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DATE: 6 June 2019

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

Councillor Will Harmer (Chairman)
Councillor Kieran Terry (Vice-Chairman)
Councillors Mark Brock, Ian Dunn, Colin Hitchins, Samaris Huntington-Thresher,
Melanie Stevens, Harry Stranger and Michael Tickner

A meeting of the Environment and Community Services Policy Development and
Scrutiny Committee will be held at Bromley Civic Centre on **TUESDAY 18 JUNE
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

PART 1 AGENDA

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

STANDARD ITEMS

- 1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**
- 2 DECLARATIONS OF INTEREST**
- 3 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC
ATTENDING THE MEETING**

In accordance with the Council's Constitution, questions to the Committee that are not specific to reports on the agenda must have been received in writing 10 working days before the date of the meeting.

Questions to the Committee specifically related 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 Wednesday 12th June 2019.**

4 MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING HELD ON 9TH APRIL 2019 (Pages 5 - 36)

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

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

In accordance with the Council's Constitution, questions to the Portfolio Holder that are not specific to reports on the agenda must have been received in writing 10 working days before the date of the meeting.

Questions to the Portfolio Holder specifically related 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 Wednesday 12th June 2019.**

6 PETITION (Pages 37 - 40)

7 ECS PERFORMANCE OVERVIEW 2018/19 (END OF YEAR) (Pages 41 - 42)

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

Portfolio Holder decisions for pre-decision scrutiny.

a PROVISIONAL OUTTURN 2018/19 (Pages 43 - 56)

b BUDGET MONITORING 2019/20 (Pages 57 - 64)

c ENVIRONMENT & COMMUNITY SERVICES PORTFOLIO PLAN 2019 (Pages 65 - 90)

d HIGHWAY INVESTMENT (Pages 91 - 96)

e LOOP ROAD, CHISLEHURST - COLLISION REDUCTION SCHEME (Pages 97 - 104)

f KENT HOUSE STATION CYCLE PARKING (Pages 105 - 110)

g APPOINTMENTS TO THE COUNTRYSIDE CONSULTATIVE PANEL AND THE LEISURE GARDENS AND ALLOTMENTS PANEL 2019/20 (Pages 111 - 114)

POLICY DEVELOPMENT AND OTHER ITEMS

9 UPDATE: WASTE COLLECTION AND STREET CLEANSING SCHEDULE CHANGES (Pages 115 - 124)

- 10 ARBORICULTURAL SERVICES CONTRACT: REVIEW AND UPDATE OF AUDIT FINDINGS (Pages 125 - 130)**
- 11 FORWARD WORK PROGRAMME AND MATTERS ARISING (Pages 131 - 136)**

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ENVIRONMENT AND COMMUNITY SERVICES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 9 April 2019

Present

Councillor Will Harmer (Chairman)

Councillors Mark Brock, Ian Dunn, Colin Hitchins,
Samaris Huntington-Thresher, Will Rowlands,
Melanie Stevens and Kieran Terry

Also Present

Councillor William Huntington-Thresher

61 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies were received from Cllr David Jefferys.

Apologies were also received from Cllr Kira Gabbert as Portfolio Executive Assistant.

62 DECLARATIONS OF INTEREST

There were no declarations.

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

Notice of one question to the Chairman had been received. Details of the question and the Chairman's reply is at **Appendix A**.

64 MINUTES OF THE ENVIRONMENT PDS COMMITTEE MEETING HELD ON 5TH FEBRUARY 2019

The minutes were agreed.

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

A number of questions were received. Details of the questions and replies are at **Appendix B**.

66 ENVIRONMENT PORTFOLIO PLAN: PERFORMANCE OVERVIEW

Members received the latest performance monitoring overview including performance indicators, targets, and a performance RAG status against each indicator. Where appropriate, quarterly performance data was also provided along with a year-end projection and a high/low assessment of good performance. Commentary against indicators provided further information as did previous performance against indicator targets.

On improving the street scene, attention was drawn to Indicators ES12 (*streets meeting acceptable cleanliness*) and ES13 (*defect correction notices issued to the contractor*). Noting actual 2017/18 performance for ES12 at 99%, and actual 2017/18 performance for ES13 at 2.35%, a Member compared this to a lower projected 2018/19 performance for ES12 at 94.73% and the issue of fewer defect correct notices to the contractor. The Member sought to understand why fewer defect notices should be issued against a lower projected cleanliness performance.

In response, the Assistant Director of Environment indicated that the 2018/19 fall in performance is insufficient to reflect a C grade of cleanliness but is not good enough for a B grade. The Council's own cleanliness standards are being reviewed (with the new contract) and neighbourhood officers are now more stringent in applying those standards. Rather than solely use national Code of Practice grades of cleanliness, L B Bromley will have its own standards – the national guidelines informing those standards. Standards have risen and training will be given to operatives, providing confidence that when a grading is made, it will be stringent. For the new contract from 1st April, the Member explained that defects no longer apply and he suggested the revised L B Bromley standards should not fall below a B grade.

Concerning Indicator ES31 (*Pay and Display machine maintenance – percentage of machine non-operational time during full period*), an amber RAG performance status was showing with APCOA not projected to meet its target on pay and display machine non-operational time. An understanding was sought on the responsibility for a machine when it becomes too old and why APCOA continues to repair machines regularly falling into disrepair. Reference was also made to a study commissioned on the state of machines and feedback was requested on the outcomes. A KPI requiring a non-working machine to be repaired within a specific time frame can inadvertently cause problems and a contract change control notice might be needed to change the KPI. More reliable machines are needed across the borough. Non-working machines also incur additional costs against the parking budget e.g. non-receipt of income and officer time costs to look at the issues. APCOA performance last year needed improvement and although the contractor had recruited a new manager to help resolve issues, it was felt that charges should be escalated against the company for their performance on non-operational machines. APCOA have responsibility for continued machine operation and the Council could not be open to continuing such service for the

duration of the contract. The Chairman felt the Committee needed to review APCOA's performance within the next year.

In response, it was highlighted that a new portfolio plan will shortly be drafted and opportunity can be taken to review whether the current machine maintenance indicator is fit for purpose. Pay and Display machines need to be in consistent working order. But it is unclear that reduced parking income can be attributed solely to APCOA as fewer people are now parking in Bromley town centre. However, should a machine be repaired in the required time, APCOA currently meets its KPI target and APCOA seem to be regularly repairing machines rather than investing in new equipment.

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

a BUDGET MONITORING 2018/19

Report FSD19037

Based on expenditure and activity levels to 31 December 2018, the latest 2018/19 budget monitoring position for the portfolio shows an under-spend of £675k with the controllable budget projected to underspend by £689k at year-end.

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

Concerning the Parking Service, a net deficit of £174k is projected for on and off street parking income due to continued reduced parking use. A potential £415k income shortfall in parking enforcement is also due to a reduced level of parking contraventions - an outcome of reduced visitor numbers to town centres. Officers are looking to establish whether the Parking Services contract is performing as well as possible.

The contract has scope to increase the level of Civil Enforcement Officers (CEOs) and a Member felt this acceptable provided PCN income funds the increase; should it be necessary to pay for an increase (outside of PCN income), increased use of cars and motorcycles by CEOs might be more appropriate.

March 2019 was APCOA's best month for issuing PCN's since contract start and APCOA's new contract manager looked to be performing well. Officers intend to report progress at the June Committee meeting and APCOA will attend the Committee's meeting on 5th September 2019. By the June meeting, it is also hoped that measures on CEO staff retention will have had an impact. Part-year vacancies in the client team continued as the new contract settles down and fewer issues arise; the vacancies were retained should action be necessary on minimal performance progress by APCOA. However, within the

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next month, the shared parking team will be re-structured (given APCOA's improved performance).

It was confirmed that APCOA's performance for L B Bexley can be compared to their performance for L B Bromley. Performance for L B Bromley often mirrors performance for L B Bexley but there are differences in how the service is run in each borough; both boroughs were issuing defaults to APCOA.

Concerning over-running street works, these are closely monitored and fixed penalty notices and fines can be issued against utilities taking excessive time to complete works. The type of repair by utility companies to rectify a problem is often determined according to a points system. As such, it might be more cost effective for a utility company to continue carrying out repairs rather than invest in new pipework. On concerns from Cllr Stevens (Biggin Hill) about the condition of infrastructure at Biggin Hill, officers can challenge utility companies about making continual repairs rather than invest in replacing assets.

An under-spend of £120k will be carried forward for work on a direct debit payment service for users of the green garden waste scheme. Work will not start until April 2019 and had been delayed due to mobilisation of the environmental contracts. The Assistant Director of Environment provided general background on what is involved to enable the direct debit service and it will be necessary to liaise with IT officers on when a system can be implemented.

Concerning a staffing under-spend within Street Scene and Green Space, vacancies had been held open upon further clarity of staffing requirements following mobilisation of the environmental contracts. The offer is now known, in particular what the enforcement service should look like, and approval will be sought for a package of recruitments.

RESOLVED that the Portfolio Holder be recommended to endorse the latest 2018/19 budget projection for the Environment & Community Services Portfolio.

**b CAPITAL PROGRAMME MONITORING - 3RD QUARTER 2018/19
& CAPITAL STRATEGY 2019 TO 2023**

Report FSD19043

Following Executive agreement on 13th February 2019 to a revised capital programme from 2018/19 to 2022/23, changes were outlined for the Environment and Community Portfolio and a revised programme for the Portfolio presented.

The third quarter monitoring position included actual spend to 11th March 2019 and a revised estimate for projects as at February 2019. Comments on progress for a number of individual schemes/projects were also provided.

Primarily due to schemes being designed and developed before delivery in 2019/20, £3,125k is also re-phased between 2018/19 and 2019/20, reflecting revised estimates of when expenditure is likely to be incurred. Report FSD19043 provided details of the re-phased schemes.

RESOLVED that the Portfolio Holder be recommended to note and confirm the changes agreed by the Executive on 13th February 2019.

c DOCKLESS E-BIKES

Report ES19031

In co-operation with L B Bromley, Lime Technology Limited looked to initiate a trial in the borough of their hire scheme for dockless electrically assisted bicycles. Authority was also sought for a Memorandum of Understanding to be signed for the trial.

A similar scheme is operated by Lime Technology in a number of towns and cities worldwide including Milton Keynes, L B Brent, and L B Ealing in the UK. An initial trial scheme would run independently of the Council and require no capital or ongoing financial assistance from L B Bromley.

A Lime smartphone app is used to unlock a bike and lock the bike at the end of a journey. Users are charged through GPS tracking on each bike and the app locates the nearest available bike to use (if one is not immediately available). Bikes can be used and left beyond the borough boundary.

Between 200 and 500 bikes are proposed for the trial (the exact number set according to demand), initially distributed to key hub locations agreed with the Council e.g. railway stations and town centres. The bikes can be parked at a user's discretion at the end of a journey but sensitive areas, where the Council does not wish bikes to be parked, can be excluded via geo-fencing.

As bike batteries typically need swapping every few days, regular monitoring, collection and redistribution of bikes to hub sites (by Lime operatives) is expected. Each bike has a 24 hour telephone helpline number and email address to immediately report issues. Through instructions on each bike and when using the app, Lime encourages users to park bikes responsibly and to use bike parking facilities where available. Bikes causing an obstruction will be removed within two hours of reporting (between 0700 and 2100 hours).

The initial trial period will comprise 12 months with a 30-day cancellation notice for both parties. Town Centre BIDS favour the proposal and will provide a liaison with businesses that might be affected. A Memorandum of Understanding with Lime, encompassing day to day operations and

expectations, will also need to be signed, a current draft being appended to Report ES19031. Should the service be successful and recommended for a further period of time, a gateway report would outline a recommended procurement route.

Lime has the same pricing structure in Brent and Ealing as proposed for L B Bromley. Lime is also looking to introduce a loyalty scheme. Both Brent and Ealing are happy with the extent of usage in their boroughs which tends (on average) to be between six and ten minutes per ride. Following approval of the trial, opportunity would be provided for consultation; comment could, for example, be provided on where provision of bikes might be of particular interest in a ward. Consultation would also include Bromley Cyclists.

The Chairman understood that officers would be able to log into the Lime website and extract relevant data e.g. around usage of the bikes. Information could then be presented via heat maps on demand for cycling journeys. The Chairman also saw opportunities for active travel to schools and asked whether it would be possible to introduce concessions for those on lower incomes. However, it was first necessary to ensure the scheme can operate from all the appropriate places.

In a worst case scenario where a bike causing an obstruction is not removed by Lime, it can be removed by the Council. The bikes also have a kickstand to enable them to be parked in an upright position.

A similar scheme with Lime would be launched shortly in L B Islington. The Portfolio Holder preferred to see the L B Bromley scheme launch as soon as possible and to refine it with Members if necessary as it goes forward; the Portfolio Holder hoped the scheme would be able to take advantage of good summer weather.

Lime's proposed loyalty scheme should help the trial be successful and use of the bikes elsewhere appeared particularly popular during peak hours. After a few weeks of the trial officers could obtain a significant amount of data; the bikes will typically need to be seen every few days (to swap their batteries) and monitoring, collection and redistribution to hub sites is expected regularly - Lime moving the bikes to financially attractive locations.

Lime had indicated that vandalism to bikes is limited; should it occur, any damaged bike could be reused for parts, particularly the batteries.

The Chairman offered his thanks to Lime Technology Limited and Members supported the recommendations in Report ES19031.

RESOLVED that the Portfolio Holder be recommended to agree to initiate the trial E-Bike hire scheme and to authorise that the Memorandum of Understanding with Lime Technology Limited is signed.

**68 HIGHWAYS CONTRACTOR PERFORMANCE REVIEW –
JB RINEY**

Report ES19026

Members considered the performance of JB Riney from the start of their Highway Maintenance contracts with the Council on 1st July 2018. Highway Engineering Consultancy Services were included in the contract from November 2018. The Contract includes a Performance Management Framework (PMF) with related Key Performance Indicators (KPI) and associated Low Service Damages (LSD). The Contract allowed for a three month mobilisation period where LSDs would not be chargeable.

With approval in December 2016 of £11.8m capital funding for investment in planned highway maintenance, five phases of projects were approved with many completed by the previous contractor, FM Conway; however, as the new contract includes an improved five year warranty for all carriageway resurfacing schemes, a number were delayed for the new contract.

The Council also received a £1.117m Department for Transport grant in October 2018 for highway resurfacing works. As the grant needed to be spent by 31st March 2019, this budget funded previously approved carriageway schemes with remaining capital funding rolled forward to 2019/20.

JB Riney has continued to make good progress on these improvement projects. Although carriageway works were suspended for two months by poor winter weather, remaining projects from phase five of the programme are due to be completed this summer. Footway schemes have also progressed, with a mixture of major and minor planned works.

On completion of the five phases, agreement will be sought for any additional schemes that can be funded from the remaining capital budget. JB Riney has also completed a number of traffic schemes as part of the annual LIP programme.

On highway reactive maintenance tasks and emergency highway repairs, JB Riney is required to complete 90% of all jobs within specified timescales. Performance against required job durations was reported as:

KPI - 90% of works completed within 10 & 35 days

Oct	Nov	Dec	Jan
80%	90%	84%	66%

As the required KPI's had not been achieved, LSDs of £4,800 would be chargeable.

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For Street Lighting Maintenance, KPIs require 95% of tasks to be completed within 4 working days and 100% within 8 working days. Performance against required job durations was reported as:

KPI - 95% of works completed within 4 days

Oct	Nov	Dec	Jan	Feb
77%	52%	62%	80%	96%

KPI - 100% of works completed within 8 days

Oct	Nov	Dec	Jan	Feb
88%	72%	69%	87%	99%

As the required KPI's had not been achieved in this area, LSDs of £30,150 would be chargeable.

For Winter Service, all precautionary gritting is required to be completed with 2.5 hours, which had been achieved in all cases. For Highway Engineering Consultancy Services, the arrangement is working well from early indications, with a number of traffic schemes being commissioned on a 'design and build' basis. Highway Drainage Cleaning is also included in the contract from 1st April 2019 and performance would be reported to a future meeting.

JB Riney representatives attended for the item. Concerning arisings from JB Riney's highway maintenance in the borough, almost 100% of waste is recycled.

Dangerous pot holes are identified through highway safety inspections and jobs can also be raised from Fix My Street (FMS) enquiries and other reports from Councillors or Members of the Public. Jobs have to be completed based on the defect and risk of causing an accident, usually 2 hours for an emergency, 10 working days for urgent repairs and 35 days for non-urgent works. All works are guaranteed for 2 years. Utility damage (e.g. from utility vehicles) presents a challenge and JB Riney report any concern on this to the highways client team.

For highway reactive maintenance tasks and emergency repairs, it was noted that between October 2018 and January 2019, there was only one month (November 2018) where JB Riney achieved their KPI target of completing 90% of all jobs within specified timescales. There was also concern that progress had declined for both reactive maintenance tasks/emergency highway repairs and street lighting maintenance, although performance times for the latter had started to improve. It was felt JB Riney should exceed and not just meet their target and it was hoped operations will be sufficiently robust in bad winter weather (not experienced during the previous winter).

The months of poor completion times for street lighting maintenance were also highlighted e.g. November 2018 at 52% for works completed in 4 days.

JB Riney acknowledged that performance had not been to the required standard. However, significant investment had been made in a software platform not previously in place for highways. A satellite depot has also been established for a quicker response and new incentivisations provided for workforce teams. The trend is now upwards and JB Riney hoped to perform to target when Members next consider their performance.

JB Riney also indicated that holidays and poor weather contributed to January's performance on reactive and emergency highway repairs (66% of works completed within 10 and 35 days). The Christmas shut down and transitioning to bring in improved resource also contributed. Additionally, JB Riney had not taken the best approach to deliver minor and major highway works as one under the contract. However, a level of commitment was being demonstrated and for street light maintenance, a lack of resources and slowness to react contributed to previous poor completion times.

This was also the first year of the contract and L B Bromley's highway asset was new to JB Riney. Moreover, the company had no previous experience of FMS and poor performance times can be attributed more to that part of working rather than executing works. JB Riney was confident though going forward and is also looking to develop apprenticeships.

For future reporting, it was suggested that completion times on reactive and emergency highway repairs are categorised by emergency repairs, urgent repairs, and non-urgent works. Where the contractor performs outside of required completion times and a private vehicle is damaged as a result, the contractor rather than the Council is liable in the event of a claim.

The Chairman suggested that JB Riney's performance is considered again in a further six months with JB Riney representatives in attendance. This was agreed.

RESOLVED that:

- (1) the content of Report ES19026 be noted, particularly the on-going work to ensure compliance with the Contract; and**
- (2) the performance of JB Riney be considered in a further six months with JB Riney representatives invited back to the Committee at that point.**

69 UPDATE ON STREET LIGHTING COMPUTER MANAGEMENT SYSTEM

Concerning the street lighting invest to save initiative (started in 2013), Members were advised that software for the lighting Central Management

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System (CMS) was provided by an engineering company that has since entered liquidation. Although the Council was reluctant to pay administrators for the licence to use the software, an arrangement was made and street lights continued to operate until a point when the system software was switched off affecting energy efficient lights (about half the borough's street lights). As a result, affected light columns remained switched on during the day. The former engineering company was taken over by a new company but there is no recourse to the former company. Nevertheless, an agreement was made with the administrator and the energy efficient lights again operated as normal in the hours of darkness.

However, there continue to be isolated problems with individual street lamps and it was reported that the units of about 60 lamp columns in the borough are affected (at a rate of about one unit per day) and these units and therefore the lamp columns will remain non-operational until a new part can be supplied and fitted to each affected unit.

Unfortunately, the new company will not start to re-manufacture relevant parts for the units until June 2019. As such, the spare parts are currently awaited. In the meantime, the faulty units will remain switched-off until the new part can be supplied and fitted to each affected unit. Officers are currently liaising with Ward Councillors. The CMS system will be maintained for the moment.

An enquiry was made on what action officers took on discovering the problem to publicise the matter and convey a message to the borough; also, whether it might be possible to hasten the process for any subsequent problem. Members were advised that as soon as officers became aware of the issue a public notice was provided along with the publication of a notice on Fix My Street on the Council's website.

70 FLY-TIPPING ACTION PLAN

Members received an updated Fly-Tipping Action Plan. The Plan highlights specific actions to reduce fly-tipping incidents in the borough, including details of the actions, a RAG status for the actions, and, where possible, an estimated cost of each action. The Plan also includes key legislation related to specific actions.

In presenting the item, the Enforcement Manager highlighted a number of the actions listed, providing brief commentary on them. He also referred to a High Court ban on travellers intruding on to L B Bromley land and Council owned car parks; an extension of the High Court injunction was expected on 15th May 2019.

Noting that legislation now provided for Local Authorities to serve a new Fixed Penalty Notice (FPN) with fines of between £150 and £400 for fly-tipping offences committed under Section 33 of the Environmental Protection Act 1990 (allowing local authorities to deal with small-scale fly-tipping quickly and efficiently without the need to take offenders to court), a Member was

surprised the legislation did not enable higher fine levels to be imposed. However, it was explained that for cases of extensive fly-tipping, an offender can be taken to court and a higher penalty obtained.

71 EXPENDITURE ON CONSULTANTS 2017/18 & 2018/19

Report CSD19040

At its meeting on 7th February 2019, the Executive, Resources and Contracts PDS Committee referred a report on expenditure for consultants across Council departments (covering revenue and capital budgets) to PDS Committees for further consideration.

The report and its appendices was appended to Report CSD19040 including details for the Environment and Community Services Portfolio.

Revenue expenditure on consultants for the portfolio focussed on (i) one-off specialist advice, no-one with specialist skills and (ii) insufficient in-house skills/resources. Expenditure amounted to £305,568 in 2017/18 and £86,857 in 2018/19 to date.

Capital expenditure on consultants for the portfolio 2017/18 amounted to £150,697 and for 2018/19 expenditure amounted to £62,928 in the period to October 2018.

RESOLVED that the information on expenditure for consultants related to the Environment and Community Services Portfolio be noted.

72 CONTRACT REGISTER

Report ES19005

Members received a portfolio extract from the March 2019 Contracts Register (£50k plus) based on data at 20th March 2019 and presented to the Contracts Sub-Committee for their meeting on 2nd April 2019. A further copy provided under Part 2 proceedings included commentary on each contract.

The following contracts had been flagged for attention due to tight tender timescales (rather than any performance issues delivering the contract):

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Contract ID	Contract Name	Total Contract Value (£)	Contract End Date
3789	Openview Security Solutions	317,971	31/05/2019
1375	Depots Security	284,927	31/03/2019
13	Vehicle and Plant Maintenance, Repairs and Associated Transport Services	1,245,040	05/04/2019

RESOLVED that the Contracts Register for the Portfolio, as at 20th March 2019, be noted.

73 FORWARD WORK PROGRAMME AND MATTERS ARISING

Report ES19029

Members considered the Committee's future work programme and progress on previous Member requests.

For the Committee's meeting on 18th June 2019 it is intended to bring a report on replacing the Parking Management System for the Civic Centre Car Park. The report will not include proposals for the Hill Car Park as there are currently structural issues and negotiations concerning related development. Officers are not yet able to recommend a suitable replacement Management System for the Civic Centre Car Park but are looking to identify a good quality system e.g. an Automatic Number Plate Recognition (ANPR) system.

A report was suggested on the Council's Transformation Programme and its impact for the Portfolio. Initial proposals from the Programme would be considered in the summer and the Committee's 5th September meeting would probably be a suitable date for a report. As it would cover all work of the Environment and Community Services Department, one report would be provided to all three PDS Committees supported by the Department.

The highways maintenance performance of JB Riney would also be considered in a further six months along with APCOA's parking services performance at an earlier meeting. Additionally, the Chairman suggested a written update to Committee Members on outcomes from the trial of dockless e-bikes in the borough (including numbers using the bikes).

On previous Member requests, Parking Services were awaiting full data from the trial use of a vehicle with ANPR camera technology in permit zones (the technology facilitating detection of a vehicle without a valid permit). However, data so far shows that desired benefits are not being provided from the technology; unless more productive data is received, officers would not advise investment in the technology.

Concerning a Member visit to a progressive waste and recycling facility, Surrey County Council's Earlswood Depot had been identified as a good option. The depot has seen improvements to enhance its functionality and operates as a Waste Transfer Station and Household Waste and Recycling Centre. Its size is similar to L B Bromley's Central Depot and Surrey County Council is open to Members visiting the site. The Chairman encouraged all Members of the Committee to attend a visit to the Earlswood Depot.

Following the Committee's previous meeting, Members agreed to trial a paperless approach for the current meeting. As such, no printed agenda packs were provided to the Committee's Membership (apart from A3 extracts of Parts 1 and 2 of the ECS Contract Register and the Part 2 Fly-tipping Action Plan); instead, Members relied solely on viewing material for the meeting online both in advance of the meeting and during the meeting itself. Reports and other material at the meeting were also projected to screen in the meeting room. A limited of printed agenda packs continued to be provided for Members of the Public attending the meeting.

On conclusion of the meeting, Members expressed their continued support for a "paperless" approach to future meetings of the Committee. It was agreed that future material normally provided on A3 sheets should continue to be printed for Members and provided prior to the meeting. However, all remaining material would be viewed by Members online.

The Chairman also highlighted that the Assistant Director of Environment would shortly be moving to a new position. The Chairman thanked the Assistant Director for all his work at L B Bromley and for his key role in ensuring that the new Environmental contracts were successfully procured.

As this was the Committee's final meeting of the Council year, a Member also thanked the Chairman for chairing the Committee.

RESOLVED that:

(1) the latest Forward Work Programme (appended to Report ES19029) be agreed subject to –

- **a report being provided on the Council's Transformation Programme and its impact for the Portfolio (probably to the Committee's 5th September 2019 meeting)**
- **the highways maintenance performance of JB Riney being considered in a further six months**
- **the parking services performance of APCOA being considered at an earlier meeting**

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- a written update being provided to Committee Members on outcomes from the trial of dockless e-bikes in the borough (including numbers using the bikes);

(2) Members of the Committee attend a visit to Surrey County Council's Earlswood Depot, Redhill (visit to be arranged);

(3) progress concerning other Committee requests (appended to Report ES19029) be noted; and

(4) future meetings of the Committee continue to be “paperless” as far as possible (with future material normally provided on A3 sheets continuing to be printed for Members).

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

75 FLY-TIPPING ACTION PLAN

Members had no comment on a Part 2 version of the updated Fly-Tipping Action Plan provided under exempt proceedings.

76 CONTRACT REGISTER

Members received a Part 2 £50k+Contracts Register extract for the Environment and Community Services Portfolio.

The Part 2 extract provided additional commentary under exempt proceedings for contracts marked with a red flag i.e. *Openview Security Solutions, Depots Security, and Vehicle and Plant Maintenance, Repairs and Associated Transport Services.*

The Meeting ended at 9.50 pm

Chairman

QUESTION TO THE ECS PDS CHAIRMAN FOR ORAL REPLY

From Sam Gee, St Olave's Grammar School

In this Committee's Policy Development & Scrutiny annual report, there was no mention of climate change. As the greatest environmental, social and economic challenge of the century, what were this committee's reasons behind its omission?

Reply

The Chairman acknowledged that the PDS Annual Report made no specific reference to challenges posed by climate change and that there should be.

However, he also suggested that the role of the annual PDS report was to provide a short write-up of the work of the Committee and that the larger Environment Portfolio Plan provided greater coverage of the full work of the Committee.

This includes (but is not limited to), our Flood Risk Management Strategy, our Biodiversity plan, our Cycling Strategy, Local Implementation Plan, Aborigicultural Strategy and our Carbon Management Programme all of which are playing a role.

The meeting was also being conducted without paper with Members viewing documents electronically and reports projected to screen.

Supplementary Question

In his supplementary question Mr Gee referred to carbon management reports, asking how the Council can act on these. Mr Gee also asked how it would be possible to get hold of the reports.

Reply

The Chairman indicated that some documents and strategies have been seen by the Committee; however, not all documents prepared within the Environment and Community Services Department are covered by the Environment and Community Services (ECS) Portfolio. The Chairman offered to try and provide links to reports which are publically available for the ECS portfolio. It was also intended to consider the latest draft ECS Portfolio Plan at the Committee's next meeting (on 18th June 2019). The email to Mr Gee with links to relevant reports would also include a link to the current ECS Portfolio Plan.

(Democratic Services Note: Carbon Management information can be found in the following location on the Council website

<https://www.bromley.gov.uk/info/200105/sustainability>)

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QUESTIONS TO THE ENVIRONMENT PORTFOLIO HOLDER FOR ORAL REPLY

From Alisa Igoe, on behalf of the Ashfield Lane Road Safety Group, a residents' group of 74 households, campaigning for traffic calming measures on Ashfield Lane, Chislehurst.

Ashfield experiences continuous illegal speeding, up to 50mph in a 30mph zone, despite warning signs and two VAS. Pedestrians cannot cross and drivers cannot exit side roads. Residents held a demonstration to highlight the dangers and calm the traffic. It worked. Could we please have more physical traffic calming measures?

Reply

Where speeding does occur on a regular basis, it is a matter for the Police to undertake enforcement. Funds for road safety schemes are prioritised on the basis of whether and the extent that the funds will maximise the reduction of injury accidents, particularly serious and fatal accidents. After successful interventions the number of serious accidents at any one location has decreased over recent years. Thankfully, Ashfield Lane does not feature as having a high priority accident record, which is why it does not feature for treatment at this time. The Council is currently looking into low cost options which may be justified, such as some additional road markings, e.g. "crocodile teeth", at the junction of Ashfield Lane with Kemnal Road, to help further reduce the traffic speeds along Ashfield Lane.

Supplementary Question

Ms Igoe understood that the collision data being used does not cover 2018; should the data not be up to date, Ms Igoe felt that it is difficult to use. Ms Igoe also felt that Councillors need to engage more with residents in Chislehurst.

Reply

The Portfolio Holder outlined that Ward Councillors have been engaged and Ward Councillors supported the borough's third Local Implementation Plan (LIP3). The Portfolio Holder indicated that online reports that ranked the A222 as a dangerous road considered accidents along the whole of the A222 not just those that may have taken place at a particular location such as Chislehurst. The Council wants to bring down the number of fatal accidents on roads in the borough and concentrates on those sections of road where such accidents (including accidents involving serious injury) have occurred. (*Democratic Services Note: the current method of selecting sites involves finding clusters of similar accidents of any severity - sites with five or more accidents within a circle of 50m diameter, over 36 months - ranking these clusters by severity, and then choosing potentially treatable sites*).

Councillor Terry (Chislehurst) indicated that he had received a lot of representations about Ashfield Lane and has regularly consulted officers. Councillor Terry also referred to the planting of a tree and the Portfolio Holder apologised for this not having yet been planted indicating that work will be taken forward with residents for the planting of a tree this year or a sweet chestnut tree next year. The Portfolio Holder understood that a suitable sweet chestnut tree was probably not available to

plant this year although Cllr Terry further understood (as the latest position) that officers are in the process of tracking down a new tree.

From Chris Wells, Co-Founder, Chislehurst Safer Streets, Environment Trustee, Chislehurst Society, Chislehurst Commons Conservator

Given the Council's 'good cause' policy, could he explain why Chislehurst's section of the A222 is not yet a 20mph zone? It runs by 6 schools, 5 retirement homes and, following a quadrupling of KSIs in the past 5 years, was recently named as Britain's 24th most dangerous road.

Reply

The ranking of a whole road length spanning a number of boroughs and in some cases counties as a dangerous road is not a useful indicator of the danger of any one section. It does reinforce our successful policy of targeting road safety interventions at locations where treatable patterns of injury collisions have been identified with priority being given to where spend will prevent most such collisions. Where parts of the A222 are prioritised in that assessment, viable schemes will follow at those locations – not the whole length. Introducing 20mph is not without cost and has to be evaluated in the same way as I mentioned earlier, a number of schemes have featured and been implemented. It is not considered that the A222, through Chislehurst, is a location where a 20mph limit would represent best value for money and reduce the highest number of injuries & deaths for our limited road safety budget.

As Mr Wells is aware, the Council is examining the junction of the A222 with Royal Parade and has been seeking for a number of years to install a pedestrian facility here. However, within the limitations of the highway width, it has not been possible to add a crossing without creating potentially much worse problems in terms of congestion, increased pollution, and "rat running" along roads which may then suffer from higher casualty numbers. A solution to a problem in one location should not simply shift a problem elsewhere. We wish to keep as many cars as possible on main roads.

The Portfolio Holder further highlighted that he would be happy to revisit the A222/ Royal Parade junction to see whether anything has changed e.g. whether the Board of Trustees of Chislehurst Commons are now agreeable to release land to improve facilities at the junction.

Supplementary Question

Mr Wells asked whether the Portfolio Holder would consider making the A222 between the A20 and Bickley a 20mph zone if thought appropriate. Mr Wells enquired about criteria that is used.

Reply

The Portfolio Holder indicated that the principle criteria is how the Council can prioritise locations based on the best outcome per pound spent for a limited budget.

From Kate Lees

Please provide an update on replacement of Betts Park gates, removed 2 years ago originally planned for replacement within 3 months. Why has it taken so long to resolve, despite repeated requests to officers and councillors; will you agree this delay is unacceptable - this must now be treated urgently and ensure work is commenced immediately?

Reply

The access point to Betts Park via Croydon Road has gates to both prevent vehicles entering the site and to enable pedestrian access. Whilst the current gates may not be a direct replacement for the previous gates that were installed 70 years ago, they do provide the same level of protection for the park.

The Parks Management team have received several quotations for the refurbishment and installation of the previous gates but they were considered not to represent value for money, especially when considering that there is an operationally sufficient alternative in place.

The service provider is currently reviewing options for retaining the entrance gate pillars as a welcome point to this entrance to the park and at the same point where the current gates are, installing a modern a-frame vehicle access gate. This will both retain an element of the heritage gate and provide the operational functionality that is required.

Supplementary Question

Ms Lees asked what the process will be and how long it is going to take. Ms Lees also asked whether the pillars will be the original pillars or new pillars. Additionally, Ms Lees sought to clarify whether the current gates are to be regarded as temporary. Cllr Dunn (Clock House) also enquired when he and relevant Councillors will see a design of the proposed new gate as part of consultation. Cllr Dunn added that Betts Park is loved by Anerley residents and he questioned whether the proposed new gate design would be acceptable at the entrance to Kelsey Park.

Reply

The Portfolio Holder confirmed that it is proposed to retain the original pillars at the entrance gate. In leaving the pillars in situ as a welcome to the park, the Assistant Director of Environment indicated that they will also be refurbished.

Gates will continue to be permanently sited at the access point to Betts Park (via Croydon Road) and the Assistant Director of Environment confirmed that the

proposed a-frame vehicle access gate will replace the current gates, considered temporary.

In referring favourably to the Friends of Kelsey Park and their work in raising funds for the benefit of the park - providing value for money - the Portfolio Holder said that whilst the current efforts of the Friends of Betts Park were appreciated they could establish similar arrangements to Kelsey Park to raise funds for projects such as a preferred style of gates; in the meantime, the Portfolio Holder would ask officers to share plans for the proposed a-frame gate.

From Sam Gee, St Olave's Grammar School

What will be the Portfolio Holder's priorities over the coming year?

Reply

My priorities are for the Council to do its best in a declining budget context to improve the Environment our residents experience in their everyday lives and deliver the most cost effective environmental services to our residents. The priorities are outlined in the Environment Portfolio Plan, which is regularly updated and reviewed and I can discuss this with you at a later date, if this would be of interest to you.

As I mentioned last night at Council we are just one part of the borough and we encourage all residents, visitors and businesses to help improve the environment for everyone, with each person doing what they can. One part of that is active lifestyles; our LIP highlights that we will encourage residents to replace short car journeys with walking and cycling. We particularly note that it will be easiest to help those moving to the borough and those reaching driving age to choose more active lifestyles. In that context I would encourage you to help your school set up a school travel plan or otherwise encourage students to arrive at school by active means; and I can put you in contact with the Schools Travels Plan Scheme if this would be helpful.

Supplementary Question

Mr Gee indicated that there are environmental/transport concerns around schools for which students can do some things. But Mr Gee asked how the Council is supporting schools in their action?

Reply

The Portfolio Holder indicated that a lot of vehicle emissions come from people travelling into the borough from outside. What the Council can achieve, given its level of emissions, is small in the context of what can be achieved nationally and by the population as a whole, since a very significant proportion of emissions arises from heating of homes.

On transport, the Portfolio Holder referred to cycle training and driver training (this includes Road Safety Officers giving 'pre-driver' training sessions in sixth forms at schools and colleges across the borough).

From Jude Charman Jones, Newstead Wood School

1. As a borough with poorer public transport links, a larger area and higher car ownership than the London average, what is the Portfolio Holder doing to reduce air pollution in Bromley, so that people with asthma like me can enjoy sports, and so that more people do not develop asthma?

Reply

In 2007 the Council declared an Air Quality Management Area covering the North and North West of the borough, on the basis that NO₂ pollutants were predicted to exceed national objectives. Since then the Council has worked on a number of measures, including introducing an Air Quality Action Plan, aimed at achieving compliance. Most recently this work has included: Outcome 4 of Bromley's LIP 3 setting out our proposals to reduce emissions from the transport network. Central to these proposals is delivering mode shift to walking, cycling and public transport. We also have proposals for anti-idling education, ambitious targets to green our fleet and roll out EV charge infrastructure to provide the facilities to allow for more EVs including supporting the adoption of ZEC Taxis and reducing emissions of the car club fleet. We also plan to introduce green infrastructure as part of transport projects to absorb pollutants. This is also mentioned in Bromley's Local Plan. For further details I would recommend reading Outcome 4 in detail.

The Portfolio Holder also highlighted that Newstead Wood School does not have a School Travel Plan.

Supplementary Question

Miss Charman Jones enquired of the extent to which air is monitored in the Crystal Palace area.

Reply

Although details were not to hand, the Portfolio Holder offered to direct Miss Charman Jones to relevant information.

2. On 22nd September this year, the Mayor of London and TfL will be bringing Car-Free Day to London, with plans due to be publicly released very soon. What are the Portfolio Holder's plans regarding this important step in transitioning the capital to zero carbon travel, with the obvious public health benefits?

Reply

Car-Free Day is a continuation of the previous international In Town Without My Car Day, which the Council has previously supported. However, more recently Bromley has chosen to support The Big Lunch and related road closure events in June, by making these free of charge, to help communities come together in car-free streets.

The Borough has a programme to help give road users a choice to travel by less polluting means, through school travel plans, introducing new cycling and walking

infrastructure such as the Crofton Road scheme, training for cyclists, the installation of electric vehicle charging points, and large programmes such as the multi-million pound Shortlands, Ravensbourne and Bromley Better Villages scheme (the Liveable Neighbourhood). I also refer you to the Dockless E bikes item on this agenda, where we would expect to see E bikes at Orpington Station so visitors can arrive by train and travel onwards by bike rather than feeling they need to drive the whole way.

The particular challenge I feel is for residents and visitors to make the change to active lifestyles, the cycle training we offer is one element of that. I would hope that cycle clubs consider offering confidence building trips on that day, which I feel would be more successful than individual road closures.

From Richard Gibbons, Co-Chair, Friends of Orpington Priory & Gardens Committee Member, Bromley Cyclists

Re: Agenda Item 6 - Environmental Portfolio Plan: Performance Overview

1. In view of growing evidence globally of microplastics in water supplies and food chains, and following complaints locally from residents and fellow councillors, would the Portfolio Holder confirm who is responsible for clearing discarded litter from the Priory Ponds in Orpington, a Site of Importance for Nature Conservation?

Reply

The clearance of litter from the ponds at Priory Gardens is undertaken by the Council's service provider, idVerde.

Supplementary Question

Mr Gibbons understood from idVerde that ponds are not included in the contract they have with the Council and that it is not the responsibility of idVerde to clear blockages in the River Cray.

Reply

On the Portfolio Holder's behalf, the Assistant Director of the Environment confirmed that this role is included in the Council's current contract with idVerde.

Re: Agenda Item 7c Dockless E-Bikes

2. Has the Council undertaken risk assessment in respect of riders of mixed abilities, given growing number of residents and campaign groups expressing concerns about road danger (e.g. speeding drivers) and, despite road safety claims, research that indicates that Bromley has higher levels of risk for people on bikes than most London boroughs?

Reply

Bromley's LIP3 Transport Strategy acknowledges that all 2 wheel transport modes have a higher accident rate than we would like it to be for the number of cycling journeys made in the Borough. The document also sets out the Council's approach to improving cycling facilities across the Borough in coming years. A challenge to all outer London boroughs is achieving a sufficient mode change in numbers cycling and walking that drivers expect to see them and react accordingly. I see E-bikes as helping mode change.

As Mr Gibbons will be aware, Bromley is investing in substantial cycling infrastructure improvements and in cyclist training programmes. Each location and each training site is risk assessed. Both infrastructure and training take consideration of cyclists of all abilities, experience and confidence levels.

Supplementary Question

Expressing disappointment that Bromley Cyclists had not been consulted on the proposal to trial dockless e-bikes, Mr Gibbons asked who amongst the Committee, apart from the Chairman, or remaining Members of the Council had ridden or will ride a dockless e-bike.

Reply

The Portfolio Holder highlighted that dockless e-bikes were mentioned in the LIP upon which Bromley Cyclists had commented. The current proposal is a trial and he hoped that any Councillor or Member of the Public would be prepared to ride a dockless e-bike. For Councillors, much would depend on how they move around the borough; the Portfolio Holder was not available to ride a dockless e-bike when Lime visited the Council recently. (Post meeting note: as part of the press releases associated with the scheme going live, the Portfolio Holder had now ridden a Lime dockless e-bike.)

Re: Agenda Item 7c Dockless E-Bikes

3. How will Portfolio Holder reassure residents, particularly the less able and sight impaired that, to avoid risk of injury, dockless e-bike riders will park responsibly, given everyday examples of inconsiderate parking by vehicle drivers across the borough?

Reply

Can I start by saying that I see dockless E-bikes as a positive change to the borough generally in terms of choice to residents but also in reducing barriers to adopting active lifestyles. Speaking to PH colleagues in other boroughs, Lime is performing above their expectations. As the agenda item details, we will have a Memorandum of Understanding with Lime. There is no legal requirement for Lime to engage with the Council, the fact they have chosen to do so should give all residents confidence that they are a responsible organisation.

I will highlight a number of points: users of the bike hire scheme are reminded at multiple points through the process to park each bike considerately and where possible use cycle parking facilities. This is done through both the mobile phone app and a printed message on each bike. Lime have also agreed for bikes causing an obstruction to be removed within two hours of reporting (between 0700 and 2100 hours). Issues can be reported by phone or email, details of which are provided on each individual bike.

It should also be noted that as the bikes are electric assisted and require regular battery replacement, they will be tended to by Lime operatives on average every three days, in contrast to traditional dockless pedal cycles, that can be left unattended for far longer periods. From a business perspective it also is in the operator's interest to relocate bikes to sites where they will be more frequently used.

Supplementary Question

Mr Gibbons asked the Portfolio Holder how he would mitigate adverse publicity from less enthusiastic colleagues.

Reply

The Portfolio Holder replied that all Councillors respond to what residents wish to see.

From Nicole Kilama

Following Blue Planet II, there has been a huge push to tackle ocean plastic pollution. What is this Portfolio Holder's plan for enabling Bromley to play its part in tackling this global issue?

Reply

Can I start by saying we are only responsible for the disposal end of the plastics journey and then only when the plastic is provided to us for disposal. The first step to tackle is the choice to purchase plastics and have non-plastic alternatives. Within the Council we are working within the Dep Rep's Staff Forum to reduce plastic use within the Council. I also know through the Economic Partnership (although falling under a different PH) that businesses are doing their part by offering alternatives. In particular, Business Improvement Districts are helping businesses find alternatives to plastics. A couple of weeks ago I had the pleasure of attending the Orpington Business Awards and hearing the efforts of the entrants to the hotly contested Environment Award to reduce plastic use in particular and help the environment more generally.

Turning to our waste collection and disposal, Bromley continues to be one of London's leading boroughs for recycling, with 50% being recycled in 2017/18. This is a direct result of a comprehensive recycling collection service for residents which includes plastic bottles and, plastic food packaging pots, tubs and trays for recycling. In addition, we provide a network of On Street Recycling banks for excess plastics, with our contractor required to make sure that the collected plastics are recycled. In addition to our collection services, we regularly encourage residents to recycle as

much as possible, including their plastic materials and to think of ways to minimise the waste they throw away, encouraging re-use too. By removing plastic litter from streets as part of our street cleaning service, we prevent it from further harming the environment, including the potential to enter streams etc. Our new waste contract will soon mean that virtually zero waste will be sent to landfill, ensuring that we will no longer bury plastics of any sort in the ground, with refuse instead being converted to electricity.

Supplementary Question

Miss Kilama's supplementary question concerned schools and limiting plastics.

Reply

Although most schools are now independent of the Council and can make choices related to recycling, the Portfolio Holder encouraged students to work with schools to encourage recycling. The Portfolio Holder also encouraged Miss Kilama and students to promote increased recycling through the Bromley Youth Council. Those aged 18 to 24 are often less interested in recycling and the Portfolio Holder encouraged students to think of the environment whilst at school.

From Cllr Ian Dunn

Can the Portfolio Holder please provide an update on progress with the replacement of the Betts Park gates, including an estimate of when work on the installation of the new gates is planned to commence?

Reply

Can I refer you to the answer given to Ms Lees. With regard to the timescales, officers will be in contact with you shortly.

From Cllr Simon Jeal

1. Following the consultation of Kings Hall Road residents, which closed in December, could you please confirm when updated plans and diagrams for the parking bays scheme will be available to residents?

Reply

The original scheme went out for consultation with stakeholders in November and in respect to the responses received the proposed design of bays has changed very little. However, the zebra crossing that is being designed to go near to the station does have an influence on the precise location of some bays, so until the design of the zebra is complete, the final parking scheme design cannot be published. I expect the final parking scheme design to be ready to share with residents in late May or early June.

2. With regard to the implementation of the Quiet way scheme and 20mph speed limits on Kings Hall Road, many residents and local schools have expressed clear views in favour of the entire road being subject to the lower speed limit- could you please explain how these views have been reflected in the revised plans?

Reply

Careful consideration has been given to the precise extent of the proposed 20mph limit. Experience has shown that the signage has most effect on behaviour where it is closely associated with the hazard – in this case children crossing. In addition experience also shows that adherence to signage diminishes with distance from the sign. There are a combination of factors to consider here, the section of Kings Hall Road that is on the bend “feels” less like a 20 limit, the bend and the parking, however, should naturally limit vehicles’ speed. However, there is often a tendency for vehicles to speed-up on exiting a bend on to a straight section and having signage at this point should counter this tendency; if we are to see a change in driving behaviour officers believe that having the entrances to the 20 limit at obvious entrance points will help the limit to be adhered to and thus be effective.

In response to concerns expressed by the nursery in Kings Hall Road during the consultation, the start point of the 20 limit was moved significantly further east.

Supplementary Question

Cllr Jeal indicated that the original plan(s) had slipped some way and Cllr Jeal sought reassurance that when the (final) plans are published, work would then proceed as quickly as possible. Cllr Jeal also asked when the plans are expected to be published.

Reply

The Portfolio Holder understood that completion of the plans is linked to the Quietway scheme; the Portfolio Holder would ask officers to respond directly to Cllr Jeal. This would include an update concerning parking bays.

3. Would you agree that the transformation programme provides an important opportunity for Bromley council to consider ways it can operate in a greener, more environmentally conscious manner across all council services/departments?

Reply

The transformation programme affects the whole Council and we have to consider the Environmental, Social, Economic and Public Health future of all Bromley residents. I reject the inference in the question that we are not operating in an environmentally conscious manner. We were one of the first Councils to introduce LED lights to reduce our energy bills and environment footprint. We have been in the top 2 or 3 of the 32 London Boroughs for recycling rates for many years. I can go on and on highlighting our record. We do not rest on our laurels and continually look to improve, the PDS over the years has played its part in developing policy to deliver improvements and I am confident will continue to do so in the coming months. I

provided a fuller response to Mr Gee at Full Council regarding our current work programme so I will refer you to that answer.

Supplementary Question

Cllr Jeal confirmed that the inference was not intended but felt there is always more to be doing. Cllr Jeal was impressed that the PDS is trialling a paperless approach for its meetings and asked the Portfolio Holder whether he agreed that all Committees should adopt a similar approach.

Reply

The Portfolio Holder indicated that outcomes from the paperless trial would be recommended to other Committees. It reflected the Council's approach to protect front line services and achieve savings from measures such as good energy management. In this context, the Portfolio Holder also referred to the food for thought campaign to relaunch food waste recycling in the borough.

QUESTIONS TO THE ENVIRONMENT PORTFOLIO HOLDER FOR WRITTEN REPLY

From Clive Lees, Chairman, Ravensbourne Valley Preservation Society

1. With reference to the meeting on 20 November 2018 at which, in response to our third written question, the Environment Portfolio holder confirmed certain signage in the Crab Hill area would shortly be removed, we note that 3 months later it is still in situ. When will they be removed please?

Reply

With regards to signage on Foxgrove Road and Ravensbourne Road, the "unsuitable for HGV" signs will be removed. An investigation carried out previously shows that HGVs can comfortably turn at the Crab Hill/Ravensbourne Avenue junction with some parking restrictions applied. The design to enhance this is currently in progress. See the attached screenshots of the turning movements at Annex 1 and Annex 2.

In addition to this, another scheme is currently underway to improve traffic movement at the junction on Foxgrove Road and Downs Hill.

The request to remove these "unsuitable for HGV" signs has been placed and they will be removed in the next couple of months.

2. In any event, the real issue is to ensure large vehicles never approach the Crab Hill area anyway and in this regard, we would be pleased to receive an update regarding plans to improve signage. For example, signage should send large vehicles to Downham (Peter Pan Pond junction) to avoid Shortlands.

Reply

Having reviewed the existing HGV directional signs in the area, it appears that there are sufficient signs to direct HGVs away from the low bridge on Beckenham Lane, so we do not intend to add more signs at this stage. Increasing the number of signs in this area would only add more to the street clutter and drivers who are already familiar with the route will do nothing but continue through the route they know best. As an alternative to more signage, the junctions around Crab Hill are being improved for better traffic movement as explained above.

In the meantime, we will investigate the number of HGVs going through Crab Hill so as to have a better idea of the volume of traffic we are dealing with here.

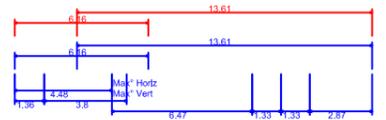
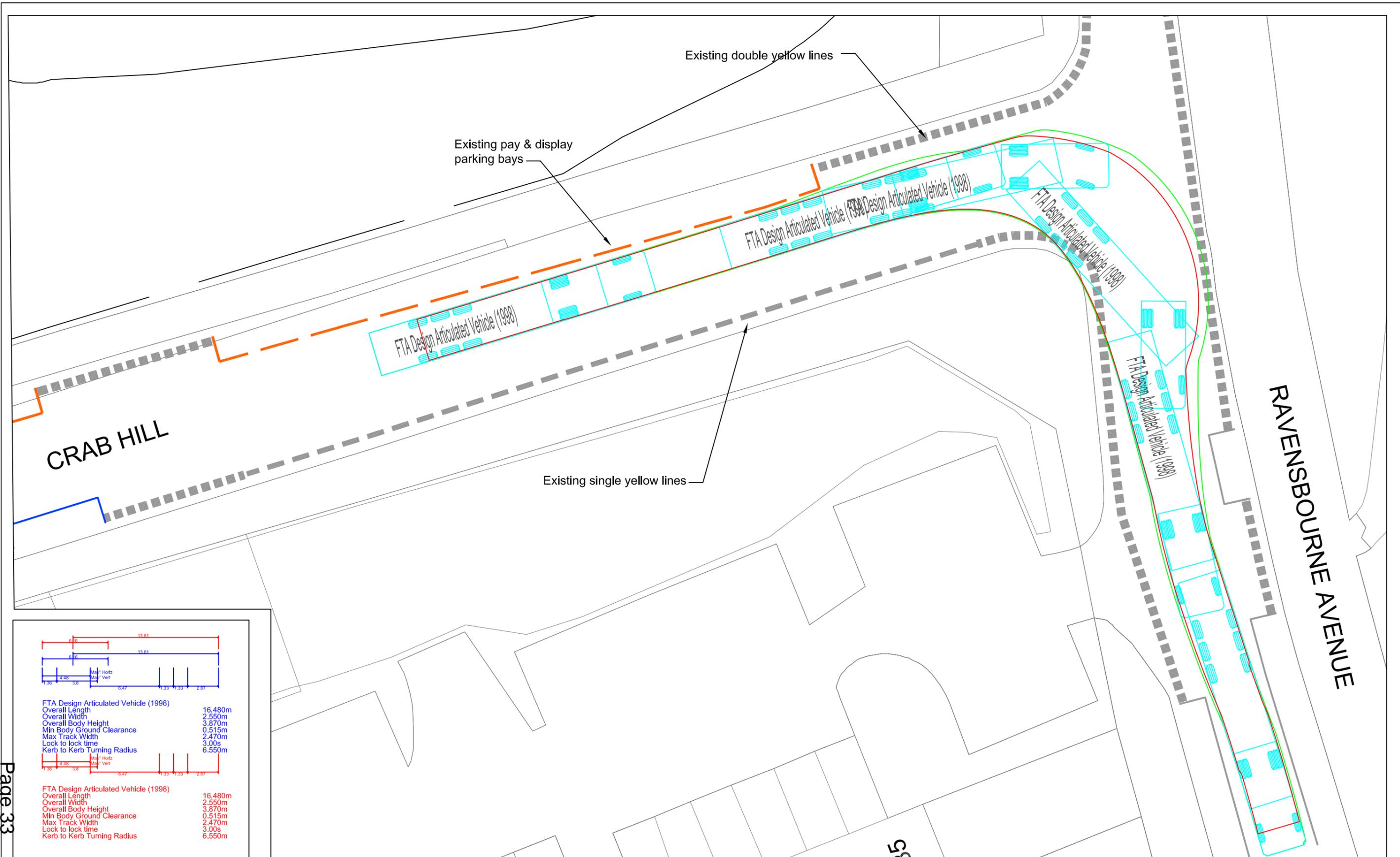
Please note that Tweedy Road is part of the TfL road network, not on Bromley network, so you might want to approach them on this.

From David Viles, Chair, Kemnal Residents Association

Speeding on Ashfield Lane conflicts dangerously with pedestrians and joining/crossing traffic at the Kemnal Road junction. There have been several serious collisions. Signs and road markings have not significantly reduced speeding. What real physical measures will the Council introduce at this junction to slow Ashfield Lane traffic down?

Reply

I refer you to my answer to Ms Igoe. Over the past three years for which collision data is available there have been four injury collisions along Ashfield Lane. Although every injury is regrettable, the Council must prioritise resources to where the finite resources available will potentially prevent the most injuries. As I have stated in my reply to Ms Igoe low cost measures may be justified on this basis, crocodile teeth are currently being looked into for Ashfield Lane. If you have other low cost suggestions we would welcome your views.



FTA Design Articulated Vehicle (1998)

Overall Length	16.480m
Overall Width	2.550m
Overall Body Height	3.870m
Min Body Ground Clearance	0.515m
Max Track Width	2.470m
Lock to lock time	3.00s
Kerb to Kerb Turning Radius	6.550m

FTA Design Articulated Vehicle (1998)

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Job Title:
**RAVENSBOURNE AVENUE JCT WITH CRAB HILL
 BECKENHAM**

Drawing Title:
SWEPT PATH FOR A 16.4m ATRICULATED VEHICLE

Bromley
 THE LONDON BOROUGH

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

Nigel Davies
 Executive Director of Environment &
 Community Services

Scale @ A3:
1:200

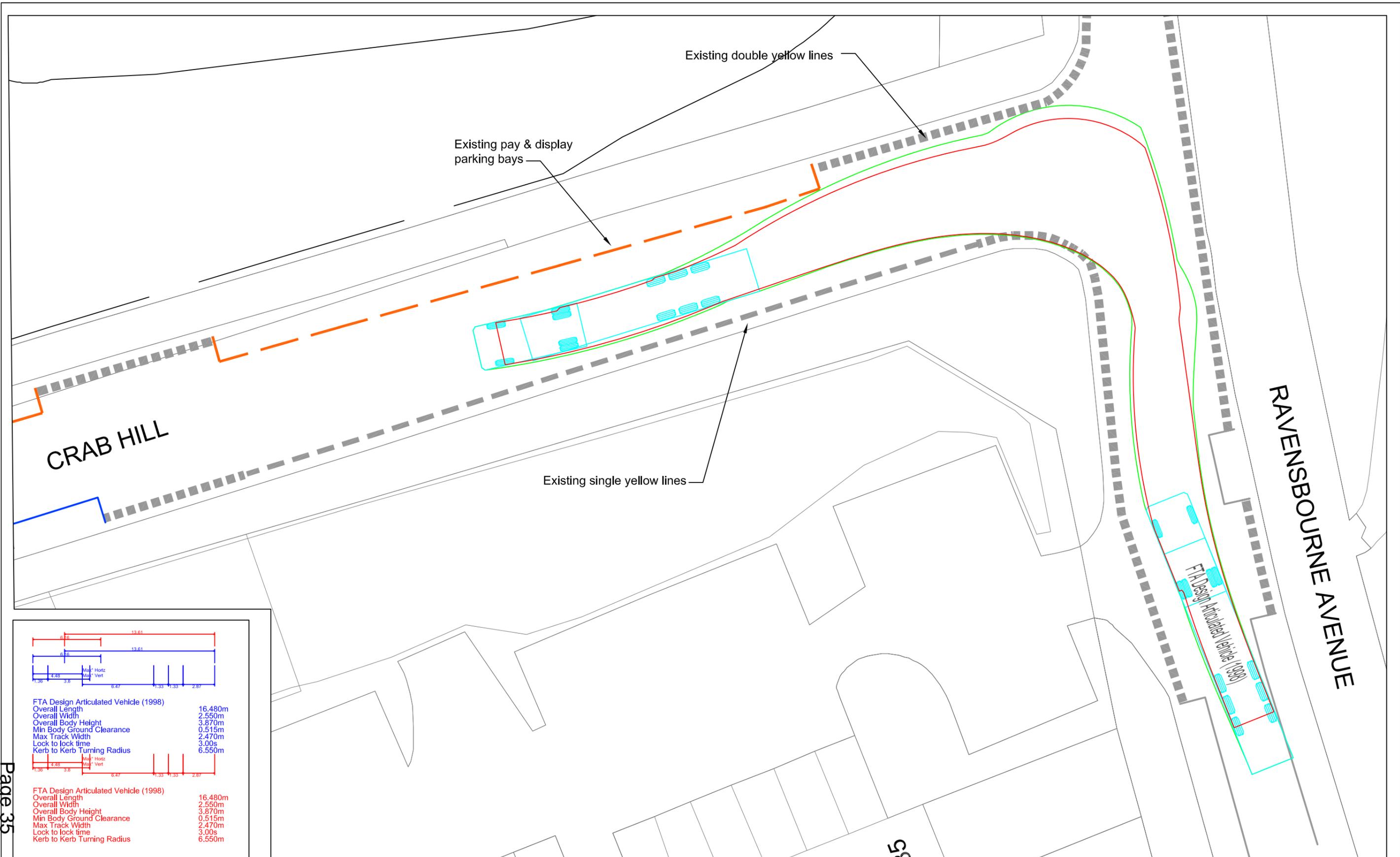
Date:
04/11/18

Drawn by:
J.J.

Chkd/Appd by:
J.J.

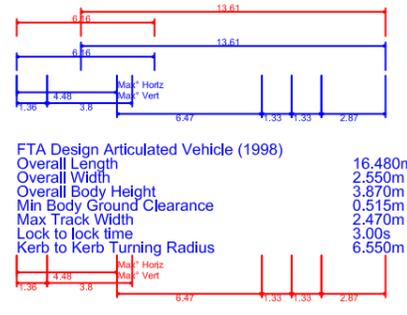
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CRAB HILL

RAVENSBOURNE AVENUE



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Job Title:
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Drawing Title:
SWEPT PATH FOR A 16.4m ATRICULATED VEHICLE

Bromley
 THE LONDON BOROUGH

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Nigel Davies
 Executive Director of Environment &
 Community Services

Scale @ A3:
1:200

Date:
04/11/18

Drawn by:
J.J.

Chkd/Appd by:
J.J.

Rev	Date	Description	By
Drawing Number			Revision
12905-02			

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Report No.
CSD19101

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT AND COMMUNITY SERVICES POLICY
DEVELOPMENT AND SCRUTINY COMMITTEE

Date: 18 June 2019

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

Title: PETITION

Contact Officer: Keith Pringle, Democratic Services Officer
Tel: 0208 313 4508 E-mail: keith.pringle@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Corporate Services

Ward: All Wards

1. Reason for report

- 1.1 Under the Council's Petition Scheme, if petitioners are dissatisfied with the Council's response to their petition they can present their case to a relevant PDS Committee, provided that the number of verified signatures exceeds the threshold of 250 signatures. The lead petitioner or their nominee can address the PDS Committee for up to five minutes, after which Members can debate the issues raised. The PDS Committee can resolve to recommend that the Executive, or relevant Portfolio holder, take action, or it can decide that no further action be taken.
- 1.2 A petition from Jo Hone, Chair of the Friends of Norman Park, has been received meeting the threshold for the lead petitioner to address the Environment and Community Services PDS Committee, calling for the Council to re-open the existing toilets at Norman Park or provide alternative facilities as a matter of urgency. Further details of the petition are set out at section 3 of this report.
-

2. **RECOMMENDATION(S)**

The Committee is requested to consider the case made by the petitioners and, if necessary, recommend action to be taken by the Executive or the Portfolio Holder for Environment and Community Services.

Impact on Vulnerable Adults and Children

1. Summary of Impact:
-

Corporate Policy

1. Policy Status: Existing Policy: Petitions are dealt with in accordance with the Council's Petition Scheme.
 2. BBB Priority: Quality Environment
-

Financial

1. Cost of proposal: Not Applicable:
 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 (6.79fte)
 2. If from existing staff resources, number of staff hours: Not Applicable
-

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): Not Applicable – Consideration of Petition
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments: Not Applicable

3. COMMENTARY

3.1 The Council's Petition Scheme allows for petitioners to present their case to a PDS Committee if they are dissatisfied with the Council's response to their petition, provided that the number of verified signatures exceeds the threshold of 250 signatures. The lead petitioner or their nominee can address the PDS Committee for up to five minutes. When Members have considered the matter, they can choose whether or not to recommend any further action. One petition has been received that meets the above threshold.

3.2 A petition entitled "Public toilets for Norman Park and Elmfield Wood" was received on 2nd April 2019 from Jo Hone with the following request –

"This 55 acre park is popular with a diverse community demographic - families, nurseries/schools, runners, footballers, cyclists, fitness trainers, (dog) walkers and model aeroplane flyers.

Lack of facilities severely limits the time park users have to enjoy this treasured green space and excludes many from visiting at all (such as the elderly, disabled people, children and pregnant women).

It is a travesty that the nearest public toilets are 1.5 – 2 miles away, especially given the park's size and user groups' needs. The park has huge potential for enhancement, but no basic facilities to accommodate this.

We, the undersigned, appeal to the London Borough of Bromley to re-open the existing toilets at Norman Park or provide alternative facilities as a matter of urgency."

3.3 The petition contained 290 valid signatures from people who live, work or study in the borough, plus 494 valid online signatures.

3.4 The Council's response to the lead petitioner, Jo Hone, is as follows –

"Thank You for your enquiry and for providing the petition regarding the opening of the toilets at Norman Park.

Currently we have 48 active participants across the Borough that are part of the Community Toilet Scheme that was initiated in 2011. We will be arranging another open request to give opportunity for local businesses, shops, pubs, restaurants and organisations to participate in the scheme and we will make sure to specifically approach those in and around the immediate vicinity of Norman Park to help accommodate your request.

We can confirm that following your petition we have directly approached the Facilities Management Services of the Norman Park Mencap building located just on the outskirts of Norman Park. While they do have a Tuck Shop style kiosk that is open to the public, they have advised that while they would support the scheme, however access for the public to their toilet facilities would severely compromise the safety of both public and disadvantaged members within The Lodge building and therefore they are unable to join the scheme.

I can confirm that I have liaised with our Delegated Sports Manager regarding the athletics track facilities and as the landowner we have requested that he makes the facility open to the public during exceptional circumstances where local community toilet scheme participants would not be seen to be sufficient. By exceptional circumstances we would refer to those with disabilities, the elderly and those with small children in desperate need.

The Council continually reviews all its services for value for money. In recent years with reduced central Government Funding, delivering value for money and a focus on front-line services has become even more critical. Following a trial, the community toilets were shown to provide an improved distribution of toilets across borough and supported local businesses; thus the scheme was rolled out across the borough. Separate toilet blocks typically have a high maintenance requirement and value for money directed the priority to direct funds to services and not buildings which the community toilet scheme delivers. Many Local Authorities have arrived at the same conclusion. The previous Mayor of London worked with major supermarkets and other business to open their toilets under the Open London scheme. These toilets complement the Council's Community Toilet scheme.

The Community Toilet Scheme was devised as a joint venture between the Council and local businesses like shops, pubs and restaurants to make their toilet facilities available for the public to use free of charge, and without the need to buy goods or services. Signs still indicate where the community toilets are located while the participating businesses display special stickers in their windows. Inside the premises, clear internal signs also direct the public to the toilet facilities so there is no need to ask for directions.

Significant research was undertaken and has shown that some people feel safer using a toilet in a shop or other retail premises rather than in an unattended public convenience. Some older people were also found to be apprehensive about being away from home because of the lack of accessible, safe toilet facilities. These were two examples considered when introducing the Community Toilet Scheme to Bromley and also demonstrated our efforts to positively address such issues by making the best results out of a difficult decision.

To reiterate, we will again be making contact within the vicinity of Norman Park to see if there are any other organisations who can formally join our Community Scheme and thus be added to the formal list of participants found on our website. Please see our current list on the link below for further details:

https://www.bromley.gov.uk/directory/36/community_and_public_toilets?page=1

I can confirm that it is not the Council's intention to re-open the Norman Park toilets due to the cost diversion that would be required from front-line services such as Care Services and Environmental Services to meet the business rates, cleaning & maintenance costs, monitoring of the property both from a facility maintenance cost perspective, and also coupled with the Anti-Social Behaviour aspect which some Boroughs still suffer from.

If you are not satisfied with the Council's response, you (or your nominee) can address the next meeting of the Environment and Community Services PDS Committee for up to five minutes in support of your petition. The next meeting of the Committee is at 7pm on Tuesday 18th June 2019 – if you do want to speak at this meeting please contact the clerk, Keith Pringle, keith.pringle@bromley.gov.uk or 020 8313 4508.”

Non-Applicable Sections:	Impact on Vulnerable Adults and Children/Policy/Financial/Personnel/Legal/Procurement
Background Documents: (Access via Contact Officer)	Petition submitted by Jo Hone

ES19035 ECS Performance Monitoring (2018/19) - End of Year															
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	2018-19 TARGET	2018-19 ACTUAL	GOOD PERFORMANCE	2018-19 RAG STATUS	COMMENTARY
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%	>74% >80% >90%	72% 79% 88%	HIGH	AMBER	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. On-street survey results were from 209 interviews with members of the public in Bromley Town Centre. Postal surveys were sent to 1000 households and there were 225 responses. WYG advise that 23% is a good response rate for this type of distribution. Though we have seen a modest increase of 4.7% on enquiry volumes from Jan-Aug 2017 to 2018, this year's enquiry numbers are lower than in both 2015 and 2016 so the decline in the satisfaction survey results is not congruent with a corresponding increase in enquiry volumes: Jan - Aug 2018 - 9,265 Jan - Aug 2017 - 8,849 Jan - Aug 2016 - 9,328 Jan - Aug 2015 - 9,715 (Jan to Aug used as the reporting period as the surveys are undertaken in August each year). This is in addition to an increase in client monitoring inspections for street environment activities from 2017 to 2018 of 25%. A minimum of 23,200 client inspections will be undertaken in the year 2018/19.
	2	ES12	Streets Meeting Acceptable Cleanliness (%)	Aim 1.3	97.60%	99.00%	95.00%	90.44%	95.00%	99.00%	>98.00%	94.92%	HIGH	AMBER	This progress is below the expected target. Street cleanliness had previously been graded as A, B, B Minus, C or D. Acceptable cleanliness was considered to be streets graded A and B. For streets to require a defect notice to be issued to the contractor, they had to be scored as a C or D. B minus is not included in these indicator calculations and was recognised as a score which was neither acceptable, but neither did it warrant a failure, as it was generally only below standard for a small part of the inspected road. The Contract Manager has reviewed this scoring system for 2019/20 and moving forward, the B minus score will be removed so that inspectors must either score street cleanliness as acceptable or unacceptable (whereby these two indicators would always add up to 100%). A new contract commenced in April 2019 and as part of that, street cleansing regimes will be reviewed and aligned with waste collection rounds to ensure performance is of a high standard.
	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%	<3.00%	0.93%	LOW	AMBER	
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	146,000	144,207	LOW	GREEN	Waste tonnages for 18/19 have reduced from the previous year and are within the target range. A new waste contract commenced on 1st April and a new Performance Management Framework will be introduced to maintain or reduce residual waste tonnages as far as reasonably practicable.
	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%	50.00%	50.00%	HIGH	GREEN	The 50% recycling target (as reported by Defra) is 50%
	6	NI 193	Municipal Waste Landfilled (%)	Aim 2.6	27.00%	27.22%	25.00%	23.68%	24.00%	18.00%	24.00%	13.07%	LOW	GREEN	The waste to landfill target has been exceeded due to the increased use of Alternative Treatment Methodologies for residual waste. Work is underway to move towards virtually zero waste to landfill by 2020/21
	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	485.0	454.0	LOW	GREEN	Residual waste per household remains within the acceptable levels. The target for 19/20 will be lowered slightly to reflect the reduction over the past two years.
	8	ES24	Number of Green Garden Waste customers	2.3	15,864	18,192	20,000	21,845	26,500	23,863	26,500	28,189	HIGH	GREEN	The 2018/19 target was based on a 10.7% Compound Annual Growth Rate (CAGR). Whilst the target has been exceeded, further growth can still be achieved 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 that commenced from April 2019
	9	ES6	Waste & Recycling collections - homes missed (per 000,000)	Outcome 2	78	128	60	182	180	119	120	135	LOW	AMBER	Performance regarding the number of missed bins fell short of the 120 target by 15 bins per 100,000 households. Inconsistency with service delivery during 2018 can mostly be attributed to the aged fleet associated with the extended contract. However, from 1st April under the new contract, a successful programme of fleet renewal (and re-branding) has already commenced which should see an improvement in the number of missed bins moving forward. The Performance Management Framework contains indicators for this element of the service, with a requirement for a Corrective Action Plan from the service provider should any areas of poor performance be identified.
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%	98%	99.49%	HIGH	GREEN	The Parks contract continued to perform well at the end of 18/19, with performance exceeding the target.
	11	ES17.1	External Funding* (£000)	Aim 3.5	337	207	340	437	Outcome	175	N/A	44.6	OUTCOME	OUTCOME	*money raised by LBB, Friends Groups, Allotments and Sports Clubs. The focus of our work currently being on large projects including the bandstand (awaiting c90k), Scadbury moated manor (progressing c95k) and Kings Meadows (progressing c70k). Idverde often hold-back funds secured 'along the way' for these projects until the total sums are secured in full, in order to avoid any double-counting. Idverde currently have x5 grants which we cannot submit, totalling c50k, due to the fact that the allotment leases are to be finalised. A number of other smaller grants are being developed towards submission. Hopefully the progression of the above throughout Q4 should result in a higher figure and annual sum once all monies are received.
	12	ES17.2	Partnership Funding** (£000)	Aim 3.5	£172	£43	Outcome	£60	Outcome	£20	N/A	£12.8	OUTCOME	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.

Outcome	INDICATOR No. (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	2018-19 TARGET	2018-19 ACTUAL	GOOD PERFORMANCE	2018-19 RAG STATUS	COMMENTARY	
3: Enhancing Bromley's Parks and Green Spaces	13	ES18	Improve Grounds Maintenance Service (%)	Aim 3.2	New	84%	73%	91.7%	90%	95%	92%	HIGH	GREEN	Performance has steadily improved over the past few years. New indicators will be included for grounds and parks during 2019/20 as part of the Performance Management Framework.	
	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	47,000	47,220	HIGH	GREEN	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, worked hard to ensure a 100% return rate during 2018/19.
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%	<6%	2% (provisional data)	LOW	GREEN	Confirmation of year end data is awaited, though it is expected to be 2%
	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%	<8%	Awaiting Data	LOW		
	17	ES19	Number of FPNs Issued (to utilities in relation to permits)	Aim 4.8	534	509	N/A	427	Outcome	145	Outcome	48	OUTCOME	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	N/A	2,037	OUTCOME	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%	<30.00		LOW		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%	1.1%	1.5%		HIGH		*Londoners' trips by borough of origin, trips per day and shares by main mode, average day (7-day week), 2015/16 to 2017/18.
	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%	26.0%	28.5%		HIGH		*Londoners' trips by borough of origin, trips per day and shares by main mode, average day (7-day week), 2015/16 to 2017/18.
	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	Awaiting data	0.70		LOW		Awaited data will relate to the previous calendar year.
	23	NI 47	People Killed or Seriously Injured in Road Traffic Accidents	Aim 5.9	107	131	N/A	129	N/A	107	99		LOW		The data now reflects the results of TfL's back-casting project. Previous year's targets are omitted due to changes in the casualty reporting criteria.
	24	NI 48	Children Killed or Seriously Injured in Road Traffic Accidents	Aim 5.9	6	5	≤8	10	8	6	...		LOW		New targets need to be set against backcast data.
	25	ES7	Total Road Accident Injuries and Deaths	Aim 5.9, 5.10 & 5.11	868	943	≤765	924	765	1024	...		LOW		New targets need to be set against backcast data.
	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%	67.4 (revised in year)	66.29%	HIGH	GREEN	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. It becomes increasingly difficult to shift the remaining users onto the web service – particularly with formal appeals. The parking team have therefore reviewed the original target to 67.4%.
27	ES29	Cleanliness of surface and Multi-storey car parks Number of incidents of graffiti, rubbish, fly tipping etc. not cleared proactively as part of routine maintenance	Aim 5.7	N/A	N/A	N/A	N/A	N/A	228	100	31	LOW	GREEN	The Parking Contractor is responsible for the cleanliness of all the car parks, this includes instances of graffiti, rubbish and fly tipping. The Civil Enforcement Officers must report any problems with the car parks whilst they are enforcing. A Bromley officer also conducts inspections. Customers can also report problems online. Parking Services are working with the parking contractor to ensure that when these instances are reported they are rectified within the timescales specified in the contract. Significantly less defaults were issued in 2018/19 than the previous year.	
28	ES31	Pay and Display machine maintenance Percentage of machine non-operational time during full period	Aim 5.7	N/A	N/A	N/A	N/A	N/A	1.5%	1.0%	1.76%	LOW	AMBER	In the first few months of the contract, the parking contractor had problems collecting from the pay and display machines and this resulted in many machines being full and then being put out of order. Due to these problems, the Council had to issue a high default against the parking contractor for the first year (2017/18) of the contract. When machines are reported as being out of order they should be fixed within the specification timescales. There are other Key Performance Indicators linked with this part of the service, which deal with how long an individual machine is out of operation. The contractor is committed to improving their performance during 2019/20 and has been invited back to the September PDS meeting for scrutiny.	
29	ES32	Cashless parking usage in on and off street locations Percentage of users paying for on and off street parking by RingGo	Aim 5.7	N/A	10%	N/A	15%	N/A	22%	31%	31%	HIGH	GREEN	The percentage of on & off street paid sessions via the cashless solution RingGo has been increasing steadily. This is the result of a gradual increase in awareness and ease of access to the app, phone and text parking methods on offer. One particular benefit of this trend is that it reduces the frequency of physical cash collections and simplifies the reconciliation process. Continuing improvements to signage and other avenues of communication are predicted to raise performance against this	

Report No.
FSD19052

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT AND COMMUNITY SERVICES PORTFOLIO
HOLDER

For Pre-decision Scrutiny by the Environment & Community Services
PDS Committee on:

Date: 18th June 2019

Decision Type: Non-Urgent Executive Non-Key

Title: PROVISIONAL OUTTURN 2018/19

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

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

Ward: Boroughwide

1. Reason for report

This report provides the Portfolio Holder with the provisional final outturn position for 2018/19 for the previous Environment and Community Services Portfolio. This shows an under spend of £1.355m for 2018/19.

2. **RECOMMENDATIONS**

The Portfolio Holder is requested to:

- 2.1 **Endorse the 2018/19 provisional outturn position for the Environment and Community Services Portfolio.**
- 2.2 **Approve the drawdown of the carry forward sum of £120k held in the Central Contingency, as detailed in para 6.9.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: None directly from this report.
-

Corporate Policy

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

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Recurring Cost
 3. Budget head/performance centre: Environment & Community Services Portfolio Budget
 4. Total current budget for this head: £36.8m
 5. Source of funding: Existing revenue budgets 2018/19
-

Staff

1. Number of staff (current and additional): 146.9 ftes
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

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

Procurement

1. Summary of Procurement Implications: None directly from this report.
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The 2018/19 provisional outturn for the Environment and Community Services Portfolio shows an under spend of £1.355m against a controllable budget of £29.847m, representing a 4.5% variation. The detailed variations are shown in Appendix 1 with a summary included in Section 6.
- 3.2 Costs attributable to individual services have been classified as “controllable” and “non-controllable” in Appendix 1. Budget holders have full responsibility for those budgets classified as “controllable” as any variations relate to those factors over which the budget holder has, in general, direct control. “Non-controllable” budgets are those which are managed outside of individual budget holder’s service and, as such, cannot be directly influenced by the budget holder in the shorter term. These include, for example, building maintenance costs and property rents which are managed by the Property Division but are allocated within individual departmental/portfolio budgets to reflect the full cost of the service. As such, any variations arising are shown as “non-controllable” within services but “controllable” within the Resources Portfolio. Other examples include cross departmental recharges and capital financing costs. This approach, which is reflected in financial monitoring reports to budget holders, should ensure clearer accountability by identifying variations within the service that controls financial performance. Members should specifically refer to the “controllable” budget variations relating to portfolios in considering financial performance. These variations will include the costs related to the recession.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 The 2018/19 budget reflects the financial impact of the Council’s strategies and service plans which impact on all of the Council’s customers and users of our services.

5. POLICY IMPLICATIONS

- 5.1 The “Building a Better Bromley” objective of being an Excellent Council refers to the Council’s intention to provide efficient services and to have a financial strategy that focuses on stewardship and sustainability. Delivering Value for Money is one of the Corporate Operating Principles supporting Building a Better Bromley.
- 5.2 The “2018/19 Council Tax” report highlighted the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2018/19 to minimise the risk of compounding financial pressures in future years.
- 5.3 Chief Officers and Departmental Heads of Finance are continuing to place emphasis on the need for strict compliance with the Council’s budgetary control and monitoring arrangements.

6. FINANCIAL IMPLICATIONS

- 6.1 The total variation for the Environment and Community Services Portfolio at the year-end was an under spend of £1.355m. Excluding the carry forward net sum of £120k, there was an under spend of £1.235m. The main variations compared to the last reported budget monitoring report are as follows: -

Variation compared to 31 December 2018	£'000
Winter service & salt for snow friends	Cr 212
Staff vacancies	Cr 106
Green Garden Waste collection service	Cr 88
Release of bad debt provision fro trade waste income	Cr 70
Income from on and off street parking	Cr 70
Additional income from recyclates & trade waste	Cr 67
Waste disposal costs	Cr 55
Income from parking & bus lane contraventions	Cr 47
Other net variations across Portfolio	Cr 34
Waste collection contract	Cr 32
Tree maintenance	52
Street lighting energy	63
	<hr/>
	Cr 666

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

Street Scene & Green Space (Cr £828k)

- 6.3 The number of green garden waste customers increased resulting in additional income of £115k. The very dry, hot summer has meant that the sixth vehicle was not used as much as expected as the green garden tonnage was reduced. The contract spend was therefore £232k below budget. This was partly offset by the cost of purchasing extra containers totalling £21k.
- 6.4 The sum of £120k carried forward to bring in a direct debit system will need to be carried forward to 2019/20. The development of the system has been delayed due to the mobilisation of the Environment contracts and the work required to enable direct debit payments to be taken for the GGW service will now not start until April 2019.
- 6.5 A shortfall of income of £129k was the result of the reduction in Trade Waste customer numbers. This was partly offset by a release of a bad debt provision (£70k), as several outstanding debts were settled.
- 6.6 Additional works of £93k have been carried out during the mobilisation of the Environment contracts.
- 6.7 Other variations within the waste service total Cr £325k, made up of an underspend of £164k on the waste disposal and collection contracts, £80k of defaults applied, £71k extra income from the sale of recyclates and other minor variations across the division total of Cr £10k.
- 6.8 The dry summer led to a lower volume of cyclical gully cleansing than expected resulting in an under spend of £97k and as a consequence of the reduction in the amount of graffiti works that needed to be removed, there was an underspend of £80k. This has been partly offset by the £73k spent on extra fly tipping works.
- 6.9 Part year vacancies within the management and contract support team have resulted in an under spend of £101k.
- 6.10 The arboriculture services budget overspent by £52k due to the extra call-outs and safety remedial works that were carried out following the stormy weather during the last quarter. Other variances across the Street Scene and Green Space Division, including depots totalled Cr £61k.

Transport and Highways (Cr £522k)

- 6.11 Additional income of £102k was received for road closures as a result of an increase in applications received from utility companies.
- 6.12 There was a net surplus of £244k for income from bus lane contraventions and the reduction in parking usage continued with a net deficit in income of £104k.
- 6.13 A reduction in parking contraventions has led to a shortfall of income of £378k. This has been partly offset by contract performance deductions of £113k and an under spend of £24k for credit card charges and electronic appeal costs.
- 6.14 Part year vacancies within the Shared Service has resulted in an under spend of £137k.
- 6.15 Other net variations within parking totalled Cr £44k, mainly from additional income from permit parking and disabled parking.
- 6.16 As the winter was relatively mild, the winter service budget, including the salt budget for snow friends underspent by £212k.
- 6.17 There was a surplus of income from NRSWA activity of £95k, which includes the release of a provision.
- 6.18 Part year staff vacancies have resulted in an under spend of £53k and £19k was received from selling some redundant vehicles at commercial auctions. This partly offset the over spend on street lighting energy of £63k.
- 6.19 Other variations within Transport and Highways totalled Cr £37k.

6.20 The table below summarises the main variances: -

Summary of Major Variations	£'000	
Additional green garden waste income	Cr	115
Use of sixth vehicle for GGW collections	Cr	232
Extra containers for GGW		21
Carry forward for direct debit system development (C/F)	Cr	120
Trade waste income		129
Release of provision	Cr	70
Additional works associated with mobilisation of contracts		93
Waste disposal and collection contracts	Cr	164
Waste contract defaults	Cr	80
Income from sale of recyclates	Cr	71
Other waste variations	Cr	10
Gully Cleansing	Cr	97
Graffiti works	Cr	80
Fly Tipping		73
Arboricultural services		52
Vacancies within Management & contract support	Cr	101
Other minor net under spend within SSGS Division and depots	Cr	61
Income from road closures	Cr	102
Bus Lane Contraventions	Cr	244
Off and On Street parking income		104
Parking Enforcement income		378
Contract performance deductions	Cr	113
Credit card charges & electronic appeal costs	Cr	24
Other net variations within Parking	Cr	44
Part year vacancies within Parking Shared Service	Cr	137
Winter Service	Cr	212
NRSWA income	Cr	95
Staffing related costs within Highways	Cr	53
Income from sale of obsolete vehicles	Cr	19
Street lighting energy		63
Other net variations within Transport, Highways & Parking	Cr	24
	Cr	<u>1,355</u>

Carry Forward Requests

6.8 On 21st May 2019, Executive approved the carry forward of 2018/19 underspends, subject to the funding being allocated to the Central Contingency to be drawn down on the approval of the relevant Portfolio Holder.

Green Garden Waste – Debt Management System

6.9 Due to the mobilisation of the Environmental contracts, the development of the direct debit system for Green Garden Waste (GGW) has been delayed and the work required will not start until April 2019. The new system will separate the financial and operational functions. It will enable officers to collect the income in a more timely fashion through direct debits. This will make the service more efficient, providing easier cash reconciliation and debt management, and provide customers with an alternative method of payment. The Portfolio Holder is requested to approve the drawdown of £120k from the Central Contingency, to enable the development of a direct debit system for the Green Garden Waste service in 2019/20.

Non-Applicable Sections:	Legal, Procurement and Personnel Implications
Background Documents: (Access via Contact Officer)	2018/19 budget monitoring files within ECS finance section

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Environment & Community Services Portfolio Budget Monitoring Summary

2017/18 Actuals £'000	Service Areas	2018/19 Original Budget £'000	2018/19 Final Approved £'000	2018/19 Provisional Outturn £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
ENVIRONMENT & COMMUNITY SERVICES PORTFOLIO								
Street Scene & Green Spaces								
5,071	Parks and Green Spaces	5,231	5,361	5,328	Cr 33	1	Cr 17	0
243	Street Regulation and Enforcement incl markets	352	357	368	Cr 11	2	Cr 6	0
16,930	Waste Services	18,120	17,715	17,096	Cr 619	3	Cr 331	0
4,103	Street Environment	4,414	4,409	4,289	Cr 120	4	Cr 100	0
907	Management and Contract Support	1,085	1,291	1,172	Cr 119	5	Cr 71	0
801	Trees	749	750	802	Cr 52	6	Cr 0	0
28,055		29,951	29,883	29,055	Cr 828		Cr 513	0
Transport Operations and Depot								
706	Transport Operations and Depot Management	701	532	527	Cr 5		0	0
706		701	532	527	Cr 5		0	0
Transport & Highways								
286	Traffic & Road Safety	324	330	234	Cr 96	7	Cr 105	0
Cr 7,893	Parking	Cr 7,119	Cr 7,419	Cr 7,499	Cr 80	8 - 13	Cr 54	0
6,589	Highways (including London Permit Scheme)	6,689	6,521	6,175	Cr 346	14	Cr 125	0
Cr 1,018		Cr 106	Cr 568	Cr 1,090	Cr 522		Cr 176	0
27,743	TOTAL CONTROLLABLE	30,546	29,847	28,492	Cr 1,355		Cr 689	0
6,601	TOTAL NON-CONTROLLABLE	6,195	4,378	4,378	0		14	0
2,323	TOTAL EXCLUDED RECHARGES	2,540	2,618	2,618	0		0	0
36,667	PORTFOLIO TOTAL	39,281	36,843	35,488	Cr 1,355		Cr 675	0

Reconciliation of Final Approved Budget

£'000

Original Budget 2018/19

39,281

Carry Forward Requests approved from 2017/18

Green Garden Waste Direct Debits		120
Highway Pothole Grant 2017/18 - Income	Cr	113
Highway Pothole Grant 2017/18 - Expenditure		113
Management and Contract Support		80
Parks Infrastructure works		80

Central Contingency Adjustments

Waste Disposal	Cr	490
Parking - Bus lane contraventions	Cr	300
PYE savings relating to award of Highways maintenance contract	Cr	169
Additional Income & Saving opportunity (AMEY)	Cr	181
Merit Award		25

Other

Inflation adjustment		56
R&M - Fire Risk Assessments & Cyclical Maintenance		45

Final Approved Budget for 2018/19

38,547

Memorandum Items

Insurance	Cr	8
IAS19 (FRS17)		616
Past service cost	Cr	47
Repairs & Maintenance	Cr	188
Capital Charges 5802		316
Deferred Charges (REFCUS) 5804	Cr	73
Impairment 5806	Cr	1,065
Gov Grants Deferred 5807	Cr	560
Rent Income		17
Excluded Recharges		158
Finance Lease: Payment	Cr	657
Finance Lease: Finance cost	Cr	213

Reported Latest Approved Budget for 2018/19

36,843

REASONS FOR VARIATIONS**1. Parks and Green Spaces Cr £33k**

Overall Parks and Green Spaces has a net underspend of £33k. £24k additional income was received from floral bedding sponsorship and there was a minor underspend of £9k across supplies and services.

2. Street Regulation and Enforcement incl markets Dr £11k

Additional enforcement work was carried out by Ward Security totalling £63k to partly cover for in-year vacancies (Cr £38k). Other minor underspends totalled £14k.

3. Waste Services Cr £619k

Although overall tonnage was only 200 tonnes below the current budgeted tonnage, over 2,400 more tonnes were recycled which has resulted in reduced costs of £171k. However, disposal costs of £77k were incurred for the removal and disposal of some dumped trailers during the year, so the net underspend for waste disposal was £94k.

Recycling income was £71k above budget. This was due to an increase in the market price of textiles and iron, as well as an increase in paper tonnage (687 tonnes).

Across the garden waste collection services, there was an underspend of £326k. This included an underspend of £232k related to a lower use of the sixth vehicle during the year, partly offset by additional expenditure of £21k mainly from the purchase of extra containers. A net increase in the number of wheelie bin customers in 2018/19 has resulted in extra income of £115k.

A reduction in tonnage received over the weighbridge from trade customers during the year has resulted in a reduction in income of £76k from trade waste delivered.

Within trade waste collection there was a shortfall of income of £53k, mainly due to a higher customer dropout compared to the level expected.

During the year several outstanding invoices for trade waste collection services were settled and therefore an amount of £70k has been released from the provision for bad debts.

There was a net underspend of £70k on the refuse collection contract, mainly due to a lower volume than expected on the variable elements including collection of trade bulk containers, clinical waste collections and emptying of recycling banks. This has offset the £31k cost for purchasing additional trade waste, domestic and recycling containers.

Following agreement of the 2017/18 and 2018/19 level of defaults, a total credit of £80k was received.

The Coney Hill contract has underspent by £18k as the cost of upgrading the monitoring system was lower than expected.

Additional works valued at £93k have been carried out during the mobilisation of the new Environment contract including upgrades on Confirm, the weighbridge system and relocating various teams within the depot.

Other minor variations across the waste service total Cr £23k.

A request is being made to the Executive to carry forward the £120k set aside for developing a direct debit system for the Green Garden Waste (GGW) service. Due to the mobilisation of the Environmental contracts, the direct debit system has been delayed and the work required to enable direct debit payments to be taken for the GGW service will not start until April 2019.

Summary of overall variations within Waste Services

	£'000
Waste disposal costs	Cr 94
Additional income from sale of recycling materials	Cr 71
Green Garden waste service	Cr 326
Shortfall in trade waste delivered income	76
Trade waste collected income	53
Release of bad debt provision for trade waste collected income	Cr 70
Coney Hill monitoring system	Cr 18
Underspend on refuse collection contract	Cr 70
Defaults received for the waste contract	Cr 80
Purchase of waste containers	31
Mobilisation of the Environment contract	93
Other minor underspends	Cr 23
C/f of underspend re. GGW system to accept direct debit payments	Cr 120
Total variation for Waste Services	Cr 619

4. Street Environment Cr £120k

A reduction on the amount of reactive graffiti removal works required during the year has resulted in an underspend of £80k.

Due to a dry summer and a lower volume of cyclical cleansing than expected, there was £97k underspend on the gully and soakaways cleaning contracts. This was used to fund £73k additional works on fly tipping campaigns and enforcement, instead of drawing down funding from the earmarked reserve set aside for Members' Initiatives.

Other minor variances totalled Cr £16k.

Summary of overall variations within Street Environment:

	£'000
Reduction in reactive graffiti removal works	Cr 80
Underspend on gully and soakaways cleaning contracts	Cr 97
Additional works on fly tipping	73
Other minor variances	Cr 16
Total variation for Street Environment	Cr 120

5. Management and Contract Support Cr £119k

Part year vacancies have resulted in £101k underspend on the staffing budget.

On 21 May 2018, Members approved a carry forward request of £80k from 2017/18 to fund additional administrative support during the evaluation and mobilisation of the new Environment contract. £50k of which was allocated for the provision of technical support and specialist advice, however only costs of £15k were incurred which has resulted in an underspend of £35k.

There was a minor overspend of £17k across supplies and services.

6. Tree Dr £52k

The arboriculture service budget has overspent by £52k due to callouts and health and safety remedial works associated with the stormy weather.

7. Traffic & Road Safety Cr £96k

Additional income of £102k was received from road closure charges, mainly due to additional applications from Utility companies to carry out infrastructure works. It should be noted that it is not expected that the Utilities companies will submit this volume of applications in future years. Other minor variations totalled Dr £6k.

Parking**8. Income from Bus Lane Contraventions Cr £244k**

There was a net surplus of £146k on the redeployable automated cameras in bus lanes for 2018/19 due to a higher number of contraventions than expected. It is unlikely that this level of activity will continue in 2019/20, as it is anticipated that the number of contraventions in bus lanes will reduce in the future due to increased compliance. An additional £98k income was received from PCNs issued in previous years.

9. Off/On Street Car Parking Dr £121k

Overall there was a net overspend of £121k for Off and On Street parking.

There was a deficit of £165k for Off and On Street Parking income. This was mainly due to a continued downward trend in parking usage, in particular for the on street bays & multi-storey car parks. This deficit included the delay with the roll out of additional On Street Parking bays.

Additional income of £42k was received from cashless parking fees, as the use of this service continues to grow.

During 2018/19, £7k defaults were applied to the contract relating to the management of On & Off Street Parking.

£19k extra income was received from the suspension of existing parking restrictions. This partly offset other minor overspends across the service totalling £24k.

The table below summarises the variations for Off and On Street Car parking: -

	OFF ST	ON ST	Total
	£'000	£'000	£'000
Summary of variations within Off/On Street Car Parking			
Off/On Street Car Parking income	32	133	165
Less additional Ring Go fees	Cr 15	Cr 27	Cr 42
Level of Defaults applied to contract	Cr 5	Cr 2	Cr 7
Bay Suspensions		Cr 19	Cr 19
Other minor variations	15	9	24
Total variations within Off/On Street Parking	27	94	121

10. Permit Parking Cr £15k

There was a minor underspend of £15k across Permit Parking, mainly due to additional permit income,. This is a slightly lower increase than previously projected in December 2018.

11. Disabled Parking Cr £16k

The variation of £16k for Disabled Parking was mainly due to an underspend on costs of issuing / renewal of Blue Badges.

12. Car Parking Enforcement Dr £211k

There was a net deficit of £406k from PCNs issued by APCOA in 2018/19. This was due to a reduction in contraventions, issues related to the deployment plan and policy changes to the shared use bays in zone A of Bromley Town Centre, as well as a growing number of ad hoc enforcement requests from residents using the online form.

A reduction in contraventions from CCTV enforcement cameras around Schools has resulted in a shortfall of income of £20k.

Defaults applied to the Enforcement contract totalled £113k, which partly offsets the income variation. £40k of this amount related to defaults for 2017/18.

There was an underspend of £24k on credit card commission and debt collection costs, as a direct result of the reduction of contraventions .

Additional income of £48k was received from PCNs issued in previous years.

Other minor underspend across supplies and services totalled £30k.

Summary of variations within Car Parking Enforcement:

	£'000
PCNs issued by wardens	406
PCNs issued from CCTV enforcement camera	20
APCOA Enforcement defaults	Cr 113
Credit card commission and Debt collection costs	Cr 24
Additional income from PCNs issued in previous years	Cr 48
Other net variations	Cr 30
Total variations within Car Parking Enforcement	<u>211</u>

13. Parking Shared Services Cr £137k

There was a net underspend of £137k on the Parking Shared Service. £17k of which was due to the recent review of the split of costs based on activity levels between LB Bromley and LB Bexley. The remaining underspend of £120k was mainly due to part year vacancies.

Summary of overall variations within Parking:

	£'000
Bus Routes Enforcement	Cr 244
Off Street Car Parking	27
On Street Car Parking	94
Permit Parking	Cr 15
Disabled Parking	Cr 16
Car Parking Enforcement	211
Parking Shared Services	Cr 137
Total variation for Parking	<u>Cr 80</u>

14. Highways (Including London Permit Scheme) Cr £346k

Overall the Highways service has a net underspend of £346k for 2018/19. In year staff vacancies have led to an underspend of £33k on staffing budgets and there was a £20k underspend on car allowances and leased cars.

Within NRSWA income, there was a net surplus of £59k, mainly due to an increase in the number Section 74 Notices.

As a result of successful debt recovery processes, income was received from some outstanding debts relating to NR&SWA and therefore £36k was released from the bad debt provision.

The winter service budgets were £184k underspent, essentially due to the relatively mild winter and lack of snowfall. In addition, the salt budget for snow friends has underspent by £28k.

There was an overspend of £63k on the Street Lighting electricity budget. This was due to a combination of increased energy tariffs and additional usage. The extra usage was largely the result of the LED street lights being temporarily on during the daytime in March 19, as the company controlling the LED system went into administration.

A total of £19k was received from vehicles that were sold at commercial vehicle auctions during the year.

Other minor variations across the service totalled Cr £30k.

Summary of Variations within Highways

	£'000
Staff vacancies	Cr 33
Car allowances and leased cars	Cr 20
Additional NR&SWA income	Cr 59
Release of bad debt provision	Cr 36
Underspend on Winter service budget	Cr 184
Snow friends materials	Cr 28
Additional electricity cost on Street lighting	63
Receipts from commercial vehicle auctions	Cr 19
Other minor underspend	Cr 30
Total variations within Highways:	<u>Cr 346</u>

Waiver of Financial Regulations:

The Council's Contract Procedure Rules state that where the value of a contract exceeds £50k and is to be exempted from the normal requirement to obtain competitive quotations, the Chief Officer has to obtain the agreement of the Director of Resources and Finance Director and (where over £100,000) approval of the Portfolio Holder, and report use of this exemption to Audit Sub committee bi-annually. Since the last report to the Executive, the following waivers have been actioned.

£315.8k to procure additional traffic enforcement CCTV cameras around schools and 5 years extension on the contract for the provision of software maintenance licence for CCTV traffic Enforcement cameras; £668k cumulative contract value.

Virements Approved to date under Director's Delegated Powers

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

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Report No.
FSD19053

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT & COMMUNITY SERVICES PORTFOLIO
HOLDER

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

Date: 18th June 2019

Decision Type: Non-Urgent Executive Non-Key

Title: BUDGET MONITORING 2019/20

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

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

Ward: (All Wards);

1. Reason for report

This report provides an update of the latest budget monitoring position for 2019/20 for the Environment & Community Services Portfolio, based on expenditure and activity levels up to 31 May 2019, where available. This shows an over spend of £151k.

2. **RECOMMENDATION(S)**

That the Environment & Community Services Portfolio Holder:

2.1 **Endorses the latest 2019/20 budget projection for the Environment & Community Services Portfolio.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: None directly from this report.
-

Corporate Policy

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

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Recurring Cost
 3. Budget head/performance centre: All Environment & Community Services Portfolio Budgets
 4. Total current budget for this head: £39.7m
 5. Source of funding: Existing revenue budgets 2019/20
-

Personnel

1. Number of staff (current and additional): 146.7fte
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

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

Procurement

1. Summary of Procurement Implications: N/A
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The 2019/20 projected outturn is detailed in Appendix 1. This forecasts the projected spend for each division compared to the latest approved budget, and identifies in full the reasons for any variances.
- 3.2 Costs attributable to individual services have been classified as “controllable” and “non-controllable” in Appendix 1. Budget holders have full responsibility for those budgets classified as “controllable” as any variations relate to those factors over which the budget holder has, in general, direct control. “Non-controllable” budgets are those which are managed outside of individual budget holder’s service and, as such, cannot be directly influenced by the budget holder in the shorter term. These include, for example, building maintenance costs and property rents which are managed by the Property Division but are allocated within individual departmental/portfolio budgets to reflect the full cost of the service. As such, any variations arising are shown as “non-controllable” within services but “controllable” within the Resources Portfolio. Other examples include cross departmental recharges and capital financing costs. This approach, which is reflected in financial monitoring reports to budget holders, should ensure clearer accountability by identifying variations within the service that controls financial performance. Members should specifically refer to the “controllable” budget variations relating to portfolios in considering financial performance. These variations will include the costs related to the recession.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 The 2018/19 budget reflects the financial impact of the Council’s strategies and service plans which impact on all of the Council’s customers and users of our services.

5. POLICY IMPLICATIONS

- 5.1 The “Building a Better Bromley” objective of being an Excellent Council refers to the Council’s intention to provide efficient services and to have a financial strategy that focuses on stewardship and sustainability. Delivering Value for Money is one of the Corporate Operating Principles supporting Building a Better Bromley.
- 5.2 The “2019/20 Council Tax” report highlighted the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2019/20 to minimise the risk of compounding financial pressures in future years.
- 5.3 Chief Officers and Departmental Heads of Finance are continuing to place emphasis on the need for strict compliance with the Council’s budgetary control and monitoring arrangements.

6. FINANCIAL IMPLICATIONS

- 6.1 Although the overall budget shows an over spend of £151k, the controllable budget for the Environment & Community Services Portfolio is projected to be over spent by £138k at the year-end based on the financial information available to 31 May 2019, wherever possible.
- 6.2 Some of the major variations are detailed below, with more detail included in Appendix 1.

Street Scene & Green Space (Cr £15k)

- 6.3 Based on April tonnage figures, the waste disposal costs are expected to be £140k below budget mainly due to the reduction in Trade Waste activities.

6.4 A shortfall of income of £155k is expected from Trade Waste services as customer numbers have reduced. This is partly offset by a reduction in collection contract costs of £22k and the disposal cost savings detailed above.

6.5 Other net variances across the division total Cr £8k.

Traffic, Parking and Highways (Dr £153k)

6.6 There is a net projected surplus of £96k for income from bus lane contraventions.

6.7 The reduction in parking usage continues and a net deficit of £245k is projected.

6.8 A reduction in parking contraventions has led to a potential shortfall of income of £111k.

6.9 Part year vacancies within the Shared Service has resulted in an under spend of £60k and other net variances within parking total Cr £7k.

6.10 Additional income of £40k has been received for road closures as a result of an increase in applications received from utility companies.

6.11 The table below summarises the main variances: -

Summary of Major Variances	£'000
Waste disposal costs	Cr 140
Shortfall of income from Trade Waste	155
Wastre collection contract costs	Cr 22
Income from Bus Lane contraventions	Cr 96
Off and On Street parking income	245
Income from Parking Enforcement	111
Staff vacancies	Cr 60
Income from road closures	Cr 40
Other net variations within the Portfolio	Cr 15
	<u>138</u>

Non-Applicable Sections:	Legal, Personnel & Procurement Implications
Background Documents: (Access via Contact Officer)	2019/20 budget monitoring files within E&CS Finance section

Environment & Community Services Portfolio Budget Monitoring Summary

2018/19 Actuals £'000	Service Areas	2019/20 Original Budget £'000	2019/20 Latest Approved £'000	2019/20 Projected Outturn £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
	ENVIRONMENT PORTFOLIO							
	Street Scene & Green Spaces							
5,328	Parks and Green Spaces	5,441	5,481	5,481	0		0	0
6	Business Support and Markets	Cr 25	Cr 25	Cr 25	0		0	0
362	Street Regulation	375	375	367	Cr 8		0	0
17,096	Waste Services	17,833	17,913	17,906	Cr 7	1	0	0
4,289	Street Environment	5,647	5,647	5,647	0		0	0
1,172	Management and Contract Support	1,255	1,048	1,048	0		0	0
802	Trees	769	769	769	0		0	0
29,055		31,295	31,208	31,193	Cr 15		0	0
	Transport Operations and Depot							
527	Transport Operations and Depot Management	746	746	746	0		0	0
527		746	746	746	0		0	0
	Traffic, Parking & Highways							
234	Traffic & Road Safety	334	334	294	Cr 40	2	0	0
Cr 7,499	Parking	Cr 7,539	Cr 7,539	Cr 7,346	193	3 - 6	0	0
6,175	Highways (including London Permit Scheme)	6,458	6,528	6,528	0		0	0
Cr 1,090		Cr 747	Cr 677	Cr 524	153		0	0
28,492	TOTAL CONTROLLABLE	31,294	31,277	31,415	138		0	0
4,378	TOTAL NON-CONTROLLABLE	6,051	6,051	6,064	13	7	0	0
2,618	TOTAL EXCLUDED RECHARGES	2,357	2,357	2,357	0		0	0
35,488	PORTFOLIO TOTAL	39,702	39,685	39,836	151		0	0

Reconciliation of Latest Approved Budget

£'000

Original Budget 2019/20

39,702

Carry Forward Requests approved from 2018/19

Green Garden Waste Direct Debits

120

Central Contingency Adjustments

Inflation adjustment

70

Savings - review of staffing

Cr 207

Latest Approved Budget for 2019/20

39,685

1. Waste Services Cr £7k

Based on April tonnage, the contract disposal cost is expected to be £160k below budget, mainly as a direct result of the reduction in trade waste customers. This is partly offset by £20k cost of processing of extra tonnage of recyclates.

Within trade waste collection there is a net projected shortfall of income of £120k mainly due to a slightly higher customer dropout compared to the level expected, mostly for commercial customers. This is partly offset by £22k reduction on the collection contract cost and disposal costs.

There is a projected shortfall in income of £35k relating to trade waste delivered to the weighbridges.

Summary of overall variations within Waste Services	£'000
Reduction in disposal cost	Cr 160
Increase in cost of processing additional recyclates	20
Deficit in trade waste collection income	120
Reduction in collection contract cost	Cr 22
Shortfall in trade waste delivered income	35
Total variation for Waste Services	Cr 7

2. Traffic, Parking & Highways Cr £40k

This variation is due to additional income received from road closure charges, mainly due to a spike in the number of applications from utility companies for undertaking infrastructure works. It is not expected that this volume of activity will continue into 2020/21.

Parking

3. Income from Bus Lane Contraventions Cr £96k

There is a net projected surplus of £96k from the deployable automated cameras in bus lanes for 2019/20, based on numbers of contraventions to April 2019.

4. Off/On Street Car Parking Dr £242k

Overall there is a net variation of Dr £242k for Off and On Street parking.

A deficit of £281k is forecast for Off & On Street Parking income. This could be due to a continued downward trend in parking usage, in particular for the on street bays & multi-storey car parks, and/or a reaction to the price increases. However, given that the projections are based on just one month's data, the projection may change as more information becomes available throughout the year. Officers will continue to monitor the position closely.

Additional income of £36k is expected to be received from cashless parking fees, as the use of this service continues to grow.

Defaults of £3k have been applied to the contract, relating to On & Off Street Parking.

The overall projected overspend for Off and On Street Car parking within the Parking budget is summarised below:

Summary of variations within Off/On Street Car Parking	OFF ST £'000	ON ST £'000	Total £'000
Off/On Street Car Parking income	92	189	281
Less additional Ring Go fees	Cr 16	Cr 20	Cr 36
APCOA P&D Defaults (April 19)	Cr 1	Cr 2	Cr 3
Total variations within Off/On Street Parking	75	167	242

5. Car Parking Enforcement Dr £107k

From the activity levels in April 2019, there is a projected net deficit of around £101k from PCNs issued by APCOA in the current year, mainly due to a reduction in contraventions and issues related to the deployment plan. Officers have been liaising with APCOA in reviewing the deployment schedule.

A £10k deficit is forecast for income from contraventions captured by the school CCTV enforcement cameras.

Defaults of £4k were issued in April 2019, relating to the Enforcement part of the contract.

Summary of variations within Car Parking Enforcement	£'000
PCNs issued by wardens	101
PCNs issued from schools CCTV enforcement cameras	10
APCOA Enforcement defaults (April 19)	Cr 4
Total variations within Car Parking Enforcement	107

6. Parking Shared Service Cr £60k

There is a net variation of Cr £60k for the Parking Shared Service, mainly due to vacant posts across the two Boroughs. Officers are currently undertaking a review of the shared service staffing structure.

Summary of overall variations within Parking:

	£'000
Bus Routes Enforcement	Cr 96
Off Street Car Parking	75
On Street Car Parking	167
Car Parking Enforcement	107
Parking Shared Services	Cr 60
Total variation for Parking	<u>193</u>

APPENDIX 1B**7. Non-controllable Dr £13k**

There is a projected £13k shortfall of income within the property rental income budget. Property division are accountable for these variations.

Waiver of Financial Regulations:

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

Virements Approved to date under Director's Delegated Powers

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

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Report No.
ES19038

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT & COMMUNITY SERVICES PORTFOLIO HOLDER

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

Date: 18 June 2019

Decision Type: Non-Urgent Executive Key

Title: ENVIRONMENT & COMMUNITY SERVICES PORTFOLIO PLAN 2019

Contact Officer: Sarah Foster, Head of Performance Management and Business Support
Tel: 020 8313 4023 E-mail: sarah.foster@bromley.gov.uk

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

Ward: All Wards

1. Reason for report

This report presents the draft 2019 Environment & Community Services Portfolio Plan for scrutiny by Environment & Community Services PDS Members and subsequent endorsement by the Environment & Community Services Portfolio Holder.

2. **RECOMMENDATIONS**

2.1 That the Environment & Community Services PDS Committee:

- Considers the draft Portfolio Plan (Appendix 1) and provides comments to the Portfolio Holder.

2.2 That the Environment & Community Services Portfolio Holder:

- Endorses the outcomes, aims and performance measures set out in the draft 2019 Environment & Community Services Portfolio Plan, taking into account the 2019 budget and the views of this Committee.

Impact on Vulnerable Adults and Children

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

Corporate Policy

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

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Environment & Community Services Portfolio
 4. Total current budget for this head: £31.3m and £3.6m of TfL / LIP funding
 5. Source of funding: 2019/20 controllable revenue budget and 2019/20 LIP funding agreed by TfL
-

Personnel

1. Number of staff (current and additional): 146.7 FTEs
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

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

Procurement

1. Summary of Procurement Implications: Detail of the service contracts to which this portfolio plan relates are maintained on the Council's Contracts Database, summaries of which are reported to this Committee as part of the Contract Register on a bi-annual cycle. Contractor Performance is scrutinised on a regular basis and contracts are procured in line with all applicable legislation and the Council's Contract Procedure Rules.
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The draft Environment & Community Services Portfolio Plan 2019 (Appendix 1) sets out the Portfolio's key service outcomes together with their:
- associated issues (what the service drivers are);
 - aims (what we want to achieve); and
 - performance measures (how we will measure progress).
- 3.2 The Plan is divided into six, high-level, outcomes:
1. Improving the Street Scene
 2. Minimising Waste & Increasing Recycling
 3. Enhancing Bromley's Parks & Green Spaces
 4. Managing our Transport Infrastructure & Public Realm
 5. Improving Travel, Transport & Parking
 6. Improving Customer Service & Business Management
- 3.3 Each outcome has associated aims which are chiefly delivered through the service contracts summarised in the Contracts Register as regularly reported to this committee. Members are invited to select those contracts which they wish to scrutinise over the coming year and reports will be produced and the relevant contractors invited to attend the meetings.
- 3.4 The Environment & Community Services Portfolio Plan's content is entirely determined by the Council and the structure and approach will be familiar to Environment & Community Services PDS Members. However, the specific aims constantly evolve to reflect new challenges – whether financial, legislative or service-related.
- 3.5 To this end, during 2019, a number of initiatives will be undertaken including: completing the £11.8m highways capital programme; implementing a number of major town centre public realm improvement projects; improving parking management, delivering local enhancements including tree planting, flower beds and improved street furniture; further developing the successful Green Garden Waste Collection Scheme to reach more customers and successfully mobilising and embedding the Portfolio's newest Environmental contracts.
- 3.6 The Portfolio Plan includes a limited number of carefully chosen indicators which allow performance against service outcomes to be measured. Not only does the Portfolio Plan set out 2018/19's actual performance but it also provides information on the past three years' historical performance (to allow comparison) and the next two years' targets (to gauge ambition).
- 3.7 The PDS Committee will be aware of the continuing prominence given to environmental issues by residents and the need to take effective action on this locally. These issues affect not just the Environment Portfolio but also the Council corporately, as Environment Portfolio services affect the daily lives of Bromley residents and service performance reflects on the Council as a whole.
- 3.8 Environment & Community Services PDS Committee has consistently expressed its support for using this plan to clearly set the Portfolio's priorities and this clarity is useful for both the public and officers. In particular, the Committee has asked that the Plan provides a yardstick against which achievements can be measured to allow Members and the public to hold the Portfolio Holder and the Environment & Community Services to account.
- 3.9 The Committee will receive a high level performance update at each Environment & Community Services PDS meeting as part of its role in scrutinising the Portfolio Holder and Department. This performance overview will be provided at each meeting in the form of a dashboard of performance indicators against targets with a RAG status assigned to each.

4. 2019 PRIORITY OUTCOMES

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

5. POLICY IMPLICATIONS

- 5.1 This 2019 Environment & Community Services Portfolio Plan supports the Council's 'Building a Better Bromley' objectives, principally in respect of delivering a Quality Environment and an Excellent Council, and effectively defines the Council's environmental service policy.
- 5.2 The Portfolio Plan's aims are delivered through the service contracts summarised in the Contracts Register reports to this committee but delivery is also within the context of the Council's formally adopted environmental policies.

6. FINANCIAL IMPLICATIONS

- 6.1 The Environment & Community Services Portfolio's priorities will be delivered within the resources identified in the 2019/20 budget, including Local Implementation Plan funding from Transport for London, together with any further external funding that can be secured.

7. PROCUREMENT IMPLICATIONS

- 7.1 Most of the Portfolio Plan's priorities are underpinned by contracts and where these have a Total Contract Value (TCV) greater than £200k, they are reported in the Corporate Contract Register. The procurement status of contracts with a TCV >£50k is also reported to Environment & Community Services PDS Committee for detailed scrutiny.
- 7.2 PDS Committee also scrutinises 'Procurement Strategy' and 'Award of Contract' reports, and monitors individual contracts and scrutinises the contractors themselves as appropriate.

8. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 8.1 Environment & Community Services Portfolio services affect the daily lives of all Bromley residents and are generally universal in nature - rather than being directed at particular community groups. Where vulnerable adults or children may potentially be affected by a proposal or contract, the issues would be covered in that particular report, plan or contract rather than this strategic document.

Non-Applicable Sections:	Personnel and Legal implications
Background Documents: (Access via Contact Officer)	Environment PDS Committee agendas and minutes Building a Better Bromley

Environment & Community Services Portfolio Plan 2019/20

Introduction

The Services delivered by the Environment & Community Services (ECS) Portfolio are key to ensuring that Bromley is a great place to live and visit and will remain so in the future. The local environment is an important issue for residents and contributes to the National targets for the maintenance and improvement of Environmental Issues. This includes working to ensure that we consider the impact on future generations of our actions today - these are however not easily expressed in annual targets but are a key consideration when delivering services (e.g. Reducing energy consumption, reducing landfill & increasing recycling, facilitating healthy lifestyles).

The London Borough of Bromley is committed to sustaining and enhancing the environment around us. We will further our positive impacts by keeping our Borough clean, through the removal of litter, graffiti and abandoned vehicles and we will support biodiversity by enhancing our many green spaces and working with much valued 'Friends'. This year we will continue to focus on promoting resource efficiency through our waste reduction, reuse and recycling campaigns for instance and bringing about service improvements, which includes extending our low energy street lighting initiative to cover more of the Borough. Seeking environmental efficiencies at all levels is essential given the current budgetary pressures facing local authorities. We will explore better ways of working, including with residents, and improved use of our resources as part of our Transforming Bromley programme this year.

We will continue to improve the opportunities and range of travel choices as outlined in our Local Implementation Plan (LIP3) which sets out the borough's transport priorities, which include improving road safety by reducing collisions and casualties on the roads, making it easier to walk and choose to cycle, reducing congestion and working with partner organisations to deliver new public transport connectivity - with the aim of reducing pressure on our road network and improving air quality for our residents. We are committed to maintaining past investment in our roads and pavements and other assets, we are firmly focussed on improving what we do and working with residents to get the best outcomes.

This year, we have launched new Environmental Services Contracts – the largest suite of contracts ever to be let in the Borough. These new long term contracts will ensure that we continue to deliver services for residents that are amongst the top performing boroughs in terms of our recycling scheme, with a commitment to reduce landfill to virtually zero, that we maintain exceptional levels of street cleanliness and that our green spaces are thriving places that the diverse communities we serve, can enjoy.

The scale of the services we provide in what is London's largest Borough is immense, with our services operating seven days a week and every resident using our services in some way every day. Residents have supported our work magnificently over many years, with our much valued Friends network being one example of where residents are working in partnership with the Council. This year we will work in partnership with our Friends by identifying community issues that are a priority, helping to support the range of services residents value. Our improvements to Fix My Street will enable us to better deal with reports of street and other problems, by responding as efficiently as possible to issues requiring our attention.

We really do value our partnership work with residents and others who visit our Borough for leisure and work reasons. We are looking to deepen and widen this work in the coming years. It is no accident that so many of the Priority Outcomes outlined in this Portfolio Plan require the active support of local people. Likewise, the Portfolio name reflects this too, as it is now called Environment and Community Services. This emphasises the importance of working directly with residents whilst at the same time underlining the Council's commitment to deliver services.

This Portfolio Plan summarises the activities planned to be undertaken to maintain and enhance our environment together with a number of new initiatives. We face many challenges to both manage the

Environment & Community Services Portfolio Plan: 2019/20

daily delivery of a multitude of services, whilst also looking to best position these services for the future. I am optimistic we can and will do this, all the while mindful of the need to work with and serve our residents and crucially, maintaining our focus on service delivery with good customer service at its heart.

Councillor William Huntington-Thresher

Portfolio Holder, Environment & Community Services

Our Aims

The services delivered as part of the Environment & Community Services Portfolio affect the daily lives of all Bromley residents and compare favourably with those of other councils. Our key aims are to maintain the high service standards residents expect from street cleaning, waste collection, highways maintenance and parks management and to ensure the services also provide value-for-money. This is especially important given being a 'clean and green' borough is key to why people choose to live or work in Bromley.

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

The main challenge continues to be how to continue to deliver quality environmental services with significantly less funding and, therefore, there is a continuing focus on budgetary control, contract performance monitoring and management, and commissioning opportunities.

A number of environmental service initiatives will be undertaken during 2019/20 including:

- completing the £11.8m capital programme to invest in our roads and pavements to reduce the need for active maintenance and accident claims;
- Completing the Beckenham and Bromley major town centre public realm improvement projects, along with preliminary design works for the Shortlands and Bromley "Friendly Streets" project;
- improving traffic flow and road safety at key junctions;
- continuing to deliver the smart parking agenda to ensure service improvements for our customers;
- delivering local enhancements including tree planting, flower beds and improved street furniture;
- raising awareness of our parks and countryside including through the Bromley Parks website;
- developing the successful Green Garden Waste Collection Scheme to reach more customers across the borough and reduce traffic at the Household Waste & Recycling Centres;
- improving communications to further enhance food waste recycling;
- working collaboratively with service providers to deliver our new suite of Environmental Services Contracts.

This Environment Portfolio Plan sets out six outcomes centred on:

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

These will be delivered through a number of clearly identified aims and their associated contracts.

This Portfolio Plan contributes to Building a Better Bromley's 'Quality Environment' aspirations:

- Sustain a clean, green and tidy environment through value-for-money services provided to a consistently high standard;
- Encourage further improvements in recycling and seek to reduce waste, to manage costs and protect the environment;
- Encourage Residents Associations and the expanding network of 'Friends' to contribute to parks, trees and streets management and work with Snow Friends during winter weather; and
- Identify infrastructure investment opportunities to reduce future maintenance costs associated with maintaining a high quality streetscene, including roads and street furniture.

Outcome 1: Improving the Street Scene

Continue to deliver the Neighbourhood Management model by reviewing business management processes, improving supplier service provision, and enhancing our work with local communities.

The Neighbourhood Management model continues to support delivery of services to residents across the borough. This innovative approach to managing the streetscene has improved how we coordinate activity with our contractors and make our services more responsive to local issues and residents' needs – with the ultimate aim of improving customer satisfaction. The suite of new Environmental Services contracts including Street Environment have been awarded and commenced in April 2019. They will ensure that we deliver excellent and high performing services whilst providing real value for money. In addition, enhanced synergies will be achieved as the service provider procured for the Street Environment and Waste Collection operations is the same contractor.

Streetscene quality – especially its cleanliness – continues to be a priority for the Council and residents alike. A well-maintained streetscene relates closely to how safe residents feel and how satisfied they are with their locality. This is actively monitored and high satisfaction levels are recorded. Real progress has been made including: multi-agency clean-ups; engaging with community and voluntary groups to organise local clean-ups; scheduling deep-cleaning programmes; and providing facilities for recycling, for cigarette waste, and litter. We continue to work with four Business Improvement Districts (Bromley, Orpington, Penge and Beckenham Town Centres) to find mutual solutions for improving the quality of the public and private realm.

A continuous review of the Council's approach to street cleaning by the Neighbourhood Management Team has identified different approaches to tackling local issues and ensuring suppliers provide a timely and quality service. The direction of travel is to develop more proactive solutions, based on evidence, to resolve problems such as detritus removal from channels in heavily parked areas and tackling littering in country lanes. We will also continue to measure public satisfaction levels with cleanliness in residential and retail areas.

The autumn leafing programme was identified in the 2017 satisfaction survey as having a relatively low score (57%) Building on 2017's successful leafing season, a further revision to the methodology was implemented during 2018, in keeping with the drive for continuous improvement within Neighbourhood Management. Utilising the data gathered from the previous seasons, (particularly in 2017 given the wider adoption of Arboriculture information to determine the scheduling across the borough), in 2018/19 a total of 1,550 tonnes of leafing material was removed from the borough's highways, marking a vast improvement on the previous year's total of 1,158 tonnes. Since 2015/16, tonnages are up by 65%. Refinements will continue to be sought for 2019 and beyond.

Enquiries for Neighbourhood Management for the Streetscene service areas (across all channels) have been fairly consistent in volume over the past three years: 25,692 (2016/17), 24,494 (2017/18) and 25,734 (2018/19). The public can help by reporting problems such as fly-tipping, potholes, and street lighting defects. Fix-My-Street (FMS), an on-line reporting facility, now handles almost 70% of residents' reports and, since 2007, 131,188 FMS reports have been made (25,591 being made during 2018/19).

We continue to review and promote our Neighbourhood Friends schemes that supplement the work of our new Environmental Services providers. Our 1,552 Street Friends report problems in their neighbourhoods, such as graffiti and fly tipping, with many of them litter picking or participating in larger clean-ups with friends, family and neighbours. We also have 4,156 Snow Friends in 428 groups who help keep their roads and pavements safer during the winter period.

Arboricultural Services continue to promote and train our Tree Friends who help by removing seasonal obstructions and basal growth in a way that protects street tree health. It is our aim to increase scheme participation and for each Residents Association to have a Tree Friend Coordinator – there are currently 57 such groups.

Outcome 2: Minimising Waste & Increasing Recycling

Effectively managing the Borough's waste by providing a high quality service that is financially and environmentally sustainable

Bromley's recycling performance remains significantly above average compared with other London boroughs, at 50%. In addition, our waste arisings have dropped further, by 1541 tonnes in 2018/19 which is very encouraging, as a reduction in waste disposal costs will help to reduce budgetary pressures on the service.

Producing less waste in the first place is key to reducing both costs and environmental impacts. We will, therefore, continue to encourage residents to 'waste less and recycle more' – including by promoting greater use of the weekly Food Waste Recycling Service through the 'Food for Thought' campaign and be expanding the range of materials we include in doorstep collections.

Through our new waste contracts we will seek to support the Circular Economy in London and drive efficiency to deliver value for money for Bromley residents. Manufacturers and retailers also have a role to play in minimising waste at source and the Council will continue to encourage the Government to bring forward proposals – such as full producer responsibility for packaging waste – to tackle this problem effectively.

During 2019/20, we intend to further expand the successful paid for Green Garden Waste Collection Service, aiming, to increase subscriptions to over 30,000 customers as this is preferential to residents using cars to take their green waste to the Reuse & Recycling Centres. In 2018/19, the number of Green Garden Waste customers reached 28,386 which was an increase of 7.11% on the previous year. This year we will promote further improvements in the service by introducing an option for residents to pay by Direct Debit. We will continue to focus resources on developing improvements to the collection service to maintain high standards of service performance with the additional benefit of reducing traffic at the household waste recycling centres.

The waste service will also continue to work on options to maximise economies of scale and harmonise collection and disposal methodologies for all parts of the waste stream through the new Waste Collection & Disposal contract which commenced in April 2019. We will continue to develop disposal options through the new contract to increase our use of Alternative Treatment Methodologies (ATM) to ensure we work towards virtually zero waste to landfill by 2020/21.

Outcome 3: Enhancing Bromley's Parks & Green Spaces

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

Parks, countryside, access to nature and open spaces are key elements of what makes Bromley a great place in which to live and work and it is, therefore, vital that these natural assets are maintained for the benefit of all, now and for the future. Our Parks and Greenspace Strategy sets out to provide *'an accessible, attractive, safe, secure and sustainable network of open space, sport and recreation facilities that protects and enhances biodiversity, improves choice, access and quality of life for all residents, workers and visitors and engenders pride and involvement in the local community'*.

Bromley has 167 parks, open spaces, golf courses and recreation grounds (including 3,000 acres of open space, and 68 equipped play areas) under its management, which constitutes a valuable natural resource with social and environmental benefits.

In addition to the work of our contractors, the Council has 49 active 'Friends of Parks' groups – who, on behalf of the Council, act as custodians for 50% of Bromley's greenspace and in 2018/19 contributed circa 47,000 hours of valued voluntary work. In addition to this vital conservation work, during 2018/19 Friends groups helped to raise more than £144k external investment and submitted an application for a Woodland Support Grant from Natural England of £35k over five years.

idverde's fundraising team further supports external investment and are currently working on 21 investment projects. Highlights include the Croydon Road Recreation Ground bandstand, Scadbury medieval moated manor, sports pavilion re-build projects at Goddington Park and Poverest Park, Locksbottom cricket club pitch improvement works at Farnborough Recreation Ground, Kings Meadow, Norman Park and Tugmutton play projects, a sensory trail at High Elms and various allotment projects.

Since June 2015, the service has been 'fully managed' by idverde, who maintain our landscape infrastructure, identify external funding, and work with community and Friends of Parks groups to maintain our existing high standards into the future.

The Bromley Environmental Education Centre at High Elms (BEECHE) developed its core values and in 2019 onwards will look at establishing these further. The core values set out BEECHE's commitment:

1. Responsibility & Ownership: We foster positive attitudes in our learners, empowering them to take ownership over our environment and natural world. By promoting sustainable behaviours and positive attitudes towards nature conservation we aim to inspire action for the nature found on our doorstep and beyond.

2. Fun, Creativity & SEAL (Social & Emotional Aspects of Learning): We aim to nurture the sense of enjoyment, inspiration and creativity gained from experiential learning within nature. We believe that outdoor learning improves self-esteem, well-being, behaviour, problem-solving, cooperative learning and promotes a sense of respect for the natural world and each other.

3. Passion: Passion is the cornerstone of our environmental education. A passion for our environment and education is key to achieving positive outcomes for each of our learners. We aim to instil our passion in our learners by embedding our core values and culturing a sense of awe and wonder in all that we do.

4. Scientific Inquiry: The 'outdoor classroom' provides a meaningful way to engage learners in practical science, giving them experience of collecting and analysing data, and making predictions in the real world, beyond the limitations of the classroom or laboratory.

Proposed initiatives from 2019 onwards include:

- a recruitment strategy to target additional young people: 'Volunteer Champions' (including work with Capel Manor College and the inclusion of young people on the Friends group panels);
- growing and retaining the Green Flag portfolio (the current sites that have successfully been awarded Green Flag status are Queen's Gardens, Biggin Hill Recreation Ground, Chislehurst Common, Chislehurst Recreation Ground, South Hill Wood and Keston Common);
- securing external funding to deliver a range of projects (set out in the Action Plan) such as works to the medieval moated manor at Scadbury Park and overseeing delivery of projects such as the new Chislehurst pavilion;
- digitising cemeteries ledgers and establishing a Burial and Cremation Administration System improving the cemeteries service to all end users;
- establishing a new five year strategy for the Borough's parks, countryside and greenspace through research and consultation.

Bromley has a database of street tree features (with each recorded feature potentially containing several trees). This equates to approximately 36,000 street tree features, 20,000 park tree features and 10,000 school tree features, in addition to over two-thirds of London's woodland. . Some of these woodlands have special ecological status, including Sites of Importance for Nature (SINCs) – which require active conservation. Trees also need to be managed for amenity and public safety. During 2019/20, 30% of street and park trees (and 50% of school trees) will be subject to a 'full asset survey', with any remedial safety works being implemented.

In 2019/20, the Council will further investigate woodland management options, with a view to off-setting management costs, for example utilising the sales of timber, where appropriate, for use in energy production via biomass and sale of other timber based products. Woodland management planning will also aim to future proof woodlands against existing and emergent threats such as emerging pathogens and climate breakdown to reduce economic and ecological risk, benefitting biodiversity and amenity value. The results of the pilot exercise undertaken on a limited number of sites in 2017/18 will be analysed and a forward strategy developed.

Outcome 4: Managing our Transport Infrastructure & Public Realm

Continuing to invest in our roads, pavements and street lighting to maintain the highway asset, improving the standard utility works, and improving flood risk awareness and resilience

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

A new Highway Maintenance contract comprising major works, minor works, winter service, highway drainage and street lighting has been awarded to JB Riney for an initial period of eight years. These services were previously delivered by four separate contractors and this has required careful management to ensure a smooth transition to the new contractor.

The condition of Bromley's roads and pavements is consistently identified by residents as a particularly important issue and so remains a Council priority. To this end, we will complete the £11.8m investment project to improve the condition of our roads and pavements, as approved by Members, with priorities based on detailed technical assessments of all non-principal (B and C) roads and unclassified roads. Planned maintenance of principal (A) roads is funded by TfL and in November 2017 TfL announced a two-year funding moratorium for across London. This will inevitably result in higher demand for reactive maintenance - which is funded by LB Bromley.

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

Street lighting is another important component of our highway infrastructure and we have recently completed an £8.5m capital invest-to-save street lighting project, which involved replacing 7,000 lamp columns and 16,000 street lanterns with energy efficient LED lighting. This has significantly reduced energy consumption and maintenance costs. Consideration will now be given to replacing the remaining lanterns to further reduce revenue costs using SALIX / Carbon Off-setting and further LBB capital funding.

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

The Council will endeavour to keep the borough moving and safe during adverse weather, reviewing lessons learned from previous flood and snow events and refreshing our Winter Service policy and plan. We will continue to increase local resilience by acting as the Lead Local Flood Authority.

Outcome 5: Improving Travel, Transport & Parking

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

Following public consultation, Bromley has now had the LIP3 strategy approved, this sets out Bromley's aspirations for transport to 2021/22 and in the longer term to 2041. It sets out how the Council will deliver and also work with partners such as rail operators to deliver an efficient and high quality transport network that safely supports borough residents, visitors to the borough for work and leisure and the borough's economy.

In the context of a growing city, Bromley's population is predicted to increase by almost 30,000 by 2032. This level of population growth will present challenges for the Borough's transport networks, to ensure that residents can still move about safely and efficiently to access employment, education, health provision, retail and leisure opportunities. Providing an efficient transport network has a central role in ensuring the quality of life in Bromley and promoting economic growth across the Borough and Capital. To accommodate this increase in demand requires us to make the most efficient use of the capacity we have on our transport networks, through the use of space efficient modes. Essentially this means that high quality, attractive alternatives to car travel need to be developed to provide genuine transport choice and to avoid gridlock in the more built up parts of the Borough. We need to focus on the most efficient use of the available capacity and encourage residents to choose the most appropriate mode for their particular journey, thereby enhancing the Borough's quality of life, health and local economy.

To deliver this choice we are planning ambitious walking and cycling schemes to support choice for local journeys and reduce congestion on busy corridors. The flagship of the Borough's investment is the Shortlands & Bromley Friendly Streets project (funded by Bromley and TfL via the Liveable Neighbourhoods Programme). Over the four years of the project, the Council will deliver a number of interventions across the scheme area to make walking and cycling more attractive, including improved pedestrian crossings around the station. It will also seek to reduce queuing traffic under Shortlands Railway Bridge, improve journey time reliability and reduce the negative impacts of traffic locally, whilst enhancing the public realm around the shops. Additionally in 2019/20 the Borough will deliver new cycling routes, including the Greenwich to Kent House Cycleway two and Crofton Road cycle corridor. By 2022, the Borough will aim to have delivered the Lower Sydenham to Bromley Cycleway, along with at least one Local Cycle Route.

Despite traditionally good road accident statistics, reducing casualty numbers remains a challenge. A key focus will continue to be the reduction of Killed and Seriously Injured (KSI) collisions and a targeted approach to all personal injury collisions through the implementation of collision remedial schemes at cluster sites. The Borough has an active road-user education programme, with a particular focus on children and teenagers as they approach driving age.

Local people should be able to play their part and the Council will continue to work with schools, developers and businesses to implement effective travel plans which encourage walking, cycling and the use of public transport. In the case of schools who achieve the highest Gold standard STARS accredited travel plans, the Borough will work collaboratively to deliver infrastructure identified as important to facilitate active travel to in these schools' travel plans. We are also committed to supporting the development of travel planning and advice for the Council's own staff.

Management of parking remains a key priority across the Borough. We will take an approach to implementing parking measures that balance the needs of residents, visitors and commuters – including on-street and in our car parks. This is especially important near town centres, local shopping parades, railway stations and hospitals, where parking pressures are greatest.

We will also continue to develop and enhance the on-line self-service parking permit solutions to bring improvements to ease of access and on-line control to all users, and to increase the virtual permit provision to cover all types of parking permits offered by Parking Services (including Visitor Vouchers).

Since April 2017, APCOA has been providing parking related services on behalf of the borough as part of the 10-year contract. The Council and APCOA strive to be innovative in their approach to the management of parking services, utilising the experience of all parties and building on strong communication relationships.

Cycle parking is a key part of providing quality cycling infrastructure and the Borough will continue to invest in cycle parking at key destinations including shopping parades along with ambitious targets for upgraded cycle parking at 25% of the Borough's stations by 2022. The Borough will continue to provide Bikehangers where there is demand from residents. Additionally we are looking at innovative solutions to provide season ticket basis or pay as you go secure cycle parking for those who wish to have a higher level of service/security than on-street cycle parking can provide.

Whilst Bromley does not experience the same level of intensity of air quality issues as other inner and central London areas, there are locations in the Borough, especially around key surface transport corridors where emissions are unnecessarily high. The Council recognises idling vehicles as an unnecessary source of emissions and will be participating in the London-wide campaign funded by the Mayor's Air Quality Fund, this is currently in development and we will be considering how we implement this locally during 2019. In 2019/20 the Borough will deliver Rapid Electric Charge points to support the uptake of electric vehicles, especially Black Taxis.

The Borough is keen to harness the power of innovation to improve the transport offering for residents and visitors to the Borough. During 2019/20 the Council will continue to inform the Innovate UK funded Streetwise project, led by UK Artificial Intelligence specialist FiveAI. Streetwise is a project which aims to develop autonomous vehicle (AV) technology that is suitable for an urban environment and then apply it to a transport service in London. The Borough has also worked with Lime Bike to launch a dockless electric bike hire scheme and will continue to develop the car club network to offer greater transport choice and help relieve pressure on parking.

In terms of public transport, we will continue to seek improvements to provide more capacity and new connectivity. We will lobby and work with partners to develop deliverable and cost effective solutions that offer fast, frequent and convenient public transport services at an affordable cost for funders. A key priority is to improve connectivity between Bromley town centre and Lewisham and Canary Wharf/ Docklands, potentially through options to provide higher frequency rail service on Southeastern Metro services to Lewisham. The Council will also seek options to improve orbital travel around outer London on key corridors to the Borough's town centres, to support the economic regeneration of Bromley in a sustainable way and provide alternatives to the car. In this regard, the Council will seek to work with TfL to support the potential limited stop bus corridor identified in the Mayor's Transport Strategy (MTS) between Beckenham and Bexleyheath, which connects with the London Tram network at Beckenham Junction and will also seek to work with TfL to understand whether there is a case to provide interchange opportunities between this corridor and the Elizabeth Line.

We will also continue to lobby the DfT to fund accessibility improvements and work with Network Rail to deliver the funded accessibility enhancements at Shortlands, Petts Wood and St Mary Cray.

Outcome 6: Improving Customer Service & Business Management

Maintaining high service standards, ensuring services are professionally managed and providing value-for-money. Upholding good governance and accountable decision-making, ensuring services are commissioned on time and delivered within budget

This 2019/20 Environment Portfolio Plan sets out our service priorities in terms of six outcomes (and associated aims and performance measures) and good customer service and sound business management practice underpins the quality of our service provision.

The Plan's implementation will be scrutinised by Environment and Community Services (ECS) Policy Development and Scrutiny (PDS) Members through a performance overview item at each committee meeting.

During the year, officers support Members in their work by ensuring that well-evidenced reports – including in relation to the contracts underpinning this Portfolio Plan – are presented to committee in a timely manner, allowing for proper Member scrutiny. This will include progress reports for our Environmental Services Contract, the largest to date, which commenced in April 2019.

More generally, this Portfolio Plan is supported by sound business practices that help to: ensure compliance with the Council's governance and procurement rules; reduce risk; and ensure the plan remains on track through the provision of regular monitoring data. Sound business cases identify areas where the Council can target investment to realise cost savings as well as potential environmental benefits. For example, our street lighting upgrades deliver cheaper bills and lower our energy consumption. We would look to support further initiatives where appropriate.

Effective public communication is vital to the delivery of the customer-facing services set out in this Portfolio Plan. It is also important that, internally, different contractors and teams work together to co-ordinate and communicate service messages. In addition to using traditional media to communicate key service messages, managers are making increasing use of on-line facilities (such as the Parks Events App) and social media to make it easier for residents to use our services.

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

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

Similarly, the services frequently receive Freedom of Information (FoI) requests and, again, having information already in the public domain means these questions can be answered more efficiently.

It is vital that we ensure our services are delivered in line with sound business management principles, including robust governance, accountable decision-making and sound budget monitoring and management. Steps have been taken during 2018 to develop an ECS Performance Management Framework, to embed a Contract Monitoring Framework and develop associated procedures, to ensure that contracts are delivered and managed to the highest possible standards with a focus on continual improvement.

The various communications and business management issues relating to each of the six main service outcomes are set out on the last page of this Portfolio Plan.

Outcome 1	Improving the Street Scene
Issues	<ul style="list-style-type: none"> • Satisfaction with the street scene has a significant impact on residents' confidence in the Council • Neighbourhood Officers need to continue monitoring to ensure contractors are following routine street schedules • Analysis of customer requests is required to compare information and improve the service

Aim	<ul style="list-style-type: none"> • Deliver a Neighbourhood Management approach to support consistent street care services – delivered by service providers – while also focussing on promoting behaviour change, working with community and volunteer groups, and taking appropriate action to ensure the street environment meets local needs
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In 2019/20 we will:

1.1: Continue to provide support to the community (residents' associations, Street, Tree, Snow Friends and other volunteer groups) to improve the streetscene, including identifying problem hotspots and organising targeted clean-ups.

1.2: Continue to adapt street cleaning techniques and frequencies/times to address local issues identified by Members and communities .

1.3: Maintain high levels of resident satisfaction with the street cleansing service, evidenced through annual residents' surveys.

Performance Indicators	16/17 Actual	17/18 Actual	18/19 Actual	19/20 Target	20/21 Target
¹ Public satisfaction with cleanliness (%):					
• Streets	74	74	72	>75	>76
• Neighbourhoods	79	79	79	>81	>82
• Town Centres (ES11)	84	84	88	>90	>90
² Streets (%) meeting acceptable cleanliness standards (ES12)	90.4	99.0	94.92	>92	>92

¹ Annual Public Satisfaction Survey undertaken by an independent consultant under the Street Cleansing contract (2017/18 data is based on the August 2017 survey and so on)

² Contractor Performance is measured quarterly by client officers (using the 'Nautoguide App') inspecting routine scheduled activities, based on contractual cleaning frequencies for each street

Outcome 2	Minimising Waste & Increasing Recycling
Issues	<ul style="list-style-type: none"> • Recycling rates have plateaued, so how can we encourage greater public involvement in waste minimisation and recycling – particularly food waste? • Recycling markets still contain elements of volatility depending on the material stream (e.g. capacity and income / costs), which makes budgeting and service planning a continuing challenge • Legislation may require the Council to review its current collection methodology and disposal options to ensure regulatory compliance

Aim	<ul style="list-style-type: none"> • To deliver the most cost-effective waste service in London by increasing the proportion of waste recycled and reducing the amount of waste sent to landfill
In 2019/20 we will:	
2.1: Implement options to maximise economies of scale and harmonise collection and disposal methodologies for all elements of the waste stream.	
2.2: Encourage and assist residents to minimise their waste and recycle more with a special focus on promoting and enhancing our kerbside recycling services in order to divert more waste from the residual waste stream.	
2.3: Increase Green Garden Waste Collection Service paying customer numbers to over 30,000 and introduce the option to pay by Direct Debit.	
2.4: Outline further improvements to the infrastructure at the Waldo Road Waste Transfer Station to improve material quality and recycling rates.	
2.5: Enhance the customer experience through a phased roll-out of new technologies, including additional service information delivered electronically to the customer.	
2.6: Further develop our use of Alternative Treatment Methodologies (ATM) to divert more waste from unsustainable and expensive landfill, aiming for virtually zero waste to landfill by 2020/21.	

Performance Indicators	16/17 Actual	17/18 Actual	18/19 Actual	19/20 Target	20/21 Target
Total waste arisings (refuse & recycling) (tonnes)	149,875	145,748	144,207	146,000	147,000
Household waste recycled/composted (%)	48.4	48.5	48	50	50
Municipal waste landfilled (%)	23.7	18	13	24	24
Residual household waste (kg per household)	486.7	434	454	450	440
Number of Green Garden Waste customers	21,845	23,863	28,189	30,000	30,000
Missed bins* (/000,000 collections)	182*	119	135	120	120

* In 2016/17 the default regime was reviewed and a new calculation methodology adopted

Outcome 3	Enhancing Bromley's Parks & Green Spaces
Issues	<ul style="list-style-type: none"> • Our parks and green spaces are valued by residents and have also ecological and recreational value but their management requires significant resources • How to further develop community involvement and generate additional external funding to help care for our parks and green spaces? • How to ensure a proactive approach to looking after our Parks' infrastructure to reduce reactive management and improve the public's enjoyment?
Aim	<ul style="list-style-type: none"> • To conserve and enhance Bromley's parks and green spaces through the Fully Managed Parks Service working in partnership with the volunteer community, including by securing external funding for improvements to be delivered by the Service Provider.
In 2019/20 we will:	
3.1: Deliver Member-approved policies and actions to achieve specified project outcomes – as reviewed by the Parks, Greenspace & Countryside (PG&C) Stakeholder Panel	
3.2: Maintain the quality, appearance, cleanliness and accessibility of parks, open spaces and the countryside through joint monitoring by Service Providers and our Neighbourhood Management client teams	
3.3: Work in partnership with stakeholders (allotment holders and delegated sports managers providers) and Friends of Parks groups to ensure local priorities are delivered	
3.4: Raise public awareness about Parks, Greenspace & Countryside (PGC) including through promotion of the dedicated Bromley Parks website managed by idverde (e.g. EventApp – an online event administration booking system) and providing on-line information (e.g. booking environmental classes at BEECHE etc)	
3.5: Work in partnership with community groups to secure external funding to deliver a range of projects (set out in the Action Plan) and overseeing delivery of projects such as the new Chislehurst pavilion complete spring 2019, Kings Meadow Playground, BMX track at Midfield Way (Access Sports' biggest ever track specifically aimed at local youth)	
3.6: Ensure no net loss of street trees, maintain Bromley's publicly-owned tree stock in a safe condition, and replace trees in parks and green spaces as appropriate. Investigate woodland management options (including with the Forestry Commission), with a view to making such management cost-neutral – benefitting biodiversity and public access	
3.7: Further develop infrastructure through idverde's Annual Condition Survey to: <ul style="list-style-type: none"> • identify and prioritise assets (e.g. benches, gates, railings, bins, etc.) in parks, open spaces and the countryside so they are maintained and made safe • identify paths and hard landscaping which require improvement 	
3.8: Maintain the borough's equipped play areas so they provide good quality local facilities for all	
3.9: Contribute to improving residents' well-being by supporting park users, sports activity providers, allotment holders – including Green Gyms, Outdoor Gyms and Nash College classes for disabled children at Brook Lane, as well as regular education sessions at BEECHE	
3.10: Develop a recruitment strategy to target additional young people to act as volunteers to support work in the parks	

Environment & Community Services Portfolio Plan: 2019/20

3.11: Continue to implement the Events & Activities Strategy (2015-19) to promote and support public use of parks and green spaces, especially for community events and activities
3.12 Ensure that prescription requirements of existing Higher Level Stewardship funding schemes are met in 2019/20
3.13 Identify alternative funding for habitat management in the borough to replace expiring SSSI High Level Stewardship agreement (Expires February 2020)
3.14 Increase range of environmental education sessions offered via BEECHE
3.15 Maintain current reach/attendance of environmental education sessions

Performance Indicators	16/17 Actual	17/18 Actual	18/19 Actual	19/20 Target	20/21 Target
Service Standard (%)	99.2	99.0	99.49	98	98
External Grants & Partnership Funding (£,000)	437 60	175 20	44.6 12.8	- -	- -
Number of hours worked by Friends of Parks group volunteers	45,000*	40,902	47,220	47000	47,000
Number of attendees for environmental education sessions at BEECHE	-	-	-	4000	4500
Number of volunteer hours achieved by work parties in countryside & woodland sites	-	-	-	9000	9000

**figures were not collected for 2016/17 due to a review of the efficiency of previous data collection methodology. The 2016/17 figure has therefore been estimated by the service provider based on the previous year's data. Only 29 of 46 groups returned their data in 2017/18 and the service provider has worked hard to ensure that the full return for 2018/19 was received.*

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

Aim	<ul style="list-style-type: none"> • To continue to invest in a timely and effective manner in our roads, pavements and street lighting to maintain the highway asset
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In 2019/20 we will:
4.1: The new DfT Code of Practice 'Well Managed Highways' (to deliver a risk-based approach to maintaining highway assets e.g. roads, street lighting, and highway structures) was adopted in October 2018 (Report to Environment PDS September 2018). This will allow completion of the Council's Highway Asset Management Plan to help prioritise maintenance and investment decisions – ensuring the Council achieves value-for-money by balancing priorities including cost and quality
4.2: Undertake highway safety inspections and implement reactive works to ensure the borough's roads and pavements are maintained to an appropriate standard to protect the public and reduce insurance claims for personal injury and damage to property. Consider best delivery model for the service following award of Highway Maintenance Contract
4.3: Continue to investigate options for investing (e.g. through SALIX or Carbon Off-setting Fund and LBB capital) in Street Lighting initiatives to further reduce energy consumption and maintenance costs
4.4: Review and report on the Winter Service's effectiveness and priorities in the light of experience gained in responding to past ice, snow and flooding incidents
4.5: Complete the major public realm projects in Beckenham High Street, Bromley High Street pedestrian area and Penge High Street
4.6: Provide professional advice on the highways and traffic implications of proposed planning developments to minimise impacts on the road network

Performance Indicators	16/17 Actual	17/18 Actual	18/19 Actual	19/20 Target	20/21 Target
Condition of principal (A) roads (% considered for maintenance)	2.0	2.0	2.0% (provisional)	<6	<6
Condition of non-principal classified (B & C) roads (% considered for maintenance)	2.0	2.0	Awaiting Data	<8	<8

Environment & Community Services Portfolio Plan: 2019/20

Aim	<ul style="list-style-type: none"> To coordinate and improve the standard of work carried out by the utility companies
In 2019/20 we will:	
<p>4.7: Continue to monitor the progress of utility works (through the London Permit scheme), and take enforcement action when works are not completed within the agreed timescale (to reduce traffic congestion)</p>	
<p>4.8: Continue to inspect utilities works to ensure reinstatement is undertaken to the correct standard – taking enforcement action where necessary to protect highway assets. The number of defects identified in recent years have reduced dramatically as Utilities improve their performance – which affects income</p>	

Performance Indicators	16/17 Actual	17/18 Actual	18/19 Actual	19/20 Target	20/21 Target
Number of FPNs issued ¹	427	145	48	Outcome* Based	Outcome* Based
Number of Defect Notices ²	3,887	2009	2,037	Outcome* Based	Outcome* Based

¹Fixed Penalty Notices (FPNs) are issued to Utilities (e.g. water, energy, & telecoms companies) for working without a permit, having incorrect registration details, or being in breach of their permit conditions

²Defect Notices are issued to Utilities for poor quality reinstatement following highway works

*Whilst targets will not be set, progress will be tracked throughout the year and reported to Committee

Aim	<ul style="list-style-type: none"> To improve the borough's resilience to the risk of flooding
In 2019/20 we will:	
<p>4.9: Increase flood risk awareness and develop resilience through our Lead Local Flood Authority role</p>	
<p>4.10: Continue to ensure surface water drainage is properly considered in the development process and that suitable plans exist to maintain sustainable drainage assets into the future</p>	

Outcome 5	Improving Travel, Transport & Parking
Issues	<ul style="list-style-type: none"> • Rising numbers of cars, as the number of residents and households increases, leading to congestion, parking issues and heightened awareness of air quality • Lack of connectivity and investment in transport preventing access to opportunities and services • Managing on and off-street parking to balance the needs of motorists, residents and businesses
Aims	<ul style="list-style-type: none"> • To improve the road network and journey-time reliability for all users • To improve ‘connectivity’ (getting to places you couldn’t previously reach easily) and ‘integration’ (linking different modes of transport) • To reduce congestion and greenhouse gas emissions by promoting cycling, walking and public transport journeys • To promote the ownership of electric and hybrid vehicles by facilitating appropriate public and residential charging points • To promote safer travel, and reduce the number and severity of road accidents • To provide accessible, affordable, fair and effective parking services
In 2019/20 we will:	
5.1: Look to deliver high quality cycling and walking infrastructure to enhance transport choice and contribute to relieving congestion	
<p>5.2: Continue to improve transport and accessibility in our town centres and to local shops to ensure they contribute to a thriving local economy by:</p> <ul style="list-style-type: none"> • enhancing public realm and sense of place in town centres and around shops, through schemes such as the Shortlands & Bromely Friendly Streets project; • provide high quality alternatives to the car serving town centres, to reduce congestion; • ensuring that building works at development sites do not detrimentally impact upon local transport networks 	
<p>5.3: Improve rail connectivity, capacity and reliability by lobbying for deliverable and cost effective solutions that offer fast, frequent and convenient public transport services at an affordable cost for funders, especially to enhance connectivity with Canary Wharf, including higher frequencies to Lewisham and enhance orbital transport opportunities including investigating the potential for a Beckenham to Bexley express bus and potential connection with the Elizabeth Line</p>	
<p>5.4: Help to reduce avoidable delays to bus journeys by improved parking management, tackling pinch points, and making bus stops more accessible</p>	
<p>5.5: Make transport interchanges safer and easier to use, including railway station access improvements (e.g. delivery of new cycle parking at Kent House)</p>	
<p>5.6: Reduce traffic congestion, improve road safety (including public perception of improving road safety), and encourage walking and cycling by supporting schools, developers and businesses to implement Travel Plan actions such as cycle parking and training, improving safety around schools, and encouraging car clubs</p>	
<p>5.7: Ensure parking is readily available across the borough especially near town centres, local shopping parades, railway stations and hospitals and that it balances the needs of residents, visitors and commuters</p>	

5.8: Work with London Councils, TfL and others to reduce the environmental impacts of transport especially through, anticipation in the MAQF funded anti-idling campaign, facilitating appropriate electric vehicle charging infrastructure including the first Rapid Charge Points in the Borough and seeking to include green infrastructure such as trees within the design of transport schemes

Performance Indicators	16/17 Actual	17/18 Actual	18/19 Actual	19/20 Target	20/21 Target
Children travelling to school by foot, cycle or scooting (%) (From School Census)	N/A (New Target)	N/A (New Target)	N/A (New Target)	46	48
¹ Daily trips originating in the borough made by bicycle (%)	1.2	1.2	Awaiting Data	1.6	1.7
² Daily trips originating in the borough made by foot (%)	25.3	26	Awaiting Data	28.6	29
³ Average vehicle delay (mins/km) – Principal Roads	0.8	data currently unavailable	Awaiting Data	0.70	0.70
Maintain Bus Excess Wait Time (EWT) Annually at less than or equal to 1.0 minutes	N/A (New Indicator)	N/A (New Indicator)	0.8	<1.0	<1.0

^{1,2 & 3} Calendar year

Aim	<ul style="list-style-type: none"> To reduce road casualties
In 2019/20 we will:	
5.9: Continue implementing the Council's programme of accident reduction measures in key locations	
5.10: Target road safety remedial action at those most at risk of serious injury; including young drivers, pedestrians, motorcyclists and cyclists	
5.11: Implement the Council's road safety education programme in schools and the wider community	

Performance Indicators	16/17 Actual	17/18 Actual	18/19 Actual	2019 Target	2020 Target
People killed/seriously injured in road accidents	129	107	Awaiting Data	≤92	≤86
Children killed/seriously injured in road accidents*	Awaiting back-cast data	Awaiting back-cast data	Awaiting Data	tbc	tbc
Total road accident injuries and deaths*	Awaiting back-cast data	Awaiting back-cast data	Awaiting Data	tbc	tbc

Road casualty data are recorded on a calendar year basis

* Awaiting TfL's back-cast data related to new reporting methods.

Environment & Community Services Portfolio Plan: 2019/20

Aim	<ul style="list-style-type: none"> To manage the provision of accessible, affordable, fair and effective parking services
In 2019/20 we will:	
5.12: Continue the successful Shared Parking Service (with LB Bexley).	
5.13: Continue to enhance the smart parking agenda by encouraging the use of self service applications for penalty charges and parking permits, increasing the availability of cashless parking facilities throughout the borough, and enhance the quality of parking in Bromley's main Civic car park.	
5.14: Ensure that the Council continues to maintain suitable industry standards to retain all Safer Parking Awards for all borough car parks and make sure that the associated parking charges remain reasonable to serve all the different types of users.	
5.15: Continue to enhance the paperless permit solution, with consideration of the possibility of introducing virtual visitor permits and removing all types of paper permits from use, reducing associated costs and improving the customer experience	

Performance Indicators	16/17 Actual	17/18 Actual	18/19 Actual	19/20 Target	20/21 Target
Customers using online self-serve transactions to challenge PCNs (%)	67.5	70.5	66.29	76.6	78.7
Number of incidents of graffiti, rubbish, fly tipping etc. not cleared proactively as part of routine maintenance	N/A	228	31	80	70
Percentage of machine non-operational time during full period	N/A	1.5	1.76	1.0	1.0

Outcome 6	Improving Customer Service & Business Management
Issues	<ul style="list-style-type: none"> • How best to communicate our services, especially service changes? • How to meet residents' expectations regarding excellent service provision with progressively reduced resources? • How to ensure the public understands the Council's ongoing commitment to maintaining a quality environment in an age of austerity?
Aims	<ul style="list-style-type: none"> • To maintain high customer service and environmental quality standards • To ensure services are contracted, monitored, reported, and provide value-for-money according to the Council's rules • To ensure service changes are communicated effectively to users • To uphold good governance and accountable decision-making
In 2019/20 we will:	
6.1: Sustain customer service improvements, including managing social media, to ensure appropriate channels are used by residents to request services and provide feedback	
6.2: Communicate strategic and borough-wide messages online and also by publishing news releases, public notices and the biannual <i>Environment Matters</i> newsletter	
6.3: Communicate opportunities for increased public participation in keeping our streets and parks clean, safe and green by promoting the work of volunteers, stakeholders and Friends groups	
6.4: Communicate service changes and opportunities directly to residents in a timely manner, including changes to waste and recycling collections, Green Garden Waste Services, street cleaning schedules and bank holiday arrangements	
6.5: Use Member and customer feedback to help improve service performance and respond effectively, and within agreed timescales, to customer complaints and information requests	
6.6: Support Environment PDS Committee by: <ul style="list-style-type: none"> • ensuring decision-making is transparent and supported by sound procedures; • presenting the Portfolio Plan for scrutiny and reporting on its progress regularly; • presenting performance information to each committee meeting, include budget monitoring for larger contracts (or where any budgetary issues have been identified); • reporting the Forward Work Programme to each committee meeting; • reporting on the status of the Portfolio's £50k+ contracts twice per year; • facilitating scrutiny powers over a range of public bodies, contractors, and the Council itself. 	
6.7: Ensure that sound business practices are firmly embedded, including that: <ul style="list-style-type: none"> • key contract data is captured in the Contracts Database; and • contract management (both strategic and day-to-day) and monitoring (regular performance evaluation against measurable deliverables) conform with corporate guidance. 	
6.8: Ensure compliance with governance, finance and procurement rules, including systems for recording contract exemptions, service risks, and evidence for the Annual Governance Statement.	

Communication Issues

The main communication challenges concern:

- making it easier for residents and others to communicate efficiently with the Council and vice versa – including using My Bromley account holder information and a variety of media and self-service
- consulting on, and positively communicating, service changes required as a result of operating in an increasingly tough financial climate

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

Outcome 1: Improving the Street Scene

- Promoting Street, Tree and Snow Friends and Fix-my-Street to improve residents' engagement in a holistic approach to 'street care'
- Ensuring residents are informed of any changes to the street cleansing service and understand the impact the seasons have on our approach

Outcome 2: Minimising Waste & Increasing Recycling

- Considering how best to communicate service changes and reminding residents of their waste and recycling collection days, including changes due to Bank Holidays
- Refocussing on promoting residents' participation in 'wasting less and recycling more' to maintain high recycling rates, including promoting an enhanced use of the Food Waste Recycling Service
- Promoting the Green Garden Waste Collection Service, including the Direct Debit option, to achieve 30,000 paying customers by the year-end

Outcome 3: Enhancing Bromley's Parks & Green Spaces

- Working with idverde to promote the activities of Friends' and others community groups in caring for the borough's parks and green spaces
- Jointly promoting the use of parks for community events
- Communicating improvements made to individual parks (including addressing issues relating to residents' perceptions) and encourage residents to make greater use of parks

Outcome 4: Managing our Transport Infrastructure & Public Realm

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

Outcome 5: Improving Travel, Transport & Parking

- Promoting partnership working with schools to improve road safety and health through cycling, walking, car sharing and using public transport
- Promoting cycling, walking, car sharing and the use of public transport to businesses, visitors and residents, focusing on town centre locations
- Ensuring that our road safety messages are communicated effectively to the public
- Continue to enhance the smart parking agenda by encouraging the use of self-service online applications for parking activities

Report No.
ES18011

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT PORTFOLIO HOLDER

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

Date: 18 June 2019

Decision Type: Non-Urgent Executive Key

Title: HIGHWAY INVESTMENT

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

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

Ward: (All Wards);

1. Reason for report

This report recommends future programmes of planned carriageway and footway maintenance following the Council's decision to invest capital funding in highways maintenance.

2. **RECOMMENDATION(S)**

That the Environment Portfolio Holder:

- i) **Agrees that the schemes listed in Appendix 'A' form the next phase of the Council's investment programme of planned highway maintenance for 2017/19, to be undertaken by the Council's existing highway term maintenance contractors.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: None
-

Corporate Policy

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

Financial

1. Cost of proposal: Estimated Cost : £1.3m for Phase 6 of the investment programme
 2. Ongoing costs: Recurring Cost : £1.37m routine and reactive maintenance (revenue)
 3. Budget head/performance centre: Capital Programme
 4. Total current budget for this head: £11.8m
 5. Source of funding: Capital Receipts
-

Personnel

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

Legal

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

Procurement

1. Summary of Procurement Implications: None
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

Background

- 3.1 Bromley's highway assets include 547 miles (880Km) of carriageways and 885 miles (1,425 Km) of footways. It is a highly visible asset used by most residents and businesses on a daily basis. A well-maintained highway facilitates safe and reliable travel for pedestrians, cyclists and motorists, and contributes to the vitality of the borough and the local economy. The highway network has a gross replacement cost of approximately £1.5 bn. according to the most recent submission to HM Treasury.
- 3.2 Maintaining the highway asset through timely planned maintenance works reduces the demand for reactive maintenance, such as repairing potholes and broken paving. This improves value for money and customer satisfaction, reduces unplanned network disruption, and contributes to reducing third party claims for damages.
- 3.3 On 12th December 2016 the Council approved capital funding of £11.8m for investment in planned highway maintenance and the scheme was added to the Capital Programme. This will allow the condition of the borough's non-principal and unclassified roads and footways to be improved, which will also reduce the demand for reactive maintenance. This will enable annual revenue savings of £2.5m to be made, a total of £12.5m over a period of 5 years from 2017/18, which will be partly offset by a total estimated reduction in treasury management income of £167k over the five year period.
- 3.4 The Environment Portfolio Holder has previously approved the first five phases of the project. These works have progressed well, and the estimated cost of completing the approved schemes is £7.0m for carriageways and £3.5m for footways.
- 3.5 This report seeks approval for the sixth and final phase of the project, as shown at Appendix 'A'. These schemes were identified as the highest priorities in the latest survey results, and have an estimated value of £1.3m. Any schemes that cannot be completed within the approved budget will form priority schemes once further funding is available.

4. POLICY IMPLICATIONS

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

5. FINANCIAL IMPLICATIONS

- 5.1 The Council has agreed capital funding of £11.8m for investment in planned highway maintenance. This will enable annual revenue savings of £2.5m to be made, a total of £12.5m over a period of 5 years from 2017/18, which will be partly offset by a total estimated reduction in treasury management income of £167k over the five year period.
- 5.2 This report is seeking approval for the next phase of the investment programme detailed in Appendix A. The estimated cost of these works is £1.3m.
- 5.3 Any on-going maintenance will be funded from the revenue budgets for routine and reactive highway maintenance budgets, as and when required.

6. LEGAL IMPLICATIONS

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

Non-Applicable Sections:	Impact on vulnerable adults and children Personnel implications Procurement implications
Background Documents: (Access via Contact Officer)	Highway Investment Report (ES17066) - Environment PDS Committee Meeting on 5th October 2017 Environment Portfolio Plan

Priority	Road Name	Ward	Extents
1	St Pauls Wood Hill	Cray Valley West	Whole Rd
2	Shortlands Road	Shortlands	Part
3	Coney Hill Road	Hayes & Coney Hall	Whole Rd
4	Tubbenden Lane	Farnborough & Crofton	Ruskin Drive - Spencer Close
5	Sheepcote Lane	Cray Valley East	Part
6	Tile Farm Road	Farnborough & Crofton	Whole Rd
7	Manor Way	Beckenham	Kelsey Way - No82
8	Chatham Avenue	Hayes & Coney Hall	Bourne Vale - Hayes Street
9	West Street	Bromley Town	Part
10	Heathfield Lane	Chislehurst	Whole Rd
11	Centre Common Road	Chislehurst	Heathfield Ln - Jnc with memorial
12	St Winifreds Road	Darwin	Whole Rd
13	Castlecombe Road	Mottingham & Chislehurst	Charminster - 90 degree bend
14	Rolleston Avenue	Petts Wood & Knoll	Whole Rd
15	Kings Hall Road	Penge & Cator	Kent House Rd - Bridge Road
16	Lennard Road	Penge & Cator	Kent House Rd - Reddons Rd
17	St Georges Road	Petts Wood & Knoll	Whole Rd
18	Upper Elmers End Road	Kelsey & Eden Park	Junction with Lodge Gardens
19	Havelock Road	Bromley Town	Whole Rd
20	Stone Road	Bromley Town	Whole Rd
21	Chislehurst Road	Bickley	Bickley Rd - Shawfield Park

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Report No.
ES19033

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT AND COMMUNITY SERVICES PORTFOLIO HOLDER

Date: For Pre-Decision Scrutiny by the Environment & Community Services PDS Committee on 18 June 2019

Decision Type: Non-Urgent Executive Non-Key

Title: LOOP ROAD, CHISLEHURST - COLLISION REDUCTION SCHEME

Contact Officer: Laura Warner, Traffic Engineer
Tel: 020 8313 4231 E-mail: Laura.Warner@bromley.gov.uk

Chief Officer: Executive Director of Environment & Community Services

Ward: Chislehurst

1. Reason for report

- 1.1 To seek approval for the construction of a raised table at the roundabout junction of Loop Road and Ashfield Lane to improve road safety. The proposal is in response to the number and pattern of collisions identified in this location and road safety concerns.
-

2. **RECOMMENDATION(S)**

- 2.1 That the Portfolio Holder for Environment approves the construction of the raised table at the roundabout junction of Loop Road and Ashfield Lane due to the ongoing incidence of injury accidents despite previous interventions at or around this junction.
- 2.2 That authority is given to allocate £60k from the LIP casualty and road danger reduction budget to enable completion of this project during 2019/20.
- 2.3 That authority is delegated 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.

Impact on Vulnerable Adults and Children

1. Summary of Impact: N/A
-

Corporate Policy

1. Policy Status: Existing Policy: The proposal meets Bromley's objective to make streets safe and secure which is set out within Bromley's Third Local Implementation Plan 2019 (LIP3).
 2. BBB Priority: Quality Environment Safe Bromley
-

Financial

1. Cost of proposal: Estimated Cost: £60k
 2. Ongoing costs: Recurring Cost Non-Recurring Cost Not Applicable: Further Details
 3. Budget head/performance centre: TfL LIP Funding for casualty and road danger reduction.
 4. Total current budget for this head: £574k, £60k of which is set aside for this project
 5. Source of funding: TfL Local Implementation Plan budget for 2019/20
-

Personnel

1. Number of staff (current and additional): 2
 2. If from existing staff resources, number of staff hours: 50
-

Legal

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

Procurement

1. Summary of Procurement Implications: The works will be completed by LBB's term Contractor for Highways.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The proposed scheme will benefit all road users, including pedestrians, cyclists, buses and motorists.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: Cllr Terry, Cllr Sharma and Cllr Boughey all fully support this proposal.

3. COMMENTARY

- 3.1 The junction of Ashfield Lane and Loop Road has regularly featured on the Boroughs cluster site list over the years. These two roads intersect at a mini-roundabout in the middle of Chislehurst common. The carriageways are narrow, despite carrying a reasonably high volume of traffic, including buses. Vehicles are often seen over-running corners or driving close to the edge of the carriageway. The mini-roundabout has been a particular safety concern for many years.
- 3.2 The mini-roundabout was originally implemented to reduce collisions and speed at this junction. Since its introduction there have still been continuing personal injury collisions and further alterations made to the mini-roundabout to try to reduce the number of collisions. In 2009 a number of measures were implemented including realigning the kerbs to provide increased deflection and buff surfacing on all approaches to highlight the roundabout and reduce speeds on the approach. Unfortunately despite making these changes the number of personal injury collisions has remained constant.
- 3.3 The junction was last investigated in 2015 where in the previous 3 years it was reported that there had been 10 recorded collisions leading to 15 injuries, 2 of which were serious. However, at that time no collision remedial measures were recommended as there was a wider plan for Chislehurst Common, which would have involved the removal of one complete road across the common, removing this crossroads altogether. This plan however did not evolve, and collisions at the junction have continued.
- 3.4 In the current study period (36 months to September 2018) there were 8 personal injury collisions (PIC's) although officers have also received numerous reports of damage only collisions at this junction.
- 3.5 Having considered minor amendments to the junction, officers are now recommending the introduction of a raised table at this junction; please see drawing number 12893-01 Rev B which shows a draft of the general arrangement. It should be noted that, having considered the evidence for and against vertical speed reduction installations, the Council has a preference for schemes that are predominantly non-vertical. However, in this instance it is not clear that there is any alternative remedy to reduce the occurrence of injury collisions at this junction, other than adding a single, raised feature.
- 3.6 The introduction of a raised table will slow vehicles down at the roundabout and also afford drivers increased time to assess whether it is safe to make a manoeuvre at the junction. As a result it is expected that this proposal would be beneficial in improving the safety and visibility of this mini-roundabout junction.
- 3.7 Other interventions considered include a "virtual" speed table (which consists of a coloured road surface through the junction), but this is less likely to improve driver behaviour sufficiently. Consideration was also given to changing the priorities at the junction to give way lines on Ashfield Lane, or a priority give way feature on the Eastern arm (or both arms) of Ashfield Lane to reduce the speed of traffic approaching the junction, or even closing a section of Ashfield Lane. Unfortunately all of these proposals would create additional congestion on the common, particularly during busy times of day.
- 3.8 Officers have estimated that a raised table would reduce collisions by 50%. Based on this, the predicted first year rate of return would be 245%.
- 3.9 By implementing a raised table there would be a very low upstand between the kerb and the carriageway and as such bollards would be required to deter vehicles from over running the footway. This is a busy footway and Officers would not want to improve the safety for vehicular

traffic at the detriment of pedestrian safety. The bollards have to be installed 450mm from the edge of the kerb and as such it would be necessary to widen the footways slightly at the junctions to allow access by pedestrians, particularly those with mobility issues and push chairs.

- 3.10 As the footways will need to be widened slightly using small amounts of Common Land, initial approval has been sought and obtained from the Trustees of Chislehurst Common. The detailed design will need to be presented to the Trustees for approval before the scheme is implemented.
- 3.11 As the proposal includes a raised feature, feedback from the emergency services is of particular interest. This feedback has been sought and any received will be verbally reported at the PDS meeting.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 No negative impacts.

5. POLICY IMPLICATIONS

- 5.1 The proposal meets Bromley's objective to make streets safe and secure which is set out within Bromley's Third Local Implementation Plan 2019 (LIP3). The objective is to identify and take action through an 'evidence led' approach to improve the infrastructure at collision cluster sites.

- 5.2 EXECUTIVE: POLICY ON TRAFFIC CALMING: Minutes of a meeting held on 20th May 2002

RESOLVED that

(1) the Council's commitment to the road traffic action reduction targets set in the Public Service Agreement be re-affirmed subject to schemes having no significant detrimental impact on the response times of emergency vehicles or the local environment

(2) the general policy on traffic calming shall be to take cost effective measures to reduce personal injury accidents across the Borough as a whole without detriment to the free flow of traffic

(3) having considered the evidence for and against vertical speed reduction installations, preference be given to schemes that are predominantly non-vertical

(4) the Executive Portfolio Holder (Environment) be directed to determine preferred schemes for roads where works are in progress or had previously been agreed but not implemented and to consult with local residents, road users and the emergency services and utilities before a final decision is made in each case

6. FINANCIAL IMPLICATIONS

- 6.1 The proposal is estimated to cost £60k. The works will be funded from the casualty reduction and road danger reduction allocation of £574k, within the 2019/20 LIP budget agreed by TfL. A sum of £60k has been set aside for this project from this budget.
- 6.2 Future maintenance costs will be contained within existing highway maintenance budgets.

7. PERSONNEL IMPLICATIONS

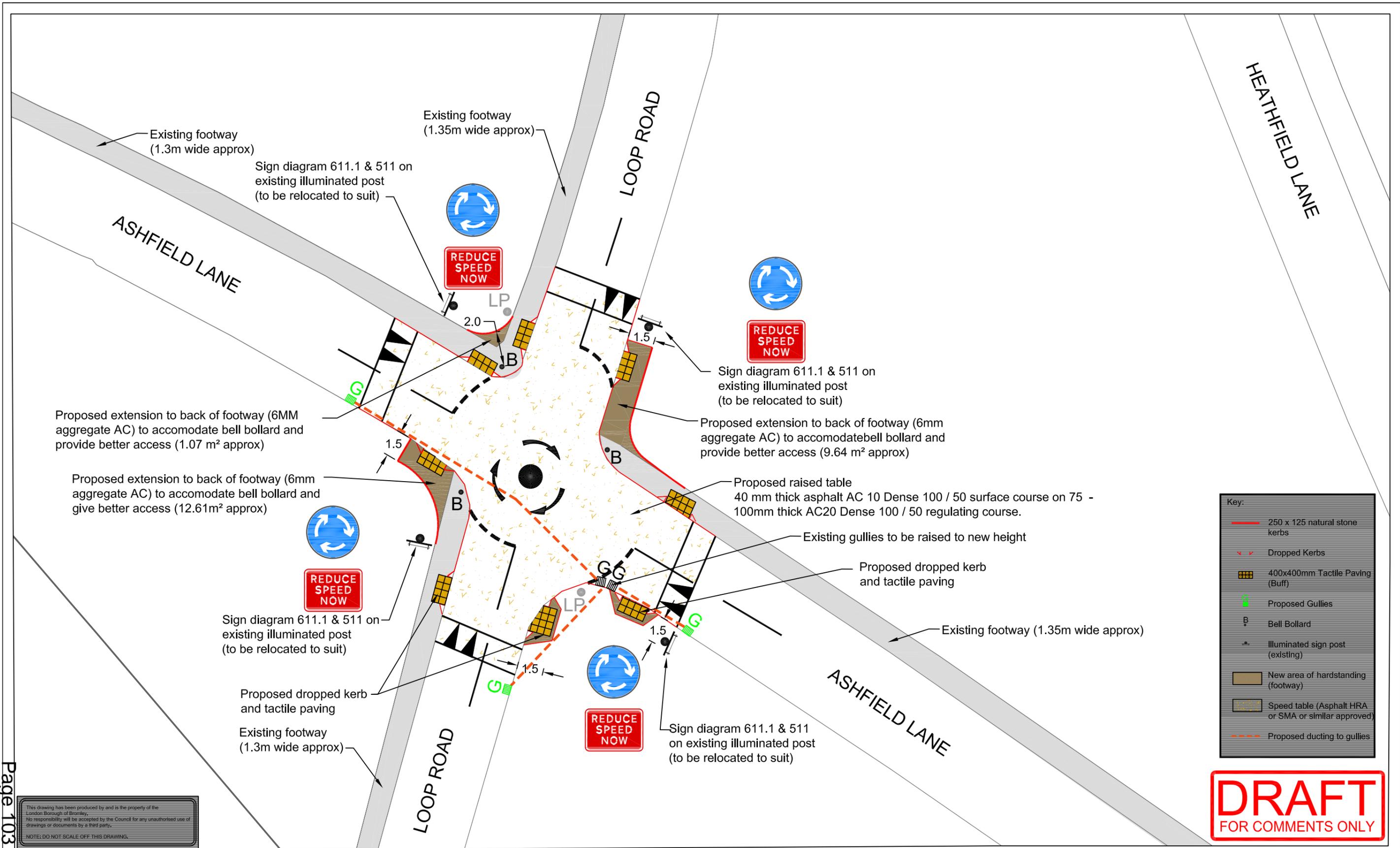
- 7.1 The design and project management of the scheme will be undertaken by existing LBB Transport and Highways staff.

8. PROCUREMENT IMPLICATIONS

- 8.1 The construction works will be completed by LBB's term Contractor for Highways, therefore there aren't thought to be any Procurement implications of the proposal.

Non-Applicable Sections:	Legal implications
Background Documents: (Access via Contact Officer)	None

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<p>Job Title: LOOP ROAD JUNCTION WITH ASHFIELD LANE CHISLEHURST MINI ROUNDABOUT IMPROVEMENTS</p>	<p>Drawing Title: GENERAL ARRANGEMENT</p>	 <p>Environmental Services Civic Centre, Stockwell Close, Bromley, BR1 3UH Tel: 020 8464 - 3333 Fax: 020 8313 - 4555 Email: www.bromley.gov.uk</p>	<p>Scale @ A3: 1:200 Date: 26/10/18 Drawn by: J.J. Chkd/Appd by: L.W.</p>	<table border="1"> <tr> <td>B</td> <td>26.03.19</td> <td>Change to extent of hardstanding at junction of Loop road & Ashfield Lane</td> <td>J.J.</td> </tr> <tr> <td>Rev</td> <td>Date</td> <td>Description</td> <td>By</td> </tr> <tr> <td colspan="3">Drawing Number</td> <td>Revision</td> </tr> <tr> <td colspan="3">12893-01</td> <td>B</td> </tr> </table>	B	26.03.19	Change to extent of hardstanding at junction of Loop road & Ashfield Lane	J.J.	Rev	Date	Description	By	Drawing Number			Revision	12893-01			B	<p>By Revision</p>
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Report No.
ES19042

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: **ENVIRONMENT AND COMMUNITY SERVICES PORTFOLIO HOLDER**
For Pre-Decision Scrutiny by the Environment & Community Services PDS Committee on:

Date: 18 June 2019

Decision Type: Non-Urgent Executive Non-Key

Title: **KENT HOUSE STATION CYCLE PARKING**

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

Chief Officer: Executive Director of Environment & Community Services

Ward: Penge and Cator

1. Reason for report

To seek approvals to deliver an upgrade to cycle parking at Kent House Station, Penge.

2. **RECOMMENDATION(S)**

For the Portfolio Holder to:

Approve the proposed new cycle parking at Kent House Station Approach;

Approve award of contract to Southeastern Railways, via an exemption to competitive tender, for funding of £33k to complete the project.

Impact on Vulnerable Adults and Children

1. Summary of Impact: The proposal is not thought to have any negative impact on Vulnerable Adults and Children
-

Corporate Policy

1. Policy Status: Existing Policy: Supports the delivery of improved cycle parking at stations to encourage an increase in cycle to rail which is set out as a Borough aspiration in Outcome 5 of the Borough's LIP3.
 2. BBB Priority: Quality Environment
-

Financial

1. Cost of proposal: Estimated Cost: £33k
 2. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: 2019/20 LIP Public Transport Interchange and Access budget
 4. Total current budget for this head: £195k
 5. Source of funding: TfL LIP Corridors & Neighbourhoods
-

Personnel

1. Number of staff (current and additional): 1
 2. If from existing staff resources, number of staff hours: 10
-

Legal

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

Procurement

1. Summary of Procurement Implications: The contract is for a project is to install additional cycle parking at Kent House station. The proposed cycle parking will be located on railway land, leased by Southeastern Railways from Network Rail, therefore procurement is via a direct award to Southeastern Railways as an exemption to competitive tender for a value of £33k. Southeastern Railways will undertake the Project Management function of the project, in agreement with the Council, managing any sub-contracting arrangements for the delivery of the project.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Kent House station is used by approximately 1,500 passengers per day (i.e. Total entries and Exits/ 365/ 2)
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: To be reported verbally at the meeting

3. COMMENTARY

3.1 Kent House station in Penge currently has cycle parking outside both of its entrances, i.e. Plawfield Road and Kent House Station Approach sides. The cycle parking at Kent House station is already well used, therefore as a complimentary project to the Greenwich to Kent House cycleway that will terminate at the station and should increase the number of people cycling in the area, it is proposed to increase the quantity and quality of cycle parking on the Kent House Station Approach side of the station.

3.2 The proposal would see the existing cycle stands removed and replaced with two sets of 24 covered two tier racks either side of the station entrance, providing a total of 48 cycle parking spaces at the Kent House Station approach entrance to the station. These would be monitored by high quality CCTV controlled by Southeastern and have enhanced lighting to improve safety and security.

3.3 The project would be delivered alongside the construction of the Greenwich to Kent House Cycleway (formerly Quietway), with the intention of completing it by late summer 2019.

3.4 Southeastern Railways have undertaken a procurement process as part of their management of the project. Three suppliers were invited to submit bids to Southeastern, who have recommended a supplier called Lockit Safe, who were the cheapest of the suppliers on a price per space basis. Officers agree with the recommendation of Southeastern to award the project to Lockit Safe. The money paid to Southeastern includes the price charged by Lock it Safe with an amount to Southeastern for project management fees and small improvements to lighting, CCTV and signage to the new facility, there is also a small contingency included in this project.

3.5 The procurement and delivery of the cycle parking will be managed by Southeastern with regular updates provided to LBB.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

4.1 The proposal is not expected to negatively impact vulnerable adults and children.

5. POLICY IMPLICATIONS

5.1 This proposal supports the station access proposals to encourage walking and cycling to stations, set out in Outcome 5 of Bromley's LIP3 which states that-

The Council will seek to maximise the investment in the strategic cycle network by working with the rail industry on supporting measures at stations on the strategic and local cycle network

This includes prioritising investment at Kent House to support the Greenwich to Kent House Quietway.

6. FINANCIAL IMPLICATIONS

6.1 The project is expected to cost £33k and will be from the TfL Public Transport Interchange & Access programme budget, which has an unallocated balance of £150k.

7. PROCUREMENT IMPLICATIONS

7.1 3.1 of the Contract Procedure Rules allows for exemptions to competitive tendering subject to approval as per 13.1. The value of the exemption in this case is within the delegated authority of the Chief Officer, subject to approval from the Portfolio Holder for the project.

7.2 Exemption to competitive tendering is sought to award a contract for £33k directly to Southeastern Railways. The station forecourt, where the cycle parking is to be located is the responsibility of Southeastern Railways, leased from Network Rail as part of their franchise to operate the South Eastern rail network. Therefore whilst this project is a Council investment in the transport infrastructure of the Borough, the works need to be managed by the leaseholder, Southeastern Railways, who have their own procurement requirements to meet as well as a number of regulations set by the rail authority. Southeastern has therefore managed the procurement process for the delivery of the project.

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

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Report No.
CSD19094

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: ENVIRONMENT & COMMUNITY SERVICES PORTFOLIO
HOLDER

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

Date: 18th June 2019

Decision Type: Non-Urgent Executive Non-Key

Title: APPOINTMENTS TO THE COUNTRYSIDE CONSULTATIVE
PANEL AND THE LEISURE GARDENS AND ALLOTMENTS
PANEL 2019/20

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

Chief Officer: Mark Bowen, Director of Corporate Services

Ward: N/A

1. Reason for report

1.1 There are two Consultative Panels, both within the remit of the Environment Portfolio, namely the Countryside Consultative Panel and the Leisure Gardens and Allotments Panel. Administration for the Panels is undertaken by Idverde, the Council's contractor for Parks, Countryside and Greenspace Management.

1.2 It is necessary to confirm the appointment of Members to these Panels for 2019/20.

2. **RECOMMENDATION**

2.1 **The Portfolio Holder is asked to confirm the 2019/20 Membership of the Countryside Consultative Panel and the Leisure Gardens and Allotments Panel.**

Corporate Policy

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

Financial

1. Cost of proposal: No cost
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £358,740
 5. Source of funding: 2019/20 Revenue Budget
-

Staff

1. Number of staff (current and additional): 8 (6.79fte)
 2. If from existing staff resources, number of staff hours: Seeking nominations and drafting of this report takes no more than approximately 30 minutes.
-

Legal

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

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

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

Councillors Graham Arthur, Julian Benington, Mike Botting, Ian Dunn, William Huntington-Thresher and Alexa Michael.

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

Councillors Vanessa Allen, Mary Cooke, Will Rowlands, Harry Stranger, and Stephen Wells.

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

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Report No.
ES19034

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT AND COMMUNITY SERVICES POLICY
DEVELOPMENT AND SCRUTINY COMMITTEE

Date: 18 June 2019

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

Title: UPDATE: WASTE COLLECTION AND STREET CLEANSING
SCHEDULE CHANGES

Contact Officer: Amy Harris, Waste Strategy Manager
E-mail: Amy.Harris8@bromley.gov.uk

Chief Officer: Executive Director of Environment & Community Services

Ward: (All Wards);

1. Reason for report

1.1. In line with the procurement and commencement of the new Environment Services Contracts for Waste Collection (Lot 2) and Street Environment (Lot 3), the following changes to the waste collection and street cleansing services will be introduced:

- Revision to the waste collection schedule to enhance service efficiency;
 - Revision to the street cleansing schedule to align with the waste collection service;
 - Expansion of the recycling service (black box recycling, green box recycling, and food waste) to around 800 narrow access properties alongside an every other week collection of non-recyclable refuse; and,
 - A new kerbside collection service for textiles, household batteries and small waste electrical and electronic items for houses.
-

2. **RECOMMENDATIONS**

2.1. **That the Environment and Community PDS Committee:**

- **Note and support the plans to increase recycling, and preparations for the waste collection and street cleansing schedule changes, and,**
- **Support the principles outlined i.e. the project plan and provide any comments about the implementation of waste collection and street cleansing changes.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: The service changes will impact all households across the borough including those with vulnerable adults and children. To mitigate the impact LBB will work closely with Veolia to reduce any service disruption to households receiving the assisted collection (Special Requirements List) and ensure that service change communications are clear.
-

Corporate Policy

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

Financial

1. Cost of proposal: Indicative one-off cost of £78k
 2. Ongoing costs: N/A
 3. Budget head/performance centre: Waste Services
 4. Total current budget for this head: £17.9m
 5. Source of funding: Existing revenue budget 2019/20
-

Personnel

1. Number of staff (current and additional): The resource requirements have been assessed for the service change implementation period. As a result, a temporary dedicated Neighbourhood Management team consisting of one existing member of staff and two temporary officers will be provided for a three month period. Eight temporary Customers Services Officers will also be funded for the same time period.
 2. If from existing staff resources, number of staff hours: As above.
-

Legal

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

Procurement

1. Summary of Procurement Implications: None. The contract was awarded on the basis of a specification and method statements, which set out the expectation of the proposed changes. Any agreed changes will be implemented via the Change Control procedure specified within the Contract.
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 On the 28 November 2018, the Executive awarded the following suite of environmental services contracts:
- Waste Disposal (Lot 1)
 - Household Waste Collection & Recycling (Lot 2)
 - Street Environment – Street Cleaning & other minor Environmental Services (Lot 3)
 - Parks Management and Grounds Maintenance (Lot 4)
 - Arboricultural Services (Lot 5)
- 3.2 Lots 1 to 3 were awarded to Veolia ES UK Limited (Veolia) and during the contract period will enable Bromley to reach virtually zero waste to landfill and continue to be one of London's top boroughs for recycling.
- 3.3 Whilst the tender was for an 'as is' service, the new contracts for Lot 2 and 3 included proposals to maximise the efficiency of waste collection and street cleansing services by reviewing the existing schedules and methodologies. The total contract costs, which the Council accepted, were based on a more efficient collection schedule and were therefore lower than they would have been had these proposals not been included.
- 3.4 As part of the new contract, new collection vehicles have been purchased which will support a more reliable collection service and enable new recycling services to be introduced, which will include a collection service for textiles, household batteries and small waste electrical and electronic items for houses.
- 3.5 74% of households' waste and recycling collection day will be changed and the residential street cleansing service schedule reorganised to deliver environmental services that:
- are operationally efficient and cost-effective;
 - keep Bromley's streets clean;
 - ensure waste crews are able to work together to complete scheduled collections, where unplanned events occur i.e. breakdowns;
 - improve the response to missed collections;
 - enable the introduction of in cab technology to enable real time information for customer services by the end of 2019;
 - are resilient and provide scope for future operational efficiencies; and,
 - encourage greater recycling and reduce non-recyclable refuse.
- 3.6 A service change such as this is significant and Veolia and LBB are working closely to plan the service change to minimise disruption to residents. Veolia have substantial experience of undertaking similar service changes across the country, London and also in Bromley (e.g. Change of service from point of storage to Edge of Curtilage (EOC), in 2003, re-rounding in 2005, change of service to EOC and introduction of food waste in 2010 as well as the revision of frequency of paper collections in 2015).
- 3.7 Knowledge gathered from Bromley's experience of waste collection changes and other local authorities mean that an increased number of resident enquiries can be expected during the implementation period. Additional resources will be provided by both the contractor, Veolia and within different service teams within the Council to mitigate this.

Operational Planning – Waste Collection

- 3.7 During the bid process and mobilisation of the Lot 2 contract, Veolia used 12 months of data from the historic collection service and operational intelligence to model a number of scenarios to identify the most productive, cost effective and resource optimised approach whilst maintaining the existing frequency, containers and types of materials collected.

- 3.8 The optimised approach means that residents will continue to receive the same suite of waste and recycling collection services and there will be the same total number of vehicles and crews delivering the waste and recycling collection services.
- 3.9 To increase efficiency and service reliability, there will be a move away from the split bodied vehicles that collected food waste at the same time as recycling to a dedicated vehicle for each material type. The dedicated vehicles will be narrower than the existing vehicle fleet, which will enable additional properties on roads that were previously too narrow for the split bodied vehicles to receive the full range of recycling collections. Table 1 presents the difference between the number of collection rounds under the new service and the historic service:

Table 1 – Historic and New Contract Collection Rounds

Collection Service Type	Number of Collection Rounds	
	Historic Service	New Contract Service
Non-Recyclable Refuse Waste	10 1 x Narrow Access	10
Recycling Services	10x Paper/Card/Food 10x Plastics, Glass and Cans /Food 1x Narrow Access	6.5 x Paper/Card 6.5 x Plastic, Glass and Cans Mix 9 x Food
Garden Waste	5	5
Commercial and Flats Collections	7 (5 non-recyclable refuse and 2 recycling)	7 (5 non-recyclable refuse and 2 recycling)
Bulky Collections	1	1
Total	45	45

- 3.10 The new recycling vehicles for paper and card, and plastics, glass and cans will be fitted with a battery box and a cage to enable the separate collection of textiles, small household batteries and small electrical goods (e.g. kettle, laptop, hairdryer).
- 3.11 In addition, there will be change from the historic ‘village collection’ methodology to a ‘wave collection’ methodology, which means all collections will take place in one area of the borough on one day. This will enable crews to support each other to complete all scheduled collections, improving the response to any missed collections and enable targeted communications. See *Appendix A* for a comparison between the historic and the proposed collection maps.
- 3.12 The proposed changes will mean that 74% of household collection days will be altered. Individual households will receive a collection of all waste and recycling materials on the same collection day, with the exception of garden waste, which remain on existing collection schedules with this being reviewed in early 2020.

Operational Planning – Street Cleansing

- 3.13 Following the identification of the optimum waste collection schedules Veolia used the same modelling software to create street cleansing schedule that follows the waste collection. This will mean that the majority of residential roads will be swept after the waste collection service in accordance with required street cleansing frequencies.

Communication

- 3.14 Communicating the service changes and improvements to residents is a key work stream. The communications plan includes a full range of communication channels including a direct mail letter and leaflets as well as adverts, and, online and social media activity.
- 3.15 Residents who experience a day change will receive two separate notifications. All residents will be provided with updated calendars showing the improved recycling services and ensuring that the correct collection day is known, including what recycling container to present each week.

Information about the new services and collection days will be available in detail on the Council's website (www.bromley.gov.uk/wastenews); this data will be updated a month before the new service goes live.

Timeline

- 3.16 The indicative timeline for the implementation of changes to the waste collection and street cleansing service are provided in Table 2 below.

Table 2 – Indicative Timeline

Key Activity	Date
Delivery of new waste collection vehicles	April to July 2019
Modelling of new waste collection and street cleansing rounds developed	April to July 2019
Testing new vehicles	May to September 2019
Communications campaign	July to October 2019
Veolia and LBB Staff Training	July to August 2019
Bromley Service Change	September 2019

Risks and mitigation

- 3.17 A detailed risk analysis has been completed that considers the impact, likelihood and mitigation for a range of risks in relation to the implementation of the waste collection and street cleansing changes. The key risks and their corresponding mitigation are described in the Table 3 below:

Table 3 – Keys Risks and Mitigation

Key Risk	Planned Mitigation
During the implementation phase around 22,819 households are expected to wait an additional two weeks between their last non-recyclable refuse collection and the new one (i.e. changing from a Week 1 Monday collection to a Week 2 Friday collection). This will be the same for recycling collections.	Additional collections for residual waste will be scheduled at the weekend so that residents do not receive a long gap between their collections. The maximum wait will be 8 days. Residents can leave excess recycling and non-recyclable refuse next to their normal containers and it will be collected on the scheduled collection day.
Service disruption due to the new collection areas, vehicles and technology being new to the collection crews.	To minimise service disruption: <ul style="list-style-type: none"> Operational teams assisted in the design of new collection rounds New vehicles will be fully tested by crews and inspected by the fleet workshop Training will be provided for all crews Additional management and frontline resources will be provided by Veolia
Residents not placing containers out on the right collection day.	A comprehensive communication campaign will be conducted to help mitigate this.
Council service teams and Veolia not having capacity to respond to the increase in online requests and call volumes and for this to have an impact on the ability for the customer service team to respond to other non-environment related enquiries.	Additional resources will be provided by both LBB and Veolia to provide capacity for an increased volume of correspondence. Technological solutions will be introduced where possible and up to date information will be provided through the website to assist with enquiries. The cost for the extra resources for LBB is estimated to be £78k in total.
Essential health and safety related works taking place at Waldo Road Household Reuse and Recycling Centre during the service change implementation period, potentially leading to additional traffic queues at the site.	Council's Property Team is working closely with Veolia to phase the repair works to minimise disruption at the site and manage traffic to reduce queues wherever possible.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 Changes to the waste collection service will impact on all households, included those who rely on the assisted collection service (circa 2,000 households) may be impacted. It is important to ensure these residents are provided with an uninterrupted service throughout the period of change.
- 4.2 In mitigating the impact of the proposed changes the Council and contractors will ensure that all residents and stakeholders receive information about the service changes through a variety of channels as part of the communications plan. Marketing materials will be clear and pictorial.

5. POLICY IMPLICATIONS

- 5.1 The “Building a Better Bromley” objective of being an Excellent Council refers to the Council’s intention to provide efficient and effective services and value for money to our residents. For the objective of maintaining a ‘Quality Environment’, the implementation of these service changes will help to ‘sustain a clean, green and tidy environment through value-for-money services provided to a consistently high standard’.
- 5.2 The street cleansing schedule changes will assist LBB in meeting Priority Outcome 1 (Improving the Street Scene) within the Environment Portfolio Plan 2018-21 (the Council’s environmental service aims and objectives).
- 5.3 The introduction of additional recycling services and materials as part of the household collection service will contribute to the Environment Portfolio Plan Outcome 2 (Minimising Waste and Increasing Recycling) and assist us in demonstrating our general conformity with the Mayor of London’s London Environment Strategy.

6. FINANCIAL IMPLICATIONS

- 6.1 As outlined in 3.17 above, it is anticipated that additional resources will be required in both the Neighbourhood Management and Corporate Customer Services teams, in the run up to and during the delivery of the service change.
- 6.2 The estimated cost for the additional Neighbourhood Management resources is £25k and £53k will be required for the additional customer services resources. The total £78k will be funded from the existing waste services budget for 2019/20.

7. PERSONNEL IMPLICATIONS

- 7.1 Based on past experience of similar service changes in Bromley and other boroughs, it is anticipated that a temporary dedicated Neighbourhood Management team is required to investigate and respond to any escalated service issues. This team would consist of three members of staff, one existing Neighbourhood Officer and two temporary officers for a three month period.
- 7.2 Seven additional members of Customer Services staff will also be needed during the three month implementation period to respond to an increased volume of waste collection and street cleansing calls.
- 7.3 Resource requirements are continuing to be reviewed during the lead up to the service change and throughout the implementation period and plans may be adjusted accordingly.

8. LEGAL IMPLICATIONS

- 8.1 None; the Waste Collection and Street Cleansing Services operate within a statutory framework. This framework determines the nature and frequency of the services the council is required to provide. The service changes detailed in this report adhere to these statutory obligations.

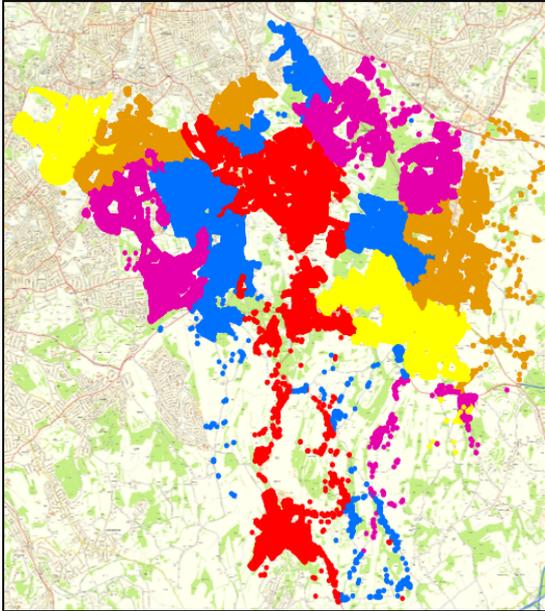
9. PROCUREMENT IMPLICATIONS

- 9.1 The implementation of the waste collection and street cleansing changes is in line with the new Lot 2 and 3 Environmental Service Contracts, which were awarded by the Council on 28 November 2019.
- 9.2 The specifications for Environment Services Contracts Lot 2 (Waste Collection) and Lot 3 (Street Environment) invited proposals for changes to service and activity levels on the basis of value for money and efficiency; and contracts were awarded on the basis of method statements provided which outlined the intended changes. Should the changes not be implemented to the extent and in the timescales envisaged, this may have implications on the ability of the provider to deliver within the agreed contract price.
- 9.3 Any agreed changes should be formalised through the Change Control procedure established in the contract.

Non-Applicable Sections:	Not applicable
Background Documents: (Access via Contact Officer)	Not applicable

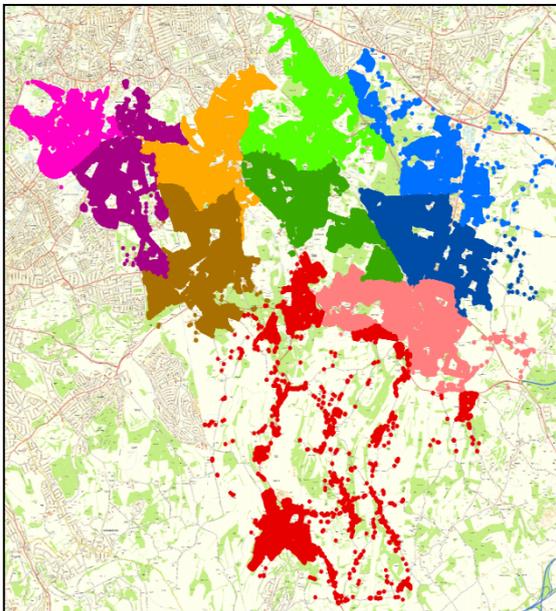
Appendix A Historic 'split wave collection' and new 'standard wave collection' methodology

Historic 'split wave collection' methodology



		KEY
Wk 1	Wk 2	
		Monday
		Tuesday
		Wednesday
		Thursday
		Friday

New 'standard wave collection' methodology



		KEY
Wk 1	Wk 2	
		Monday
		Tuesday
		Wednesday
		Thursday
		Friday

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Report No.
ES19043

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT AND COMMUNITY SERVICES POLICY
DEVELOPMENT AND SCRUTINY COMMITTEE

Date: 18 June 2019

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

Title: ARBORICULTURAL SERVICES CONTRACT: REVIEW AND
UPDATE OF AUDIT FINDINGS

Contact Officer: Sarah Foster, Head of Performance Management and Business Support
E-mail: Sarah.Foster@bromley.gov.uk

Chief Officer: Executive Director of Environment & Community Services

Ward: (All Wards);

1. Reason for report

This report is in response to a request by Members of the Environment & Community Services PDS Committee and the Audit Sub-Committee, to have an opportunity to further discuss the recent findings of the internal audit report into the Arboricultural Services Contract. There were four priority 1 recommendations and six priority 2 recommendations arising from the audit and each is summarised in this report, along with a progress update which outlines how Environment & Community Services have taken steps to address each of the audit findings.

2. **RECOMMENDATION(S)**

2.1 **That PDS Committee reviews and comments on the content of the report.**

Impact on Vulnerable Adults and Children

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

Corporate Policy

1. Policy Status: Not Applicable
 2. BBB Priority: Excellent Council Quality Environment Safe Bromley Healthy Bromley
-

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Arboriculture Services Budget
 4. Total current budget for this head: £769k
 5. Source of funding: Existing controllable revenue budget for 2019/20
-

Personnel

1. Number of staff (current and additional): 5 FTEs
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

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

Procurement

1. Summary of Procurement Implications: Not Applicable
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 During Quarter 3 of 2018/19, an internal audit was undertaken of the Arboricultural Services Contract, managed by the Neighbourhood Management Division of Environment and Community Services. The objective of the audit was to review the governance and management of the contract to ensure controls were satisfactory and mitigate risk.
- 3.2 The Arboricultural Maintenance contract was awarded to the contractor in 2008 for an initial period of 9 years but extended to March 2019 by Deed of Variation signed in September 2017. Given that at the time of audit, the contract was due to end in March 2019 and a new contractor would be delivering the service, the audit sought to highlight areas of weakness to be addressed to improve management and monitoring for the new contract effective from April 2019.
- 3.3 At the time of the audit, there were significant resourcing issues within the arboriculture team. The Service Manager had just left LBB and following that, in January 2019, a further post became vacant. This left three tree officers, one of which stepped up to act as Interim Service Manager (ISM). There had been very limited time for a formal handover of responsibilities to the ISM, who has been working incredibly hard to get up to speed with the requirements of the role, managing the exit of the old contract and mobilising the new one. The ISM is performing well in this role. At the time of writing this report, recruitment is underway to fill the vacancies in the team.
- 3.4 The detailed findings of the audit can be found in [Audit Report ECS/7/2018/AU](#) discussed at Audit Sub-Committee on 04 June 2019. Each of the Priority recommendations and progress against delivering them has been summarised below.

3.5 Priority 1 recommendation (1): Payment Process

- 3.5.1 The audit review and testing identified that the payment process was weak, with the main issues relating to: separation of duties, inadequate checking of orders to support invoicing and incorrect coding of invoices. Defaults had not been processed for 2018/19.
- 3.5.2 In terms of the processing of defaults under the old contract, the final invoice is yet to be submitted by the contractor. The defaults for 18/19 will be applied to that invoice prior to payment. There have been staffing changes within the previous contractor's team which have caused the delay to the invoicing process. The ISM is liaising with the previous contractor to ensure a swift resolution.
- 3.5.3 From 1st April 2019, payment responsibilities for Arboriculture have been transferred to the Performance Management and Business Support Team, of Environment and Community Services. This function was not transferred under the previous contract, given that recruitment for the Performance Management and Business Support Team did not commence until 2018 and was only completed in Quarter 2 of 18/19. Contracts requiring support by the new team were prioritised according to risk (based on contract value or any previous audit findings), with monitoring work commencing with the Waste Management contract in the first instance, followed by Street Environment. For each of the Neighbourhood Management contracts, a robust Contract Monitoring Framework (CMF) has now been developed and implemented, including an electronic Contract Filing System (CFS) with stringent protocols for version and access control and a Designated Site Administrator (DSA). These procedures are also being implemented across the wider ECS department.
- 3.5.4 The Performance Management and Business Support team will be undertaking a budget monitoring role for each of the Neighbourhood Management contracts in order to support Contract Managers and ensure a separation of duties in terms of invoice payment. A

Performance Management Framework (PMF) has been developed and implemented for all new Neighbourhood Management contracts commencing from 1st April 2019, linked to payment of invoices. This PMF contains a suite of performance indicators, for which evidence is required from the service provider to support payment. Procedures are in place for each contract to check the submission of evidence each month and feed data into the PMF template. Should evidence be insufficient or if performance is not to the required service standard, the Service Provider will be required to submit a Corrective Action Plan (CAP) outlining the measures they will take to improve performance. A monetary Performance Adjusted Value (PAV) is applied to any contract that does not perform to the required standard each month. A financial deduction is immediately applied for poor service, but with an amount kept in abeyance until the Service Provider can demonstrate that their CAP has been effective. If this cannot be demonstrated, the abeyance sum is deducted from the following invoice. The CAP encourages an incentivised approach to driving forward continual improvement, as, rather than the automatic application of the full financial penalty, providers are expected to demonstrate that they have invested the equivalent financial resource to improving the service in any given month.

3.6 Priority 1 recommendation (2): Open Orders and Confirm

- 3.6.1 During the audit review of budget monitoring, a significant number of open orders were identified on Confirm (the electronic contract management system used to allocate jobs to the Service Provider) that were shown as not completed or submitted for payment. A Confirm report generated by IT support showed that as at January 2019 there were 1,238 outstanding jobs between 1/4/17 and 3/1/19 with a total value of £185,880.
- 3.6.2 The primary concern was that these open orders either represented poor performance where allocated jobs had not been undertaken, poor housekeeping whereby cancelled jobs had not been deleted or a Confirm system problem. An IT system anomaly was identified and it was agreed that IT support would undertake to resolve this. At the time of writing this report, Confirm IT Support are still working to resolve system errors and clear outstanding open orders from the system (though the ISM has confirmed that payment for all orders incorrectly shown as open has in fact been completed).
- 3.6.3 The number, value and elapsed time of these open orders represents poor contract management by the client team but Internal Audit acknowledged that this situation had been hampered by the departure of the previous Service Manager and inadequate handover to the ISM.

3.7 Priority 1 recommendation (3): Monitoring the contract

- 3.7.1 The audit highlighted that the monthly invoices under the old contract arrangements were paid without inspections on completed work, with monitoring undertaken in arrears. The agreed performance monitoring regime was to inspect the ten highest value jobs each month (allocated to the ISM) and then 10% of all other jobs but to include all felled trees. The inspections were allocated to arboricultural officers according to geographical area.
- 3.7.2 Audit concluded that the expected level of monitoring is high and when compounded with resources issues (vacant posts and interim management responsibilities for one of the arboriculture officers), is not achievable. It is acknowledged that this team have experienced significant resource issues during 2018/19. This coincided with the award of the new contract and the termination of the contract with the incumbent contractor. These factors had an impact on performance monitoring with the team prioritising customer enquiries (FMS) in line with the priorities set out by LBB and tree condition surveys as the health and safety of the public is a significant risk.

3.7.3 The Contract Monitoring Framework and Performance Management Framework have been applied to the new contract from 1 April 2019. Evidence requirements to support the PMF (and therefore monthly invoice payment) have been agreed as part of the service specification and the Performance Management and Business Support team have received training from the ISM on the use of Confirm system and the process to sample audit the supporting evidence from the service provider (though qualified tree officers will still confirm the quality of individual work undertaken using a risk based approach to identify orders to be checked). A payment certificate will be run from the Confirm system to list out all orders where the Service Provider has requested payment for work. This process will be made simpler when the new Confirm Workzone system is in use (anticipated in Quarter 2).

3.7.4 The Head of Performance Management and Business Support brings contract monitoring and management experience from within the Environmental sector and will now be overseeing and scrutinising (alongside the Assistant Director of Environment and Contract Managers) the performance of the Arboriculture Services contract, with a commitment to ensuring continual improvement is demonstrated. The newly appointed Assistant Director of Environment brings many years of operational experience within Bromley to the role and has already progressed the recruitment process to ensure the vacancies within Neighbourhood Management are filled promptly with staff that have the right skills.

3.8 Priority 1 recommendation (4): Defaults

3.8.1 The audit check on performance monitoring identified that 61 jobs were shown on the monitoring reports as not completed and therefore a default should have been issued. As the work is inspected after the invoice has been paid, the value of the jobs (£6357.86), deemed to be defaults, should be recovered. As the final invoice has not yet been submitted for payment, the default is yet to be applied, but will be deducted from the final contract payment to the Service Provider. The raising of invoices has been passed to the previous Service Provider's Head Office admin function, following the departure of the admin function from the Service Provider's contract team.

3.9 Priority 2 recommendations

3.9.1 The 6 Priority 2 recommendations related to the need for scanned contract documents to be complete; rationalising the two team sites and conforming to ECS standard format; revision and completion of procedure notes; completion of the agreed ECS contract monitoring framework, improve the contract monitoring minutes to be representative of discussion and cross referenced to information presented and lastly to identify and meet training needs of key staff.

3.10 Scanned Contract Documents to be complete

3.10.1 The contract documentation for the previous contract has been uploaded to the Council's Contract Database and the Arboriculture Contract Filing System by the Designated Site Administrator.

3.11 Rationalising the two team sites and conforming to ECS standard format

3.11.1 All applicable contract documentation has been transferred to the new Arboriculture Contract Filing System (CFS), in line with agreed ECS standard protocols and folder structure. The DSA maintains standardisation in terms of folder organisation and version control. The CFS contains all contract documentation, meeting minutes, final invoices and associated evidence, the PMF and monthly service reporting information. The Trees and Woodlands team site is for non-contractual team working documents. The different functions of the two sites are fully understood by both the DSA and the Arboriculture team. Standard protocols for the team sites

have been implemented and training has been provided by the DSA on the use of the folder structures, naming conventions and version control.

3.12 Revision and completion of procedure notes

3.12.1 The ISM is working through updates to the procedure notes which will all be saved on the Contract Filing System. The ISM is prioritising core processes such as the payment process (which has been completed and is with audit for final review).

3.13 Completion of the agreed ECS contract monitoring framework

3.13.1 The ECS standard Contract Monitoring Framework (CMF) has been applied to the Arboriculture contract with full effect from 1st April 2019. Contract Monitoring is outlined in contract documentation, including a schedule of meetings at which contract performance is discussed and documented. Governance arrangements are included in the Terms of Reference for each meeting. The first full PMF will be discussed at the June contract meeting with the new Service Provider, which will be attended by the ISM, Assistant Director of Environment and the Head of Performance Management and Business Support.

3.14 Improve the contract monitoring minutes to be representative of discussion and cross referenced to information presented

3.14.1 The responsibility for documenting Service Operations Board meetings and Strategic Partnership Board meetings for the Arboriculture contract is being undertaken by the Performance Management and Business Support team. Training has been provided to ensure all three Business Support Officers are minuting meetings to a consistent standard and format aligned to the CMF and that these are recorded on the Contract Filing System and agreed as a true record by all parties. Consistent agendas, meeting Terms of Reference and guidance for minuting and facilitating meetings have been developed and agreed with all Contract Managers.

3.15 Identify and meet training needs of key staff

3.15.1 The Interim Service Manager has undertaken training on financial regulations and is familiar with the Council’s current Contract Procedure Rules. The ISM has been trained on the Contract Monitoring Framework and how it should be applied, along with the protocols for the Contract Filing System. Training will be reviewed throughout the year by the Head of Performance Management and Business Support through the departmental Training Needs Analysis (TNA) and responsibilities matrix, to ensure all Contract Managers are still familiar with the use of the CMF and the CFS on an ongoing basis. The DSA will also be undertaking sampling with the Contract Managers to check the locations of documentation and procedures.

4. POLICY IMPLICATIONS

The activities in this report reflect the Council’s priorities and aims as set out in:

- Environment Portfolio Plan 2018/21 (see ES18035 on the 10th July 2018 agenda)
- [Building a Better Bromley 2016-18](#) (‘Quality Environment’ & ‘Excellent Council’)

Non-Applicable Sections:	Financial, Personnel, Legal, Procurement
Background Documents: (Access via Contact Officer)	Environment Portfolio Plan ES18035 Building a Better Bromley (2016-18)

Report No.
ES19037

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT & COMMUNITY SERVICES POLICY
DEVELOPMENT AND SCRUTINY COMMITTEE

Date: 18 June 2019

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

Title: FORWARD WORK PROGRAMME & MATTERS ARISING

Contact Officer: Sarah Foster, Head of Performance Management and Business Support
Tel: 020 8313 4023 Email: sarah.foster@bromley.gov.uk

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

Ward: (All Wards)

1. Reason for report

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

- developing the 2019/20 Forward Work Programme; and
- progressing requests made at previous meetings

2. **RECOMMENDATIONS**

2.1 That PDS Committee reviews and comments on:

- (a) Forward Work Programme for 2019/20 (Appendix 1);
- (b) Progress concerning Committee requests (Appendix 2).

Impact on Vulnerable Adults and Children

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

Corporate Policy

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

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Environment Portfolio Revenue Budget & LIP funding
 4. Total current budget for this head: £31.3m and £3.6m of TfL / LIP funding
 5. Source of funding: 2019/20 controllable revenue budget and 2019/20 LIP funding agreed by TfL
-

Personnel

1. Number of staff (current and additional): 146.7 FTEs
 2. If from existing staff resources, number of staff hours: Not Applicable
-

Legal

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

Procurement

1. Summary of Procurement Implications: Not Applicable
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

Forward Work Programme

- 3.1. **Appendix 1** sets out the Environment and Community Services Portfolio's Forward Work Programme for 2019/20 including: the provisional report title (or activity); the lead division; and Committee's role. Committee is invited to comment on the proposed schedule and suggest any changes it considers appropriate.
- 3.2 Other reports may be added to the Work Programme as schemes and contracts are developed. In addition, there may also be references from other committees, the Environment and Community Services Portfolio Holder, or the Executive.

Previous Requests by the Committee

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

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

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

5. POLICY IMPLICATIONS

- 5.1 Each PDS Committee is responsible for developing its own Forward Work Programme and Environment & Community Services PDS Committee's future work programme is set out in Appendix 1.
- 5.2 The activities in this report reflect the Council's priorities and aims as set out in:
- Environment Portfolio Plan 2018/21 (see ES18035 on the 10th July 2018 agenda)
 - [Building a Better Bromley 2016-18](#) ('Quality Environment' & 'Excellent Council').

Non-Applicable Sections:	Financial, Personnel, Legal, Procurement
Background Documents: (Access via Contact Officer)	Environment PDS Committee agendas and minutes: 2006/07 to 2018/19 Environment Portfolio Plan ES18035 Building a Better Bromley (2016-18)

APPENDIX 1

ENVIRONMENT PDS COMMITTEE FORWARD WORK PROGRAMME: 2019/20 MEETINGS

Meeting Date: 17 September 2019	Division	Committee Role
Civic Centre Multi-Storey Car Park – Replacement of Parking Management System	T&P	Pre-decision scrutiny
Air Quality Action Plan	E&CS	Pre-decision scrutiny
Environment Portfolio Plan: Performance Overview	E&CS	PDS Committee
JB Riney & Co. Ltd Highways Contract Scrutiny	T&H	PDS Committee
Glendale Arboriculture Contract Scrutiny	S&G	PDS Committee
APCOA Parking Contract Scrutiny	T&P	PDS Committee
Fly-Tipping Action Plan 6 monthly progress report	S&G	PDS Committee
ECS Transformation Programme – Workstream Update	E&CS	PDS Committee
Contract Register	E&CS	PDS Committee
Risk Register	E&CS	PDS Committee
Forward Work Programme & Matters Arising	E&CS	PDS Committee
Meeting Date: 13 November 2019	Division	Committee Role
Budget Monitoring: 2019/20	Finance	Pre-decision scrutiny
Draft response to the Mayor of London's London Environment Strategy	E&CS	Pre-decision scrutiny
Veolia Waste and Street Cleansing Contract Scrutiny	E&CS	PDS Committee
Environment Portfolio Plan: Performance Overview	E&CS	PDS Committee
Forward Work Programme & Matters Arising	E&CS	PDS Committee
Meeting Date: 29th January 2020	Division	Committee Role
Draft Budget: 2020/21	Finance	PDS Committee
Environment Portfolio Plan: Performance Overview	E&CS	PDS Committee
Contract Register	E&CS	PDS Committee
Risk Register	E&CS	PDS Committee
Forward Work Programme & Matters Arising	E&CS	PDS Committee
Meeting Date: 17 March 2020	Division	Committee Role
Budget Monitoring: 2019/20	Finance	Pre-decision scrutiny
Environment Portfolio Plan: Performance Overview	E&CS	PDS Committee
Forward Work Programme & Matters Arising	E&CS	PDS Committee

APPENDIX 2

ENVIRONMENT PDS COMMITTEE PROGRESS REPORT ON PREVIOUS REQUESTS

Request Date	Committee Request	Progress
5 February 2019	Members requested that consideration is given to a future visit to a progressive waste and recycling facility.	The Waste Strategy Manager has arranged with Surrey County Council for a visit to be undertaken by Committee members. The date is yet to be confirmed but options will be put forward now that the new committee is in place.
4 June 2019	<p>The Audit Sub-Committee met on 04 June 2019. Item 8 on the agenda was the Internal Audit Progress Report.</p> <p>Section 3.2.16 of the report outlined several new priority one recommendations that had been identified for Arboricultural Services.</p> <p>Four Priority 1 and six Priority 2 recommendations were made, and the audit opinion was that the level of assurance was 'Limited'.</p> <p>The Committee resolved that a report on this matter should be drafted for scrutiny by the Environment PDS Committee.</p>	Refer to Arboricultural Services Audit Progress Report on agenda for 18 June 2019.

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