enable customers to access our services on-line, 24/7, as many expect across both private and public sectors and avoid the need to travel to face-to-face service points across the borough. Take up will be supported and encouraged by Customer Services, and is a key aspect of the future delivery of that contract beyond 2020.
- 7.2 Support for vulnerable customers is also a key provision of the Customer Services contract, and a full Equality Impact Assessment has been carried out to align to the recommendation. Vulnerable customers will be supported to either learn the digital processes with us, through supported access in Receptions and other face-to-face access points, or have their service requests logged for them as is traditionally done.

## **8. POLICY CONSIDERATIONS**

- 8.1 IT provision in the new Waste Contract has transferred all IT system responsibility to the new contractor, therefore releasing the Council from running a full CRM system and the costs associated with it.
- 8.2 Corporate IT strategy states the Council should use 'off the shelf' functional software where possible and avoid bespoke configuration. Cloud based applications are also preferred by this strategy. This report and recommendations directly align to that strategic vision.
- 8.3 The recommended software best enables the Council to maximise digital take-up and expand the range of services available through it, with simple non-technical configuration possible along with a library of established processes deployed in other Councils across the UK.
- 8.4 The recommended software can be aligned to established integrations into an increasing number of local authority lines of business systems, which will support any future wider application across the Council.

## **9. IT AND GDPR CONSIDERATIONS**

- 9.1 All activities are conducted under existing contracts and are fully GDPR compliant.
- 9.2 Consideration was given to the need for new and emerging technology, and for the changing need of the organisation.
- 9.3 Information Security and Access control for the systems will need to be assessed and ICT Assurances met in line with the Council's Information Security Policy.

## **10. PROCUREMENT RULES**

- 10.1 This report recommends an award of contract to Jadu for provision of CXM Case management software via direct award from the Crown Commercial Services G-Cloud Framework for duration of two years with two one year extension options. The relevant companies were reviewed against the Specification, with the Jadu CXM case management software fulfilling the majority of the Workforce Development Team's requirements.
- 10.2 The Council's requirements for authorising an award of contract are covered in CPR 16. For a contract of this value, the Approval of the Chief Officer following Agreement by the Chief Officer, the Assistant Director Governance & Contracts, the Director of Corporate Services and the Director of Finance must be obtained for a contract of this value.
- 10.3 In addition, the report recommends to award via exemption from competitive tender a number of support contracts also to Jadu. As stated in 4.3.13 above.
- 10.4 The Council's requirements for authorising an award of contract via an exemption from tender are permissible under the general waiver power of the Council (CPR 3.1). The Council's specific requirements for authorising an exemption are covered in CPR 13 with the need to obtain the Approval of the Portfolio Holder following Agreement by the Chief Officer, the Assistant Director Governance & Contracts, the Director of Corporate Services and the Director of Finance for a contract of this value.
- 10.5 The relevant notices will be published following approval.

## **11. FINANCIAL CONSIDERATIONS**

- 11.1 Please see Part 2 (exempt) report for further details on the financial implications.

## **12. PERSONNEL CONSIDERATIONS**

- 12.1 A temporary fixed term post to support the project delivery will be appointed by the lead officer.

### 13. LEGAL CONSIDERATIONS

- 13.1 The Council have the legal power to secure Management systems and associated software through entering into a contract and license in support of and to facilitate the Councils various administrative functions identified in this report.
- 13.2 Under the Public Contract Regulations 2015 (Regulations) the procurement of these supplies and services are public contracts within the meaning of the Regulations.
- 13.3 In relation to the Councils system migration requirement officers have advised that this can be obtained from the Councils current Provider BT through a Change Control Notice in compliance with the Regulations. Regulation 72 (1) of the Public Contracts Regulations 2015 permits modifications to an existing contract without having to carry out a procurement where the modification has been provided for in the contract in clear, precise and unequivocal review clauses, provided such review clauses states the scope and nature of possible modifications or options as well as conditions under which they may be used.
- 13.4 In relation to the requirement of case management software of the new Jadu CXM Platform and subscriptions as the value does not exceed the relevant threshold under the Regulations the Council was not required to carry out a fully compliant EU Procurement exercise. However the award must still comply with the EU treaty principles of equality transparency and non-discrimination which must be applied in a manner proportionate to the subject matter and context of the purchase. The Regulations would however accept compliance where the Council were to call-off from an EU compliant framework which is expressed as being available to the Council. The Council intend to procure from Crown Commercial Services G-Cloud Framework and after having explored suppliers able to meet the Council's requirement officers have decided to make a direct award to Jadu. The report explains the reasons for seeking the further recommendation to provide an officer delegation as described in relation to need for the ongoing subscription services.
- 13.5 In relation to the ongoing support for the modules again as the value over the proposed 15 years does not exceed the Services Threshold the Council must carry out its procurement in accordance with the Treaty principles. However in this case officers have advised that the support can only be provided from this provider and therefore a direct award is appropriate.
- 13.6 The Procurement Rules Section 10 of this report shows compliance with the Contract Procedure Rules and decision-making.
- 13.7 Considerations concerning the recommendation for the addition to the capital programme have been addressed elsewhere in this report.

<b>Non-Applicable Sections:</b>	
Background Documents: (Access via Contact Officer)	Appendices available in the Part 2 report

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Report No.  
DRR19/045

## London Borough of Bromley

### PART 1

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**Decision Maker:** EXECUTIVE

**Date:** Wednesday 16<sup>th</sup> October 2019

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

**Title:** Disposal of Y Blocks – Decision to Dispose of Open Space

**Contact Officer:** Michael Watkins Head of Asset and Investment Management  
[Michael.Watkins@bromley.gov.uk](mailto:Michael.Watkins@bromley.gov.uk) 0208 313 4178

**Chief Officer:** Sara Bowrey, Director of Planning, Regeneration and Housing

**Ward:** Bromley Town;

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#### 1. Reason for report

- 1.1 The Executive resolved, on the 11 July 2018, that the Y Blocks should be disposed of and further resolved on 30<sup>th</sup> April 2019 to accept an unconditional offer from a purchaser (identified in the Executive Part 2 Report of 30<sup>th</sup> April 2019) for the freehold title of the Y Blocks and associated land.
- 1.2 As part of the Y Blocks and associated land comprises of open space the Council has advertised its intention to the disposal of the open space land in a local newspaper for two consecutive weeks. The Council has also advertised its intention to appropriate the Y Blocks and associated land for residential use in accordance with the Town and Country Planning Legislation.
- 1.3 The Executive resolved on 30<sup>th</sup> April 2019 that the Y Blocks and associated land are to be appropriated from office to housing use. As that resolution was made in reference to an internal Report, this report-re-affirms that Resolution in a public format.
- 1.4 A number of objections were received in respect of both advertisements' and this report considers these with appropriate responses to mitigate concerns raised.

## **2. RECOMMENDATIONS**

- 2.1 That the Executive notes that the Council has advertised the intention to dispose the open space land together with the intention to appropriate the buildings and land to residential use in both cases for two consecutive weeks in accordance with the relevant Legislation.**
- 2.2 That the Executive considers the objections made together with the responses' to these contained within the Report and formally agree to the Disposal of the Open Space Land.**
- 2.3 That the Executive considers the objections made together with the responses' to these contained within the Report and formally agrees to the appropriation of the buildings and land to residential use.**

### Impact on Vulnerable Adults and Children

1. Summary of Impact: It is not considered that there will be any impact on Vulnerable Adults and Children.
- 

### Corporate Policy

1. Policy Status: Existing Policy:
  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: N/A
  4. Total current budget for this head: N/A
  5. Source of funding: N/A
- 

### Personnel

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

### Legal

1. Legal Requirement: Statutory Requirement: Section 123 Local Government Act 1972, Section 232 and 233 Town and Country Planning Act 1990 and S203 to 205 Housing and Planning Act 2016.
  2. Call-in: Applicable:
- 

### Procurement

1. Summary of Procurement Implications: N/A
- 

### Customer Impact

1. None
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillor's comments: Ward Councillors have been briefed and are aware of the objections received. The contents of this report have been advised to them and an invitation to meet with the Purchaser as soon as contracts have been exchanged has been made and the Purchaser is enthusiastic to accept this offer.

### 3. COMMENTARY

#### Background:

- 3.1 The Y Blocks comprise of Anne Springman House and Joseph Lancaster House, which were originally built as Student Accommodation when the current Civic Centre site was a Teacher Training College. The buildings were latterly used as Office Accommodation by the Council, with occupation ceasing in 2012. It should be noted that the adjoining Palace Garden Park is part accessed from Rafford Way via the Y Blocks site.
- 3.2 The Executive resolved, on the 11 July 2018, that the Y Blocks as surplus to requirements should be disposed and further resolved on the 30<sup>th</sup> April 2019 to accept an unconditional offer from a purchaser (identified in the Part 2 Report of 30<sup>th</sup> April 2019 Executive) for the freehold title of the Y Blocks and associated land following an open market disposal exercise to provide residential accommodation.
- 3.3 The Executive further resolved that the Y Blocks and associated land are to be appropriated from office to housing use under Section 232 of the Town and Country Planning Act.
- 3.4 The Executive also agreed that as part of the Y Blocks and associated land comprises of open space land that the Council would need to advertise the disposal of the open space land in a local newspaper for two consecutive weeks and consider any objections made.
- 3.5 In relation to the disposal of Open Space a newspaper advert was published on 29<sup>th</sup> May 2019 and again on the 5<sup>th</sup> June 2019 to allow for a notice period of 2 weeks. The time to lodge objections expired 19<sup>th</sup> June 2019. With regard to the Appropriation a newspaper advert was published on 25<sup>th</sup> July 2019 and again on 1<sup>st</sup> August 2019. The time to lodge objections expired on the 14<sup>th</sup> August 2019.
- 3.6 The Council has received a total of 59 objections from Bromley residents in respect of the Intention to Dispose of Open Space Notice and 8 objections in respect of the Intention to Appropriate Notice. The Part 2 appendix summarises the objections received together with the names and contact details of those submitting. It should be noted that a number of objections were received after the expiry dates in both cases and for completeness these have been included within the number of objections received figures contained at 3.5.
- 3.7 These objections received can be summarised as follows:
- a) Planning concerns as to what is to be developed.
  - b) What exactly is being sold?
  - c) How will access to the Park be maintained?
  - d) Should the Council should dispose of the site?
  - e) The proximity of the Bishop's Palace to the land being sold.
  - f) How will the Rafford Way Grade 2 Listed Folly be safeguarded?
- 3.8 These points are considered below with appropriate responses to mitigate concerns raised.
- 3.9 **Planning** – many of the objections raised the point that as no planning application has yet been submitted, it is therefore difficult for objectors to see the worth of any scheme development. The Purchaser's intention is to, via Permitted Development conversion of the two buildings,

provide residential let apartments with a separate full planning application to provide additional floors to parts and exterior finishes. The scheme is based on 100% private let tenure housing. The purchaser intends to simultaneously submit prior approval for change of use under Permitted Development rights and submit a full Planning Application for the external improvement works to the buildings on exchange of contracts. In order to progress to this stage the Executive's resolution to dispose of this Open Space, should it so desire to do so, is required.

**3.10 What is being sold?** – It would appear that a number of objections were made on the premise that the Council was selling the Palace Park. The Plan attached at Appendix 1 details the extent of the disposal site and the retained Palace Park together with Rafford Way. The Plan was referenced in the advertisement but was not available on-line – however it was available on request at the Civic Centre Office Reception. Consequently a number of residents assumed that the Council was either selling part of the Palace Complex or parts of the Public Park. The Y Blocks and associated land are not contained within the designated Palace Park, however the Park is accessed from Rafford Way through the Y Blocks site. A condition of the disposal, which the purchaser has fully accepted, is the need to provide unfettered pedestrian access to the park through the site on the same basis as the rest of the Council's Parks.

**3.11 Park Access** - Access through the Y Blocs site will be on the same basis as the rest of the Council's Parks. These times are as follows and the purchaser will also erect signage to this effect.

Jan to Mar	07.00-18.30hrs
April to June	07.00-21.30hrs
July to Sept	07.00-21.00hrs
Oct to Dec	07.00-18.00hrs

The Plan at Appendix 1 shows a Point A and a Point B. This will be the main protected route from Rafford Way existing entrance to the Park and vice a versa. As currently accessed that route will via the existing pathway between the two buildings on the site.

**3.12 Should the Council should dispose of the site?** – A number of objectors have stated that the site should not be disposed of but demolished and returned to the Park as Open Space. Also that the land in question may be designated as Urban Open Space or Local Green Space, the Assistant Director Planning has confirmed that the land is not designated as either of these in the 2019 Local Plan. The Executive resolved, on the 11 July 2018, that the Y Blocks as surplus to requirements should be disposed and further resolved on the 30th April 2019 to accept an offer subject to the Executive firstly considering objections following publication of its Intention to Dispose of Open Space Notice and Intention to Appropriate Notice.

**3.13 The proximity of the Bishop's Palace to the land being sold** – Reference was made in a number of objections that the area of land is within the setting of the listed Bishop's Palace and the separately listed Folly and that the existing Y Blocks are harmful to this historic setting particularly as they intervene and obstruct views from one listed building to the other and consequently any redevelopment proposals should factor in this consideration or demolition be considered to return the site to Parkland. Historic England provide some guidance of curtilage listing which suggests that they would not be considered as curtilage listed structures. This view is taken on the basis that the Old Palace was listed in 1955, most likely prior to the construction of the Ann Springman and Joseph Lancaster buildings which are not mentioned in the list descriptions and appear to be of 1970s construction. The guidance also refers to 3 legal tests to assess whether a building is to be considered curtilage listed; this includes a) physical layout of the listed building and the structure, b) ownership and c) use or function. The buildings would not be relevant to this 3rd test as they did not exist at the time of listing. Furthermore as with the

decision to dispose of the site, The Executive resolved, on the 11 July 2018, that the Y Blocks as surplus to requirements should be disposed and further resolved on the 30th April 2019 to accept an offer subject to the Executive firstly considering objections following publication of its Intention to Dispose of Open Space Notice and Intention to Appropriate Notice.

- 3.14 **How will the Rafford Way Grade 2 Listed Folly be safeguarded?** The listed Folly contained within the Rafford Way entrance will be included within the disposal. However as a listed structure the preservation of it will become the responsibility of the purchaser. The Folly is further protected by its English Heritage designation and also the Council's Conservation Team responsibilities of monitoring such structures.

#### **4. IMPACT ON VULNERABLE ADULTS AND CHILDREN**

It is not considered that there will be any impact on Vulnerable Adults and Children.

#### **5 POLICY IMPLICATIONS**

The Council's aims include being an authority which manages its assets well.

#### **6 FINANCIAL IMPLICATIONS**

- 6.1 Financial commentary was provided within the Executive Part 2 Report of 30<sup>th</sup> April 2019.

#### **7. PERSONNEL IMPLICATIONS**

N/A

#### **8. LEGAL IMPLICATIONS**

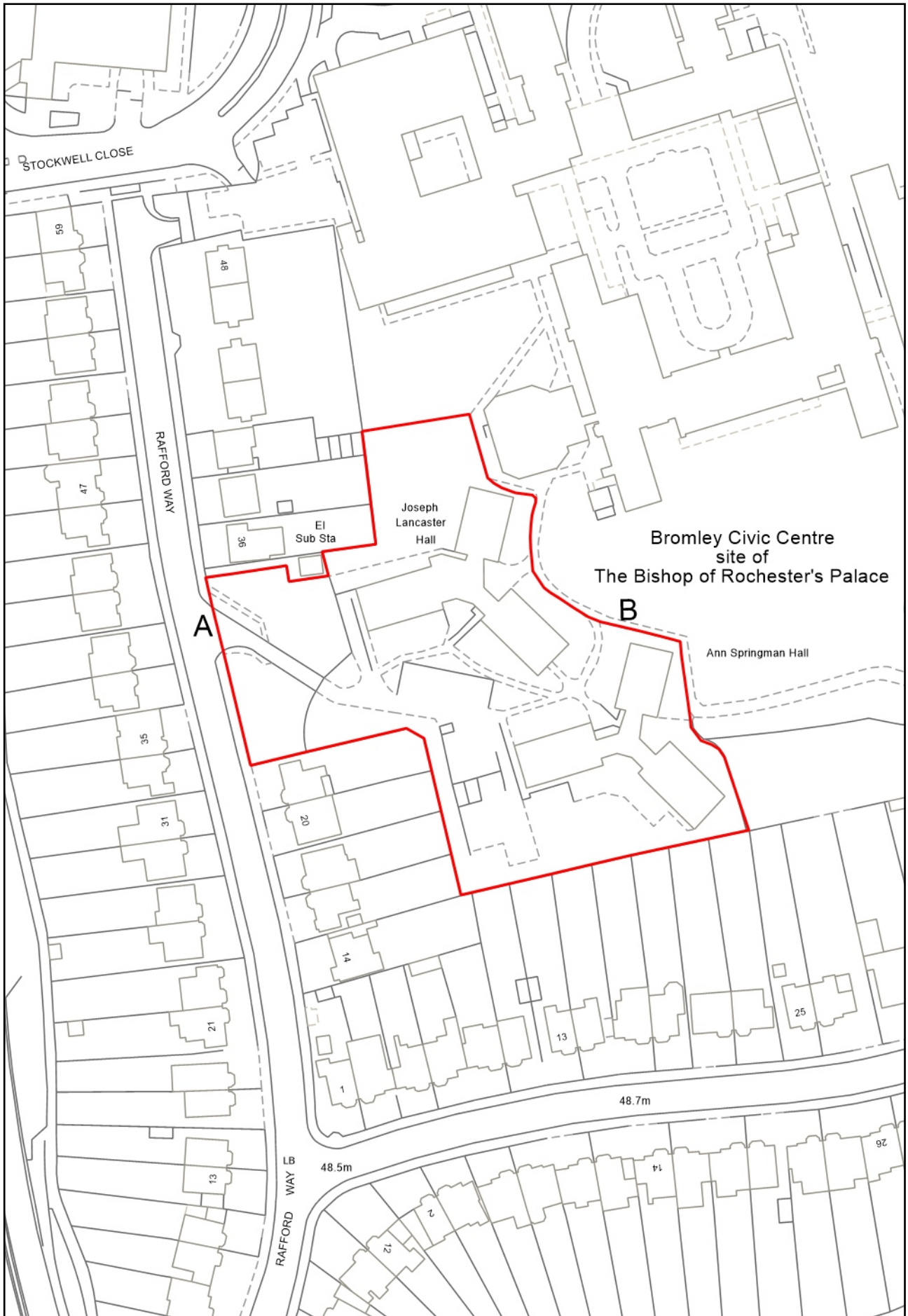
- 8.1 In order to appropriate the land the Council followed the statutory procedure in accordance with s232(1) & (4) of the Town and Country Planning Act 1990 ("TCPA"). Consequently the Council published its Notice of Intention to Appropriate in the local newspaper for two consecutive weeks together with the requisite period for receiving objections.

- 8.2 The Council can appropriate the office buildings for residential use pursuant to s232(1) of the TCPA.

#### **9. PROCUREMENT IMPLICATIONS**

N/A

<b>Non-Applicable Sections:</b>	PERSONNEL IMPLICATIONS and PROCUREMENT IMPLICATIONS
Background Documents: (Access via Contact Officer)	



Global Occupier Services



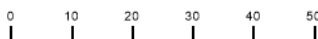
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### **Note on Land Designation of Y Blocks**

The land on which the Y Buildings are situated was designated Urban Open Space in the 2006 Bromley Unitary Development Plan and is shown as such in that Plan. Subsequently in the adopted Bromley Area Action Plan 2010 this area was shown as an Opportunity Site for housing.

In the draft Local Plan, the various changes to the boundaries of designations were undertaken at an early stage of the Local Plan process and the maps covering this (which went forward as part of the collection forming the Submission Draft) formed part of the "[Local Plan Draft Policies and Designations Consultation](#)" in February and March 2014, and the maps were included under the Supporting Documents. The site was not included as a deletion at this point, as the Council had not yet decided on its more detailed strategy for the Civic Centre and thus the specific decision to remove the UOS designation from the Y Buildings was not made. Once that decision had been made at Executive in May 2016, it is understood that it was too late to amend the detailed maps, however it is clear that there was no secret about the proposal to redevelop the land for housing.

Everything relating to this site's designation as a housing site was incorporated in Appendix 10.2 of the Local Plan, and it is made clear that the part of the Civic Centre site marked B and including the Y Buildings forms part of a housing proposal, and the area marked C which is currently open space will be retained as a park and designated as Urban Open Space, Local Green Space and Site of Importance for Nature Conservation.

#### **[Appendix 10.2 Housing Site Allocations Site 1](#)**

This was approved by Development Control Committee and subsequently the [Executive on 20<sup>th</sup> July 2016](#) to be included as part of the Submission Draft Local Plan. The pertinent sections are pages 18, 36, 40, 230 and 231 of the agenda. The report to Executive included tables summarising the representations received during emerging local plan consultations (2014 draft policies and designations and 2015 draft allocations, further policies and designations) together with the officer comments. The relevant pages are 386, 387 and 497 to 499.

[The inspector considered the Allocation sites in her report](#) (para 25), her comment on the Civic Centre was as follows:

"25. Site 1 (Civic Centre) is a large site, the central area of which would be redeveloped for about 70 housing units at relatively low density, but complying with the London Plan density matrix. The site is highly constrained but the proposals have been designed to minimise any potential adverse impacts, including those on Urban Open Space (UOS) and the Site of Importance for Nature Conservation (SINC) in the park to the south and east. The Old Palace is Grade II listed, although there would be sufficient open space left around it to preserve its setting, and there is no

evidence to suggest that a suitable scheme could not be designed within the Old Palace itself. As such, I consider that the significance of the heritage asset would not be harmed and that 70 units would be achievable on the site. However, MM007 is required to ensure that the site policy properly addresses the need for the protection of listed building, in accordance with national policy. The Council have resolved to dispose of the site, although there was no planning permission on it at the time of the examination. However, it is put forward for development in years 6-10 and I consider that it could be delivered within that period.”

Consequently no changes were made to any designations or boundaries and the plan went forward to adoption.

In summary the site is not within Urban Open Space in the 2019 Local Plan and this is clearly shown on the Proposals Map is available online at [https://www.bromley.gov.uk/downloads/file/5068/local\\_plan\\_maps\\_page\\_7](https://www.bromley.gov.uk/downloads/file/5068/local_plan_maps_page_7). It is appreciated that the site wasn't shown in the initial hatched plans, however there was not any intention to mislead about the intentions for the site - the Council was very clear for a long period about its proposal to redevelop the site for housing (see the Allocation Site 1 in the Local Plan as set out above, and also as far back as the Bromley Area Action Plan adopted in 2010), and the recent Local Plan Inspector was clearly aware of this. The Local Plan process gave every opportunity for representations to be made about the use of the site for housing. The UOS designation would have obviously conflicted with this designation, and it was clear that the site's removal from UOS was required for the allocation site to work as set out.

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of the Local Government Act 1972.

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