



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

TELEPHONE: 020 8464 3333

CONTACT: Kerry Nicholls  
*Kerry.Nicholls@bromley.gov.uk*

DIRECT LINE: 020 8461 7840

FAX: 020 8290 0608

DATE: 8 November 2022

To: Members of the  
**RENEWAL, RECREATION AND HOUSING POLICY DEVELOPMENT AND  
SCRUTINY COMMITTEE**

Councillor Tony Owen (Chairman)

Councillor Shaun Slator (Vice-Chairman)

Councillors Will Connolly, Christine Harris, Tony McPartlan, Keith Onslow,  
Chris Price, Will Rowlands, Alison Stammers and Pauline Tunnicliffe

Non-Voting Co-opted Members

Ermond Berisha, Bromley Youth Council (Part 1 Only)

A meeting of the Renewal, Recreation and Housing Policy Development and Scrutiny  
Committee will be held Bromley Civic Centre on **WEDNESDAY 16 NOVEMBER  
2022 AT 7.00 PM**

**PLEASE NOTE:** This meeting will be held in the Council Chamber at the Civic  
Centre, Stockwell Close, Bromley, BR1 3UH. Members of the public can attend the  
meeting: you can ask questions submitted in advance (see item 3 on the agenda) or  
just observe the meeting. There will be limited space for members of the public to  
attend the meeting – if you wish to attend please contact us, before the day of the  
meeting if possible, using our web-form:

<https://www.bromley.gov.uk/CouncilMeetingNoticeOfAttendanceForm>

Please be prepared to follow the identified social distancing guidance at the meeting,  
including wearing a face covering.

TASNIM SHAWKAT

Director of Corporate Services & Governance

**Paper copies of this agenda will not be provided at the meeting. Copies can  
be printed off at <http://cds.bromley.gov.uk>. Any member of the public  
requiring a paper copy of the agenda may request one in advance of the  
meeting by contacting the Clerk to the Committee, giving 24 hours notice  
before the meeting.**

**Items marked for information only will not be debated unless a member of the  
Committee requests a discussion be held, in which case please inform the  
Clerk 24 hours in advance indicating the aspects of the information item you  
wish to discuss**

# 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 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 specifically relating to reports on the agenda should be received within two working days of the normal publication date of the agenda. Please ensure that questions specifically relating to reports on the agenda are received by the Democratic Services Team by **5.00pm on Thursday 10 November 2022.**

#### **a QUESTIONS FOR THE RENEWAL, RECREATION AND HOUSING PORTFOLIO HOLDER**

#### **b QUESTIONS FOR THE CHAIRMAN OF RENEWAL, RECREATION AND HOUSING PDS COMMITTEE**

### **4 MINUTES OF THE RENEWAL, RECREATION AND HOUSING PDS COMMITTEE MEETING HELD ON 4 OCTOBER 2022 (Pages 5 - 16)**

### **5 MATTERS OUTSTANDING AND FORWARD WORK PROGRAMME (Pages 17 - 22)**

### **6 HOLDING THE RENEWAL, RECREATION AND HOUSING PORTFOLIO HOLDER TO ACCOUNT**

#### **a HOUSING, PLANNING AND REGENERATION PORTFOLIO PLAN UPDATE - 2022/23 Q2 UPDATE (Pages 23 - 46)**

### **7 PRE-DECISION SCRUTINY OF RENEWAL, RECREATION AND HOUSING PORTFOLIO REPORTS**

Portfolio Holder decisions for pre-decision scrutiny.

#### **a BUDGET MONITORING 2022/23 (Pages 47 - 54)**

#### **b CAPITAL PROGRAMME MONITORING Q2 2022/23 (TO FOLLOW)**

- c **BECKENHAM BUSINESS IMPROVEMENT DISTRICT (BID) RENEWAL 2023-2028** (Pages 55 - 64)
- d **FUTURE OF COMMUNITY RESOURCE CENTRES/OUTREACH SERVICE** (Pages 65 - 74)
- e **PROVISION OF LIBRARY SERVICES - CONTRACT PERFORMANCE REPORT** (Pages 75 - 100)

**8 PRE-DECISION SCRUTINY OF EXECUTIVE REPORTS**

- a **LTA PARKS RENOVATION FUND** (Pages 101 - 134)
- b **UK SHARED PROSPERITY FUND - BOROUGH ALLOCATION** (Pages 135 - 146)

**9 POLICY DEVELOPMENT AND OTHER ITEMS**

- a **UPDATE ON HOUSING DELIVERY PART 1 (PUBLIC) REPORT** (Pages 147 - 156)

**PART 2 (CLOSED) AGENDA**

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

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

**Items of Business**

**Schedule 12A Description**

- 11 EXEMPT MINUTES OF THE RENEWAL, RECREATION AND HOUSING PDS COMMITTEE HELD ON 4 OCTOBER 2022** (Pages 157 - 158)

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

**12 PART 2 (EXEMPT) POLICY DEVELOPMENT AND OTHER ITEMS**

- a **UPDATE ON HOUSING DELIVERY PART 2 (EXEMPT) REPORT** (Pages 159 - 162)

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

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## **RENEWAL, RECREATION AND HOUSING POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

Minutes of the meeting held at 7.00 pm on 4 October 2022

### **Present:**

Councillor Tony Owen (Chairman)  
Councillor Shaun Slator (Vice-Chairman)  
Councillors Kevin Kennedy-Brooks, Keith Onslow,  
Chris Price, Will Rowlands and Alison Stammers

Ermond Berisha, Bromley Youth Council (Part 1 Only)

### **Also Present:**

Councillor Yvonne Bear, Portfolio Holder for Renewal  
Recreation and Housing

Councillor Will Connolly (Virtual attendance)  
Councillor Pauline Tunnicliffe (Virtual attendance)

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

Apologies for absence were received from Councillor Tony McPartlan.  
Councillor Kevin Kennedy-Brooks attended as substitute.

The Committee noted that Councillor Will Connolly and Councillor Pauline Tunnicliffe were attending the meeting virtually.

The Chairman welcomed Ermond Berisha as the Co-opted Member representing Bromley Youth Council.

### **14 APPOINTMENT OF CO-OPTED MEMBER Report CSD22090**

The Committee was asked to confirm the appointment of a non-voting Co-opted Member representing Bromley Youth Council for the 2022/23 municipal year.

**RESOLVED: That Ermond Berisha be appointed as a non-voting Co-opted Member of the Renewal, Recreation and Housing PDS Committee for the 2022/23 municipal year for the consideration of Part 1 (Public) reports only.**

### **15 DECLARATIONS OF INTEREST**

There were no additional declarations of interest.

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

Two questions for written reply were received at the meeting. A copy of those questions, together with the Portfolio Holder's responses can be viewed as Annex A to these Minutes.

**17 MINUTES OF THE RENEWAL, RECREATION AND HOUSING PDS  
COMMITTEE MEETING HELD ON 14 JUNE 2022**

The minutes of the Renewal, Recreation and Housing PDS Committee meeting held on 14 June 2022, were agreed and signed as a correct record.

**18 MATTERS OUTSTANDING AND FORWARD WORK PROGRAMME  
Report CSD21072**

The report set out progress against outstanding actions from previous meetings.

**RESOLVED: that the report be noted.**

**19 HOLDING THE RENEWAL, RECREATION AND HOUSING  
PORTFOLIO HOLDER TO ACCOUNT**

**A HOUSING, PLANNING AND REGENERATION PORTFOLIO  
PLAN UPDATE - 2022/23 Q1 UPDATE  
Report HPR2022/048**

The report presented the 2022-23 Quarter 1 update to the Housing, Planning and Regeneration Portfolio Plan. The Committee noted that the Portfolio Plan would be reformatted and updated for the November PDS Committee.

In response to a question, the Assistant Director for Culture and Regeneration explained that in terms of local shopping parades there had been some issues with the contractor and options for completing the schemes were being discussed with colleagues in Environment and Community Services.

It was noted that Officers would review the Chislehurst Library Redevelopment with a view to including the scheme in the Portfolio Plan if appropriate.

In response to a question concerning Private Sector Rented Accommodation, the Assistant Director for Housing explained that where possible the Council used self-contained accommodation, but this was becoming increasingly challenging. The Council placed clients in HMOs only once appropriate checks had been undertaken. The Committee noted that there had been less than 20 HMO placements in the last year.

The Committee noted that the reduction in the use of nightly paid units was the result of a number of factors including the conversion of properties, some limited luck in the private sector, and the impact of the Meadowship Scheme. However, it was recognised that challenges would continue, and the Housing Options Team were facing mounting challenges.

In relation to Beckenham Public Hall the Committee noted that discussions with the local ward councillors were ongoing. Options would be presented to the Committee once finalised.

In response to a question concerning improvements to Bromley High Street the Assistant Director of for Culture and Recreation explained that issues regarding routine maintenance on the high street would need to be raised with colleagues in Environmental Services.

Turning to the redevelopment of Orpington, the Committee noted that Arelli had now withdrawn their initial proposals and were seeking to undertake a further consultation with a view to submitting revised plans. The Portfolio Holder reported that there was a will to regenerate Orpington and the new proposals were awaited with anticipation recognising that any new proposals would be subject to planning processes.

**RESOLVED: That the report be noted.**

## **20 PRE-DECISION SCRUTINY OF RENEWAL, RECREATION AND HOUSING PORTFOLIO REPORTS**

The Committee considered the following reports where the Renewal, Recreation and Housing Portfolio Holder was recommended to take a decision:

### **A BUDGET MONITORING 2022/23 Report FSD22066**

The report provided the first revenue budget monitoring position for 2022/23 for the Renewal, Recreation and Housing Portfolio based on expenditure and activity levels for the first quarter of the financial year.

In response to a question, the Head of Finance Adults, Health and Housing confirmed that the staffing costs listed in the report in respect of the Housing Options Teams reflected both the net position and the fact that it was expected that the vacancies would be filled part way through the year. The Assistant Director for Housing highlighted that across London there was a shortage of Housing Options staff although Bromley had recently been able to recruit six new starters with good, relevant experience and it was hoped that the Team would now settle.

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

- (a) Note the projected net overspend of £593k on controllable expenditure based on information as at July 2022; and**
- (b) Agree the release of amounts carried forward from 2021/22 as set out in the report.**

**B Q1, CAPITAL PROGRAMME MONITORING  
Report CSD22105**

On 6 October 2022, the Executive would receive a report summarising the current position on capital expenditure and receipts following the 1st quarter of 2022/23 and would be asked to agree a revised capital programme for the four-year period 2022/23 to 2025/26. The report to the PDS Committee highlighted changes to be put to the Executive and the Leader in respect of the capital programme for the Renewal, Recreation and Housing portfolio.

In response to a question the Head of Adults Health and Housing Finance confirmed that the Disabled Facilities Grant would be added to the existing capital scheme.

**RESOLVED: That the Portfolio Holder be recommended to note and acknowledge the changes to be put to the Executive on 6 October 2022.**

**C PROCUREMENT OF MODULAR CHANGING PLACES  
FACILITIES FOR CRYSTAL PALACE PARK AND HIGH ELMS  
COUNTRY PARK PART 1 (PUBLIC) REPORT  
Report HPR2022/043A**

The report sought permission to proceed to procurement via an exemption from competitive tendering to deliver four Changing Places facilities at agreed locations across the Borough. This would include the delivery of two modular Changing Places facilities; one in Crystal Palace Park and one in High Elms Country Park. Changing Places facilities contain specialist equipment and must meet design standards in order to meet the criteria for registration as a Changing Places facility and to best support the needs of users. There are therefore a limited number of suppliers who have experience providing Changing Places facilities which meet the required standard.

The Committee noted that the Council had been awarded £220k grant funding from the Department of Levelling Up, Housing and Communities to deliver the Changing Places facilities.

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

- (a) Approve the decision to proceed to procurement via an exemption from competitive tender to the Contractor named in the Part 2 Report for two modular Changing Places facilities, one at Crystal Palace Park and one at High Elms Country Park.**

- (b) Note that anticipated value of this procurement is circa £140k and £130k of this will be funded from the Changing Places Fund programme. Should additional funds be required following receipt of a quote from the provider named in the Part 2 report, match funding will be sought or the contract will not be awarded.**

## **21 PRE-DECISION SCRUTINY OF EXECUTIVE REPORTS**

The Committee considered the following reports on the Part 1 agenda for the meeting of the Executive on 6 October 2022:

**A BROMLEY TOWN CENTRE SUPPLEMENTARY PLANNING DOCUMENT - CONSULTATION DRAFT  
Report HPR2022/034**

The report recommended that the draft Bromley Town Centre Supplementary Planning Document (SPD) be published for 12 weeks public consultation. The SPD provided guidance to assist with the determination of planning applications in the Bromley Town Centre area, including guidance on design requirements.

In response to a question from the Chairman, the Head of Planning Policy and Strategy confirmed that the Communications Plan included social media engagement (through Twitter and Facebook), a page on the Council's website, news releases, displays in the library and town centre, and features in the Business E-bulletin and Community Links Bromley Bulletin. The Chairman also encouraged the use of social media engagement through Next Door.

In response to a question concerning how other areas of the Borough could be subject to supplementary planning guidance, the Head of Planning Policy and Strategy explained that the process was both Member and Officer driven, and decisions were based on whether Members and Officers considered that areas could benefit from further guidance. There was also scope through the Local Plan process.

**RESOLVED: That the Executive be recommended to endorse the draft Bromley Town Centre Supplementary Planning Document (shown at Appendix 1 of the report) and supporting documentation (at Appendices 2 and 3 of the report) for 12 weeks public consultation, noting that there may be further minor amendments prior to consultation.**

**B LOCAL PLAN REVIEW - TIMESCALES AND BUDGET  
Report HPR2022/44**

The report set out the stages and approximate timescales for the review of the Bromley Local Plan. The report also sought approval of a budget to undertake the Local Plan review work, including the preparation of necessary evidence.

In opening the discussion, the Chairman expressed some concerns around the ability to meet the proposed timescales. In response, the Head of Planning Policy and Strategy stressed that the Team were working hard to meet deadlines and that there were a number of risk factors out of the control of the Team. A headline review of current policy was being undertaken and updated evidence would need to be gathered but the Team were aiming to get this in place as quickly as possible.

It was agreed that the Committee would receive quarterly updates.

**RESOLVED: That Executive be recommended to**

- (a) Agree to commence a review of the Local Plan; and note the details of the Local Plan review process.**
- (b) Agree the additional one-off funding of £600k for the Local Plan review process, as detailed in Section 5 of this report, to be met from the Council's Growth Fund earmarked reserve.**

**C URBAN DESIGN GUIDE SUPPLEMENTARY PLANNING  
DOCUMENT – CONSULTATION DRAFT  
Report HPR2022/45**

The report recommended that the draft Urban Design Guide Supplementary Planning Document (SPD) be published for six weeks public consultation.

The Head of Planning Policy and Strategy introduced the Local Authority's Urban Design Officers who made a presentation to the Committee. Members were advised that the draft Urban Design Guide had been designed to inform and engage developers, applicants, planning officers, residents and all other stakeholders involved in proposals for development in Bromley. The aim of the Urban Design Guide was to support good planning practice by all parties with a view to ensuring that development across the Borough was sustainable and of high design quality.

The Head of Planning Policy and Strategy reported that the consultation draft had been presented to the Development Control Committee who had approved the document subject to some amendments. These were tabled and considered by the Committee. It was noted that Officers had supported

six of the seven amendments proposed by the Development Control Committee.

In opening the discussion, the Chairman noted that the document before the Committee was not a final document, and that the Committee were being asked to recommend to the Executive that the draft be approved for six weeks public consultation.

The Committee supported the Officers proposal that the reference to Mavelstone Road be removed entirely as well as the proposed redraft of the DCC amendment relating to the Knoll area.

In respect of the issue of Active Travel, the Chairman recognised the need for consistency and supported the Officer's proposal suggesting that the following wording be added to paragraph 3.24 of the document "*consider the age profile of population and the need for all forms of transport.*" This recognised that there was a need for residents to use their cars in parts of the Borough. The Head of Planning Policy and Strategy welcomed the proposed wording suggesting that it may however sit better in another part of the document such as the guidance notes. A Member suggested that it may be appropriate to include the wording within the design principles. Consequently, it was agreed that the Head of Planning Policy and Strategy would liaise with the Chairman following the meeting to agree the best place for the proposed wording.

The Committee confirmed that it supported the Officer suggested amendments to the amendments proposed by the Development Control Committee.

In response to a question, the Head of Planning Policy and Strategy confirmed that Officers had sought to use images of Bromley precedents for the Urban Design Guide however such precedents had been limited. Throughout the consultation, Officers would welcome the submissions of precedents from across Bromley that could be used in the Design Guide once it was finalised.

In response to a question concerning the aspects that would be taken into consideration for characteristics and culture of sites, Officers explained that in relation to characteristics aspects such as heights of buildings, architectural styles, existing trees, footways and connections would be considerations. Cultural aspects were usually identified through community engagement which helped Officers understand the character of surrounding areas and particular site characteristics.

**RESOLVED: That the Executive be recommended to endorse the draft Urban Design Guide Supplementary Planning Document (shown at Appendix 1 of the report) and supporting documentation (at Appendix 2 of the report) for six weeks public consultation, noting that there may be further minor amendments prior to**

**consultation.**

**D GATEWAY REPORT FOR HOUSING MANAGEMENT  
PROCUREMENT ACTIONS  
Report HPR2022/050**

The report outlined the Council's current Private Sector Leasing and Housing Management Contract provided by Orchard & Shipman (Pinnacle) and set out the options for future procurement.

The current contract was due to end on 31<sup>st</sup> March 2023. A further one-year extension option was available (Report DRR 20/025) and approval for the extension was sought. The report set out the commissioning intentions for this requirement beyond the extension period. It recommended separating the contract into a distinct Private Sector Leasing contract and a separate Housing Management contract. It recommended entering into a new contract for Private Sector Leasing via exemption to competitive tendering; and to commence a compliant procurement process for the Housing Management requirement. Given the complexities of being a Social Housing Provider and importance of the tender exercise the report referred to the resource requirements required to carry out this procurement exercise and where this would be funded from. Further reports would be presented to the Executive in 2023 as set out in the report including a report on the skills and resources required for effective long-term management and operations of the Housing Revenue Account.

A Member highlighted that specialist management was required for traveller sites and that should be key to any consideration of contract options. In response the Assistant Director for Housing highlighted that the aim of the report was to ensure that all options received due consideration and at this point nothing was being ruled out. It was noted that it was difficult to secure specialist provision for the management of traveller sites and it may be that a broader management contract would be the best option going forward but at this point all options were on the table.

In response to a question concerning the issue of Housing Management going forward, the Assistant Director for Housing explained that one consideration was to bring in a Project Officer, but it was clear that there was currently not the expertise in-house. Consideration needed to be given to the requirements of the service, but it was unlikely that the Housing Team would be able to manage a large quantum of properties without significant additional resourcing. As such Officers would present the available option and the associated costs.

The Committee noted that whilst there were currently no HMOs as part of the Private Sector Leasing Scheme, all options were being considered and where HMOs may be considered appropriate in the future there would be a need to ensure that they met all requirements such as space standards.



A Member noted that whilst Bromley's Homelessness and Corporate Strategies were seeking to deliver 10,000 new homes, 1000 of which would be affordable housing; waiting lists were increasing along with levels of homelessness and the Member questioned what action could be taken to address the gap. In response the Assistant Director for Housing highlighted that there were ongoing challenges, and the Department would continue to see increases in demand. This would require Officers to continue to be innovative in their approach. The Portfolio Holder highlighted that the Council was not the only supplier, there were also Housing Associations although the Council was looking at other schemes to secure additional homes.

**RESOLVED: That the Executive be recommended to**

**For the current Private Sector and Housing contract with Orchard & Shipman:**

- (a) **Authorise the remaining one-year extension for the period 1 April 2023 to 31 March 2024 at an estimated value of £3m.**

**For future Private Sector Leasing arrangements with Orchard & Shipman:**

- (b) **Separate this element from the Housing Management arrangements (as described in paras 3.8 to 3.17 of the report) and approve award of a further contract, via exemption to competitive tendering (as set out in para 3.48/49), to commence from 1 April 2024 for a period of ten years at an estimated value of £3m per annum (whole life value of £30m).**
- (c) **Delegate authority to the Director of Housing, Planning, Regeneration & Property to vary the contract to secure additional leases/properties from the provider subject to due diligence.**

**For future Housing Management arrangements:**

- (d) **Approve in principle proceeding to procurement via a compliant process, as set out in paras 3.18-3.22 and 3.48 of the report for Housing Management provision for a contract to commence from 1 April 2024 for a fifteen-year term (with the option to extend for a further five years) at an estimated annual value of up to £2m (estimated whole life value of £40m).**
- (e) **Note that a Gateway 1 report setting out the full detail of the proposed procurement will be presented for decision in early 2023, prior to commencing a tender process.**

- (f) **Agree the drawdown £183k from the Housing Feasibility and Viability Fund earmarked reserve for the resources required in paras 3.28 to 3.36 of the report.**

**For the Beehive Scheme:**

- (g) **Agree the drawdown of £32k from the Housing Investment Fund earmarked reserve to procure specialist advice to determine options for the best mechanism for future management of the Beehive scheme, as set out in paras 3.23 to 3.27 of the report.**

**E CONTRACT AWARD: ACCOMMODATION, SUPPORT AND TENANCY SUSTAINMENT PART 1 (PUBLIC) REPORT  
Report HPR2022/049A**

In March 2022, The Executive approved proceeding to procurement for the Accommodation, Support and Tenancy Sustainment service. The report before the Committee set out the result of the competitive tender process and recommended the award of the contract as detailed in the Part 2 report.

**RESOLVED: That the Executive be recommended to approve the award of contract for the Accommodation, Support and Tenancy Sustainment.**

**F MEADOWSHIP HOMES PHASE 2 - CHANGES TO FINANCING  
Report FSD22069**

The report advised on the progress setting up the Meadowship Homes 2 joint venture arrangement with Orchard and Shipman to acquire residential properties to help reduce the current pressures in relation to homelessness and temporary accommodation, and requested a change to the financing arrangements.

The Committee recognised that there were difficulties resulting from recent fluctuations and uncertainties in the market. As such, the Committee supported the recommendations in principle subject to the gilt matching the minimum criteria.

Members noted that the decision had been classified as urgent and that once taken the decision would not be subject to call in.

**RESOLVED: That the Executive be recommended to**

- a) **Note progress on the scheme to date;**  
b) **Agree to commit to an ongoing revenue contribution of up to £250k per annum (indexed annually by CPI); and**  
c) **Agree to extend the loan term from the Funder from 50 years to up to 55 years.**

**22 POLICY DEVELOPMENT AND OTHER ITEMS**

**A CONTRACT REGISTER  
Report HPR2022/047**

The report presented an extract from May 2022's Contracts Register detailing contracts with a whole life value of £50k or higher as at 6 May 2022.

**RESOLVED: That the report be noted.**

**23 RENEWAL, RECREATION AND HOUSING INFORMATION  
BRIEFING**

The item comprised:

- Digital Infrastructure Work Plan Update

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

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

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

**25 EXEMPT MINUTES OF THE RENEWAL, RECREATION AND  
HOUSING PDS COMMITTEE HELD ON 14 JUNE 2022**

The exempt minutes of the Renewal, Recreation and Housing PDS Committee meeting held on 14 June 2022, were agreed and signed as a correct record.

**26 PRE-DECISION SCRUTINY OF PART 2 (EXEMPT) RENEWAL,  
RECREATION AND HOUSING PORTFOLIO HOLDER REPORTS**

The Committee considered the following Part 2 (exempt from publication) reports where the Renewal, Recreation and Housing Portfolio Holder was recommended to take a decision:

**A      PROCUREMENT OF MODULAR CHANGING PLACES  
FACILITIES FOR CRYSTAL PALACE PARK AND HIGH ELMS  
COUNTRY PARK PART 2 (EXEMPT) REPORT**

The Committee noted the Part 2 information and supported the recommendations in the report.

**27    PRE-DECISION SCRUTINY OF PART 2 (EXEMPT) EXECUTIVE  
REPORTS**

The Committee considered the following reports on the Part 2 agenda for the meeting of the Executive on 6 October 2022:

**A      CONTRACT AWARD: ACCOMMODATION, SUPPORT AND  
TENANCY SUSTAINMENT PART 2 (EXEMPT) REPORT**

The Committee noted the Part 2 information and supported the recommendations in the report.

The Meeting ended at 8.27 pm

Chairman

Report No.  
CSD22122

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** **Renewal, Recreation and Housing PDS Committee**

**Date:** **16 November 2022**

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

**Title:** **MATTERS OUTSTANDING AND FORWARD WORK PROGRAMME**

**Contact Officer:** Kerry Nicholls, Democratic Services Officer  
Tel: 020 8461 7840    E-mail: [kerry.nicholls@bromley.gov.uk](mailto:kerry.nicholls@bromley.gov.uk)

**Chief Officer:** Tasnim Shawkat, Director of Corporate Services and Governance

**Ward:** All Wards

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1. Reason for report

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

- Monitoring progress against actions arising from previous meetings; and,
- Developing the 2022/23 Forward Work Programme.

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2. **RECOMMENDATION(S)**

2.1 **That the Renewal, Recreation and Housing PDS Committee reviews and comments on:**

- **Progress on matters arising from previous meetings; and,**
- **The 2022/23 work programme, indicating any changes or particular issues that it wishes to scrutinise for the year ahead.**

### Impact on Vulnerable Adults and Children

1. Summary of Impact: None
- 

### Transformation Policy

1. Policy Status: Not Applicable
  2. Making Bromley Even Better Priority (delete as appropriate): Not Applicable
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### 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: £366k
  5. Source of funding: Revenue Budget
- 

### Personnel

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

### Legal

1. Legal Requirement: None
  2. Call-in: Not Applicable: Non-Executive reports are not subject to call-in.
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### Procurement

1. Summary of Procurement Implications: Not Applicable
- 

### Property

1. Summary of Property Implications: Not Applicable
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### Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: Not Applicable
- 

### Customer Impact

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

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

### 3. COMMENTARY

#### Matters Outstanding from Previous Meetings

3.1. There are no matters outstanding from previous meetings.

#### Work Programme

- 3.2 Each PDS Committee determines its own work programme, balancing the roles of (i) pre-decision scrutiny and holding the Executive to account, (ii) policy development and review and (iii) external scrutiny. ERC PDS Committee has the additional role of providing a lead on scrutiny issues and co-ordinating PDS work.
- 3.3 PDS Committees need to prioritise their key issues. The work programme also needs to allow room for items that arise through the year, including Member requests, call-ins and referrals from other Committees. Committees need to ensure that their workloads are realistic and balanced, allowing sufficient time for important issues to be properly scrutinised. Members also need to consider the most appropriate means to pursue each issue – the current overview and scrutiny arrangements offer a variety of approaches, whether through a report to a meeting, a time-limited working group review, a presentation, a select committee style meeting focused on a single key issue, or another method.
- 3.4 **Appendix 1** sets out the RRH PDS Committee Work Programme for 2022/23, including: the provisional report title (or activity); the Report Author; and Committee’s role. Committee is invited to comment on the proposed schedule and suggest any changes it considers appropriate.
- 3.5 Other reports will be added to the 2022/23 Work Programme as items arise. In addition, there may also be references from other committees, the Renewal, Recreation and Housing Portfolio Holder, or the Executive.

<b>Non-Applicable Headings:</b>	Impact on Vulnerable Adults and Children, Transformation/Policy Implications, Financial Implications, Personnel Implications, Legal Implications, Procurement Implications, Property Implications, Carbon Reduction/Social Value Implications, Customer Impact, Ward Councillor Views
Background Documents: (Access via Contact Officer)	Minutes of previous meetings

**RENEWAL, RECREATION & HOUSING PDS COMMITTEE  
WORK PROGRAMME 2022/23**

<b>Meeting Date: 23 January 2023</b>	<b>Division</b>	<b>Committee Role</b>
Matters Outstanding and Work Programme	Democratic Services	Standard Items
Capital Monitoring Programme	Financial Management	Pre-decision Scrutiny (PH Decision)
Orpington SPD	Planning Policy and Strategy	Pre-decision Scrutiny (Executive)
Housing Information Systems	Housing, Planning and Regeneration	Pre-decision Scrutiny (Executive)
Housing – Beckenham Triangle	Culture and Regeneration	Pre-decision Scrutiny (Executive)
Gateway Report	Planning Service	PDS Committee
Draft Budget 2023/24	Financial Management	PDS Committee
HPR Portfolio Plan 2022/23	Housing Compliance and Strategy	PDS Committee
Planning Appeals – Costs (bi-annually)	Planning and Building Control	PDS Committee
Planning Appeals Monitoring Report – (bi annually)	Planning and Building Control	PDS Committee
Local Plan Progress Update (Nov 2022 onwards)	Planning Policy and Strategy	PDS Committee
Building Control Budgetary Position (including trend data on income)	Financial Management	PDS Committee
Thematic Session – To Be Confirmed	To Be Confirmed	PDS Committee
Risk register (report bi-annually)	Strategy Performance and Corporation Transformation	Information Item
<b>Meeting Date: 21 March 2023</b>	<b>Division</b>	<b>Committee Role</b>
Matters Outstanding and Work Programme	Democratic Services	Standard Items
Budget Monitoring 2022/23	Financial Management	Pre-decision Scrutiny (PH Decision)



Quarter 3 Capital Monitoring	Financial Management	Pre-decision Scrutiny (PH Decision)
HRA Business Plan and Policies	Financial Management	PDS Committee
Contract Register (Public and Non-Public Reports)	Culture and Regeneration	PDS Committee
HPR Portfolio Plan 2022/23	Housing Compliance and Strategy	PDS Committee
More Homes Bromley annual report	Housing Service	PDS Committee
Orchard & Shipman annual contract performance report	Housing Service	PDS Committee
Reviewing Allocations Scheme	Planning Policy and Strategy	PDS Committee
Progress Update on Regeneration Works at Crystal Palace Park	Culture and Regeneration	PDS Committee
Local Plan Progress Update (Nov 2022 onwards)	Planning Policy and Strategy	PDS Committee
Chairman's Annual Report	Chairman	PDS Committee
Thematic Session – To Be Confirmed	To Be Confirmed	PDS Committee
<b>To be Scheduled</b>	<b>Division</b>	<b>Committee Role</b>
S106/CIL update report	Planning Policy and Strategy	PDS Committee
Specific Housing schemes	Culture and Regeneration	Pre-decision Scrutiny (PH Decision)
Operation and Resourcing of the Tree Team (TBC)	Planning Policy and Strategy	Rreferral from Development Control Committee on 7 June 2022.
Bushell Way Report including Post Completion - Banbury House	Property	Pre-decision Scrutiny (PH Decision)

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Report No.  
HPR2022/062

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** RENEWAL, RECREATION AND HOUSING POLICY  
DEVELOPMENT AND SCRUTINY COMMITTEE

**Date:** Wednesday 16<sup>th</sup> November 2022

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

**Title:** HOUSING, PLANNING AND REGENERATION PORTFOLIO  
PLAN UPDATE – 2022/23 Q2 Update

**Contact Officer:** Shazel Choudhury, Compliance & Strategy Manager  
Tel: 020 8313 002 E-mail: shazel.choudhury@bromley.gov.uk

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

**Ward:** N/A

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1. Reason for report

- 1.1 This report presents the Renewal, Recreation and Housing Policy Development and Scrutiny Committee with the update for Quarter 2 2022-23.
- 

2. **RECOMMENDATION(S)**

- 2.1 Members are asked to note progress on the actions associated with the Housing, Planning and Regeneration Portfolio Plan for Quarter 2 2022-23.

### Impact on Vulnerable Adults and Children

1. Summary of Impact: There is no direct impact, however many of the initiatives set out in the Portfolio Plan support the provision of and access to suitable accommodation to meet the housing needs of, and safeguard, vulnerable adults and children. Additionally, services such as Libraries and the Resource Shops are community focussed and support this group.
- 

### Corporate Policy

1. Policy Status: Existing Policy
  3. MBEB Priority: For people to make their homes in Bromley, and for business, enterprise and the third sector to prosper, To manage our resources well, providing value for money, efficient and effective services for Bromley's residents.
- 

### Financial

1. Cost of proposal: No cost:
  2. Ongoing costs: Not Applicable:
  3. Budget head/performance centre: Renewal, Recreation and Housing Portfolio 2022/23 approved revenue budget and capital programme
  4. Total current budget for this head: £
  5. Source of funding:
- 

### Personnel

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

### Legal

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

### Procurement

1. Summary of Procurement Implications:
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All vulnerable adults and older people within Bromley
- 

### Ward Councillor Views

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

### 3. COMMENTARY

#### Background

- 3.1 The Housing, Planning and Regeneration Portfolio Plan is refreshed each year in line with the Council's Transformation Programme and Making Bromley Even Better. The Plan focusses on two ambition outcomes:
- For people to make their homes in Bromley, and for business, enterprise and the third sector to prosper
  - To manage our resources well, providing value for money, efficient and effective services for Bromley's residents.
- 3.2 Within each priority are a number of statements which are underpinned by actions and measures of success within the work of Housing, Planning and Regeneration.
- 3.3 Progress has been made on some actions within the Portfolio Plan in 2022-23 Quarter 2.

### 4 IMPACT ON VULNERABLE ADULTS AND CHILDREN

There is no impact on vulnerable adults and children. However, the individual projects and service delivery areas will in many cases have an impact on this group.

### 5 POLICY IMPLICATIONS

There are no policy implications. However, the Portfolio Plan will reflect relevant Council adopted policies and statutory duties in relation to planning, housing need and homelessness.

### 6 FINANCIAL IMPLICATIONS

The Portfolio Plan will be delivered within the resources identified in the 2022/23 budget, including capital receipts, together with any external funding that has and will be secured.

### 7 LEGAL IMPLICATIONS

The Portfolio Plan includes the Council's statutory obligations in relation to this department's area of work.

### 8. PROCUREMENT IMPLICATIONS

There are no procurement implications. Individual projects will be subject to specific reports detailing the procurement route.




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

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Category	Item ID	Project Name	Description	Start Date	Status	Progress	Notes
Regeneration/Capital Projects	Regen	③	Beckenham Triangle (appraisal)	Housing site being assessed for feasibility.	Mar-23	On-Track	Report to go to March Executive following assessment on feasibility.
	HPR	③	Travellers Sites Conditions Survey and Options Appraisal	To review the condition survey and options appraisals for the travellers sites	May-23	On-Track	Site survey completed and now being reviewed to complete feasibility and options appraisals to be completed by MAR23.
	Regen	③	Bromley High Street Improvement Works	Town centre capital works including electrics, planting, paving and lighting.	Nov-22	At-Risk	Main scheme delivered. Final works on track, namely lighting and electrical connections. However completion considered at risk due to potential asbestos and electrical load issues.
	Regen	③	Penge High Street Works	Town centre capital works including electrics, planting, paving and lighting.	Mar-23	On-Track	Main works completed and contract has been issues Practical Completion. However smaller separate works such as wayfinding and other requirements outstanding but being progressed.
	Regen	③	Beckenham High Street Works	Town centre capital works including electrics, planting, paving and lighting.	Mar-23	On-Track	Main works completed with other requirements outstanding but being progressed.
	Regen	③	Crystal Palace Park Regeneration	Phase 1: Regeneration of the historic 200 acre park. Planning permission secured and subway restoration completed.	Dec-23	On-Track	Awaiting outcome of LUF. Subway restoration works on site.
	Regen	③		Phase 2: Restoration of the dinosaurs and the Italian terraces.	Sep-26	On-Track	Awaiting confirmation from AECOM that they are continuing as the main consultant. NLHF application being prepared.
	Regen	③	Crystal Palace Subway	Restoration of the historic subway paid for with grant funding.	Mar-23	On-Track	Brick delivery potentially causing three month delay to completion of July 2023. This position is still to be confirmed and the dates will be updated if this is the case.
	Regen	③	Transfer of Crystal Palace Park Lease to Trust	New form of governance for Crystal Palace Park.	Apr-23	At-Risk	Notice to idverde to vary contract not actioned due to Trust's procurement programme being delayed. Lease start may be delayed as a result to summer 2023 however this is not yet confirmed.
	Regen	③	Make small shopping parades improvements	Improvements to parades across the borough such as planters, pavers and CCTV works.	Mar-23	Off-Track	A number of the local shopping parade projects are complete. However, some are outstanding and rely on Councils contract with Riney which is causing delays.
	Regen	③	Develop Orpington town centre including a refurbished or new leisure centre	Engage with the owners of the Walnuts to enable regeneration of the town centre. Refurbish the Walnuts leisure centre.	Dec-26	Not Started	Not yet commenced. Expected to start OCT22.
	Regen	③	Beckenham Public Hall	The future of this building is to be considered as part of the Operational Property Review.	Mar-23	Not Started	Not yet commenced. Expected to start DEC22.
	Regen	③	Review potential for commercial and community uses of disused park buildings and instigate action plan to bring buildings back into use.	Review to be undertaken in partnership with the parks team.	Mar-23	Not Started	Not yet commenced. Expected to start DEC22.
OPR and Strategy	Regen	③	Options Appraisal Community Resource Centres	Options on the future of the service.	Jul-22	Completed	Options appraisal report going to November committee. Completed JUL22.
	Regen	③	Community Resource Centres	Review buildings suitable for relocation.	Feb-23	On-Track	The review commenced in SEP22.
	Regen	③	Leisure Strategy and Review	Needs assessment and leisure strategy with modelling to inform future decisions, including Planning decisions on leisure centre refurbishments.	Nov-22	On-Track	Full draft on track for November completion.
	Regen	③	Production of playing pitch strategy for the borough to support decision making particularly through planning and enable access to funding.	Planning document required to inform decision making.	Jul-22	Completed	Completed JUL22.
Culture Events	Regen	③	Platinum Jubilee	Programme of activity to celebrate HM Queen's jubilee.	Jun-22	Completed	Completed JUN22.
	Regen	③	Access to Sport and Royal Visit	Part of the Platinum Jubilee, visit by HRH Duke of Gloucester to the Access to Sport HAF programme for disadvantaged young people.	Jul-22	Completed	Completed JUL22.
	Regen	③	Cultural events and activity	Open House.	Sep-22	Completed	Completed SEP22.
	Regen	③	Cultural events and activity	London Festival of Architecture.	Jun-23	On-Track	Initial meeting held with NLA will be focussed on Penge area.
	Regen	③	Re-development of WW Leisure centre	Refurbishment of the West Wickham leisure centre site to a standard that allows the site to be leased for a rental income on a FRIL.	Dec-25	Not Started	Not yet commenced. Expected to commence NOV22.
Economic Development Team	Regen	③	Orpington BID renewal	Business improvement district re-ballot.	Jul-22	Completed	Completed JUL22.
	Regen	③	Penge BID renewal	Business improvement district re-ballot.	Oct-22	On-Track	Ballot result positive. Now in call-in period.
	Regen	③	Beckenham BID renewal	Business improvement district re-ballot.	Feb-23	At-Risk	Business survey report positive however ballot result expected to be close. The BID Board is being expanded and the area boundary is being reconsidered.
	Regen	⑤	Bromley Economic Evidence Base	Review of the borough's current economic position and opportunities.	Oct-22	On-Track	Industrial sector meeting with Members.
	Regen	③	Night Time Enterprise Zone	GLA funded improvements to town centre to encourage evening activity.	Mar-24	On-Track	Bid shortlisted and interview with GLA.
	Regen	③	Business Friendly Licensing & Regulation Fund EOI	Grant application.	Oct-22	On-Track	Awaiting Outcome of EOI.
	Regen	③	CARF	COVID business support grants through business rate relief.	Aug-22	Completed	Initial CARF discounts applied to 602 accounts. Also 1st CARF top-up discounts applied to 503 accounts and 2nd top-up CARF discounts applied to 482 accounts.
	Regen	③	FSB Local Government Awards	Award application.	Aug-22	Completed	Completed AUG22.
	Regen	⑤	UKSPF business support project funding allocation specifications	Grant specifications submitted to the GLA.	Aug-22	Completed	Completed bid for COVID business support category for the National competition.
	Regen	⑤	UKSPF business support and community projects	West Wickham library enhancements and business support.	Mar-25	Not Started	Completed AUG22. Initial UKSPF draft project specifications for proposed business support interventions based on initial guidance issued. Completed AUG22. Not yet commenced. Expected to commence OCT22.



KEY	
	Start Date
	Target Original Completion Date
	Revised / Slipped Completion Date
Not Started	Project not yet underway
Completed	Project completed
At-Risk	Project at risk of not meeting deadline
On-Track	Project on-track to meet revised deadline
On-Track	Project on-track to meet deadline
Off-Track	Project is unlikely to meet agreed target completion

RAG SCENARIOS					
Scenario 1	On-Track	Completed			
Scenario 2	On-Track	At-Risk	On-Track	Completed	
Scenario 3	On-Track	At-Risk	Off-Track	On-Track	Completed
Scenario 4	On-Track	Off-Track	On-Track	Completed	
Scenario 5	On-Track				

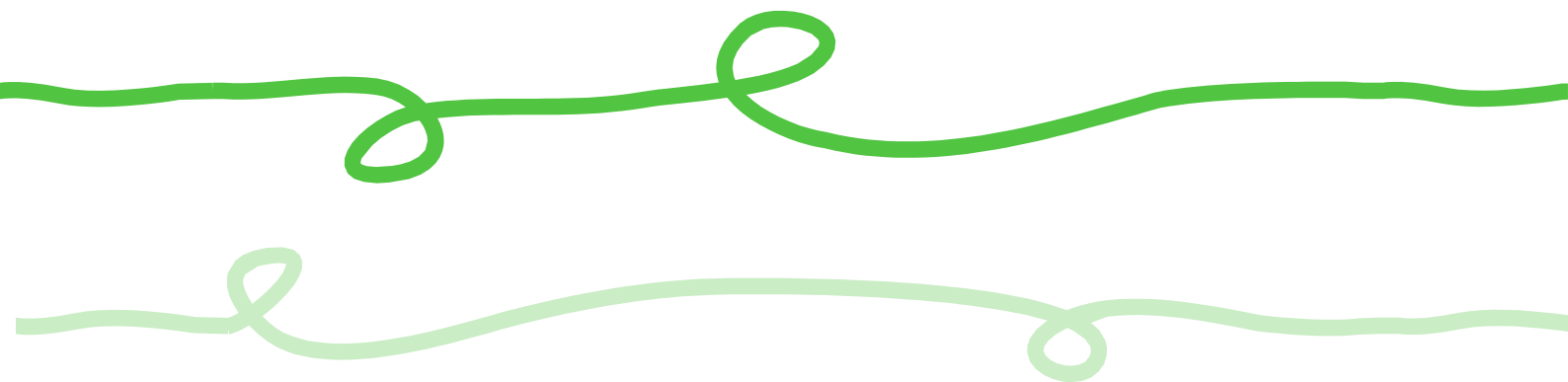
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# HPR Operational KPIs

August 2022

*Prepared by Compliance & Strategy for  
Councillor Yvonne Bear*

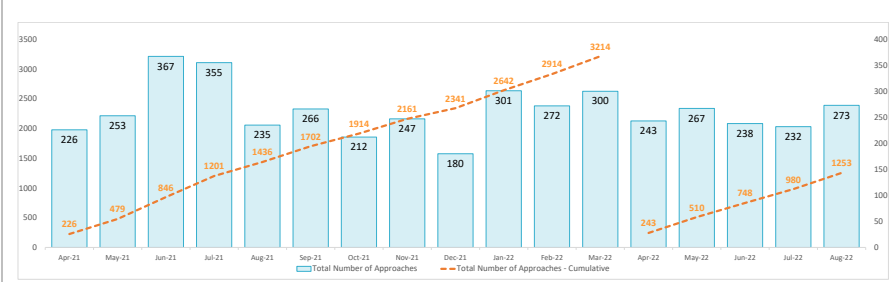
# Housing KPIs



# RRH Portfolio Performance Report

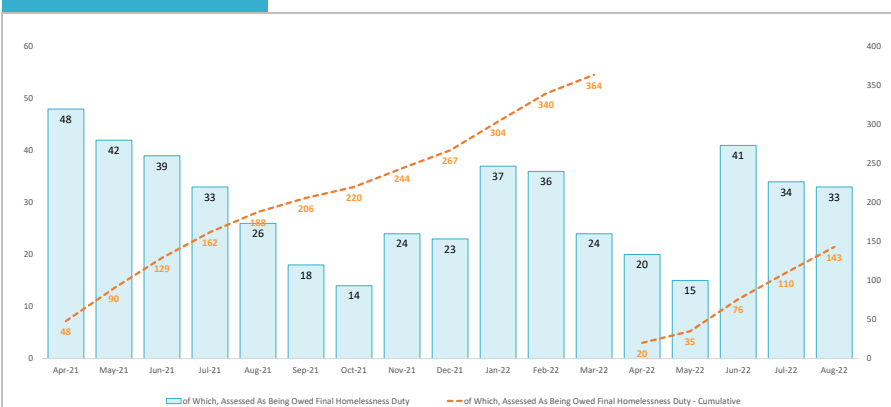
## HPR Monthly Operational KPIs – August 2022

### KPI H1 Approaches – Volumes



RAG Targets			Actual Cumulative Performance YTD v PYTD	1253 Approaches (Current Year) 3214 Approaches (Previous Year)
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Approaches by Month and YTD			Homeless approaches have remained high but steady. There was a significant increase in approaches in June 2021 following the end of the ban on evictions which was brought in during the covid pandemic.	

### KPI H2 Main Duty Assessments – Volumes



RAG Targets			Actual Cumulative Performance YTD v PYTD	143 Final Homeless Duty (Current Year) 364 Final Homeless Duty (Previous Year)
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Main Duty Assessments by Month and YTD			Main duty assessments are lower than expected due to significant difficulties in recruiting experienced Housing Options Staff. This was experienced not only by Bromley but by Local Authorities across London. An extensive recruitment drive was successfully undertaken. As the team is now at capacity these numbers should start to rise following a period of intensive training for all new officers.	

### KPI H3 Number on Register by Band And Bed Size – Volumes

Total Number on Register by Band And Bed Size	0-1 bed	2 bed	3 bed	4 bed	5 bed	6 bed	7 bed	Total by Band	YTD v EoY MAR22
	30.4%	29.6%	29.8%	9%	1%	0%	0%		
<b>Band E</b>	4		9	6				19	-7
<b>Band 1</b>	304	117	169	93	16	3		702	70
<b>Band 2</b>	171	474	311	78	14		1	1049	-35
<b>Band 3</b>	154	86	250	45	3			538	31
<b>Band 4</b>	182	119	60	16				377	8
<b>Total by Bed Size</b>	<b>815</b>	<b>796</b>	<b>799</b>	<b>238</b>	<b>33</b>	<b>3</b>	<b>1</b>	<b>2685</b>	
<b>YTD v EoY MAR22</b>	52	-8	19	3	1	0	0		

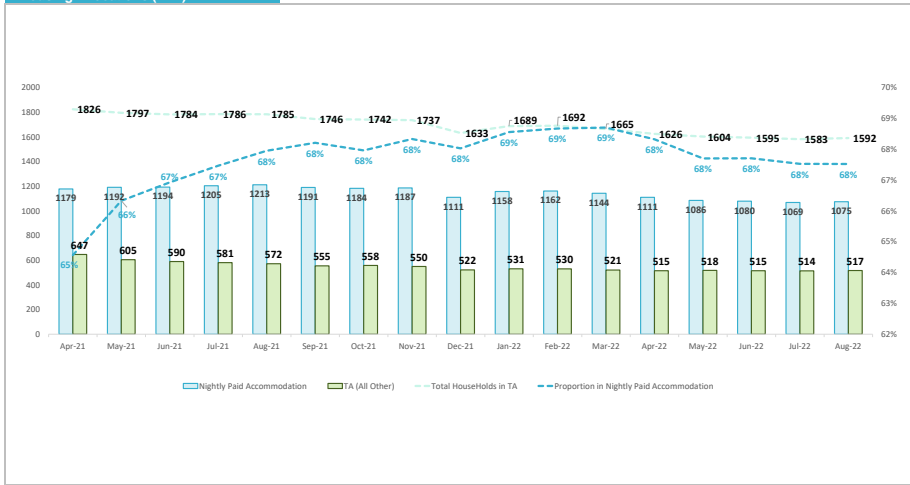
RAG Targets			Actual Performance Month	2685 Total on Register
N/A	N/A	N/A		
Description			Commentary	
Monthly Snapshot of Total Volumes on Register by Band and Bed Size			Whilst numbers on the Register remain broadly stable there has been an increase in the number of one bed households. Numbers of high priority cases are also increasing.	

# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

### KPI H4 Housing Allocations (TA1)

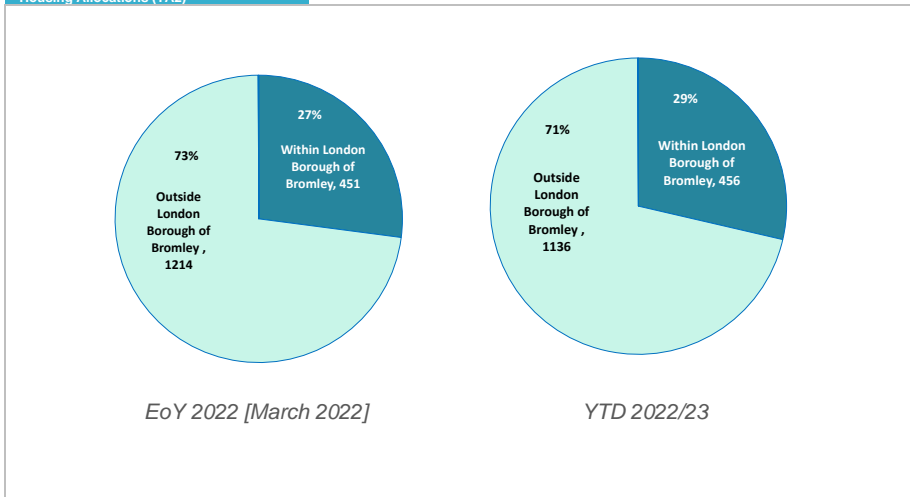
### Households In Temporary Accommodation – Volumes



RAG Targets			Actual Performance Month	1075 Nightly 1592 Total TA
N/A	N/A	N/A		
Description			Commentary	
Total Monthly Volumes for TA, Nightly Paid Accommodation (volume and %) and All Other TA			<p>Despite very challenging circumstances we have achieved a slight reduction on the numbers in temporary accommodation. However we have not been able to achieve the reductions in nightly accommodation that we would have hoped. Prices for this type of accommodation continue to rise as other forms of TA, such as private sector leasing continue to decline.</p>	

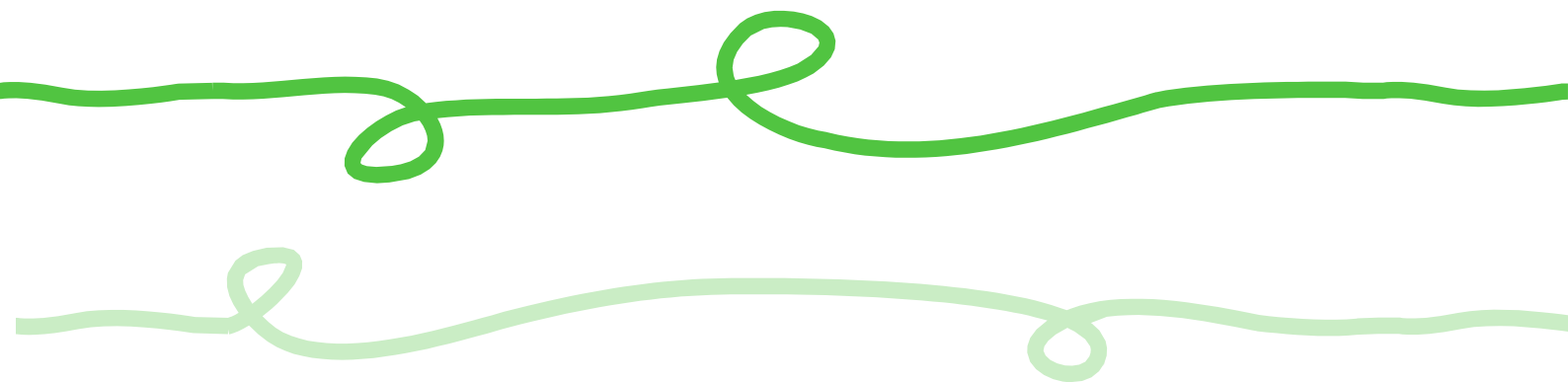
### KPI H5 Housing Allocations (TA2)

### Total Placements - Volumes



RAG Targets			Actual Performance Month	456 In Borough 1136 Out of Borough
N/A	N/A	N/A		
Description			Commentary	
Snapshot of Total Placements In and Out of Borough			<p>Over 70% of temporary accommodation placements are outside of the borough boundaries. This has an impact on schooling, employment and access to support. It is becoming increasingly difficult to secure accommodation locally and placements are moving further and further away from the borough boundaries due to a lack of local availability.</p>	

# Planning KPIs

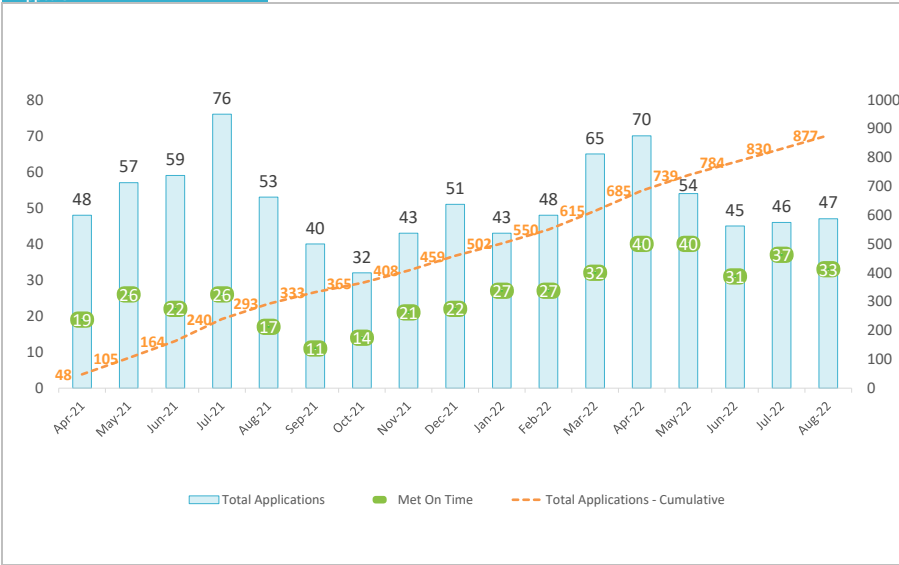


# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

### KPI P1 Development Management (DM) and Appeals

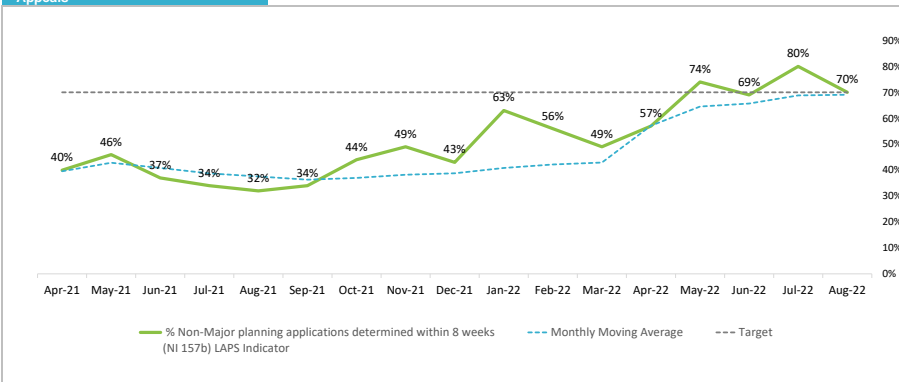
#### Non-Major Applications - Volumes



RAG Targets			Actual Cumulative Performance 2Yr-YTD	877 Applications
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Non-Major Applications Received by Month and YTD Over 2 Year Period			Volume of applications incoming has been relatively steady over the last few months.	

### KPI P2 Development Management (DM) and Appeals

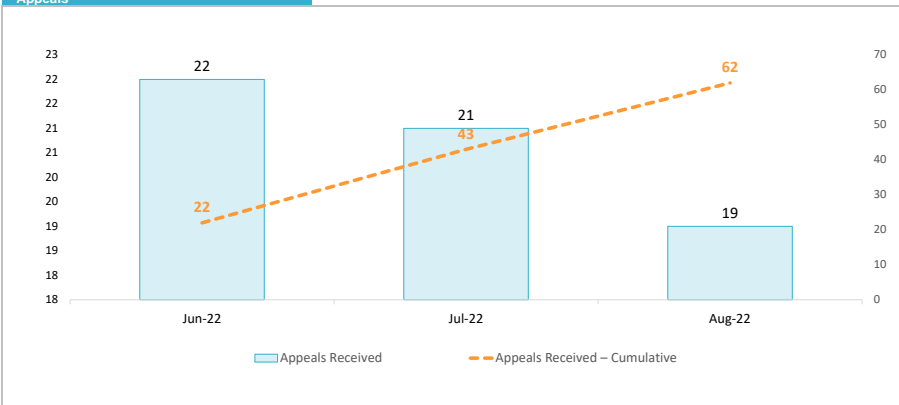
#### Non-Major Applications - Timeliness



RAG Targets			Actual Performance this Month	70%
<70%	N/A	≥70%		
Description			Commentary	
% for Non-Major Planning Applications Determined within 8 Weeks by Month			Performance continues to meet or exceed the 70% target. Fluctuation in recent months is due to overtime cases being processed, including backlog cases.	

### KPI P3 Development Management (DM) and Appeals

#### Non-Major Appeals - Volumes



RAG Targets			Actual Cumulative Performance	62 Appeals Received
N/A	N/A	N/A		
Description			Commentary	
Snapshot Last 3 Months for Non-Major Team Appeals Received			Volume of appeals received remains relatively steady.	



# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

**KPI P4**  
Development Management (DM) and Appeals

### Non-Major Appeals – Allowed/Dismissed

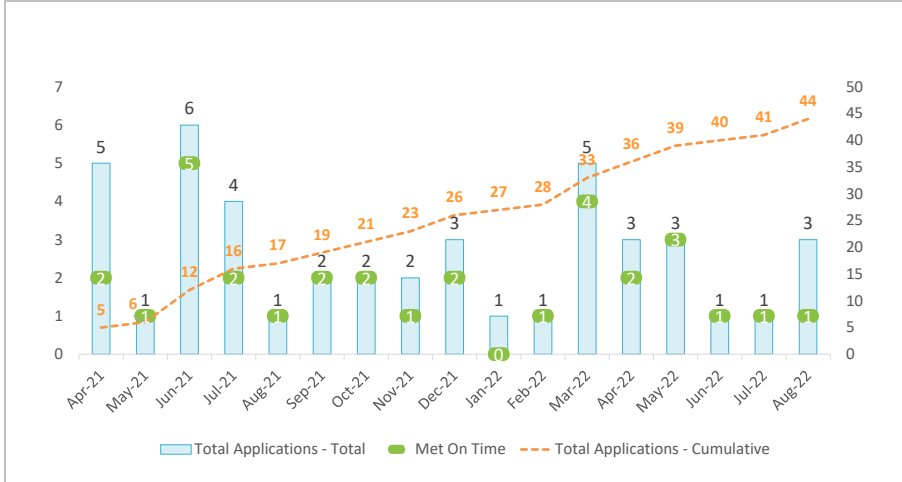
<p>Legend:   <span style="color: yellow;">■</span> Non Major Team - ALLOWED   <span style="color: lightblue;">■</span> Non Major Team - DISMISSED</p>	<b>RAG Targets</b>			Actual Performance this Month	<b>7</b> Allowed <b>14</b> Dismissed
	N/A	N/A	N/A		
	<b>Description</b>			<b>Commentary</b>	
Snapshot Last 3 Months for Non-Major Team Appeals Decisions – Allowed/Dismissed			Strong performance on non-major appeals with 14 dismissed in the period.		

# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

### KPI P5 Development Management (DM) and Appeals

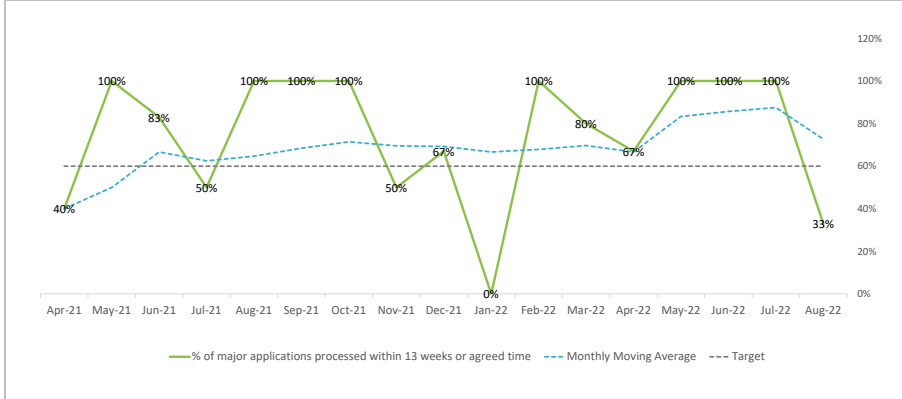
#### Major Applications - Volumes



RAG Targets			Actual Cumulative Performance 2Yr-YTD	44 Applications
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Major Applications Received by Month and YTD Over 2 Year Period			Slight increase in submissions for August 2022.	

### KPI P6 Development Management (DM) and Appeals

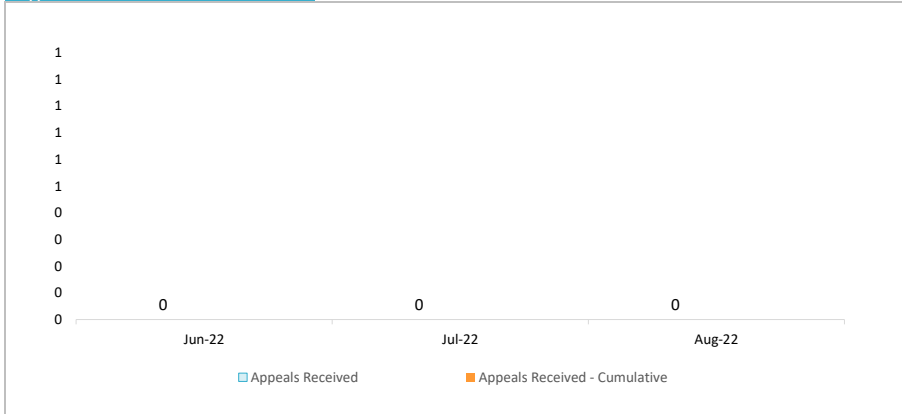
#### Major Applications - Timeliness



RAG Targets			Actual Performance this Month	33%
<60%	N/A	≥60%		
Description			Commentary	
% of Major Applications Processed within 13 Weeks or Agreed Time			Given the small number of major applications determined issuing one or two decisions out of time has a large effect on performance, however cumulative performance continues to be above the 60% target required.	

### KPI P7 Development Management (DM) and Appeals

#### Major Appeals - Volumes



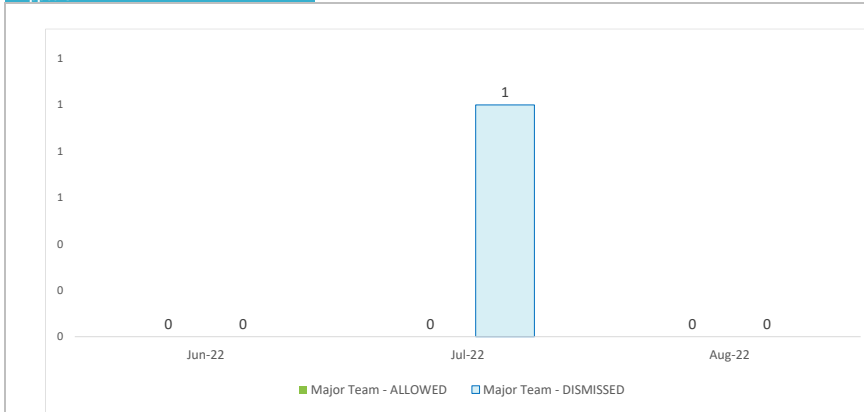
RAG Targets			Actual Performance this Month	0 Appeals Received
N/A	N/A	N/A		
Description			Commentary	
Snapshot Last 3 Months for Major Team Appeals Received			Number of appeals received reflects positive approach to decision making on Major applications.	

# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

**KPI P8**  
Development Management (DM) and Appeals

### Major Appeals – Allowed/Dismissed



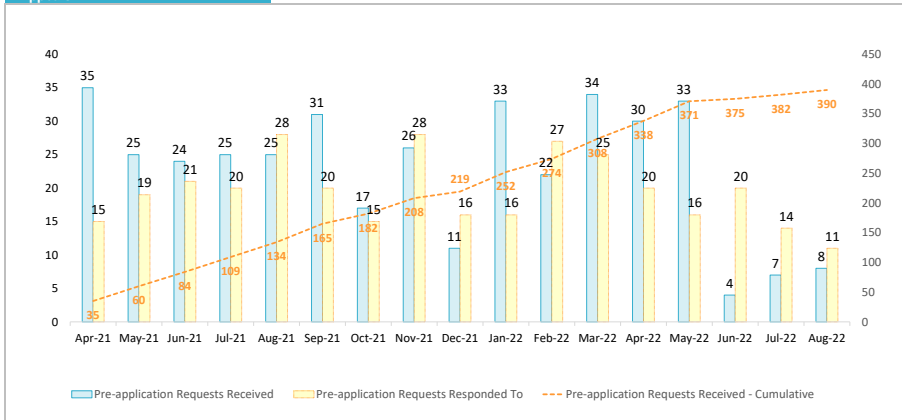
RAG Targets			Actual Performance this Month	0 Allowed 0 Dismissed
N/A	N/A	N/A		
Description			Commentary	
Snapshot Last 3 Months for Major Team Appeals Decisions – Allowed/Dismissed			No Appeals determined in the month of AUG22.	

# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

### KPI P9 Development Management (DM) and Appeals

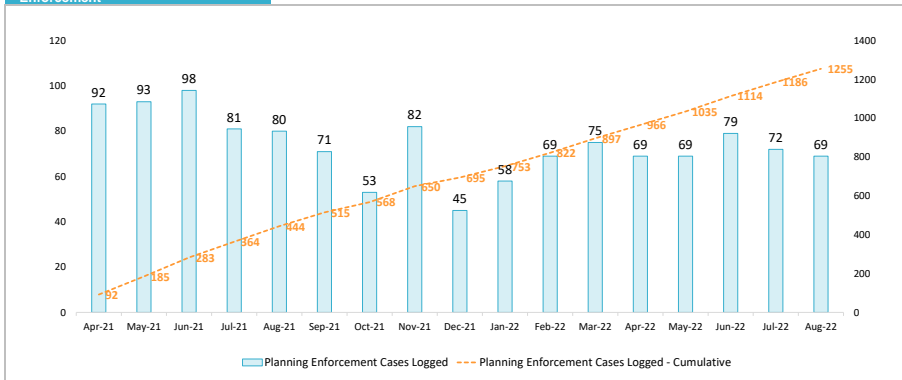
### Pre-Applications - Volumes



RAG Targets			Actual Cumulative Performance 2Yr-YTD	390 Received
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Pre-Applications Received by Month and YTD Over 2 Year Period			Temporary suspension of parts of the pre-application service mean that submission are lower than usual in recent months.	

### KPI P10 Enforcement

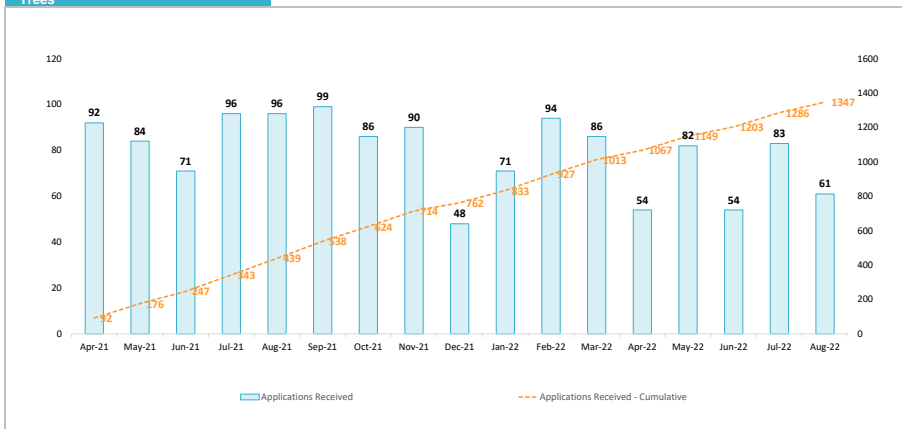
### Enforcement Cases - Volumes



RAG Targets			Actual Cumulative Performance 2Yr-YTD	1255 Cases Logged
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Planning Enforcement Cases Logged by Month and YTD Over 2 Year Period			Slight drop from previous year AUG21, no real significant changes this month based on year on year comparison.	

### KPI P11 Trees

### Trees Applications - Volumes

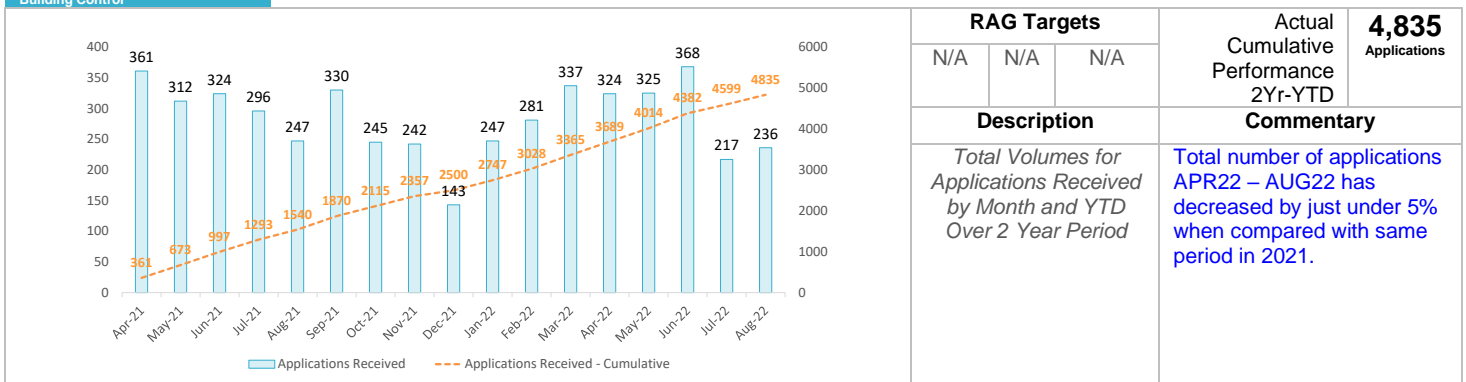


RAG Targets			Actual Cumulative Performance 2Yr-YTD	1347 Received
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Tree Applications Received by Month and YTD Over 2 Year Period			The total 61 Trees applications this month has got a slight drop from 96 on the previous year.	

# RRH Portfolio Performance Report

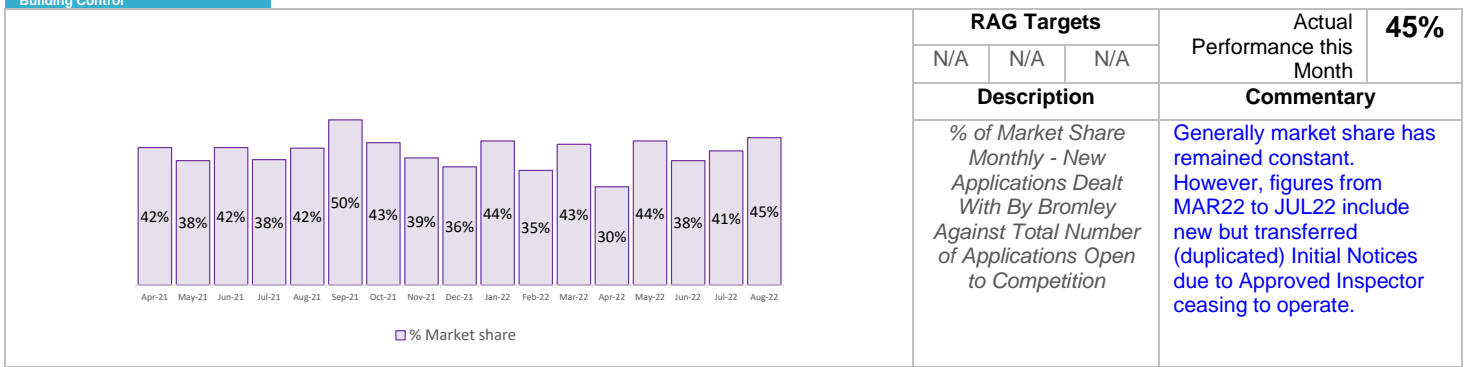
## HPR Monthly Operational KPIs – August 2022

### KPI P12 Building Control Applications - Volumes



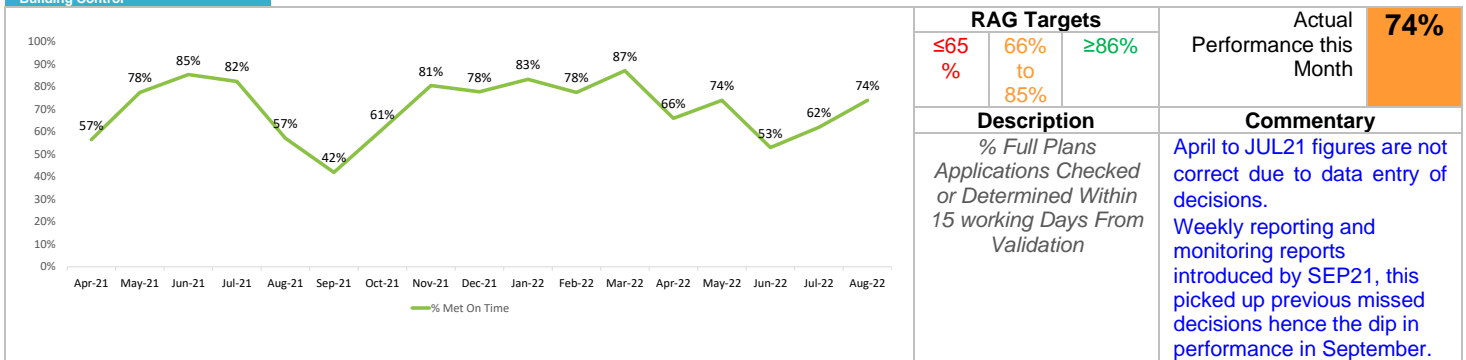
RAG Targets			Actual Cumulative Performance 2Yr-YTD	4,835 Applications
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Applications Received by Month and YTD Over 2 Year Period			Total number of applications APR22 – AUG22 has decreased by just under 5% when compared with same period in 2021.	

### KPI P13 Building Control Market Share - %



RAG Targets			Actual Performance this Month	45%
N/A	N/A	N/A		
Description			Commentary	
% of Market Share Monthly - New Applications Dealt With By Bromley Against Total Number of Applications Open to Competition			Generally market share has remained constant. However, figures from MAR22 to JUL22 include new but transferred (duplicated) Initial Notices due to Approved Inspector ceasing to operate.	

### KPI P14 Building Control Full Plans Applications Processed - % On Time



RAG Targets			Actual Performance this Month	74%
≤65 %	66% to 85%	≥86%		
Description			Commentary	
% Full Plans Applications Checked or Determined Within 15 working Days From Validation			April to JUL21 figures are not correct due to data entry of decisions. Weekly reporting and monitoring reports introduced by SEP21, this picked up previous missed decisions hence the dip in performance in September.	

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Department	1. Name of Grant	2. Source of Grant (Agency/Organisation Name)	3. Matched Funding (Y/N) (NEW)	4(1) Grant available for following LBB Purposes	4(2) Intended LBB Use	Q2 Update	Deadlines to Spend	Amount Applied For	Amount Awarded	Spend to Date (Quarterly)
Housing	Homelessness Prevention Grant	Ministry of Housing, Communities and Local Government's	N	Preventing / Resolving Homelessness	Bromley has an established toolkit covering a range of initiatives which seek to prevent homelessness or secure alternative accommodation. For example, rental deposits assist in clearing existing rental arrears to prevent eviction.		Ongoing Annually	Government allocate funding	£3,678,364	£919,841.00
Housing	Rough Sleeping Initiative 4	Ministry of Housing, Communities and Local Government's	N	To fund and deliver initiatives targeted to end rough sleeping	Rough Sleeping Initiative 4 - PaymentsAllocation Funding Award: 1 April 2021 (Q1) A one-off uplift payment to contribute to the costs of additional emergency accommodation, support and move on costs.£130,000.00  Q1 Funding – Advance RSI-4 Payment £25,914.00 Funding Award: 1 July 2021 – End March 2022 (Q2-Q4) Rough Sleeping Co-ordinator (1 x FTE)£48,161.00 Complex Needs Navigator (1 x FTE)£31,328.00 Floating Support Officer (1 x FTE)£41,771.00 PRS Incentives Fund£22,500.00 Personalisation Budget£3,750.00 Flexible Year Round Surge Budget (Temporary Accommodation)£26,250.00 RSI – Personalisation Budget£3,750.00 Total RSI-4 Funding Allocation£314,557.00 NSAP Project / ResourceAllocation PRS Procurement and Resettlement Officer£50,000 TA Support and Resettlement Officer£44,000 BEAM£52,000 The Bromley Homeless Shelter - Tenancy Starter Assistance£10,000 Arrears and Tenancy Sustainment Fund£20,000 PRS Incentives Fund£27,500 Health and Treatment Interventions for complex needs or entrenched rough sleepers£22,361 £225,881	N/A	Mar-23	Government allocate funding	£314,557	£197,386.86
Housing	Next Steps Accommodation Programme (NSAP) Funding	Ministry of Housing, Communities and Local Government's	N	To assist with the move on rough sleepers, who had been placed into emergency accommodation during the COVID period and winter months	PRS Procurement and Resettlement Officer£50,000 TA Support and Resettlement Officer£44,000 BEAM£52,000 The Bromley Homeless Shelter - Tenancy Starter Assistance£10,000 Arrears and Tenancy Sustainment Fund£20,000 PRS Incentives Fund£27,500 Health and Treatment Interventions for complex needs or entrenched rough sleepers£22,361 £225,881	£132,934 carried forward into new financial year.	Mar-23	Government allocate funding	£391,250	£106,696.06
Housing	Ex-Offender Accommodation Budget	Ministry of Housing, Communities and Local Government's	N	Allowing the Council and Probation Services to boost its partnership work to find suitable and safe accommodation for ex-offenders and help to minimise repeat offending and rough sleeping.	1 FTE Project Support Officer (PSO)£ 45,000.00 Uplift in salary costs for a Team Leader Post to manage the PSO£ 5,000.00 Total financial package of £2500 per service user for 28 service users£ 70,000.00 Expenses to include client provisions on release and travel costs £ 5,000.00		Mar-23	Government allocate funding	£69,500	£17,375.00
Housing	Domestic Abuse Funding Grant	Ministry of Housing, Communities and Local Government's	N	To provide vital support services for domestic abuse victims to help them rebuild their lives in a safe environment.	To provide support services for domestic abuse victims.		Mar-23	Government allocate funding	£34,892	£8,723.00
Housing	Youth Homelessness	Ministry of Housing, Communities and Local Government's	N			None spent to date.	Mar-23	Government allocate funding	£89,000	£ -
Housing	Protect and Vaccinate grant funding	Ministry of Housing, Communities and Local Government's	N	To provide emergency accommodation to rough sleepers to protect against COVID-19.	To use to purchase commercial hotels for rough sleepers that are ineligible for TA.	Deadline to spend MAR22. What was not spent was paid back.	Mar-22	Government allocate funding	£34,717	£ -
Housing	Homelessness Prevention Grant - Winter 2021/Covid-19	Ministry of Housing, Communities and Local Government's	N	To provide local authorities more control and flexibility in managing homelessness pressures and supporting those who at risk of homelessness.	To continue to prevent homelessness or secure alternative accommodation using a range of initiatives.	Deadline to spend MAR22.	Mar-22	Government allocate funding	£771,270	£ -
Housing	Rough Sleeping initiative 5 (2022-2025)	Department for Levelling Up, Housing, and Communities	Y	To build on the successes already established through RSI, to continue the work to reduce the number of rough sleepers and enhance services for those and them for those at risk of sleeping rough.	Sum total £455,238, £428,111, £359,071, £1,242,420 Employment support officer (ETE) £34,968, £47,256, £0, £82,224 Project Support Officer (ex-offenders) £53,550, £109,600, £115,228, £278,378 Rough Sleeping Team (Co-ordinator, and support workers) £121,260 £85,505 £87,593 £294,358. Private Rented Sector Incentives £80,000 £70,000 £60,000 £210,000 Personalisation Fund £4,000 £3,750 £3,750 £11,500 Flexible Surge Funding £112,500 £90,000 £67,500 £270,000 Temporary Accommodation and Resettlement Worker (6 months only) - £20,980 £0 £0 £20,980 Private Rented Sector Officer - £20,980 £0, £0, £20,980 Tenancy Starter Fund- £0, £10,000, £10,000 £20,000 Tenancy Sustainment fund £7,000, £12,000, £15,000 £34,000	N/A	Apr-25	£2,089,431	£1,242,420 (3 year funding)	£114,300
Housing	Disabled Facility Grant	DLUHC	No	Capital funding for the provisions of home adaptations to help older and disabled people to live as independently and safely as possible in their home.	Provision of home adaptations in line with Grant purpose	Capital budgets under review by Finance, full update should be available next quarter. NB Total figure includes 2.4million in this years award plus 3.7million funds carried forward.	Capital fund - no fixed deadline	Government allocate funding	6.18m	Capital budgets under review by Finance full update should be available next quarter
Economic Development	Night Time Enterprise Zone	GLA	Y	Improving footfall in Bromley town centre, with a focus on evening economy	Interventions include event programme and capital infrastructure investment in Bromley Town Centre	Bid announced as successful in Sept 2022	Spend before 31st March 2024	£130k	£130k	£ -
Regeneration	Changing Places Funding	DLUCH	Y (£10k from Crystal Palace Park Trust)	Improving accessibility across the Borough	To improve access to toilet facilities for all, by providing 4 Changing Places facilities in strategic locations	£160k received by the Council August 2022	Spend before 31st March 2023	£220k	£220k	£ -
Regeneration	High Street for All	GLA	N	Improving footfall in Bromley town centre, with a focus on young people	To help create a vibrant town centre	Grant to be paid end of Q3 and Q4	Spend before end of March 2023	£200k	£140k	£ -
Regeneration	Affordable Housing programme (1)	GLA	Y	To improve delivery of Bromley homes for Bromley residents	To deliver more affordable homes in Bromley	Received in Q2: Aug 22 - £1.75m Bushell & Anerley PC Sept 22 - £4.7m York Rise & BAL SOS	Spend before end of March 2024	£8.5m	£9.5m	Q2 £6.45m
Regeneration	Affordable Housing programme (2)	GLA	N	To improve delivery of Bromley homes for Bromley residents	To deliver more affordable homes in Bromley	Received to date £7.45m N/A	Spend before end of March 2026-28	£38.5m	£38.5m	£ -
Regeneration	Strategic Investment Fund	City of London	Y (Historic England Funding used)	For restoration and conservation of Crystal Palace Subway	For phase 1 of restoration and conservation of Crystal Palace Subway	Received to date £585k	Jul-23	£2.34m	£2.34m	£500k
Regeneration	Heritage at risk grant	Historic England	SIP funding used	to remove the subway off the heritage at risk register	restore subway and remove asset off at risk register	Received to date £479k	Jul-23	£639k	£639k	£400K
Culture	Tackling Inequalities Fund (TIF)	London Sport	No	install an Exergame console system which encourages physical activity	Intervention to encourage customers to exercise and improve fitness levels	The full grant has been paid in full to LBB	Mar-22	£5k	£6,000	£6,000

Department	1. Name of Grant	2. Source of Grant (Agency/Organisation Name)	4. Matched Funding (Y/N) (NEW)	5(1) Grant available for following LBB Purposes	5(2) Intended LBB Use	Q2 Update	Amount Applied For
Culture	Library Improvement Fund	ARTS COUNCIL ENGLAND	N	Enhancement and improvement of library building to roll out new services to increase footfall and attract new audiences.	To improve Mottingham Library by providing a room of requirement which offers enhanced IT equipment not previously available. The equipment is fully portable so can be moved to other libraries if required	Application still being processed.	£52k
Regeneration	Levelling up	DLUCH	Y	To support the delivery of the Regeneration in CPP, including works to the prehistoric animal area and development of the new cultural venue	to support delivery of the regeneration plan for CPP, and moving the park to a FRIL to the Trust to reduce the Council's ongoing liabilities	LUF not expected until late this year due to govt department change	£20m
Regeneration	GLA revenue funding for housing capacity	GLA	N	to support the delivery of more affordable housing	to support the delivery of more affordable housing		£397k



Department	Name of Grant	Source of Grant (Agency/Organisation Name)	Matched Funding (Y/N) (NEW)	Grant available for following LBB Purposes	Intended LBB Use	Q2 Update	Amount Applied For
Economic Development	Business Friendly Licensing & Regulation Fund	GLA	N/A	Comprehensive advice for businesses to encourage & support new enterprise, commercial activities, plus later opening hours as well as ensuring the safety & security, plus welfare of patrons/visitors to the town centre	Local Online Business Toolkt and the engagement of additional Street Marshalls/Ambassadors for extra staffing support	Unsuccessful bid	£25k

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Report No.  
FSD22081

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** PORTFOLIO HOLDER FOR RENEWAL, RECREATION AND HOUSING

**Date:** For Pre-Decision Scrutiny by the Renewal, Recreation and Housing Policy Development and Scrutiny Committee on 16 November 2022

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

**Title:** BUDGET MONITORING 2022/23

**Contact Officers:** James Mullender, Head of Finance (Adults, Health & Housing)  
Tel: 020 8313 4196 E-mail: [James.Mullender@bromley.gov.uk](mailto:James.Mullender@bromley.gov.uk)  
Murad Khan, Head of Finance (Environment & Corporate Services)  
Tel: 020 8313 4015 E-mail: [Murad.Khan@bromley.gov.uk](mailto:Murad.Khan@bromley.gov.uk)

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

**Ward:** All Wards

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1. Reason for report

1.1 This report provides the second revenue budget monitoring position for 2022/23 for the Renewal, Recreation and Housing Portfolio based on expenditure and activity levels for the second quarter of the financial year.

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2. RECOMMENDATION(S)

2.1 The Renewal, Recreation and Housing PDS Committee is requested to:

i) Note the projected net overspend of £762k on controllable expenditure based on information as at September 2022.

2.2 The Renewal, Recreation and Housing Portfolio Holder is requested to:

i) Note the projected net overspend of £762k on controllable expenditure based on information as at September 2022.

## Impact on Vulnerable Adults and Children

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

## Corporate Policy

1. Policy Status: Sound financial management
  2. MBEB Priority: To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents
- 

## Financial

1. Cost of proposal: Not Applicable
  2. Ongoing costs: Not Applicable
  3. Budget head/performance centre: RR&H Portfolio Budgets
  4. Total current budget for this head: £15.6m
  5. Source of funding: Existing revenue budget 2022/23
- 

## Personnel

1. Number of staff (current and additional): 190 Full time equivalent
  2. If from existing staff resources, number of staff hours: Not applicable
- 

## 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: Not Applicable
- 

## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The 2022/23 budget reflects the financial impact of the Council's strategies, service plans etc. which impact on all of the Council's customers (including council tax payers) and users of the services.
- 

## Ward Councillor Views

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

### 3. COMMENTARY

3.1 The 2022/23 projected outturn for Renewal, Recreation and Housing Portfolio is detailed in Appendix 1A, broken down over each division within the service. Appendix 1B gives explanatory notes on the movements in each service. The current position is a projected overspend of £762k on the controllable budget, and some of the main variances are highlighted below.

3.2 The main variations are summarised in the table below:

	<b>£'000</b>
Building Control income	244
Culture	25
Supporting People contracts	Cr 118
Temporary Accommodation	639
Staffing	Cr 28
	<u>762</u>

### 4. COMMENTS FROM THE DIRECTOR OF HOUSING, PLANNING & REGENERATION

4.1 £1,116k of growth was included in the housing budget for 2022/23 to reflect the continuing pressures in relation to homelessness and the provision of temporary accommodation. A total of £1,785k savings was also included to mitigate these pressures.

4.2 Whilst approaches remain high, the ongoing supply of acquired properties and prevention work has continued to slow the rate of growth in nightly paid accommodation placements. However the number of approaches are starting to rise alongside increased pressure on nightly paid accommodation rates across London and the South East. This results in a £639k overspend on temporary accommodation, with a £493k overspend on housing overall. As has been reported work is ongoing to increase the supply of affordable housing to continue to mitigate and reduce the current pressures relating to temporary accommodation particularly in relation to the increased ability to secure leased accommodation within temporary accommodation subsidy rates.

4.3 A substantial part of Planning Services' work attracts a fee income for the Council, for example the planning application fees. The fee income and volume of work reflects the wider economic circumstances affecting development pressures in the Borough. There is a risk of income variation beyond the Council's immediate control; however, trends are regularly monitored in order that appropriate action can be taken. Action has successfully been taken to negate the risk of Government Designation for Special Measures due to Planning performance for the current year. However, this is based on the actions identified being implemented to reduce the risk of Government Designation in future years.

4.4 There is a risk of substantial planning appeal costs being awarded against the Council by the Planning Inspectorate if the Council is found to have acted unreasonably. For major appeals, which can arise unpredictably, there is often a need for specialist external consultant's advice which creates additional costs.

4.5 The key risks in the Renewal, Recreation and Housing Portfolio continue to be:

- i) Increased homelessness and the associated costs particularly relating to the increased demand for placements across London
- ii) Increased rent arrears arising from inflation and increased costs of utilities and so forth
- iii) Reduced vacant housing association properties coming forward for letting

- iv) Increased maintenance and repairs costs in relation to the travellers site required to maintain health and safety standards
- v) Increase in planning applications and need to ensure application processing is sufficiently resourced
- vi) Increases being seen in construction and maintenance costs

4.6 Finally, the ongoing impacts of the Covid-19 pandemic on budgets are now becoming apparent. Significant losses in income, in particular from commercial rents, are expected as town centres have been severely affected during lockdown restrictions. There is also likely to be an increase in homeless presentations and families requiring temporary accommodation as the current moratorium on evictions is eased later in the year.

## 5. POLICY IMPLICATIONS

5.1 One of the “Making Bromley Even Better” ambitions is to manage our resources well, providing value for money, and efficient and effective services for Bromley’s residents and to meet this we will need to maintain a relentless focus on efficiency, outcomes of services and prudent management of our finances.

5.2 The “2022/23 Council Tax” report highlighted the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised 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 Overall the current projected overspend position stands at £762k. A detailed breakdown of the projected outturn by service area is shown in appendix 1A with explanatory notes in appendix 1B. Other financial implications are contained in the body of this report and Appendix 1B provides more detailed notes on the major services.

6.2 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.

6.3 “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, Commissioning and Contracts Management Portfolio. Other examples include cross departmental recharges and capital financing costs.

6.4 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.

<b>Non-Applicable Sections:</b>	Legal, Personnel and Procurement Implications
Background Documents: (Access via Contact Officer)	2022/23 Budget Monitoring files in ECS and ECHS Finance Section

## Renewal, Recreation &amp; Housing Budget Monitoring Summary

2021/22 Actuals £'000	Division Service Areas	2022/23 Original Budget £'000	2022/23 Latest Approved £'000	2022/23 Projected Outturn £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
	<b>PLACE DEPARTMENT</b>							
	<b>Planning</b>							
99	Building Control	90	90	334	244	1	244	0
Cr 128	Land Charges	Cr 126	Cr 126	Cr 126	0		0	0
1,707	Planning	1,493	1,677	1,677	0		0	0
<b>1,678</b>		<b>1,457</b>	<b>1,641</b>	<b>1,885</b>	<b>244</b>		<b>244</b>	<b>0</b>
	<b>Culture &amp; Regeneration</b>							
908	Culture	830	1,031	1,056	25	2	0	0
4,649	Libraries	4,873	5,442	5,442	0		0	0
23	Economic Development	80	262	262	0		0	0
<b>5,580</b>		<b>5,783</b>	<b>6,735</b>	<b>6,760</b>	<b>25</b>		<b>0</b>	<b>0</b>
	<b>Operational Housing</b>							
877	Supporting People	1,070	1,044	926	Cr 118	2	Cr 144	Cr 94
6,406	Allocations and Accommodation	4,295	4,291	4,946	655	3	445	Cr 84
Cr 175	Housing Improvement	Cr 30	Cr 31	Cr 64	Cr 33	4	Cr 17	0
1,488	Housing Options and Support	2,006	2,001	1,939	Cr 62	5	Cr 23	0
1,314	Housing Strategy, Advice and Enabling	1,460	1,477	1,528	51	6	88	0
Cr 1,089	Housing Benefits	Cr 1,539	Cr 1,539	Cr 1,539	0		0	0
<b>8,821</b>		<b>7,262</b>	<b>7,243</b>	<b>7,736</b>	<b>493</b>		<b>349</b>	<b>Cr 178</b>
<b>16,079</b>	<b>Total Controllable</b>	<b>14,502</b>	<b>15,619</b>	<b>16,381</b>	<b>762</b>		<b>593</b>	<b>Cr 178</b>
2,141	<b>TOTAL NON CONTROLLABLE</b>	Cr 883	Cr 990	Cr 990	0		0	0
5,555	<b>TOTAL EXCLUDED RECHARGES</b>	5,627	5,627	5,627	0		0	0
<b>23,775</b>	<b>TOTAL RR &amp; H PORTFOLIO TOTAL</b>	<b>19,246</b>	<b>20,256</b>	<b>21,018</b>	<b>762</b>		<b>593</b>	<b>Cr 178</b>

## Reconciliation of Latest Approved Budget

£'000

## Original budget 2022/23

19,246

## Carry Forward Requests approved from 2021/22

Rough Sleepers Initiative Grant expenditure		228
Rough Sleepers Initiative Grant income	Cr	228
Homelessness Reduction Grant		89
Homelessness Reduction Grant	Cr	89
New Burdens Funding Grant expenditure		124
New Burdens Funding Grant income	Cr	124
Local Plan Implementation		120
New Homes Bonus - Regeneration		73

## Central Contingency Adjustments

Accommodation for Ex-Offenders expenditure		70
Accommodation for Ex-Offenders income	Cr	70
Rough Sleepers Initiative Grant expenditure		455
Rough Sleepers Initiative Grant income	Cr	455
Norman Park grant		151
Libraries contract inflation		54
Resources to address Planning minor applications backlog		90
Funding of Economic Development posts		109
Local London membership subscription		50
Libraries refresh		515
Provision for agency workers contract savings	Cr	14
Homes for Ukraine expenditure		821
Homes for Ukraine grant	Cr	821

## Other

Local Plan Review funded from Growth Fund		
- expenditure		600
- income	Cr	600
R&M Planned Maintenance adjustment	Cr	107
Adj to NI budget following reversal of 2022-23 increase in November	Cr	31

## Latest Approved Budget for 2022/23

20,256

## **REASONS FOR VARIATIONS**

### **1. Building Control Dr £244k**

For the chargeable service, an income deficit of £270k is projected based on actual income so far this year. A review of fees and charges was carried out in Q2 to ensure the service complies with Building Account Regulations, which requires that the service operates on a full cost recovery basis (i.e. does not make a surplus or is subsidised on an ongoing basis). Revised charges were implemented on 1 October and assuming workload is similar to last year, should generate additional income of, say, £26k in the remainder of the year, reducing the projected income deficit for the year to £244k. In accordance with the Regulations, any surplus or deficit in year is charged to or funded from the Building Control Charging Account earmarked reserve, and would leave a total deficit balance of £266k to recover from income in future years

### **2. Culture Dr £25k**

Following the death of HM Queen the borough's Operation London Bridge plan was enacted. This generated costs that had not been budgeted for at the start of the year in relation to the ceremonies the borough was required to deliver, the screening of the funeral, and the production of a memorial quilt which is ongoing.

### **2. Supporting People Cr £118k**

A £118k underspend is currently forecast in the Supporting People area mainly as a result of procurement exercises during 2021/22 and 2022/23 containing costs within inflation that had accumulated in the budget whilst the previous contracts had been fixed for a number of years. There has been a virement of £26k from this budget to the HOPE contract in the Housing Strategy, Advice and Enabling service area to fund in-year one off additional costs.

### **3. Allocations and Accommodation Dr £655k**

There is currently a forecast overspend of £1,893k in the Temporary Accommodation before projected savings from increasing the supply of affordable housing. For this round of budget monitoring the number of Households in Temporary Accommodation was 1,064. It is currently expected that this will increase to 1,203 by the end of the financial year, at an average cost of around £6,624 per household per annum.

These figures exclude other schemes like More Homes Bromley, Orchard & Shipman, ex-residential care homes, and the Bromley Private Sector Leasing Scheme. Once these client numbers have been included there are currently over 1,578 households in Temporary Accommodation.

Transformation savings totalling £1,254k have been identified for 2022-23 with the following schemes planned to be completed to provide a longer term alternative to expensive nightly paid accommodation. Meadowship Homes £1,043k, Burnt Ash Lane £39k, Bushell Way £82k and Anerley Town Hall car park £33k. Early Meadowship Homes Phase 2 savings of £57k have also been identified. The Full Year Effect of these savings is estimated at around £2.2m.

There is also currently a forecast overspend on salaries of £16k. This is due mainly to the cost of funding two short term posts to meet the additional work load created by the new schemes. There are some vacancies within the service which are partly offsetting this additional cost.

	<b>£'000</b>
<b>Summary of overall variations within Allocations and Accommodation:</b>	
Temporary Accommodation	1,893
Transformation Savings	Cr 1,254
Salaries	16
<b>Total variation for Allocations and Accommodation</b>	<b>655</b>

### **4. Housing Improvement Cr £33k**

In year vacancies during a period of recruitment are expected to result in an underspend of £33k.

### **5. Housing Options and Support Cr £62k**

There are a number of vacancies within the service and some posts are difficult to fill. Temporary posts have been created to try and address this. The current projected underspend is £62k.

The Travellers budget has been realigned during the 2022-23 budget setting process and this should reduce some of the previous variances including the running costs and fee income. The Traveller Site Manager post continues to be difficult to fill and will result in an in-year underspend on salaries.

### **6. Housing Strategy, Advice and Enabling Dr £51k**

There are three posts within the service which are unfunded. Options to address this are being reviewed and some short term funding identified to ease some of the pressures on this service area.



**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 Subcommittee 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, one virement has been actioned. to implement contract upgrades for the HOPE contract. £26k has been vired from the underspend in Supporting People to the Housing Strategy and Enabling service area. This is one off virement for 2022-23 only.

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Report No.  
HPR2022/051

## London Borough of Bromley

### PART ONE - PUBLIC

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**Decision Maker:** **PORTFOLIO HOLDER FOR RENEWAL, RECREATION AND HOUSING**

**Date:** For Pre-Decision Scrutiny by the Renewal, Recreation and Housing Policy Development and Scrutiny Committee on 16 November 2022

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

**Title:** **BECKENHAM BUSINESS IMPROVEMENT DISTRICT (BID) RENEWAL 2023-2028**

**Contact Officer:** Lorraine McQuillan, Place Shaping Manager  
Email: lorraine.mcquillan@bromley.gov.uk

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

**Ward:** Clock House; Copers Cope; Kelsey and Eden Park;

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1. Reason for report

- 1.1 This report seeks Portfolio Holder authority for a renewal ballot of the existing Beckenham Together Business Improvement District for another term of 5 years, commencing 31 March 2023 and expiring 1 April 2028.
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2. **RECOMMENDATION(S)**

- 2.1 **That Members of the Renewal, Recreation and Housing PDS Committee notes and makes comments on the content of this report to the Portfolio Holder.**
- 2.1 **That the Portfolio Holder for Renewal, Recreation and Housing:**
- 1) **Note the results and officer recommendations from the survey of businesses in the Beckenham Business Improvement District;**
  - 2) **Agrees to delegate authority to the Director of Housing, Planning, Property and Regeneration that upon being notified that the BID proposer wishes to put in a request for renewal, to review the final version of the BID Proposal which is expected to be delivered to the Council on 9<sup>th</sup> January 2023; and being satisfied that the BID Proposal has been submitted in accordance with Business Improvement Districts (England) Regulations 2004 and does not conflict with any of the Council priorities and plans, and its geographic scope is within the boundaries of the**

**London Borough of Bromley; to instruct the Ballot Holder to hold the BID ballot on 23<sup>rd</sup> February 2023 in accordance with the regulations;**

- 3) Agrees to delegate authority to the Director for Housing, Planning, Property and Regeneration that upon review of the final version of the BID Proposal, to vote on behalf of the Council for eligible Council-occupied hereditaments which fall within the proposed BID area (these are listed in Table 2, paragraph 3.18); and,**
- 4) Notes the potential for additional costs to the Council in the event of a no vote and that a further report setting out options be submitted for members consideration in that event.**

## Impact on Vulnerable Adults and Children

1. Summary of Impact: BIDs foster the resilience and prosperity of local economies and help create and protect local employment, including for vulnerable adults. BIDs also provide support mechanisms to the wider business community, including a diverse range of national charities including Mind and Dementia UK.
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## Transformation Policy

1. Policy Status: Existing Policy
  2. BBB Priority: Supporting Vibrant, Thriving Town Centres
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## Financial

1. Cost of proposal: One-off cost: £3,210
  2. Ongoing costs: £4,316 per annum
  3. Budget head/performance centre: Town Centre Management and Business Support
  4. Total current budget for this head: £47k
  5. Source of funding: Existing Controllable Revenue Budget 2022/23
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## Personnel

1. Number of staff (current and additional): 1
  2. If from existing staff resources, number of staff hours: 29
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## Legal

1. Legal Requirement: Non-Statutory
  2. Call-in: Applicable: Portfolio Holder decision.
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## Procurement

1. Summary of Procurement Implications: N/A
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## Property

1. Summary of Property Implications: N/A
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## Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: N/A
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## Customer Impact

1. Estimated number of users or customers (current and projected): The businesses within Beckenham Town Centre, specifically the 362 business rate payers who are expected to be BID levy payers from April 2023 to March 2028.
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## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes

2. Summary of Ward Councillors comments:

Councillor Connolly and Councillor Ross provided the following response: “As local ward Councillors, we support Beckenham’s thriving High Street and local economy. We support the ballot for a new BID in Beckenham and look forward to working with the newly elected BID team on driving improvements for Beckenham businesses and residents.

We would like the BID to continue to engage and work with community groups and have a layperson with community links on their board. We would like to see more visibility of BID decision making, AGM minutes and annual accounts as this is something the local community is interested in (noting when town centres were managed by the Council, local people could refer to council minutes).”

### 3. COMMENTARY

#### Background

- 3.1 The Beckenham Together BID was established in 2018 for a term of 5 years running until 31<sup>st</sup> March 2023. Following a successful first term, the BID Board and businesses within Beckenham have expressed a desire for another term of 5 years from 2023 to 2028. Some of the key achievements of the BID over the past 5 years include the introduction of a regular programme of popular events such as the Screen on the Green and Ice rink, securing over £200k of additional income for the town centre and the introduction of additional security to help manage both the day and night time economy.
- 3.2 In preparation for the end of the current BID term, the Beckenham Together BID Board commissioned a survey to establish appetite within the business community for renewal of the BID. The key findings are outlined below:
- 60% of businesses surveyed would vote yes in any forthcoming ballot
  - 80% of businesses were either satisfied or very satisfied with the BID
- 3.3 The Beckenham BID Board plans to issue notice of its intention to hold a ballot to the Secretary of State (as required by BID regulations 84 days before the scheduled ballot) on 1<sup>st</sup> December 2022. The Board also plans to consult with levy payers in preparation for the ballot to be held on 23<sup>rd</sup> February 2023.
- 3.4 In committing to a second term, the Beckenham BID commenced a number of staged actions in preparation for the ballot in anticipation of securing a mandate for a new 5-year BID term. These stages will be agreed between the BID and the Council as a mini project plan to help ensure compliance with the industry standard and democratic mandate for the establishment and renewal of BIDs and comprise:
- Feasibility stage – to establish the need and case for the renewal of the BID, assessing business interests, testing the financial feasibility based on business rates data, raising awareness and publicising the process involved.
  - Planning Stage – including establishing the vision, undertaking research and in-depth consultation, modelling the potential BID levy rules and creation of the BID Proposal.
  - Local Authority Stage – including developing the Operating and Baseline Service agreements, agreeing and setting up the ballot process and agreeing a ballot timetable, creating a voter database and agreeing an updated BID levy collection process. This stage will involve some input from various Council teams, with the lead taken by the Town Centres & BID Development Manager.
  - Campaign Stage – Establishing the voters at each business, communications with voters, ballot monitoring and agreeing contingency for failure to secure a successful ballot.
  - Establishment/Renewal Stage – including preparation for launch, setting up billing procedures, governance arrangements, staffing and recruitment.
- 3.5 A copy of the draft Beckenham Together BID Proposal 2023 – 2028 containing a summary of the consultations, the proposed BID levy rules and the activities to be delivered by the BID will be submitted to the Council in December 2022. It is anticipated that the final BID Proposal will be presented to the Council by 9<sup>th</sup> January 2023.

#### Risks and issues for the Council

- 3.6 The Business Improvement District Regulations (England) 2004 require a BID proposer to request that the Local Authority holds a ballot on the BID Proposal. The parameters of this decision are framed by the legislation – and these are set out in section 6 of this report.
- 3.7 In the financial years 2020/21 and 21/22 a number of businesses were not able to pay the BID levy due to the adverse impact of COVID-19. This scenario was not accounted for in the initial Operating Agreement with the Beckenham Together BID and therefore a variation to this contract was agreed. In order to address this issue, due consideration will be given to any ongoing risks and the effects this could have on business profits and continuity. These will take the form of implications and contingencies for the Council which will be incorporated and reflected in the Operating Agreement for the prospective new BID term 2023-2028.
- 3.8 As a BID can only be established by a secret postal ballot, there remains a risk that regardless of the consultation and survey findings, it may be that the ballot does not lead to a favourable outcome and in this scenario, there may be a financial implication for the Council. In the event of an unsuccessful ballot, the businesses may expect the Council to provide a town centre service, including Christmas lights. Although this is not a statutory requirement, there may be some pressure from the local community to provide this service. In order for the Council to provide a minimalist approach to managing the town centre, the annual staffing impact has been identified as £50k per annum. As Christmas lights presently cost in the region of £20k per annum for Beckenham town centre, there may therefore be a financial implication of up to £70k per annum in the event of an unsuccessful ballot. In such an event, a further report setting out options would be presented for consideration by Members.

#### Consultation of Beckenham businesses

- 3.9 Given the Beckenham Together BID has been operating since its commencement in 2018, there has been continuous engagement and feedback from the levy payers throughout its first term. This was essential to ensure that project delivery reflects the expectations of the businesses and facilitates knowledge and understanding of the appetite for seeking a second BID term. The survey findings of businesses in the Beckenham Together BID suggests there is positive prospect of a 'yes' vote.
- 3.10 In addition to the survey, further engagement has been undertaken with the Chancery Road shopping parade. This area is within the existing BID boundary but consideration is being given by the BID Board as to whether it is included in the BID area for the new term. This local parade has its own identity and is located away from the main town centre of Beckenham. Therefore, it has been challenging for the BID to successfully demonstrate impact in this area. If this area is not included for the new term, the BID levy income will be reduced by circa £7.5k p.a representing 3% of the budget.

#### BID Proposal 2023 - 2028

- 3.11 A draft Business Proposal will be submitted to the Council for review in December 2022.
- 3.12 A consensus amongst levy payers, arising out of the survey and consultation undertaken to date, suggests support for the Beckenham BID to continue to deliver along similar priority work themes as during its first 5-year term. These themes include promoting the town centre, providing an events programme to attract visitors to the town, improved cleanliness and safety and building connections within the community.

For information, the table below sets out the existing BID Rules for Beckenham Together BID. The new BID levy rules for term 2 are under review however they are likely to remain similar to the previous term

#### **Table 1: Proposed BID Levy Rules**



The levy rate to be paid by each hereditament is to be calculated at 2% of its rateable value as at the Chargeable Day (1st April in each year).
All hereditaments with a Rateable Value of £5000 or above will be eligible for payment of the levy. (The number of hereditaments liable for payment of the levy is circa 362)
Each year the levy rate will be increased by a fixed rate of inflation of 2% per annum.
The levy will be charged annually in advance for each chargeable period, to be April to March each year. No refunds will be made.
Owners of untenanted buildings would be liable for the levy.
The London Borough of Bromley will be responsible for collection of the levy. The parameters of this responsibility, including collection charges to the BID, are to be set out in the Operating Agreement.

### Implications of BID renewal

- 3.13 Based on the proposed BID levy rules above and barring any significant changes in the rateable values within the BID area, the total investment which would arise from the BID levy will be £1.14m over the 5-year term. If the Chancery Road shopping parade is removed from the BID area this figure would be reduced to £1.1m over the 5 year term. Regardless of the decision regarding the Chancery Road shopping parade, this is a significant level of private sector investment to help ensure that Beckenham town centre remains competitive. Like other BIDs, Beckenham Together will also be able to bring in additional income to the town over and above the BID levy income through sponsorship, event income or external funding. In terms of financial impact on the businesses, although there are a small number of national businesses who will be making a significant contribution to the BID budget, the average annual levy bill will be approximately £600 per hereditament.
- 3.14 It is important to note that for a BID Proposal to be successful at ballot it must meet two key criteria:
- More than 50% of votes counted must be in favour, and
- More than 50% of the rateable value represented by the vote must be in favour
- 3.15 This means that the Beckenham Together BID Board must again persuade at least the number of voting businesses making up a minimum of 50% of the rateable value to vote in favour, to ensure that businesses with multiple hereditaments or properties with large rateable value, support the BID in the planned ballot. A focussed programme of engagement has been conducted with managers and potential voters with the higher rateable value organisations to enable a detailed understanding of their expectations in the event of renewal of the Beckenham Together BID.
- 3.16 In the event of the BID ballot being successful, delivery of the activities set out in the Beckenham Together BID Business Plan would be the responsibility of the Beckenham Together BID Ltd (a Company Limited by Guarantee). This would mostly be a continuation of current arrangements. The Board of Directors will continue to be drawn from businesses of varying sizes and from different sectors within the BID area. A list of the current Board members will be included in the final BID Business Plan, submitted to the Council as part of the BID Proposal in January 2023. The Board and BID team will continue frequent communication with relevant Council officers and Councillors and invite local authority representatives to meetings as appropriate.

3.17 The Operating Agreement will govern how the London Borough of Bromley and the Beckenham Together BID cooperates in relation to the operation of the BID – including how the BID levy will be collected and transferred to the BID company. The Operating Agreement includes a Baseline Statement, defining the services being delivered by the Council within the BID area of Beckenham Town Centre and which are scheduled to continue their delivery during the prospected additional 5 year term of the Beckenham Together BID. Whilst the delivery of these services will remain the responsibility of the relevant Council service areas, the BID retains the option to introduce additional services to enhance the provision of services in the existing baseline schedule.

3.18 The main revenue implication for the Council over the 5 years of the BID, is the liability to pay the BID levy on Council-occupied hereditaments which are located within the BID area. These are listed below – with their rateable value and likely BID levy charge during the first year of operation. Assuming no changes to the Council’s occupation of commercial premises the total potential charge to the Council over the five year period for Council owned hereditaments in the Beckenham Together BID is expected to be £21,580.

**Table 2:** Council owned properties in the Beckenham Together BID area

<b>Council Hereditament</b>	<b>Portfolio</b>	<b>R.V (£)</b>	<b>BID levy in Year One (£)</b>	<b>Estimated 5 year total (£)</b>
Car Park - Village Way	Environment	90,500	1,810	9,050
Car Park - Fairfield Road	Environment	59,000	1,180	5,900
Car Park - St Georges Road	Environment	58,000	1,160	5,800
Car Park - Lewis House, Beckenham Road	Environment	8,300	166	830
<b>Total</b>			<b>4,316</b>	<b>21,580</b>

3.19 In the financial years 2020/21 and 21/22, many businesses were not able to pay their BID levy due to the adverse impact of COVID-19. As referred earlier, this scenario was not accounted for in the original Operating Agreement with the Beckenham Together BID and therefore a variation to this contract was agreed with the Council. In order to address the anticipated impact of the cost of living crisis or any other issue in the future, the Operating Agreement for the new BID term 2023-2028 will ensure that there are no costs to which the Council would be liable if a lower percentage of the levy is collected than expected.

3.20 As set out in para 3.8 above, a BID can only be established by a secret postal ballot. There remains a risk that the result could reveal an unfavourable outcome and in such an adverse scenario, there may be a financial implication for the Council of up to £70k depending on the scope of the town centre service and Christmas lights provision that may be continued. In such an event, a further report setting out options would be presented for consideration by Members.

## **4 POLICY**

4.1 A core objective of the Beckenham Together BID is to foster the improvement and promotion of Beckenham town centre in partnership with the Council’s wider ambition to encourage Vibrant and Thriving Town Centres. It is therefore recommended that the Council supports the renewal of the Beckenham Together BID as the best means to ensure that the town centre continues to be managed effectively and significantly, enabling it to flourish and develop positively into the future, in partnership with the Council.

## **5 FINANCIAL IMPLICATIONS**

- 5.1 As part of the Council's statutory duty under the BID Regulations, the Council has to fund the cost of any BID ballot. For Beckenham Together BID, this is estimated to be £3,210. This would be funded from the Town Centre Management budget 2022/23.
- 5.2 The cost to the Council of the levy on Council-occupied hereditaments would continue to be funded from existing revenue budgets. This cost is estimated to be £22k over the five-year period 2023-2028.
- 5.3 In the event of an unsuccessful ballot, a further report setting out options would be presented for consideration by Members setting out potential financial implications to the Council. As detailed in paragraph 3.8, there may therefore be a financial implication of £70k per annum in the event of an unsuccessful ballot.

## **6 PERSONNEL IMPLICATIONS**

- 6.1 The Council's only ongoing staff input for the Beckenham Together BID is to provide an Officer as an advisory member of the Board and this arrangement is expected to continue. The administration of the levy collection involves both Liberata and Council staff – and this is expected to also continue in the event of a renewed 5 year term. Costs related to these services are recharged annually to the BID company. There will be no staffing changes as a result of a prospective successful renewal of the Beckenham BID.

## **7 LEGAL IMPLICATIONS**

- 7.1 Business Improvement Districts (BIDs) were introduced by Part 4 of the Local Government Act 2003 (LGA 2003).
- 7.2 Their establishment, enforcement and operation is regulated by the LGA 2003 and the Business Improvement Districts (England) Regulations 2004 (SI 2004/2443) as amended (Regulations).
- 7.3 The Beckenham BID Ltd, retained the lead responsibility for the delivery of the BID from the existing term 2018 to 2023. Beckenham BID Ltd is now formally requesting the Councils approval to ballot its business area for a further 5 year term – between March 2023 and April 2028.
- 7.4 Whilst there is no statutory obligation on the Council to establish a BID, there is a statutory process to follow if a BID Renewal Proposal is submitted to the Council as the relevant billing authority.
- 7.5 The Regulations require the BID proposer at least 84 days before sending a notice in writing requesting the billing authority to instruct the ballot holder to hold a BID Renewal ballot and to notify the billing authority and the Secretary of State in writing of the proposer's intention to ask the relevant billing authority to put the BID Renewal proposals to a BID Renewal ballot.
- 7.6 Where a submission from the BID Renewal proposer is received, the Council must be satisfied that the submission from the BID Renewal proposer includes a copy of the BID Renewal Proposal; details of the consultation undertaken; details of the finances and the financial management of the BID e.g., the Business Plan.
- 7.7 The Council must also be notified that the BID Renewal proposer wishes to put proposals for a BID Renewal to a ballot, and the BID Renewal proposer needs to ask the billing authority to instruct the Council's returning officer (the ballot holder) to hold a ballot.
- 7.8 The Regulations requires the Council to satisfy itself that the BID Renewal Proposal does not conflict with any of the Council policies or priorities; has been generated in accordance with the BID Regulations and is within its jurisdiction (i.e. the proposed BID boundary falls wholly within the Local Authority's boundary); nor does it propose a disproportionate burden on particular

businesses by way of an unfair levy charge on a certain ‘class’ of levy payers. For example, by an inappropriate manipulation of the BID boundary. These are the only criteria on which a Council can reject an application for a BID Renewal ballot or to veto the outcome of a ballot.

7.9 The Council’s Constitution under Part 3 ‘Responsibility for Functions’ under Functions exercised by the Full Executive provides that all Executive decisions other than those specifically listed as being exercised by the Full Executive, shall be taken by the member of the Executive with Portfolio responsibility for the matter in question. Under the Executive Procedure Rules 1.3 (a) the Portfolio Holder may delegate such decisions to an Officer.

7.10 Council service teams will work closely with the Beckenham Together BID Ltd to draft and finalise the Operating and Baseline Agreements which are legally required for the formation of the BID. These are described as follows:

**Operating Agreement** – The Operating Agreement covers the arrangements for the billing, collection and payment of the BID levy collected to the BID Company. This will place an obligation on the Council to take certain steps to secure payment of the levy and in the event of failure to follow the specified steps to pay the relevant sums to the BID Company itself.

**Baseline Statement** – The Baseline Statement forms a Schedule to the Operating Agreement and summarises those statutory and standard non statutory services provided by the Council which may potentially overlap with services to be provided by the BID. This provides reassurance to the BID company and levy payers that the levy income would only fund other/additional services requested or commissioned by the BID company, not those usually provided as standard service provision. The baseline statement describes the services provided by the Council and will not, save to the extent that any services amount to a statutory requirement, constitute a binding commitment on the Council to continue to provide these in the future. A draft version of the Baseline Statement will be available to the Director for Housing, Planning and Regeneration under delegated authority at the appropriate time and prior to the ballot of businesses in the Beckenham Together BID.

7.11 Should there be a requirement for the Beckenham Together BID to commission any other services from the Council, then the Councils Legal Service will draft a further agreement for any additional services which the Council or other agent may provide.

7.12 Furthermore, where the Council is a non-domestic ratepayer in relation to a hereditament situated in the area to be comprised in such proposals then certain rights are given to the Council including the right to be included in the ballot and to vote. In this respect the recommendations in this report seeks a delegation granting authority to the Director for Housing, Planning and Regeneration to vote.

<b>Non-Applicable Headings:</b>	Procurement: Impact on vulnerable adults and children
Background Documents: (Access via Contact Officer)	BECKENHAM AND PENGE BUSINESS IMPROVEMENT DISTRICT (BID) PROPOSAL FOR 2018-2023 7 <sup>TH</sup> NOVEMBER 2017 (DRR17/051) BECKENHAM AND PENGE BUSINESS IMPROVEMENT DISTRICT (BID) UPDATE 22 <sup>ND</sup> JANUARY 2019 (DRR20/002)

Report No.  
HPR2022/055

## London Borough of Bromley

### PART ONE - PUBLIC

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**Decision Maker:** **PORTFOLIO HOLDER FOR RENEWAL, RECREATION AND HOUSING**

**Date:** **For Pre-Decision Scrutiny by the Renewal, Recreation and Housing Policy Development and Scrutiny Committee on 16 November 2022**

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

**Title:** **FUTURE OF COMMUNITY RESOURCE CENTRES/OUTREACH SERVICE**

**Contact Officer:** Lydia Lee, Assistant Director Culture & Regeneration  
Tel: 020 8313 4456, email: [Lydia.lee@bromley.gov.uk](mailto:Lydia.lee@bromley.gov.uk)

Paula Young, Head of Service, Culture  
Tel: 020 8461 7281    E-mail: [Paula.Young@bromley.gov.uk](mailto:Paula.Young@bromley.gov.uk)

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

**Ward:** Mottingham; St Paul's Cray;

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1. Reason for decision/report and options

- 1.1 Due to a number of factors, mainly problems with the current buildings, the future of the outreach services currently provided by two community resource centre facilities at Mottingham and Cotmandene has been under review.
- 1.2 The report asks the Portfolio Holder to agree to the retention of the service, and its relocation into different buildings, subject to further research.
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**2. RECOMMENDATION(S)**

- 2.1 Members of the Renewal, Recreation & Housing Policy, Development and Scrutiny Committee are asked to review the content of this report and provide comments to the Portfolio Holder.
- 2.2 That the Portfolio Holder for Renewal Recreation and Housing be recommended to agree that this valuable community service should be retained and the following work undertaken by officers: research on potential options for the relocation of the service within the St Paul's Cray and Mottingham areas; research on the user patterns in the two communities, soundings from users and non-users, and investigation of the costs of moving to other buildings.

Following this a decision report will be taken to the Executive in February 2023.

## Impact on Vulnerable Adults and Children

1. Summary of Impact: The proposed retention of the service has no negative impacts. There is potential for improvement depending on where the service moves to and the opportunities for partnership working.
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## Transformation Policy

1. Policy Status: Existing Policy
  2. Making Bromley Even Better Priority
    - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
    - (4) For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
    - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.Not Applicable:
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## Financial

1. Cost of proposal: Cost of moving to other buildings to be explored
  2. Ongoing costs: Recurring Cost
  3. Budget head/performance centre: Community Resource Centres
  4. Total current budget for this head: £207k
  5. Source of funding: Existing controllable revenue budget 2022/23
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## Personnel

1. Number of staff (current and additional): 3.62FTE
  2. If from existing staff resources, number of staff hours: 135 hours
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## Legal

1. Legal Requirement: Non-Statutory - Government Guidance:
  2. Call-in: Applicable: Portfolio Holder decision.
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## Procurement

1. Summary of Procurement Implications: None
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## Property

1. Summary of Property Implications: The Mottingham Learning Shop lease is coming to an end and therefore a new location needs to be identified for this service. Both the Mottingham and Cotmandene buildings have suffered from flooding. The Cotmandene Community Resource Centre building is currently closed due to damage from a sewage leak.
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## Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: None
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## Customer Impact

1. Estimated number of users or customers (current and projected): This is a frontline service. The service is still recovering from the impact of Covid-19 however figures from January – July 2022 suggest that this year is on track to deal with 41,500 enquiries, the highest level ever recorded this year.
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## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: Ward Councillors have indicated their support for retaining this service which supports the most vulnerable residents and for exploring relocation options within their current communities. They understand the reasons why a move from both of the current sites is needed and accept the need to seek alternative accommodation for the service in order to replicate and improve the range of services on offer. Councillor Price-St Pauls Cray Ward welcomes a review that looks at improving the social value of the centres in the right community setting. Mottingham Ward Councillors have expressed a preference for finding alternative premises on the Mottingham Estate where the current service is located.

### 3. COMMENTARY

#### Background

- 3.1. The Community Resource Centres are also known as the 'Learning Resource Centres' and the 'Learning Shops'. The service is currently delivered from two permanent sites in the Borough, positioned in areas of high levels of unemployment and social deprivation. The centres are:
- Cotmandene Community Resource Centre (CCRC)
  - The Mottingham Community and Learning Shop (MCLS)
- 3.2. The service offers a unique triage service in the heart of the community where customers can seek advice and guidance on any issue. The informal approach generates trust and removes barriers. Customers can 'drop in' without an appointment or filling in a form and receive on the spot help or a referral to other services. The service aims to create better life outcomes for Bromley residents by providing support on mental health, loneliness, and social isolation, specifically with access to benefit, job-seeking, and housing advice, as well as training and education. The Resource Centres are preventative services, that reduce the likelihood of support being required from other Council departments.
- 3.3. The two buildings the service is located in are no longer fit for purpose and there is a time pressure to make decisions on the future of the Resource Centres. The Mottingham site is due for lease renewal in February and with significantly increased rent that makes the site unviable, with the landlord now having put the property to market. At any time the Council could now be asked to vacate the Mottingham site. Additionally, both buildings have ongoing maintenance issues with Cotmandene frequently subjected to flooding due to the poor state of the flats above. Mottingham has also been impacted from flooding from the flats above including a serious flood at the time of writing this report which has caused significant damage to the IT suite and one of the classrooms. Cotmandene recently suffered a sewage leak which has led to the service temporarily moving to St Paul's Cray library whilst repairs are made.

#### Options for the future of the service

- 3.4. As part of the Council's transformation programme the future of the Resource Centres has been considered with, given the ongoing building problems and the lease ending at Mottingham, two options identified:
- Option 1 – Close the service and the centres
- Option 2 – Move the service to other buildings in the St Pauls Cray and Mottingham areas.
- This report reviews the two options and concludes that Option 2, moving the service to other buildings in the St Pauls Cray and Mottingham areas would be the preferred option. It is a valuable preventative service which is partly successful because of being located in areas of the borough where the communities particularly need support.

#### Option 1 - Close the service and the centres

- 3.5. Close the Cotmandene and Mottingham sites and either run the service online and by phone only or stop the service completely and make the staff redundant. This would have a negative impact on the disadvantaged communities the centres serve. The staff are extremely knowledgeable and provide significant support to users. By being based within the communities they serve the centres are extremely accessible and inclusive with early intervention rates leading to better outcomes. Moving the service online and by phone would not serve the communities as effectively. Many users find it easier to communicate face to face for a number of reasons including disabilities or where English is not their first language.



- 3.6. Closing this front-line service would lead to more enquiries and support being required by other Council services such as the housing team. There is currently increased demand at the moment when residents in disadvantaged communities are struggling with rising energy costs and increased housing costs meaning the support that this service provides to residents is more valuable than ever.

#### Option 2 – Move the service to other buildings in the Mottingham and St Paul’s Cray areas

- 3.7. This option would retain the service by moving it into other buildings. There are expected to be a number of potential buildings in the two areas that could be suitable for the relocation. It is anticipated that there will be no redundancies as the service will continue.
- 3.8. These options need to be investigated, including the cost and practical implications of running the service to ensure that the optimal relocation is determined. Research will need to be undertaken to inform this including soundings from users and non-users. This will include exit surveys carried out by staff as customers leave the centres capturing their patterns of use along with levels of satisfaction with the current service including existing opening hours. Use of any other local services will be captured to establish the extent of any overlap with other services within the community including other council services such as adult social care support and housing advice and options. Research methods will include small informal focus groups for service users at each centre and will extend to residents outside of the centres to gain an insight into the knowledge and reach of the service amongst non-users.

#### Overview of current service

- 3.9. The current service is delivered from two permanent sites in Cotmandene and Mottingham. The sites are positioned in busy shopping parades in the heart of communities where there is higher unemployment and social deprivation than other areas of the Borough. The opening hours for both centres are Monday-Thursday 9.00am-1.00pm and 2.00-4.00pm with no coverage at lunchtime. Recently each centre moved to an appointment only service one day a week. The locations of these services in the heart of these communities is crucial to its success.
- 3.10. Staffing levels have reduced over the years, the current service is delivered by 5 staff (3.62 FTE) including a centre manager who is responsible for, and moves across, both sites. The service is currently carrying a 0.5 FTE deputy manager vacancy of 14 hours per week. Both centres close over Christmas and at alternative weeks over Easter. Recently, cover staff (namely required for illness or annual leave) have been sourced from the wider Culture and Regeneration division, but this is not sustainable longer term. Both centres have a strong volunteer base who run workshops and community groups, albeit Covid-19 has affected levels of volunteering.
- 3.11. Staff have a wide knowledge base and good relationships with the community. Many of their customers are vulnerable, experiencing hardship or suffering from mental health issues. Frontline work is challenging and unpredictable. Customers can become distressed or angry when seeking help due to their personal circumstances.
- 3.12. The Community Outreach service has developed a trusted place in both the Mottingham and Cotmandene communities. It offers a ‘one-stop-shop’ for information, advice and guidance and is a hub for community activities. A key role of the outreach centres is signposting customers to other services. The centres are established in the community as a destination for information about a wide variety of issues. It is often the first step to getting help and often customers are unsure about what type of support they need or what is available to them.
- 3.13. Many of the daily interactions with customers are short as people seek advice as to which services they require. Other customers require more time and consultations can open a

complex range of interlocking issues that requires ongoing support. Due to social isolation many customers benefit from being able to regularly talk about their issues.

3.14. Community outreach is a preventative service which means the positive outcomes are difficult to quantify because they offer residents multiple opportunities to improve their circumstances. They aim to help customers improve their lives and prevent more difficult situations developing which may require increased support from council services. The service is good at taking opportunities to access funding and special schemes, such as a recent access to funded sim cards for people job hunting.

3.15. Core Services currently provided include the following

- Information, Advice and Guidance (drop-in advice or appointments)
- Signposting and referrals to other services
- Computer suite – PCs and printing
- Life skills – managing change, building a future, and encouraging people to seek help and support.
- Support with job-seeking including a free work club to support the journey back to employment.
- Benefits advice – provides a simplicity and dignity to the process of claiming benefits.
- Outreach surgeries via partner organisations e.g., Citizens Advice Bureau, Police, Housing.
- Community Groups including Coffee Morning, Cray Creative Art Group, Listening Ear Mental Health Support Group, Tea with IT.
- Events which combat social isolation and promote health and wellbeing.
- Adult education classes held in the community.
- Support with mental health issues often caused by isolation, loneliness, illness, additional needs, long-term poverty, or unemployment.
- Freephone services for housing and benefits support.
- Prevention of worse outcomes for residents experiencing difficulties.

### Service statistics

3.16. Table 1 compares statistics for the number of clients seeking information, advice, and guidance (IAG) At the Centres from 2012. Figures vary peaking to over 40,000 faces to face enquiries at both Centres in 2017, falling slightly in 2018 before reaching the highest total in 2019 before being impacted by the pandemic when figures fell by 62%.

Table 1: IAG Enquiry statistics

Number of annual IAG Enquiries		
Year	Total IAG	Difference
2012	19,796	n/a
2013	26,631	+35.5
2014	31,415	+17.9
2015	29,949	-4.6
2016	27,860	-6.9%
2017	40,031	+43.6%
2018	38,929	-2.75%
2019	40,984	+5.2%
2020	14,440	-62.3%
2021	27,541	+39%

- 3.17. The service is still recovering from the impact of Covid-19 however figures from January – July 2022 suggest that this year is on track to deal with 41,500 enquiries, the highest level ever recorded. This will mean that on average each member of the team is dealing with 180 enquiries a week based on a 46-week working year. There is a demonstrable need for this service.
- 3.18. The service has recently started using social media to support the local communities. In 2021 Facebook and Twitter accounts received 104,000 views, and so far in 2022 they have already received 114,000 views with local people using their social media channels as an additional way to access the information they need.

#### Building condition

- 3.19. Cotmandene Community Resource Centre (CCRC) is situated at 64 Cotmandene Crescent and is Council owned. The Mottingham Community and Learning Shop (MCLS) occupies premises at 1-2 Cranley Parade which is leased from L&C Investments Ltd. The current lease expired on 25th February 2022. Negotiations to extend the lease failed as the landlord is pushing for a higher rent and therefore it will be unviable to remain at this site after this time.
- 3.20. Both buildings are in an unsatisfactory state of repair. The centres have suffered from a series of floods resulting in extensive damage to both buildings especially the IT suites which had to be completely refurbished. There have been ventilation issues which delayed the re-opening of the centres during the pandemic.. These buildings are no longer fit for purpose.
- 3.21. In September 2022 Cotmandene was temporarily relocated in St Pauls Cray Library due to damage from a sewage leak and remains there at the time of writing while the site is restored to its previous condition. The Mottingham site also recently flooded due to pipe work in the flats above and many of the rooms are currently out of action.

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

- 4.1 The current outreach service serves two communities in the Borough in Mottingham and St Pauls Cray areas. The recommendation is that the service is retained with no negative impact on vulnerable adults or children.

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

- 5.1 The current controllable budgets for the two community resource centres are as follows:

	Mottingham (£'000)	Cotmandene (£'000)	Total (£'000)
Staffing	79	63	142
Premises	40	17	57
Supplies & Services	11	14	25
Gross Expenditure	130	94	224
Income	cr 4	cr 13	cr 17
Net Expenditure	126	81	207

- 5.2 For Option 1, which involves the closure of both sites, budget savings of up to £207k could be achieved, although the actual saving will depend on the number of staff retained for any future online/phone service provision. In addition, the Cotmandene site would be released, and if not sold to generate a capital receipt, a new tenant could be sought and generate in additional annual rental income, which could be £25k a year.
- 5.3 Under Option 2, any actual saving or cost will depend on the outcome of the research and which buildings the service is recommended to move to. This option could avoid future maintenance costs including any backlog maintenance liabilities, however there could also be some initial cost of investment.
- 5.4 There are therefore a number of costs that need to be determined and finalised for the business case that will be required for the decision report to the Executive in February 2023.

## **6. PERSONNEL IMPLICATIONS**

- 6.1 There are 5 part time staff which 3.69 FTE staff currently employed across both Centres, the proposals for a reorganisation of the outreach service potentially do not have redundancy implications as the current staffing levels will be retained.
- 6.2 Any staffing implications arising from the future recommendation will need to be carefully planned for and managed in accordance with Council policies and procedures and with due regard for the existing framework of employment law.

## **7. LEGAL IMPLICATIONS**

- 7.1. The terms of reference of this Committee include for it “reviewing working with partner organisations and groups including local businesses, business support agencies, sub-regional and regional organisations” and “...receiving reports and making recommendations on performance monitoring of services falling within the remit of this portfolio which would include town centre management libraries, leisure and culture, including theatres, special needs/supported housing.”
- 7.2. There is no statutory duty on the Council to provide these specific services but, in support of its Social Care functions, the Council has an implied legal power to secure the provision of these outreach services.

## **8. PROPERTY IMPLICATIONS**

- 8.1 The two existing properties both have regular problems, particularly with flooding. Both sites are currently damaged with the Cotmandene site not suitable for use due to a sewage leak. The Mottingham site is partially open following a leak from the flat upstairs which has damaged the IT suite and classroom.
- 8.2 The Mottingham lease comes to an end in February and Property have not been able to successfully renew the lease at a reasonable level of rent. The current tenant at will status means the service could have to vacate the premises at short notice

## **9. CUSTOMER IMPACT**

- 9.1 There are currently an estimated number of users/beneficiaries (current and projected): Latest 2021 population figures for Bromley show there are 330,000 people living in the borough. In terms of service use. There were 40,984 Information, Advice and Guidance (IAG) enquiries to Community Outreach Centres in 2019/20 before COVID-19 closures.

## **10. WARD COUNCILLOR VIEWS**

- 10.1. The report was circulated to both the St Pauls Cray Ward Councillors and Mottingham Ward Councillors for comment and review. Separate briefing meetings took place with Councillor Price and Councillors Cartwright and Rowlands to discuss the report.
- 10.2. The following comments have been received from St Pauls Cray Ward Councillor Chris Price: The resource centres are of extreme value to many people in the local communities. I welcome a review that looks at the social value of the centres, has a community first approach to the development of the offer and ensures the right community setting for delivery for the service and partners.
- 10.3. Mottingham Ward Councillors David Cartwright and Will Rowlands have also provided their comments: We ask that the Committee notes that it is crucial for those vulnerable adults and children who live in/on the Mottingham Estate, particularly those in the area formally designated as an 'area of social and economic deprivation', have easy access to the wide variety of valuable and much-used advice and assistance available at the MCLS. Whilst we, as Ward Councillors, understand the reasons why a move from the current premises is necessary and accept the need to look for alternative accommodation to protect the future of the MCLS, it is imperative that the service remains situated within the central area of the Estate, for ease of access by the many residents who make regular use of its facilities

<b>Non-Applicable Headings:</b>	Carbon reduction/social value implications; transformation and policy implications
Background Documents: (Access via Contact Officer)	N/A

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Report No.  
HPR2022/021

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** **PORTFOLIO HOLDER FOR RENEWAL, RECREATION AND HOUSING**

**Date:** **For Pre-Decision Scrutiny by the Renewal, Recreation and Housing Policy Development and Scrutiny Committee on 16 November 2022**

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

**Title:** **PROVISION OF LIBRARY SERVICES - CONTRACT PERFORMANCE REPORT**

**Contact Officer:** Paula Young, Head of Service, Culture  
Tel: 020 8461 7281    E-mail: Paula.Young@bromley.gov.uk

**Chief Officer:** Director of Housing, Planning, Property and Regeneration

**Ward:** All Wards

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1. Reason for decision/report and options

- 1.1 In line with Contract Procedure Rules 23.2-6 this report provides an update to Members on the performance of Greenwich Leisure Ltd (GLL) relating to the provision of the Library Services contract. The value of the contract over a ten-year period is currently £41,260,703.
- 1.2 The report details how the Contractor has delivered the library service in line with the contract, specification and key performance indicators since the last report was presented in June 2022 which includes the new opening hours which were implemented on 1<sup>st</sup> September 2022.

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2. **RECOMMENDATION(S)**

- 2.1 Members of the Renewal, Recreation & Housing Policy, Development and Scrutiny Committee are asked to review the report and provide comments and/or recommendations to the Portfolio Holder.
- 2.2 The Portfolio Holder for Renewal, Recreation & Housing Policy, Development and Scrutiny Committee is asked to review the report and to note the performance of the service provider since the last report on service performance was presented in June 2022.

## Impact on Vulnerable Adults and Children

1. Summary of Impact: The contract has been designed to ensure that the existing levels of service are protected with scope for ongoing development. Online library services were available for both children and vulnerable adults during all periods that Library buildings closed due to COVID-1 and have been retained. The new opening hours improve access to library buildings.
- 

## Transformation Policy

1. Policy Status: Existing Policy:
  2. Making Bromley Even Better Priority (delete as appropriate):
    - (1) For children and young People to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
    - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
    - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
- 

## Financial

1. Cost of proposal: No Cost:
  2. Ongoing costs: Not Applicable:
  3. Budget head/performance centre: Libraries
  4. Total current budget for this head: £4.68m
  5. Source of funding: Revenue budget 2022/23
- 

## Personnel

1. Number of staff (current and additional): 2.08 FTE (Client Team)
  2. If from existing staff resources, number of staff hours: N/A
- 

## Legal

1. Legal Requirement: Statutory Requirement: 1964 Public Libraries Act
  2. Call-in: Applicable: Portfolio Holder decision.
- 

## Procurement

1. Summary of Procurement Implications: None
- 

## Property

1. Summary of Property Implications: None
- 

## Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: Working with GLL our libraries' contractor we have sought to "reduce, reuse and recycle" where possible. Biodegradable library cards have been introduced. Other changes include the cleaning company moving to a 'green regime' by selecting environmentally friendly cleaning products. The recent refurbishment of the



Central Library gave GLL the opportunity to work towards an eco-refit and to ensure that the library was as sustainable as possible which will be replicated in future building projects.

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#### Customer Impact

1. Estimated number of users or customers (current and projected): The 2021 Census identified that 330,000 people live in the London Borough of Bromley. 24,016 registered users used their library card to borrow an item in a library branch in 2021, representing 7.3% of the population of Bromley. This does not include customers who used the library solely for purposes such as studying, activities, or using public PCs.
- 

#### Ward Councillor Views

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

### 3. COMMENTARY

- 3.1. This report provides an analysis of the performance of Greenwich Leisure Limited (GLL) relating to the delivery of the Library Services contract. Performance data included is for Quarter 4 January-March 2022 and Quarter 1 April-June 2022. However, commentary covers a longer period until September 2022.
- 3.2. The GLL Libraries contract commenced on 1st November 2017 and is approaching the sixth year of a ten-year contract term with the option of a further five years by mutual consent. The contract makes specific provision for scrutiny by elected Members twice a year with the last report presented in June 2022.
- 3.3. The library services managed by GLL as defined by the contract and service specification include:
- The Frontline/Operational/Virtual Library service
  - Strategic Management Specialist and Support Functions
  - Bromley Historic Collections
  - Facilities Management including cleaning and security

#### Measuring Contactor performance

- 3.4. The Client Team measure performance of the Library Service contract using 26 bespoke Key Performance Indicators (KPIs) with financial penalties for breaches. A quarterly KPI reporting system is also in place. Any KPIs that had been previously suspended due to COVID have since been reinstated.
- 3.5. Failures of service performance are managed through a points-based Performance Adjustment (PA) system which are awarded if a standard identified by a KPI is not met. KPI incidents and their mitigation are discussed at monthly monitoring meetings with GLL and dealt with on a case-by-case basis. The invoice for the preceding month is reviewed and agreed based on KPI performance during the last month. See Appendix 1 for a summary of the reports covering the six month period from January-June 2022.

#### Contractor performance

- 3.6. There were four recorded KPI breaches in the period between January-June 2022 which amounted to a total of 105 performance adjustment (PA) points for which the financial value would be £4,135. The Client Team issued one monitoring notice in March 2022 to formally request supplementary information on one incident to assist in the decision to apply or waive a financial penalty.
- 3.7. All four KPI incidents related to opening hours of library branches and, of this number, two were as a result of COVID related staff sickness which required additional staff to be arranged and travel from other library locations.
- 3.8. The remaining two building closures were due to uncontrollable circumstances. A suspected gas leak was discovered at Chislehurst Library and the building was evacuated on the advice of National Grid Gas. At Biggin Hill there was an unforeseen hygiene incident involving a customer requiring the library area to be closed for the remainder of the day for cleaning. A contractor was requested immediately for a deep clean to allow the library area to re-open.

#### Mitigation

- 3.9. The Client accepted the mitigation relating to the COVID related incidents and noted the efforts made by GLL to find replacement staff within 30 minutes to minimise disruption, or immediately

requesting appropriate contractors to manage the gas leak/deep cleaning as required. GLL responded to the Monitoring Notice formally requesting additional information surrounding a COVID-related closure, which the Client was satisfied with. Therefore, no financial penalties were applied during this monitoring period.

### Benefits and quality

- 3.10. The commissioning of the Library Service was carried out with the goal of maintaining the delivery of this statutory service whilst achieving lower ongoing revenue costs (namely through business rates exemption and economy of scale savings), which the contract delivers. Throughout the contract term GLL has demonstrated that it is in the main successfully managing the service whilst keeping Council's costs down. Taking this approach has enabled Bromley Council to retain a high-quality library service which continues to develop whilst avoiding more extreme service reduction measures those other authorities have taken.
- 3.11. GLL remains the UK's largest provider of Library Services which has ongoing benefits for Bromley including their quick response to the COVID pandemic. In the first Lockdown in March 2020 GLL had the resources to quickly develop Library Without Walls (LWW) - a high-quality online offer. GLL were able to quickly plan and deliver a programme for the Queen's Platinum Jubilee celebrations on behalf of the Council. As mentioned in paragraph 3.10 GLL are eligible for economy of scale savings which includes stock purchasing benefits due to the size of their organisation.

### Monitoring and Quality Control

- 3.12. The Libraries Client Team continues to demonstrate that it can successfully manage, monitor, and oversee ongoing development of the contract on an ongoing basis. Following the successful performance of the service during COVID-19 recovery the focus for both the Contractor and the Client Team is to fully restore business as usual including restoring service usage levels and to further develop the service, which requires a collaborative approach.
- 3.13. Contract milestones relating to monitoring and service planning have been fully met during this monitoring period. This includes monthly contract review meetings and six month and annual reviews. These are a hybrid of face-to-face and online meetings as appropriate.
- 3.14. Post Covid-19 the unannounced spot checks on all libraries made by the Client team are fully re-instated to ensure that the required standards of the contract are being met. Categories which are reviewed regularly on a checklist include environment and appearance of the library, quality of stock, staffing levels, and IT equipment which includes public PCs and self-service kiosks. Findings and observations are documented, and issues identified are cross-checked against GLL incident reports to ensure they have been reported to the Council. Any findings which require any further explanation are raised at the monthly contract review meetings.

### Risk

- 3.15. The main operational risk to this contract is defined as force majeure. The enforced closures of all libraries to control the spread of COVID-19 are examples of this. At all stages of lockdown GLL has been pro-active in recovering library services and re-opened library buildings as soon as possible, ahead of other London boroughs based on government guidance. Both GLL and the Council continue to monitor and update their risk registers to include the impact of new force majeure incidents.
- 3.16. All Council contracts carry the operational risk of industrial action. GLL meet regularly with Unite representatives to discuss any issues on an ongoing basis. The Council's HR team and the

Libraries Client Team continue to offer open dialogue with Unions as required to resolve issues before they escalate.

3.17. The contract risk register includes the operational risk attached to the condition of library buildings which has resulted in unplanned closures. A Landlord/Tenant split was agreed under the contract term. GLL is fully compliant with their responsibilities. There is a backlog of issues which will gradually be addressed by the Council as part of the operational property review (OPR).

#### Provision/Delivery of Library Service: COVID 19

3.18. At the start of the period covered by this report, there was a prolonged Christmas closure due to the increase in COVID cases due to the Omicron variant. Apart from this period from 22<sup>nd</sup> December to 10<sup>th</sup> January 2022 libraries have remained fully open during the reporting period.

3.19. At the start of the COVID-19 pandemic in March 2020, GLL expanded their digital offer, branded as Library Without Walls (LWW), to massively enhance the range of eBooks and eAudiobooks available to users on their personal devices, run a regular timetable of video-based and virtual interactive events on Facebook, and introduce the Newsreader service for eNewspapers and eMagazines. In the present day, online reading and listening materials remain popular and convenient among library users. This has been a hugely successful initiative and has added to the quality of the library service offer.

#### Service Recovery

3.20. At the time of writing business as usual has been restored meaning full services are available. This means there are no restrictions to the number of customers in Library buildings, all furniture is restored enabling customers to sit and read once more which has been welcomed. Study spaces are fully open with time limits lifted which was popular during the exam period when the demand for study space led to GLL increasing additional desk space at Central Library. Photocopying, printing and scanning is fully restored the People's Network (public PCs) is also back to normal terms and conditions. A new booking system ICAM has been introduced to enable customers to either book themselves onto computers rather than booking ahead with staff. Computer use is increasing as more customers return to the service.

3.21. Full lending facilities including inter-library loans, newspapers and magazines have been restored in online or physical formats. Customers can borrow 25 items instead of 12 prior to COVID restrictions. Hall hire space is available once more, cash payments have been restored alongside the contactless payment system. A phased approach was taken to safely re-introduce face to face activities and events as set out in paragraph 5.6.

#### Opening Hours

3.22. When libraries re-opened after COVID, a temporary pattern of opening hours was trialled. In June 2022 Members agreed to the temporary opening hours being made permanent with two adaptations resulting from consultation findings. From 1st September 2022, the late night at Mottingham Library changed from Monday to Wednesday to further spread coverage. From this date the closed day at Hayes Library moved from Thursday to Friday. The total number of opening hours across the borough has not changed and remains at 527.5 hours per week which is the agreed total as set out within the contract.

3.23. The temporary opening hours have proved popular with customers as they have resulted in improved access at many libraries including five late nights until 7pm at Central Library which have been of great benefit to students and business lounge users. Other benefits include improved access to Penge Library which is open six days each week further increasing access

to the Council Tax kiosk at which cash payments can be made. Late nights have been spread across the borough - Southborough and Petts Wood libraries now have different closed days which benefit customers given their proximity. Appendix 2 gives the timetable of opening hours for all libraries as of September 2022.

### Increased performance

- 3.24. A key aim of this contract is for Bromley Libraries to promote enjoyment of reading and sharing of books and to increase the number of items issued. For the early-COVID 2020-21 period, final CIPFA reports indicate Bromley's library service as having the highest total annual issues of items among the 20 Outer London boroughs (for the second year in a row), and second highest across all London Boroughs. Additionally Bromley Libraries achieved 2<sup>nd</sup> in annual eBook issues, 2<sup>nd</sup> in total book stock, and 3<sup>rd</sup> in annual visits in Outer London boroughs. Bromley continues to run a dominant library service across London.
- 3.25. Despite lockdown causing overall library issues to fall to half of normal levels in 2020/21, issues of digital items initially jumped +155% annually representing 40% of all issues. Digital issue levels have continued to increase this year even as non-digital issues regained their popularity once again, indicating the increased usage of digital services during COVID has become a permanent. See section 5.2 for additional data of the six-month period covered by this report.

### Review of Contractor purpose

- 3.26. There is a statutory requirement for the Council to provide a comprehensive and efficient library service to all those who live, work or study within the Borough as set out in the 1964 Public Libraries Act. Library provision in Bromley continues to fulfil this duty at all times including during COVID-19 when online library services including eItems were fully available for all. As part of their duty to superintend the provision of library services the DCMS wrote to all UK library authorities requesting a written update of post COVID recovery in June 2020. Bromley and GLL were both compliant with this and sent full written responses. As follow up the DCMS then sent a second letter asking for restoration plans. The Bromley response fully demonstrated that services have been restored and that plans are in place to further develop the library service to meet changing customer need following the pandemic which is set out within this report

### Review of contractors learning and maturity targets

- 3.27. The Library Service contract requires that the learning and maturity targets of the contractor are reviewed by the Council on an ongoing basis to ensure both value for money and that continuous high service standards are maintained. Since the last report in June 2022, GLL have returned to full business as usual model for all libraries which includes fully restoring face to face activities and events.
- 3.28. The ongoing development of the library service is a priority for the Contractor and the Council and is an agenda item at monthly contract review meetings, section 6 sets out the current key priorities for the service going forward. The Client Team has asked GLL to prioritise development of the Home Library Service to increase membership and support the Councils Loneliness Strategy. The development of Bromley Historic Collections (see paragraphs 5.11-5.18) is also a priority for the Council. Having received both Museum and Archive accreditation GLL are continuing to develop and market the BHC brand to attract new audiences
- 3.29. As part of its Cultural events programme the Council asked GLL to develop and deliver a programme of events to mark the Queen's Platinum Jubilee. GLL also had a role to play in the Councils Operation London Bridge plans to mark the death of Her Majesty Queen including placing books of condolences in the largest libraries and community cultural events including a memorial quilt and Bromley Historic Collections are curating online and in library exhibitions.

GLL will be asked to deliver a cultural programme for the Coronation of King Charles .See paragraphs 6.8-6.13

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

- 4.1 GLL prioritises the needs of vulnerable adults and children and is committed to developing services for them which was demonstrated both during lockdown and during all phases of service recovery. Libraries run face-to-face activities across the service connecting library users through reading groups, baby bounce and rhyme, craft sessions, social Saturdays, and other community activities. The importance of these activities to all age groups remains a priority for the library service with the aim of combatting social isolation and supporting the Council's Loneliness Strategy see paragraph 6.4 onward.
- 4.2 In January 2022, Mottingham Library installed an interactive fitness console with funding from London Sport Tackling Inequality Fund (TIF). The technology aims to improve health outcomes and tackle high levels of obesity in a fun and engaging way. The gaming console projects interactive games onto the floor or a table and engages children in physical activity. It is also used by other community groups that work with senior citizens to support a more active lifestyle and the prevention of illnesses such as dementia. Plans are in place to use it to relaunch sessions for neuro-divergent children with Bromley Mencap. The project has attracted new families into the building who have become library members. 'Move It' sessions at the library to date have involved over 800 children and 170 adults. GLL were invited to speak at the Active London conference in September about the success of this innovative project.
- 4.3 A Library offer for refugees has been developed by GLL across its portfolio. This includes books in their languages for all ages, and simplified library membership that doesn't require a fixed address (e.g. can be a hotel). For recent Ukrainian refugees, GLL are supporting the Council including making libraries available to the 'Room to Zoom' campaign which began in May 2022. This provides private spaces for people to contact family or sit job interviews. GLL in partnership with the Council are hosting fortnightly coffee mornings for Ukrainian refugees and sponsors, the first was on the 7<sup>th</sup> May with 170 attendees. For Refugee week in June, storytelling sessions and displays took place across all libraries. GLL are working with the Rotary Club to deliver Beginners Language classes for adult refugees in Bromley Central Library.
- 4.4 Support for dementia sufferers and their carers is a priority for the library service. Staff members have received Dementia Friends training and training using the 'Magic Table' as part of the Happiness programme provided by Social Ability. The Happiness Programme is an initiative helping to change the lives of people living with physical and cognitive challenges using interactive light technology. Using funding from Bromley's cultural grant programme, GLL have purchased a 'Magic Table'. Light is projected onto a surface – this could be a table, floor, ceiling or even someone's bed – and as hands, arms or feet move through the light, the games that are projected begin to change and move. The table is used in activities across libraries including coffee mornings and support for dementia sufferers. Three groups have been established so far at Beckenham, Chislehurst and St Paul's Cray. The 'Magic Table' is also being used to support library partnerships with Mencap at St Paul's Cray and Mottingham.
- 4.5 The Home Library Service is offered to those living at home and unable to visit a library and also to care home residents. A new marketing campaign has been launched promoting 'Books and More to Your Door'. Home Library Champions have been appointed in all libraries and leaflets sent out to doctor's surgeries to promote the service.

#### **5. SERVICE PROFILE/DATA ANALYSIS**

##### Digital Issues

- 5.1 Prior to the pandemic, regularly monitored statistics included visits and item issues per branch, usage of public PCs and the Home Library Service. The shift to a more extensive online offer during periods of lockdown had added a new suite of measurable performance statistics including Facebook page videos and posts. Bromley Libraries are now considered as running business-as-usual for the period covered by this report as all usual services have returned in-branch, therefore the previous statistics have become the primary measures once again. It should be noted that usage habits of library users have appeared to change between now and then, with greater usage (and accessibility) of online resources.
- 5.2 Comparing the Jan to Jun period for 2019 (pre-COVID) to 2022, issues of digital items such as eBooks, eAudiobooks and eNewspapers increased dramatically and represented a much larger share of total items issues by the library service. Comparing these periods, issues of digital items increased by 209% (more than tripling its popularity), and the share of issued items increased its share from 5.5% to 16.2% of all items issued in Bromley. During this period in 2022, Library Without Walls positioned itself as the second most-issuing library in Bromley, after Central Library.

### Issues and Visits - recovery data

- 5.3 Overall monthly issues of all types indicate recovery of the service beyond 2019 levels. In the Jan to Jun 2022 period, 753,000 items were issued cross the service – a 5.5% increase against 2019 for the same months (713,600). Smaller branches number among the best-recovering branches, including Shortlands, St Paul's Cray, and Burnt Ash libraries, which exceeded their 2019 levels by 30%, 16%, and 14% respectively
- 5.4 In the latest quarter Jun to Sep 2022, there is an improvement of 10% between overall issues in 2022 compared to 2019. The level of issues of physical items from library branches has now recovered to 99% compared to 2019, meaning this 10% increase is attributed almost solely to the expansion and increased popularity of the offer of digital items between the two time periods. Issues of digital items now represent 15% of all items issued from Bromley Libraries.
- 5.5 Overall visits have recovered to just under 73% of their pre-COVID levels – a slight decrease of 2% on the previous reporting period – which was likely influenced by the additional Jubilee-related bank holidays this year. To compare, the national average at this time sits around 60-65% recovery of footfall. A regular programme of events had been reinstated in most libraries from September 2021 – earlier than the majority of other library services in England. Following the small period of COVID-related closures in December/January, a full programme has run from February 2022 in all Bromley libraries successfully. Smaller branches have continuously recovered visitor figures better than larger libraries which is an indicator that the purpose of their visits is centred around activities.

### Activities & Events

- 5.6 At the start of first lockdown in March 2020, Bromley Libraries suspended face-to-face activities in library branches and launched an online programme of events to reach users at home, including pre-recorded videos and live Zoom sessions. Face-to-face activities remained suspended due to the government requirements related to social distancing, but pilots to reintroduce activities in-branch began in June 2021 with outdoor events such as the Wildlife Garden hunts at Shortlands Library. By September, a regular activities programme in most libraries was reintroduced, with booking required to manage attendee numbers. This requirement was removed at the end of January 2022 to coincide with the removal of 'Plan B' COVID restrictions. Every library has resumed a full programme from February 2022.
- 5.7 The focus of the activities programme has now shifted to in-branch activities from the extensive video offer via the Bromley Libraries Facebook page. However a reduced offer is still provided

online with a mixture of videos led by Bromley staff and by GLL's other library partnerships which include popular weekly Rhyme Time sessions, Storytime, and Meet the Author/Poet videos for customers who prefer online activities.

- 5.8 The activities programme contains activities and reading groups focussed at either children or adult age groups. The children's programme ran over 1,330 events with 17,200 attendees between January and June, which includes regular activities such as Baby Rhyme Time, Story Time, Books Aloud, Lego Club, and Craft Club. One-off events are also held including class visits, author events, puppet shows, and holiday-themed events. The regular adult programme includes Coffee Morning, Social Saturdays, Craft sessions and Tea and Topics, totalling 350 adult events with 2,800 attendees. Teenage and Adult reading groups meet in branches with around 300 participants monthly.
- 5.9 The annual Summer Reading Challenge (SRC) took place between July and September 2022 with the 'Gadgeteers' theme, which focussed on exploring the science and innovation present in everyday life. Compared to the previous two years, activities were focused physically in library branches this year, including science workshops hosted by Alom Shaha, Jamb Owls owl handling sessions at all libraries, and the return of young volunteers offering their time to read books with children. Nearly 4,200 children participated this year, with 1,800 completing the challenge this year - a small decrease on the previous year, which has been observed across London and is explained by the overlap with the much more popular Jubilee-related events this year at the same time.
- 5.10 Bromley Libraries delivered a programme of Jubilee-related events in May and June in partnership with the Council, including the #EveryoneARoyal art challenge and Young Poets Festival, as detailed in section 6.7 onwards. As part of their calendar of large-scale events GLL also delivered events observing national themed days and weeks. Bromley Libraries participated in The Spine Festival which launched on 3rd March and ran until 31st March 2022. The theme this year was Kindness and performers worked to engage children and young people from schools by delivering a wide range of activities and performances at libraries across the Borough. Other dates observed between January and June included National Storytelling Week, World Book Day, Empathy Week, Refugee Week, and the Carnegie Greenaway Awards.

### Bromley Historic Collections

- 5.11 In March 2022, the Museum Collection provided by GLL through Bromley Historic Collections received full accreditation from Arts Council England having previously had temporary accreditation status during national lockdowns whilst the accreditation process was suspended.

### Activities & Exhibitions

- 5.12 Bromley Historic Collections secured a small grant from Art Fund and Museum Development London for Audience Development Research undertaken by The Earth Museum / Revels Office in three locations (Bromley Central Library / The Glades / The Churchill Theatre) in March 2022. The findings and recommendations have had a direct effect on improved marketing of exhibitions including the work of artist Gram Hilleard in an exhibition, Escaping in Suburbia. The art works were displayed in April 2022 alongside objects and ephemera from the artist himself and from the Memory Museum. The marketing for this exhibition was more targeted attracting an alternative demographic coming into the library and engaging with the display. The artist remained in residence for the duration of the exhibition run and received more than 350 visitors over one week.
- 5.13 In early March 2022, Bromley Historic Collections collaborated with the Churchill Theatre putting on an exhibition about the experiences of local soldiers during World War I to accompany performances of Michael Morpurgo's Private Peaceful. BHC aim to develop and work with other



partners and local community groups using the library's flexible temporary exhibition space to attract new customers.

- 5.14 Museum of London visited and provided advice and guidance on developing the loan box collections for schools which now include Titanic history information.
- 5.15 In May 2022, Bromley Historic Collections supported the Queen's Platinum Jubilee celebrations with an exhibition of Royal visits to the Borough. A further commemorative exhibition is now on display entitled 'Bromley Remembers the Queen'.
- 5.16 In June 2022, Bromley Historic Collection successfully received £5,000 from the National Archives Testbed Funding Award for equipment and training in the process of 3D imaging, and hosting online, interactive versions of our exhibitions. BHC partnered with staff from Goldsmith's University to deliver project.

#### Development Opportunities - Bromley Historic Collections

- 5.17 Bromley Historic Collections is working with the Council's information management team to review the retention and storage of Council records. This will ensure that adequate space and conditions are put in place to retain historic documents in line with recommendations made as part of the accreditation from The National Archives. BHC also continues to support those holding historic records across the Borough. For example, this year they completed an appraisal of Camden Place documents at Chislehurst Golf Club. This was carried out on location in the historic house and is now awaiting the Wallace Collection to finish their appraisal of elements of the collection before setting a date for transfer
- 5.18 The Earth Museum, who have delivered a number of projects for Bromley Historic Collection, have now been contracted to provide ongoing support and recruit a new museum curator who will join the BHC team in November 2022.

### **6. PLANS FOR ONGOING IMPROVEMENT IN PERFORMANCE**

- 6.1 The libraries contract was designed to encourage the Service Provider to think innovatively and continually look for ways to develop and improve the performance of the service as described in paragraph 3.30 maturity targets. Section 5 above provides examples of the strong performance of the service during the monitoring period. Plans for ongoing improvements in performance are detailed below in paragraphs 6.2- 6.17.
- 6.2 GLL have this year begun undertaking a project to redesign their 'Better' website which represents their online information hub for all their library and leisure partnerships. The project is being approached in a 'libraries-first' manner so that libraries sections of the website will be published first. GLL and their consultants have now spoken extensively with stakeholders, including senior library staff and the Council's Libraries Client Team. The new design will focus on modernising and future-proofing the website, including ensuring it is optimised for mobile devices (80% of the website's users), enhancing data-led systems and displaying information appropriately, and ensuring key stakeholders are involved throughout the process.

#### Added value: Supporting Council priorities

- 6.3 As libraries are a statutory service, there is scope for the Council to gain added value from the libraries GLL operate by increasing the range of services on offer. This includes co-location opportunities in library buildings providing space for other local authority and community partners and potentially generating income or reducing expenditure. There is further scope for libraries to be used on closed times/days by other services. The Community Resource Centre at Cotmandene (CCRC) was forced to close temporarily in September 2022 due to building issues and moved to nearby St Paul's Cray Library where it is currently operating in the short term.

## Reducing loneliness and isolation

- 6.4 Public libraries are uniquely placed to make a difference to their local communities. Prior to the pandemic, libraries were at the forefront of great work to bring people together. In all stages of the pandemic Bromley Libraries have demonstrated that libraries do not just provide books but also offer services that provide support during unemployment, mental health issues and a respite from loneliness and isolation. Post-pandemic, along with many UK authorities, GLL is taking the opportunity to support economic recovery and positive wellbeing. As demonstrated throughout this report libraries deliver a wide range of activities for all ages which combat loneliness. These link into the Council's Loneliness Strategy which adds further value to the service. GLL attend meetings with Bromley's Loneliness Officers and are developing partnerships with voluntary groups such as Community Links.
- 6.5 Our libraries are positioned to bring people together for social interaction by offering free opportunities to the community to learn new skills and make friends. Many examples are set out in sections 4 and 5 of this report. Further examples include the Social Saturday Group at Chislehurst Library which brings older people together on Saturday mornings to chat over tea and biscuits with puzzles, board games and quizzes available. 'Tea and Topics' is very popular at Shortlands library, and more coffee morning groups are being set up for older residents at Beckenham and St Paul's Cray. Craft groups are proving increasingly popular as a way to bring people together with similar interests of all ages as well with the therapeutic benefit of making. GLL is committed to its Under 5s programme to connect new parents and their children. Bounce and Rhyme and Storytime sessions at all our libraries are invaluable for new parents wanting to make friends with a shared experience. See section 4 for further details
- 6.6 Library staff continue to make phone calls to members taking part in the Reading Friends scheme which aims to reduce loneliness in the community through reading and social connection.
- 6.7 As we have not yet seen a full return to pre-pandemic levels of library use, GLL is encouraging more residents to use the library service. GLL is introducing free tea and coffee for library users which it is hoped will attract new customers and encourage them to spend time in the library relaxing, reading and enjoying activities in shared spaces which are comfortable and warm. In keeping with their role as information providers our Libraries can support residents with rising energy bills both with practical help such as providing links to other agencies and use of free computers and Wi-Fi.
- 6.8 Start Up Bromley has given a platform for Start Up businesses to come together and create a unique supportive network for entrepreneurs and sole traders - see section 6.16.

## Platinum Jubilee Celebrations

- 6.9 GLL delivered a programme of Cultural events on behalf of the Council as part of the Queen's Platinum Jubilee celebrations in Bromley. The events programme at libraries commenced in April 2022 and are ran until after the Jubilee weekend in June.
- 6.10 Over 70 events were planned and delivered in the period April-June for people of all ages. These included professional events hosted by authors illustrators, musicians including #EveryoneaRoyal and our Poet in residence and the Arts Train Music workshops. The programme included many local events delivered by library staff including garden parties, bake offs, craft events, history walks exhibitions, puppet shows, illustrator and author events. Staff were incredibly creative, and this was a great period of community engagement.
- 6.11 The #EveryoneaRoyal art challenge was delivered by GLL in partnership with Bromley Council and the Glades shopping centre, GLL launched the #EveryoneaRoyal programme on 25th April 2022 which ran until 6<sup>th</sup> June. The exhibition at the Glades ran until the end of July 2022.

- 6.12 This innovative art challenge was promoted by GLL on their social media channels. As part of the project all children in Bromley were invited to design a portrait of themselves. 20 illustrator events took place overall across the borough, every library received an event with a further two events taking place at the Glades shopping Centre. 520 children submitted their entries for the exhibition to their local libraries whilst other children took their pictures home with them. Feedback has been very positive from children and young people across the borough who welcomed the opportunity to be creative and work with a wide range of illustrators.
- 6.13 Lemn Sissay OBE was Bromley's poet in residence from May-October 2022 as part of the Borough's Inspire Bromley cultural events. A key part of Lemn's residency was a targeted programme with looked after children and care leavers. Lemn worked with a group of young people to teach them the art of poetry and performance skills through a series of workshops. Following the workshops, the group went on to perform with Lemn at the Young Poet Festival in July 2022 which was also an Inspire Bromley funded event.
- 6.14 Another part of Lemn's residency was delivery of a series of public performances across the Borough which began on 19th May with a performance at the Orpington Literacy festival. Other performances included the Young Poets Festival The programme ended with a successful showcase performance at Central Library which was attended by 50 local secondary school children on National Poetry Day on October 6<sup>th</sup> 2022. The programme ended with a showcase performance as part of Black History month celebrations for the group of Children Looked After that Lemn has been working with.

#### Operation London Bridge

- 6.15 GLL worked with the Council to implement Operation London Bridge following the announcement of the death of HM Queen Elizabeth. Books of condolences were placed in Beckenham, Biggin Hill, Central and Orpington Libraries to enable residents to pay their respects. These have been archived within Bromley Historic Collections. An exhibition of digital photographs of the Queen was on display at Bromley Central Library entitled Bromley Remembers the Queen. Work on the digital exhibition is also underway. Work on the digital exhibition is also underway.

#### Memorial Quilt

- 6.16 As set out in the Council's Operation London Bridge plan, GLL are working with the Beckenham Quilters on a project to create a memorial quilt which will become part of Bromley Historic Collections. All quilting, sewing and embroidery groups in the borough and design and technology sixth form students will be invited to make the Community quilt over a year long period. Memories/quotes and images from residents can be included.

#### Start Up Bromley

- 6.17 Start Up Bromley is a free membership programme, managed by GLL, the Council's Library operator, in partnership with the Business and IP Centre Network at the British Library, offering specialist facilities and support in town centre spaces for entrepreneurs and new business owners. The first year of the programme was funded by the Council's Additional Restrictions Grant (ARG) which is provided by Central Government to aid local businesses through grants and business support functions. At the end of the funded programme the number of businesses registered with Start Up Bromley exceeded its target by 236%. The scheme launched in May 2021 establishing three business centres with sound-proofed office and meeting spaces in Bromley Central, Orpington and Biggin Hill libraries. The Start Up Bromley rooms are still available for drop-in sessions for members but are now also available for hire offering professional work and meeting space to the wider Bromley community.

6.18 The Start Up Bromley programme has attracted more than 340 members to date to date who have regularly attended workshops, business consultations and networking events supported by an active business community across the Borough. In January 2022 a mentoring scheme was launched with one-to-one support for members from business coaches. In March 2022, Start Up Bromley delivered the Bromley Business Week programme, including a Business Panel discussion moderated by Emily Maitlis, a pitch competition, and a Spring showcase event where members were able to demonstrate the range of their businesses to the public. A further two-day Summer showcase was held in June 2022 at The Glades Shopping Centre in Bromley representing a wide demographic of industries. Business workshops continue to be well-attended by members on subjects including social media marketing, podcasting and e-commerce. The success of the Start Up Bromley model has led GLL to relaunch their business support services in Greenwich libraries as 'Start Up Greenwich'.

## **7. PLANS FOR ONGOING IMPROVEMENTS IN VALUE FOR MONEY**

7.1 Additional restrictions funding (ARG) enabled Start Up Bromley spaces to be provided in libraries in Bromley as detailed in paragraphs 6.16-6.17. GLL continue to provide this service demonstrating further value for money on the initial investment.

7.2 From October Barclays Bank are going to be providing advice from the Business Lounge space at Biggin Hill Library due to the closure of the Biggin Hill Barclays branch. This will add further value to the service and will be a lifeline for residents requiring financial advice who are unable to travel out of the area. Additionally, this will attract new customers to the library. The success of this scheme will be monitored and potentially rolled out to other sites.

### Stock purchasing

7.3 In compliance with KPI 22 relating to stock purchasing, the stock fund budget remains unchanged at £450k per annum, this was fully committed by the Council's year end. GLL is compliant in providing regular stock purchasing reports which give a break-down of spending of this ring-fenced stock purchasing fund demonstrating it has been used only for the purpose intended. Appendix 3 provides a summary of the current stock spend up to 19<sup>th</sup> September 2022. Currently 54% of the stock fund has currently been committed/spent this financial year.

7.4 A stock plan setting out the allocation of stock spend for the current financial is submitted annually by GLL for approval from the Client Team. Due to the increased demand for eBooks during the pandemic there has been an increase in the proportion of annual funding of eltems which covers the annual support and content credit for the eBook, eAudio and eMagazine and newspaper offer which remains. The £57,900 allocation for eltems set in March 2022 represents 12.9% of the stock fund. This is an increase of £2,000 on the eltem budget for this financial year. Through the following 12 months to March 2022, issues of eltems represented 17.1% of all issues annually in Bromley Libraries.

### Modern Library buildings

7.5 Modern Library buildings provide more than books alone. They are social spaces, bringing people together. This was demonstrated by their absence during COVID-19 as despite accessing books and activities online, customers were keen to get back into Library buildings to access study space, IT provision and workspace. New libraries can offer purpose-built enhanced provision to meet the post COVID needs of customers.

7.6 Planning permission has been granted for a housing development and a modern library in West Wickham. The plans for expanded library provision include a café, fully accessible public toilets, hireable business spaces, new community space for residents and an outdoor space and classroom for children. The library will move into temporary accommodation while the new

library is developed, with various options under consideration. The libraries contract makes provision for GLL to operate new libraries on behalf of the Council.

7.7 When other libraries within the borough moved to prominent high street locations their issues and visits increased. It is anticipated that the delivery of an extended range of stock and services from an expanded building will have a positive impact on usage and membership at West Wickham which is currently the 5<sup>th</sup> busiest library in the Borough.

### Building improvements

7.8 GLL continues to ensure library facilities change with the times making sure that customers can access the services they want and need as part of a 21<sup>st</sup> Century library experience. A key focus since March 2020 has been making Library buildings COVID-19 secure whilst enhancing and improving the customer experience such as including contactless payment systems and wipeable keyboards. As Covid cases are on the rise again, these measures will enable customers to continue to use library services safely.

7.9 As part of the Council's building maintenance programme building works have recently taken place at Hayes Library which includes exterior decorations to the doors and windows, repairs to some of the sash window mechanisms and gutter repairs.

7.10 Mottingham is the first library in Bromley to be fitted with a defibrillator which was funded by the local resident's association. The defibrillator has now been installed and training provided and will significantly benefit the local community.

## **8. USER / STAKEHOLDER SATISFACTION**

### Complaints

8.1 The total number of complaints received about the library service in the six-month period January to June 2022 was 17 which is 5 more than the previous six-month period. All were received directly by GLL, with none received by LBB. The majority of complaints were received were concentrated around the study and exam periods where library usage is altered compared to other times in the year. All complaints have been provided with a written response and are discussed at the monthly contract monitoring meetings.

8.2 At the request of Members, complaints have been provided in a format showing the top complaint themes as detailed below. Of the 17 reported complaints, nine related directly to the impact of increased usage of the study spaces by students surrounding exam periods. Whilst we would prefer not to receive any service-related complaints, we recognise that complaints offer valuable feedback and welcome the opportunity to improve and respond. Numbers of complaints dropped during COVID when services were restricted, therefore the slight increase is not concerning

*Table 1 Summary of all complaints received January – June 2022*

<u>Complaint Type</u>	<u>Number of Complaints</u>	<u>Libraries</u>
<b>Received by GLL</b>		
Not enough study space during exam period	5 Complaints	5 x Central
Noisy students during exam period	4 Complaints	4 x Central
Toilets unavailable	2 Complaints	2 x Central
Staff running the activity	1 Complaint	1 x Petts Wood
Ill child with parent asked to leave library	1 Complaint	1 x Penge
Poor quality of food waste bags sold in library	1 Complaint	1 x Orpington

Wireless printing too complex to set up	1 Complaint	1 x Chislehurst
Cost of replacement cards too high	1 Complaint	1 x Central
Fewer leaflets than before	1 Complaint	1 x Central
<b>Received by LBB</b>		
<i>None</i>		

- 8.3 At Central Library, five complaints related to the lack of available study space was received, which GLL responded to by putting out more furniture for study usage. Four complaints about noisy students in the library were received. Apologies were offered to the users who complained and staff spoke to the disruptive students to help manage noise levels. In response to these complaints GLL have already discussed with The Client Team their intention to plan ahead and manage the exam period next year .
- 8.4 Two complaints were received at Central Library regarding the lack of available public toilets which had recently become inoperative and require extensive building work to fix. Whilst GLL have carried out quick fix solutions these have not been sustainable and as the issues are complex, significant investment is required to install new toilets . This will be addressed by the Councils operational property review (OPR).
- 8.5 One complaint at Petts Wood and one at Penge Library related an issue with a staff member which was addressed with both the customer and staff and resolved . One complaint at Penge related to an ill child and parent being asked to leave the library – this was investigated also and the concerns were found to be genuine.
- 8.6 One complaint noted that wireless printing was difficult to use. GLL are investigating an alternative printing software supplier for all their library partnerships. The remaining three complaints related to miscellaneous issues including the poor quality of food waste bags sold in libraries on the Council’s behalf, the cost of replacing lost library cards being too high, and fewer leaflets being on display in the library. In all cases, the customer received help or an explanation in response to their complaint.
- 8.7 Alongside complaints, 22 compliments of the library service were received. 14 indicated praise for particular staff members or teams, 2 for an ‘Easy Peasy’ craft session at Central Library, 1 for the ‘Coding Club’ at Central, 1 for the quality of a school trip into St Paul’s Cray Library, and 1 for the excellent book stock available across the service

#### Annual customer satisfaction survey

- 8.8 GLL ran their 2021/22 Annual Customer Satisfaction Survey for Bromley Libraries online between October 2021 and March 2022, which was reported on in the previous report to committee. Key outcomes included the average respondent rated their overall experience of their local library a 4.4 out of 5, and 9.1 out of 10 for their likelihood of recommending it to a friend. Other highly rated metrics which stand out were for the welcoming attitude of staff, the wide range of books available, and the cleanliness of libraries. The next Satisfaction Survey is due to be run in Bromley between October and December 2022 alongside GLL’s other library partnerships.

#### **TRANSFORMATION/POLICY IMPLICATIONS**

- 8.9 The Executive Committee approved the commissioning of the Library Service on 19th July 2017 following pre-decision scrutiny by the Renewal & Recreation Policy Development & Scrutiny Committee on 5th July 2017.

8.10 This approach is consistent with the Councils stated ambitions around vibrant town centres, supporting independence, children and young people and an excellent Council under its vision for Building a Better Bromley.

8.11 The Council's Corporate Operating Principles include the commitment that services will be provided by whoever offers customers and council taxpayers excellent value for money.

## **9. FINANCIAL IMPLICATIONS**

9.1 The annual cost of the library services contract is met from the Library Service controllable revenue budget. For the year to 31 March 2023 this is £4.873m.

9.2 Additional Restrictions Grant of £352k was allocated for the Start Up Bromley schemes operated by GLL for 12 months from 1st April 2021. The extension of this programme is now being funded by GLL.

9.3 The cost of Platinum Jubilee events in libraries has been covered by the project budget which was agreed by Executive on 12 January 2022. £5,000 of the Cultural activity programme has been allocated to libraries. A further amount of £10,000 has been allocated for Queens memorial activities.

## **10. LEGAL IMPLICATIONS**

10.1 This Committee is requested to review and comment on the information contained within this report as to the recent performance of the library service contract provided by GLL. The Public Libraries and Museums Act 1964 created a statutory duty for local authorities "to provide a comprehensive and efficient library service for all persons"

10.2 The Council's Constitution, at Part 4 – Rules of Procedure, provides the terms of reference for the Renewal, Recreation and Housing Policy Development and Scrutiny Committee as it relates to renewal, recreation, and housing. Under these terms of reference, this Committee is responsible for receiving reports and making recommendations on performance monitoring of services falling within the remit of this portfolio which includes libraries, leisure, and culture, including theatres.

10.3 Contract Procedure Rule 23.2 provides that for all Contracts with a value higher than £500,000, or which are High Risk, an annual report must be submitted to the Portfolio Holder, the responsible Officers having submitted for consideration a formal Gateway Review, covering, as appropriate, the matters identified in the Council's standard Gateway Review Template for consideration as part of Contract Monitoring/Management requirements.

## **11. PROCUREMENT IMPLICATIONS**

11.1 In line with 23.2 of the Council's Contract Procedure Rules, an annual report must be submitted to the Portfolio Holder for all contracts with a value higher than £500k.

## **12. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS**

12.1 GLL aim to "reduce, always reuse and recycle". They are the first library provider to introduce biodegradable library cards which have been introduced in their partnerships. The recent refurbishment of the Central Library gave GLL the opportunity to work towards an eco-refit and to ensure that the library was as sustainable as possible which will be replicated in future building projects. Other changes include the cleaning company moving to a 'green regime' by selecting environmentally friendly cleaning products. GLL also looked at IT provision to ensure that all hardware is either reused or recycled. GLL have also provided information to Bromley Council on libraries that would benefit from LED lighting programmes.

### 13. CUSTOMER IMPACT

13.1 See Section1 - 24,016 registered users used their library card to borrow an item in a library branch in 2021, representing 7.2% of the population of Bromley. This does not include customers who used the library solely for purposes such as studying, activities, or using public PCs.

<b>Non-Applicable Headings:</b>	Property implications; Personnel implications; Ward Councillor views
Background Documents: (Access via Contact Officer)	<b>DRR17/034 and DRR17/035</b> Contract Award for the Provision of Library Services – PARTS 1 AND 2 Reports to Executive Committee on 19 <sup>th</sup> July 2017 (with pre-decision scrutiny by the Renewal & Recreation Policy Development & Scrutiny Committee on 5 <sup>th</sup> July 2017)  <b>HPR2020/045</b> -Post COVID 19 Library Service Recovery Report to Renewal, Recreation & Housing Development & Scrutiny Committee on 16 <sup>th</sup> December 2020



**Appendix 1: Key Performance Indicator Monitoring: January to June 2022 (Q4 2021-22 & Q1 2022-23)**

**Monthly-Monitored KPIs**

<b>Month</b>	<b>Performance Adjustment Points Summary</b>
January 2022	None reported
February 2022	See detail below
March 2022	See detail below
April 2022	None reported
May 2022	None reported
June 2022	None reported

**Quarterly-Monitored KPIs**

<b>Quarter</b>	<b>Performance Adjustment Points Summary</b>
Q2	None reported
Q3	None reported

## Summary of Failures:

21<sup>st</sup> February 2022

<b>Key Performance Indicator</b>	KPI 1 – Opening Hours
<b>No. of Failures</b>	1 failure (20 minutes)
<b>Performance Adjustment Points per Failure</b>	15 Performance Adjustment Points
<b>Financial Penalty per Failure</b>	£590.94 Financial Penalty ( <b>Not applied</b> )
<b>Failure Summary</b>	<p>On Monday 21<sup>st</sup> February, Burnt Ash Library opened 20 minutes late at 9:50am due to a COVID-related staff sickness that morning, requiring additional staffing to be arranged at short notice.</p> <p>One additional staff member travelled from Central Library to Burnt Ash Library as soon as possible, allowing the branch to open at 9:50am.</p>
<b>Mitigation Status</b>	<p><b>Mitigation Accepted by the Client Team</b></p> <p>The Client Team was informed on the day of the closure and a solution to the problem was enacted as soon as was possible.</p>

4<sup>th</sup> March 2022

<b>Key Performance Indicator</b>	KPI 1 – Opening Hours
<b>No. of Failures</b>	1 failure (20 minutes)
<b>Performance Adjustment Points per Failure</b>	15 Performance Adjustment Points
<b>Financial Penalty per Failure</b>	£590.94 Financial Penalty <b>(Not applied)</b>
<b>Failure Summary</b>	<p>On Friday 4<sup>th</sup> March, Southborough Library opened 20 minutes late at 9:50am due to two COVID-related staff sickness that morning, requiring additional staffing to be arranged at short notice.</p> <p>Both the scheduled member of staff, and the pre-arranged backup member of staff, called in sick in the morning. Before a replacement member of staff could be arranged, it was required to review rotas and check which staff had been working together in order to prevent further proliferation of the illness.</p> <p>One member of staff from Central Library travelled to Southborough Library, allowing the branch to open from 9:50am.</p>
<b>Mitigation Status</b>	<p><b>Mitigation Accepted by the Client Team</b></p> <p>The Client Team was informed on the day of the closure, were provided additional information when requested, and a solution to the problem was enacted as soon as was possible.</p>

31<sup>st</sup> March 2022

<b>Key Performance Indicator</b>	KPI 1 – Opening Hours
<b>No. of Failures</b>	1 failure (8 hours 45 minutes)
<b>Performance Adjustment Points per Failure</b>	30 Performance Adjustment Points
<b>Financial Penalty per Failure</b>	£1,181.87 Financial Penalty ( <b>Not applied</b> )
<b>Failure Summary</b>	<p>On Monday 31<sup>st</sup> March, Biggin Hill Library was required to close due to a major hygiene incident caused by a customer in the computer area, which was then spread by foot over a wider area.</p> <p>Due to the hazard to health, it was decided to close the branch and arrange immediately for the cleaning contractor to perform a deep clean.</p> <p>The library closed from 10:15am until its regular closing time (7pm) and reopened to the next day on 1<sup>st</sup> April.</p>
<b>Mitigation Status</b>	<p><b>Mitigation Accepted by the Client Team</b></p> <p>The Client Team was informed on the day of the closure and a solution to the problem was enacted as soon as was possible. This was an unexpected force majeure incident and measures were put in place by GLL to restrict access to the library to prevent this happening again.</p>

31<sup>th</sup> March 2022

<b>Key Performance Indicator</b>	KPI 1 – Opening Hours
<b>No. of Failures</b>	1 failure (45 minutes)
<b>Performance Adjustment Points per Failure</b>	15 Performance Adjustment Points
<b>Financial Penalty per Failure</b>	£590.94 Financial Penalty <b>(Not applied)</b>
<b>Failure Summary</b>	<p>On Monday 31<sup>st</sup> March, Chislehurst Library had to be evacuated and closed to the public on the advice of National Grid Gas due to a suspected gas leak in the building.</p> <p>A National Grid Gas engineer attended and investigated. No evidence of a gas leak was found allowing the branch to reopen.</p> <p>The branch was closed between 3:20pm and 4:05pm.</p>
<b>Mitigation Status</b>	<p><b>Mitigation Accepted by the Client Team</b></p> <p>The Client Team was informed on the day of the closure, and the branch was closed and reopened as soon as the professional recommendations were given. This was classified as a force majeure incident beyond the control of GLL.</p>

## Appendix 2: Bromley Libraries Opening Hours – September 2022

Branch	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Beckenham	9:30 - 19:00	9:30 - 17:30	9:30 - 17:30	-	9:30 - 17:30	9:30 - 17:00	-
Central	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 17:00	-
Biggin Hill	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 17:00	10:00 - 13:00
Burnt Ash	9:30 - 13:00 14:00 - 17:30	-	-	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:00	-
Chislehurst	9:30 - 17:30	9:30 - 17:30	-	9:30 - 19:00	9:30 - 17:30	9:30 - 17:00	-
Hayes	-	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:00	-
Mottingham	9:30 - 13:00 14:00 - 17:00	-	9:30 - 13:00 14:00 - 19:00	-	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:00	-
Orpington	9:30 - 19:00	9:30 - 17:30	9:30 - 17:30	9:30 - 19:00	9:30 - 17:30	9:30 - 17:00	-
Penge	9:30 - 19:00	9:30 - 17:30	9:30 - 17:30	9:30 - 17:30	9:30 - 17:30	9:30 - 17:00	-
Petts Wood	9:30 - 17:30	9:30 - 17:30	-	9:30 - 19:00	9:30 - 17:30	9:30 - 17:00	-
Shortlands	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:30	-	-	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:00	-
Southborough	-	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:00	-
St Paul's Cray	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:00	-
West Wickham	9:30 - 19:00	9:30 - 17:30	-	9:30 - 17:30	9:30 - 17:30	9:30 - 17:00	-

**Appendix 3: Stock Budget and Spend – 2022/23 up to 19th September 2022**

Budget	Budget name	Current Allocation £	Committed orders on Soprano	Invoices paid to date (ex VAT)	Available funds
AF	Adult Fiction	£28,000.00	£1,791.04	£10,378.75	£15,830.21
AFS	Adult Fiction (Supplier)	£45,000.00	£22,288.79	£22,631.54	£79.67
ALP	Adult Large Print	£4,500.00	£5,327.70	£2,204.08	<b>-£3,031.78</b>
ANF	Adult Non-Fiction	£58,000.00	£15,034.49	£23,379.91	£19,585.60
ANFB	Adult Non-Fiction Bestseller	£5,050.00	£251.79	£1,519.21	£3,279.00
AUB	Audio Books	£15,000.00	£9,839.04	£4,719.68	£441.28
BIB	Bibliographic Resources	£14,000.00	£0.00	£0.00	£14,000.00
CD	Music CDs	£1,500.00	£369.76	£678.70	£451.54
CYAUB	Children's Audiobook	£3,000.00	£0.00	£0.00	£3,000.00
CYEBO	Children's Ebooks	£3,000.00	£0.00	£0.00	£3,000.00
CYF	Children's Fiction	£25,000.00	£728.06	£12,863.93	£11,408.01
CYFS	Children's Fiction (supplier)	£30,000.00	£11,006.23	£14,358.61	£4,635.16
CYLP	Children's Large Print	£1,000.00	£0.00	£518.35	£481.65
CYNF	Children's Non-Fiction	£10,500.00	£35.98	£1,164.50	£9,299.52
CYNFS	Children's NF (Supplier)	£15,000.00	£4,913.95	£7,367.39	£2,718.66
DEBT	Debt Recovery	£1,000.00	£0.00	£0.00	£1,000.00
DEVT	Development	£8,000.00	£0.00	£7,606.00	£394.00
DVD	DVDs	£500.00	£0.00	£0.00	£500.00
DVDS	DVDs (Supplier)	£6,500.00	£993.49	£2,174.30	£3,332.21
EAUD	E-Audio	£15,000.00	£0.00	£1,474.40	£13,525.60
EBOO	E-Books	£23,000.00	£0.00	£0.00	£23,000.00
ELIB	E-Library Contract (Overdrive)	£5,000.00	£0.00	£0.00	£5,000.00
EMAG	E-Magazines	£14,900.00	£0.00	£0.00	£14,900.00
GRA	Grants & Subscriptions	£2,500.00	£0.00	£8.00	£2,492.00

INONL	Online Resources	£45,650.00	£0.00	£11,725.00	£33,925.00
INPER	Newspapers and Periodicals	£29,000.00	£0.00	£10,308.81	£18,691.19
INREF	Reference Books	£900.00	£0.00	£52.01	£847.99
INSUB	Subscriptions & SOs	£2,500.00	£171.95	£875.29	£1,452.76
LSCON	Local Studies Conservation	£5,000.00	£0.01	£0.00	£4,999.99
LSLOA	Local Studies Loan Collection	£0.00	£0.00	£0.00	£0.00
LSOVL	Local Studies Online	£17,000.00	£0.00	£7,638.18	£9,361.82
LSREF	Local Studies Reference	£2,000.00	£0.00	£479.31	£1,520.69
REQ	Requests	£7,000.00	£5,376.59	£1,414.78	£208.63
SEC	Stock Security	£0.00	£0.00	£0.00	£0.00
SUP	Supplier Selection Fees	£6,000.00	£0.00	£0.00	£6,000.00
Askews Prepaid invoices 22/23				-£19,848.48	£19,848.48
<b>TOTAL Acquisitions budget</b>		<b>£450,000.00</b>	<b>£78,128.87</b>	<b>£125,692.25</b>	<b>£246,178.88</b>

**Notes:**

Soprano is the Library Management System used by GLL on which stock orders are placed

The Library Book fund runs April to March to be consistent with the Council's financial year and year end processes.

Some budgets are currently over committed because orders are placed three months in advance once publication dates are received which explains the figures in red. There are orders on the system for books which are not due to be published until the next financial year. Towards the end of the financial year the supplier cancels anything ordered more than six months ago which has slipped in publication date. The stock fund aims to be 10% over committed on physical stock fund.



Report No.  
HPR2022/054

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** EXECUTIVE

For Pre-Decision Scrutiny by the Renewal, Recreation and Housing PDS Committee on 16 November 2022 and the Environment and Community Services PDS Committee on 22 November 2022.

**Date:** 30 November 2022

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

**Title:** LAWN TENNIS ASSOCIATION PARKS TENNIS RENOVATION FUND

**Contact Officer:** Chris Chatten, Sport and Leisure Manager  
Tel: 020 8313 4051 E-mail: Chris.Chatten@bromley.gov.uk

**Chief Officer:** Director of Housing, Planning, Property and Regeneration

**Ward:** Bromley Town, Hayes and Coney Hall, Orpington, St Marys Cray

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## 1. Reason for report

- 1.1 Officers have successfully applied to The Lawn Tennis Association (LTA) for a grant to fund the renovation of ten tennis courts across the borough. This report seeks approval to accept the funding and proceed with the renovation works.

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## 2. RECOMMENDATION(S)

### 2.1 That the RRH PDS and ECS PDS Committees:

Review the contents of the report and provide any comments to the Executive.

### 2.1 That the Executive:

Approves the acceptance of the LTA Grant, subject to standard Terms and Conditions and agree to the scheme being added to the capital programme.

## Impact on Vulnerable Adults and Children

Summary of Impact: Following completion to the works access to the courts will be low cost with some free provision available. Improvement of these Tennis Courts will increase physical activity in the wider community, with associated mental health benefits.

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## Transformation Policy

1. Policy Status: Existing Policy:
  2. Making Bromley Even Better Priority:
    - (1) For children and young People to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
    - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
    - (4) For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
    - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
- 

## Financial

1. Capital cost of proposal: £230,580
  2. Ongoing costs: None
  3. Budget head/performance centre: None
  4. Total current budget for this head: None
  5. Source of funding: Lawn Tennis Association (LTA) via the DCMS (Department of Culture, Media & Sport).
- 

## Personnel

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

## Legal

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

## Procurement

Summary of Procurement Implications: As part of the process to improve and develop the Tennis Court sites LBB will work with colleagues at the LTA to develop a robust process for appointment of a new operator for the sites.

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## Property

1. Summary of Property Implications:
- 

## Carbon Reduction and Social Value

Summary of Carbon Reduction/Sustainability Implications: Carbon reduction in relation to this programme is negligible, but significant social value in terms of public health, wellbeing and inclusion for all residents, all ages and abilities amongst the green spaces where courts are situated.

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### Customer Impact

Estimated number of users or customers (current and projected):

Neither the LTA nor LBB have a way of tracking current usage on the four sites (ten courts) planned for renovation, but subject to approval once the sites are refurbished the new gate access operating system will be able to provide this information.

Sport England's modelled Market Segmentation data suggests that 6,181 people currently play tennis and 6,440 would like to play across the LBB area.

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### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments:

#### Councillor Bear

It is good to be doing something positive to improve facilities. The one question I have is how free access is managed.

#### Councillor Ireland, Webber and Casey

We're really happy to hear that the Church House Gardens courts are to be improved and welcome news of the funding. We know that over the years lots of residents of different ages have used the courts and that the current condition isn't brilliant and that they have suffered from vandalism. We'd like to see details of the low cost entry price, but in principle given the high cost of private tennis clubs around Bromley we think this would be a fantastic way of widening tennis participation within the borough.

#### Councillor Turrell

I am delighted to see Coney Hall Recreation Ground's tennis courts included in this list. The tennis courts there have been in a sorry state for some time so this is extremely welcome.

I note the Work is to repair 4 of the 6 which I also welcome as am aware the Friends of the Recreation Ground have submitted a Jubilee Parks Fund Bid to convert the remaining two. So, my only comment is to ensure there is co-ordination between these two projects, if the bid is successful.

#### Councillor Michael

I am very pleased and encouraged see that Coney Hall Recreation Ground's tennis courts are included in this list. The tennis courts there have been in a poor state for some considerable time and are sorely in need of refurbishment work. This money to carry out the work is very welcome.

The intention is to repair four out of six tennis courts. The Friends of Coney Hall Recreation Ground have just submitted a Platinum Jubilee Parks funding bid for the other two tennis courts which I hope will be successful. I would ask that there is co-ordination between the two projects if the Friends' funding bid is successful.

### 3. COMMENTARY

3.1 Tennis courts in parks play a key role in introducing people to tennis, with around 1.7 million people across Britain playing on park courts in the last 12 months. The Lawn Tennis Association (LTA) is committed to promoting tennis and working with Councils to implement sustainable, low-cost usage models for park tennis courts. Their aim is to bring courts across the country back to a good condition which can be maintained for the long-term. They are keen to work with local authorities to secure these facilities for future community benefits.

3.2 DCMS recognise that local authorities in many cases have not invested in courts in public parks in recent years due to budget cuts and other challenges meaning the quality of courts has deteriorated. In October 2021, recognising the need for investment, the LTA and Central Government announced a £30 million package to refurbish more than 4,500 public tennis courts across England, Scotland & Wales with a vision to get one million more people participating in tennis by 2024.

3.3 Bromley Council has been offered a grant of £230,580 to refurbish ten courts across four sites in the borough. There is no capital match funding requirement. Additionally, there will be no ongoing revenue requirement with the LTA working with the Council to put in place an operating model similar to the agreement the Council already has with the Park Langley Club. Park Langley currently operates four public park tennis courts for the Council and cover the full cost of management and maintenance through a low pay to play model – they currently charge an annual fee of £24 for a whole family to access the four courts.

3.4 The Park Langley Club have provided some insight regarding usage of these four courts:

- Court utilisation across all sites for the past 5 years has been very high, which demonstrates the need to have more high quality/playable parks tennis facilities. Court usage varies between winter and summer months but on average is:
- Winter – 75% of all court hours booked across 4 sites
- Summer – 90% of all court hours booked across 4 sites
- There are over 400 people on their waiting list for coaching activity, due to capacity limits in place at the existing park sites
- There is c.17,000 users (higher than ever before) with demand to grow if more sites come forward.

3.5 By accepting the grant of £230,580 from the LTA the Council must adhere to the following conditions: The works must be delivered through the LTA's procurement framework; online booking must be offered; the LTA's established operating model must be followed with some free access available for those who cannot afford the low-cost model; there must be a recreational competitive offer; and a sustainability plan in place. All of the operating requirements are dealt with as part of the tender for an operator, such as Park Langley, to take responsibility for.

3.6 As part of the refurbishment each tennis court will be fitted with the Lite GA System (see Appendix 1 for specification). This system manages access to the court through a Clubspark booking system. The booking system is managed by an external operator and includes a low-cost charge which covers the cost of managing and maintaining the court. The technology is simple and extremely effective, with a proven track record of growing participation. In 5 simple steps a player can locate, book (and pay if required) and access any court at their desired location:

- Participant logs on to LTA Play website
- Participant searches for a court at their nearest venue by name (if known) or by using their current location/post code. They can also include a date and time in the search if known.
- Participant selects their desired venue, date and time and books a court in LB Bromley

- Participant will receive booking confirmation via email which includes a unique 6-digit code that can only be used up to 10mins before or anytime during their booking slot at the venue they have selected
- Participant arrives at the venue, enters unique 6-digit code into gate access system, which gives access into the court and closes behind participant (all gate access systems include self-closing hinges)

3.7 The gate access entry systems can be fitted to the majority of existing pedestrian gates, if they are in good working order. If the pedestrian gates need replacing, the LTA will do this at no further cost to the LTA.

3.8 The LTA has identified Bromley as an area of demand for improved park tennis courts. This demand is from across four main audiences: older people socializing and for gentle exercise; young people playing for fun; females who play a variety of sports and socialize through tennis; and young men who are keen athletes and play for fun during the summer months. Together the LTA and Bromley officers have identified four locations for court improvements and five further locations for the installation of the Lite GA System which will be managed by the ClubSpark booking system.

Location of refurbished courts	Post Code	Penetration (10mins drive time)	No of Courts	IMD	Court Condition	Fence Condition
Church House Gardens	BR2 0EN	1052	3	7	Poor	Poor
Coney Hall Recreation Ground	BR4 9JJ	1118	4	8	Very Poor	Average
Goddington Park	BR6 9DH	1022	1	8	Poor	Average
Poverest Park	BR5 2AB	1265	2	7	Very Poor	Very Poor

3.9 The total funding earmarked for the LTA Parks Tennis Renovation projects in LBB is £230,580 and is split as follows between the following sites.

3.9.1 **Church House Gardens** – £65,515, resurfacing courts 1 to 3, reconstructed area, removal of rigid nets, fencing repairs, along with installation of 2 Lite GA systems improving safety, security and management of the site.

3.9.2 **Coney Hall Recreation Ground** – £59,875, resurfacing courts 1 to 4, replace fence posts, along with installation of Lite GA system, improving safety, security and management of the site.

3.9.3 **Goddington Park** – £27,955, resurfacing court, reconstructed area, removal of rigid net, removal of double gate and infill, new pedestrian gate, along with Lite GA system, improving safety, security and management of the site.

3.9.4 **Poverest Park** – £57,235, resurfacing courts 1 and 2, reconstructed area, new perimeter fencing, new pedestrian gate, along with Lite GA system, improving safety, security and management of the site.

3.9.5 **Croydon Road Recreation Ground** – 8k, installation of 2 Lite GA system, improving safety, security and management of the site.

3.9.6 **Kelsey Park** – 4k, installation of 1 Lite GA system, improving safety, security and management of the site.

**3.9.7 Kings Hall Road** – 4k, installation of 1 Lite GA system, improving safety, security and management of the site.

**3.9.8 Willet Road Recreation Ground** – 4k, installation of 1 Lite GA system, improving safety, security and management of the site.

3.10 All of the above sites are currently managed and maintained by idverde. The tennis courts at Croydon Road Recreation Ground, Kelsey Park, Kings Hall Road, and Willet Road Recreation Ground are all currently managed by the Park Langley Club. By moving the Park Langley operated sites on to the same booking system residents will be more easily able to use courts across the borough.

3.11 The impact of accepting the grant and refurbishing the courts is that all the sites would move from free to access to a paid model to cover the costs of the operator managing and maintaining the courts. However, the paid model we currently have through Park Langley is affordable at £24 a year for a family (see further details below). LBB can specify as part of the operating tender that there must be a certain number of free booking slots for all, at least 30% of the renovated sites will be free 'Parkrun for tennis' opportunities. The public benefit is that they have good quality courts that are well maintained.

3.12 Free access will be managed by the operator but LBB can stipulate how this is managed in the agreement. This could be in the form of one or all of the below:

- Free slots made available on the online booking system at any of the venues. This will be totally free for the participant to sign up and book and typically ranges between 6 – 12 free hours available per venue, per week. The booking process and customer-journey will be the same for anyone accessing free or paid-for court time or activity.
- Free weekly operator-led sessions for all ages and abilities, imagine a ParkRun for tennis type offer. The LTA are currently piloting this offer in London & Manchester. As part of the DCMS/LTA criteria, the operator will need to deliver these in at least 30% of the newly renovated venues.
- Some LA's have also provide a free household season ticket offer for specifically identified residents i.e. residents access housing benefits etc. This option is more admin heavy especially when controlling data with a third party but can be done.

3.13 A new operator gated access system will be implemented ensuring all sites can be sustainable for the long term and a significantly improved customer journey to court. The system will provide a robust method to track utilisation and secure sites free from anti-social behaviour/vandalism. Tennis players will not have to wait or challenge someone to use a court.

3.14 The procurement process is being managed by the LTA. The LTA have completed two separate tenders for the renovation works:

1. Tender process for the court specific works including fencing will be awarded in 11 regional lots. To ensure quality projects are delivered, only SAPCA (Sports and Play Construction Association) registered contractors will be able to tender for the regional lots.
2. There is a separate tender process for the Gate Access Systems which will be awarded to one contract on a national level and has followed the same tender process. As part of the programme management, the LTA will appoint a Facility Project Manager (FPM) to oversee and manage the works in LB Bromley from beginning to end including liaising with all relevant local authority departments and final project sign off.

3.15 Officers intend to conduct a soft market testing exercise to identify an overarching operator for all four renovated sites. Following this there will be a live tender process for all interested parties. It is anticipated that the Sport & Leisure Manager will manage the relationship, supported by the LTA participation team with the newly identified operator.

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

4.1 Provision of safer places to enrich vulnerable adults and children's lives.

4.2 Provision will also help people to get active whilst having fun making them more likely to do so again in the future.

#### **5. TRANSFORMATION/POLICY IMPLICATIONS**

Making Bromley Even Better Priority:

(1) For children and young People to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.

(2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.

(4) For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.

(5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

#### **6. FINANCIAL IMPLICATIONS**

The paper clearly states that there will be no revenue cost implication to this request, all improvement works will be funded from the LTA grant and any recurring/ongoing costs of running the courts will be covered by the subscription fee that will be introduced. This project will require the Executive to agree an addition to the Capital Programme before this funding can be utilised.

#### **7. LEGAL IMPLICATIONS**

7.1 This report to Members of the RRH PDS and the Executive requests approval for the acceptance of grant funding totalling £230.5k from the LTA. This report comes before the Executive as a drawdown of such a grant must be approved in this way in accordance with the Council's Financial Regulations.

7.2 Although there is no statutory duty on Councils to provide tennis courts, this use of the LTA grant accords with the corporate strategy of Making Bromley Even Better.

7.3 This report does not specifically recommend any procurement actions but, should the acceptance of the grant be approved, such procurements must accord with the Council's CPR's. Officers must also ensure that all conditions of the grant from the LTA, as outlined in section 3 of this report, are met in full.

#### **8. PROCUREMENT IMPLICATIONS**

8.1 This report seeks to draw down the grant totalling £230,580 from the Lawn Tennis Association (LTA) to fund the renovation of ten tennis courts across the borough and add these works to the Capital Programme. The Approval of Executive is required for the draw down of a grant of this value.

- 8.2 In addition, the report requests Authority to undertake the procurement of a suitable Contractor to undertake the works using the Lawn Tennis Association Framework as set out in section 3.5. The use of this Framework is a requirement of the allocation of the grant.
- 8.3 Both the actions of proceeding to procurement and awarding a subsequent contract can be agreed at an officer level, in accordance with the Council's Contract procedure Rules. In accordance with CPR 2.1.2, Officers must take all necessary professional advice.
- 8.4 As the Contract will be over £25k, an award notice will need to be published in Contracts Finder. The actions identified in this report are provided for within the Council's Contract Procedure Rules, and the proposed actions can be completed in compliance with their content.

## **9. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS**

- 9.1 Carbon reduction in relation to this programme is negligible, but significant social value in terms of public health, wellbeing and inclusion for all residents, all ages and abilities amongst the green spaces where courts are situated.

## **10. CUSTOMER IMPACT**

- 10.1 The courts after development works will be restricted in terms of being locked and bookable via online portal only, albeit there will still be an allocation of 'free' time which is bookable. This will improve the customer journey, make the courts and wider surrounding green spaces areas more aesthetically pleasing. It is anticipated there will be a significant uptick on the number of participants which will also now be able to be monitored via the online booking system which has not previously being possible on those sites.

## **11. WARD COUNCILLOR VIEWS**

### Councillor Bear

It is good to be doing something positive to improve facilities. The one question I have is how free access is managed.

### Councillor Ireland, Webber and Casey

We're really happy to hear that the Church House Gardens courts are to be improved and welcome news of the funding. We know that over the years lots of residents of different ages have used the courts and that the current condition isn't brilliant and that they have suffered from vandalism. We'd like to see details of the low cost entry price, but in principle given the high cost of private tennis clubs around Bromley we think this would be a fantastic way of widening tennis participation within the borough.

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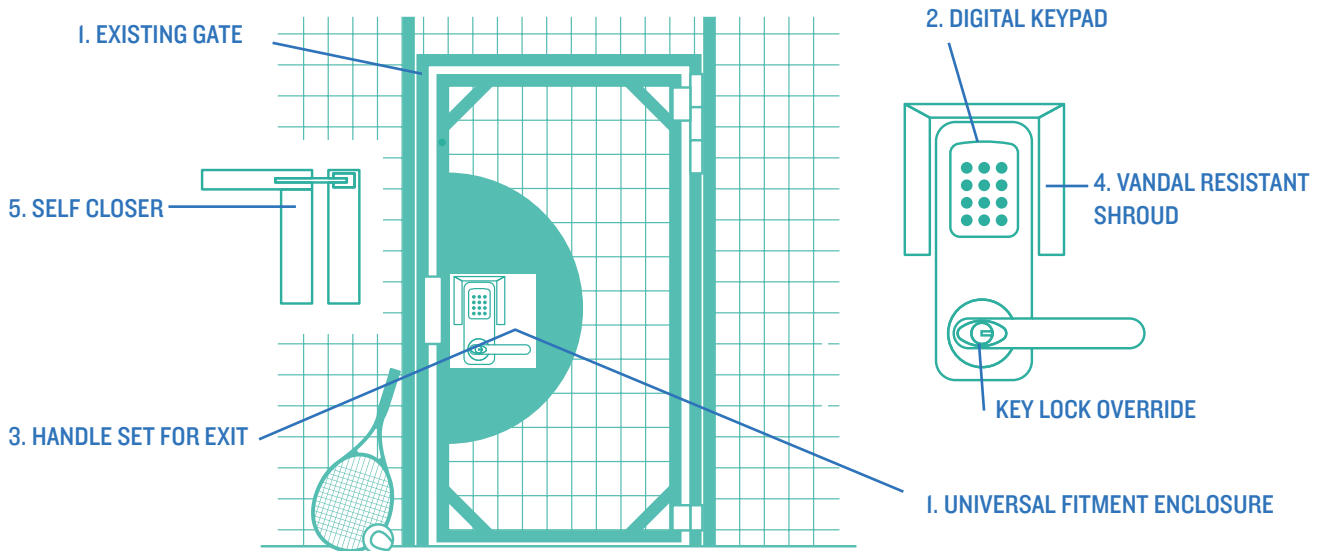
The intention is to repair four out of six tennis courts. The Friends of Coney Hall Recreation Ground have just submitted a Platinum Jubilee Parks funding bid for the other two tennis courts which I hope will be successful. I would ask that there is co-ordination between the two projects if the Friends' funding bid is successful.

<b>Non-Applicable Headings:</b>	Personnel implications; Property implications.
Background Documents: (Access via Contact Officer)	Appendix 1 – Smart Access Lite Tech Spec Appendix 2 – LTA Terms & Conditions (draft), Appendix 3 – LTA overview of the open procedure, Appendix 4 – LTA Geographical Report

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# SMARTACCESS LITE

## Technical Specification



### 1. GATE

Using a universal fitting enclosure we can fit the system to any existing court which saves on replacement of the whole gate. The enclosure can be sprayed to the colour of the existing fencing to maintain it's aesthetic.

### 2. GAINING ENTRY

Entry is gained via digital keypad situated outside of the court. Once the access code is entered, the lock releases and you are able to open the gate. In the case of an emergency, there is a key override built into the lock on the outside of the gate, insert the key and turn to allow access.

### 3. EXITING THE COURT

Turn the handle that is located on the gate - no pins or cards are need to exit a gate

### 4. VANDAL RESISTANT SHROUD

Fitted with a steel shroud, the keypad and lockset are further protected against damage.

### 5. SELF CLOSER

An automatic closer is fitted as part of every installation to ensure the security at the gate is maintained.

### FEATURES

Battery Status	Monitor via App
Batteries	4 x AA Cells
Low Battery Warning	The keypad will flash red on opening to indicate batteries need to be changed
Material	Zinc Alloy
Buttons	12 button back-lit keypad
Non Handed	Locks will fit doors hung on the left or right
Fitting Options	Vertical
Finish	Brushed Steel
Keying Alike	Locks can be supplied as keyed alike on request
Key Override	As standard
Codes	4 digit User Code / 6 digit NetCode / 8 digit Master Code

## ROUTINE TESTING

We recommend an inspection of the system is carried out weekly as follows

1. Create a test booking, enter the code into the keypad and enter the venue
2. Visually inspect of all components and fixings including the bolts and screws of the gate closer and frame.
3. Test the gate lock over-ride key operates
4. Carry out a visual inspection of the control enclosure
5. Have there been any key changes to the environment the system is operating in?

## REPORTING A FAULT

Should you experience a fault with the system please carry out the checks listed above.

Contact CIA via [ltasupport@ciafireandsecurity.co.uk](mailto:ltasupport@ciafireandsecurity.co.uk) for issues with hardware and code entry, or email ClubSpark using 0208 247 3857 or using their online form at [clubspark.com/contact](http://clubspark.com/contact) for issues regarding booking.

## THE VENUES RESPONSIBILITIES;

- An Administrator is to carry out weekly visual check on the gate system.
- Administrator(s) understand how to report a fault
- The player booking over-ride number is publicised to venue administrators for emergency use.

## GENERAL FAQ'S

### *Do we need a power supply?*

No, this system is battery operated using 4 x AA cells. Under normal usage the batteries require changing once per year.

### *Will we need to change the gates?*

In nearly all cases the system can be fitted to the existing gate. If the gate and/or the gate frame is no longer secure, then a replacement may be required to ensure security.

### *Do we need wifi?*

No, the Lite System uses an algorithm and doesn't not require any internet connection to operate.

### *Is there a limit to the number of gates?*

There's no limit to the number of gates you can have but we recommend you reduce the number of entry points to keep costs down and make signage and entry clearer for the players.

### *There is no clubhouse or facilities on site, is it still possible to install?*

Yes, the system is operated entirely from within the keypad and handle unit and requires no additional electrical boxes to be installed.

## ANNEX 2

### Tennis Terms and Conditions

- 1) Project Terms** - The following table shows the Standard Obligation Period for each Project type/funding amounts.

Category	Grant funding amount/Type of Agreement	Standard Obligation Period end date
A	Gate access projects only	The date falling 5 Years after Installation Date
B	Any project requiring repainting	The date falling 10 years after Completion Date
C	Any project requiring resurfacing valued between £5000 and £149,999	The date falling 15 years after Completion Date
D	Any project valued over £150,000	The date falling 21 years after Completion Date

You shall meet the following requirements, in relation to any court/s in question and more widely as applicable, for at least the applicable Standard Obligation Period.

#### **2) Maintenance, Repair and Refurbishment**

A court maintenance schedule shall be implemented to ensure that the:-

- Playing surface is kept clean to preserve its playing characteristics.
- Free drainage of surface water is maintained throughout the life of the court.
- Court looks attractive and well cared for at all times and achieves a reasonable life span.
- Court is kept to a standard that tennis can be played at all times.
- Signage is kept in good condition at all times.

These objectives shall be achieved by measures including:-

- Making repairs to courts and nets as required to maintain the court playing characteristics at all times.
- Regular sweeping or vacuuming leaves and other debris from the surface.
- Periodic power washing of the surface.
- Applying both moss and weed killer when required.

#### **3) Court Refurbishment and Replacement**

- For all projects in categories B to D - To undertake as a minimum a repaint of the courts within the Standard Obligation Period. However where identified seek to utilise income generation to resurface courts as required.
- For all Projects in categories C and D – To undertake as a minimum a resurface of the courts within the Standard Obligation Period.

#### **4) Digital Journey to Court**

Online Booking

- Ensure all courts are available for public booking throughout park opening hours.
- Ensure all Your tennis venues, courts and activities are promoted and accessible through LTA Play online booking using Clubspark (or any future LTA Operations-approved alternative booking system or aggregator). Booking access to be available through the LTA website and booking app.

Gate Access Systems (For a minimum period of 5 Years)

- Ensure the gate access control system is operational at all times, completing any repairs as required with immediate effect or as soon as possible.
- Ensure access codes are provided to users as per agreement with a gate supplier approved by Us.
- Ensure that the gate access control system provides end users access to the courts remotely, both generating access codes and providing onward transmission to end users in order to open the gate.
- Ensure an annual service of the gate and access control system, including: (i) testing the keypad and replacing the batteries; and (ii) checking the gate and access control system are operational, including the internal manual exit and self-closer function of the gate.

## **5) Sustainability and Pricing**

- A pricing policy to be set by You across the courts owned or operated by You that is open and affordable to everyone and the courts operated in a way that ensures sustainability.
- A charging model can help develop resources that can be re-invested into on-going maintenance and repairs and future court refurbishments. Using the features of Clubspark, charging can be flexible to include coaching, season ticket, be venue specific or court time specific to contribute to on-going costs/replacement.
- As a minimum there must be a clear sustainability plan that shows how court maintenance and replacement is secured over the Standard Obligation Period to meet the conditions in paragraphs 2 and 3 above.

## **6) Operating, Coaching, Free Park Activities & Competition Provision**

- All tennis courts with tennis markings only (at the completion of refurbishment) to continue for the sole use of tennis post refurbishment.
- You shall appoint a designated person/department within Your organisation or an Operator to manage the courts and any associated tennis facilities, where "Operator" means an external third party organisation or independent coach, recognised by LTA Operations and meeting LTA Operations standards.
- You shall organise a quarterly meeting to review progress and data with LTA Operations and appointed Operators.
- Each park containing courts to be categorised as either available for booking of courts only or available for booking of courts and coaching activities and then operated accordingly.
- All parks containing courts to be attached to a Local Tennis League and You shall agree to promote before each launch.
- For all parks identified and categorised for coaching, You commit to working with LTA Operations to deliver a free tennis offer either through an Operator or a charity like Tennis For Free.
- You shall support the launch of all sites, and thereafter any ongoing promotion of LTA Operations' national tennis campaigns and promotions to increase opportunities to drive tennis participation, displaying promotional material to maximise impact.
- You shall display signage which promotes how players can access the courts and (in a form agreed with us in advance) recognises DCMS and LTA Tennis Foundation as project funders.

## **7) Registration**

- Each venue to be registered for the Standard Obligation Period with LTA Operations under its venue registration scheme, or replacement thereof. Registration to be free for the designated period.

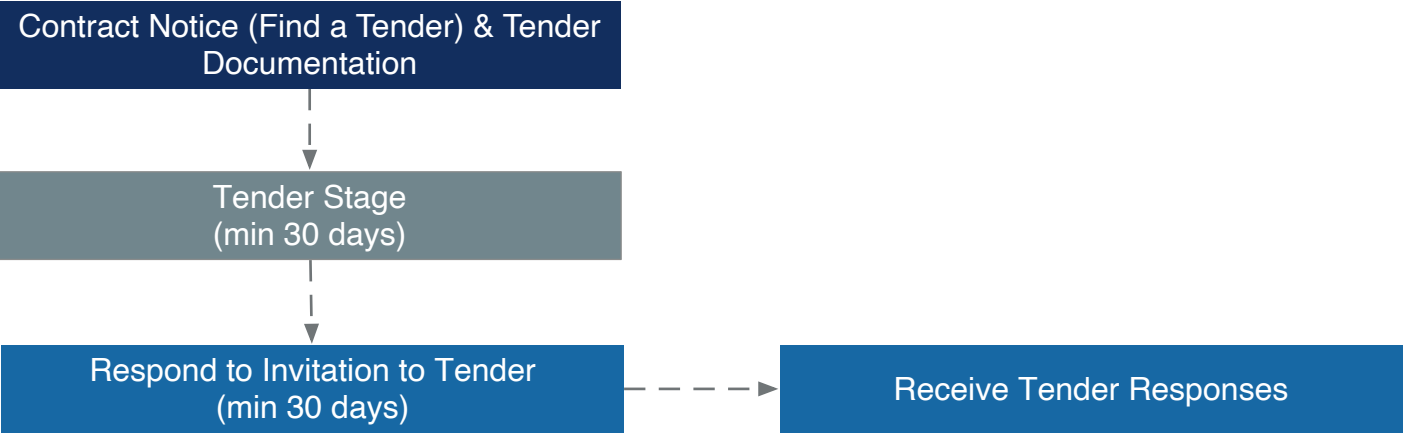
## **8) Clawback in the event of non-compliance**

You agree to notify us of any non-compliance with the terms of this Annex 2. In such circumstances, or if We become aware of any non-compliance, You agree to meet with us to seek to agree an appropriate way to remedy such non-compliance. If, however, such non-compliance persists, We are entitled to require You to repay the Grant paid under this Grant Agreement (increased in line with inflation using the Consumer Prices Index or any comparable successor index), or such part of the Grant as we consider appropriate in light of the non-compliance in question.

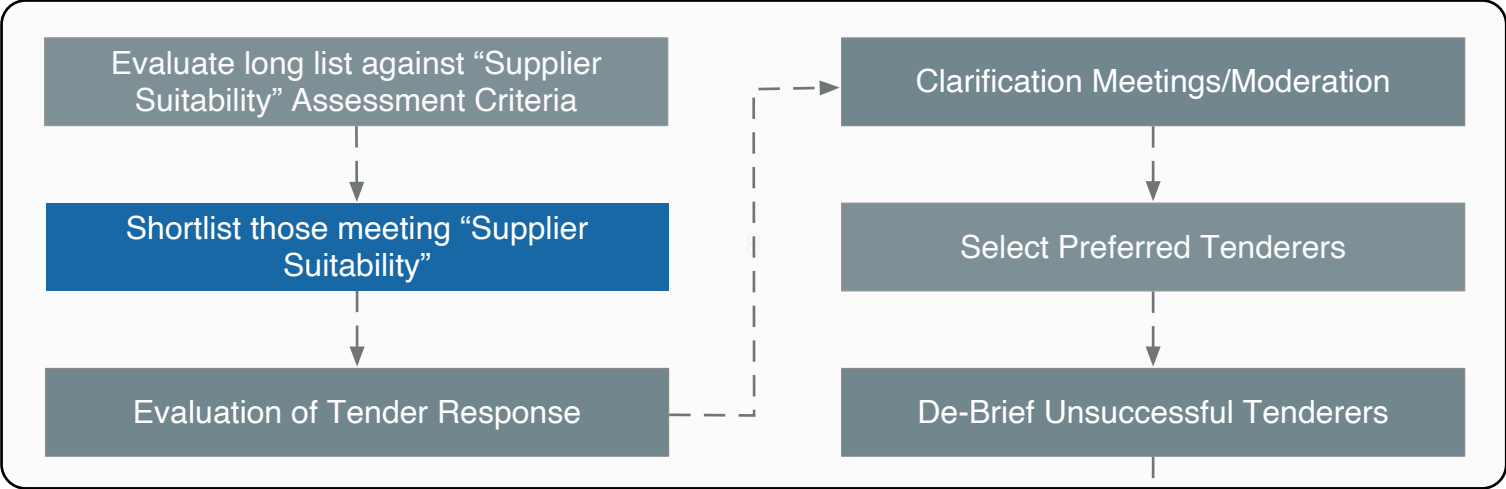
# Appendix F

## Overview of the Open Procedure

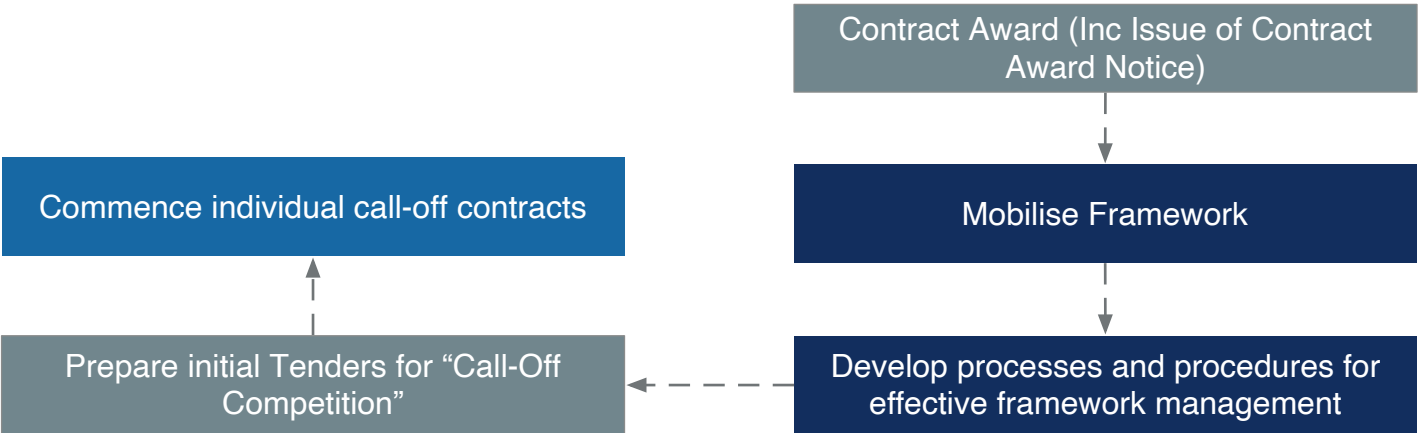
### 1. Tender Stage



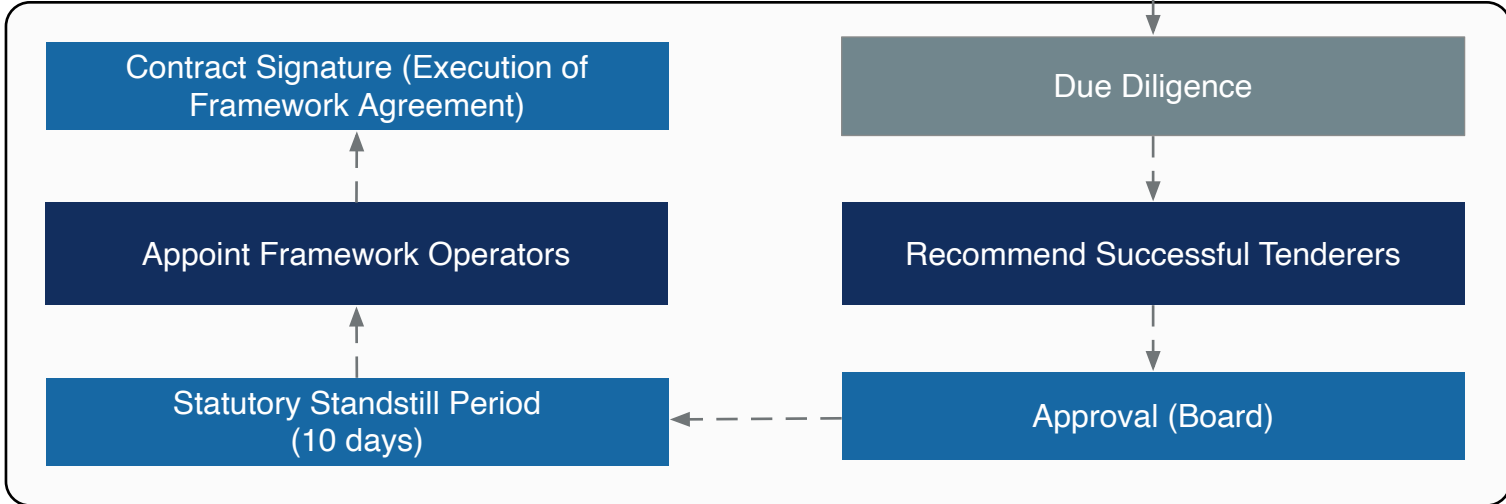
### 2. Tender Evaluation



### 4. Mobilisation



### 3. Contract Award Stage



**KEY**

FTS - Find a Tender Service  
 ITT - Invitation to Tender  
 PQQ - Pre-Qualification Questionnaire



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**Report Title:** Geographical Report

**Area:** London Borough of Bromley

**Prepared by:** LTA Participation Team

**Created on:** 06/09/2022

**Description:** This report was created using Periscope® mapping software and contains demographic data relating to the geographic area selected and the LTA Registered venues and members within the catchment. It also includes information on population demographics, educational establishments and other sport and leisure sites taken from other sources.

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# 1. Profiles

## 1.1 Basic overview of the Tennis Profiles

We've created 6 different profiles to show what people want from their tennis experience

<b>Tennis Titan</b>	Frequent players & tennis club members for whom tennis is their main sport and key interest.
<b>Tennis Troupers</b>	Often club members, largely family-oriented, middle-aged players for whom tennis is a hobby; interested in playing with teams to partnering with their kids in the sunnier
<b>Seasonal Spinners</b>	Largely young women, they play sport in general for athletic reasons (often being gym-goers and joggers), and enjoy their tennis a lot, though tennis is very intertwined with friends and being social.
<b>Wimbledon Warriors</b>	Largely young men who are keen athletes, they like tennis and want to play more, though are often held back by factors outside of the summer.
<b>Social Butterflies</b>	Infrequent, younger and less experienced players for whom tennis is an occasional fun summer activity.
<b>Senior Stalwarts</b>	An older group of players for whom tennis is a social habit and they play with a regular group as a way of keeping social and enjoyable gentle exercise.
<b>Non Profile</b>	This is a term to identify certain demographics that do not match a tennis profile.

## 2. Clubs and Parks

### 2.1 Registered venues within the geographic area

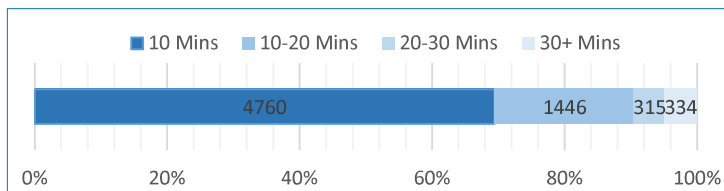
Name	Status	Type	Non-lit	Lit	Indoor	Padel	Total
Beckenham Sports Club	Registered	Club	11	7	0	0	18
Bromley Cricket Club	Registered	Club	6	4	0	0	12
Bromley Lawn Tennis & Squash Club	Registered	Club	6	6	2	0	14
Chelsfield Park LTC	Registered	Club	2	0	0	0	2
Chislehurst Lawn Tennis Club	Registered	Club	4	0	0	0	4
Corkscrew Hill LTC	Registered	Club	2	0	0	0	2
Hayes (Kent) Lawn Tennis Club	Registered	Club	3	3	0	0	6
Knoll Lawn Tennis Club	Registered	Club	2	3	0	0	5
HSBC Lawn Tennis Club	Registered	Club	8	0	0	0	8
Old Wilsonians Lawn Tennis Club	Registered	Club	0	7	0	0	7
A1 Pharmaceuticals Tennis Academy	Registered	Community	0	3	0	0	3
The Parklangley Club	Registered	Club	7	10	4	0	21
The Sundridge Park Club	Registered	Club	9	8	0	2	19
Sydenham Tennis Club	Registered	Club	0	7	0	0	7
Wickham Park Tennis Club	Registered	Club	6	2	0	0	8
South Hill Woods TC	Registered	Club	0	3	0	0	3
Bromley Wendover Lawn Tennis Club	Registered	Club	3	4	0	0	7
David Lloyd Club Beckenham	Registered	Commercial	0	2	5	0	7
Bromley Tennis Centre	Registered	CITC	0	0	6	0	10
Church House Gardens	Non-Registered	Park	3	0	0	0	3
Hayes Library (Glebe Community Club)	Non-Registered	Park	2	0	0	0	2
Kings Hall Road	Non-Registered	Park	4	0	0	0	4
Kelsey Park	Non-Registered	Park	2	0	0	0	2
Croydon Road Recreation Park	Non-Registered	Park	8	0	0	0	8
Coney Hall Recreation Ground	Non-Registered	Park	6	0	0	0	6
Willet Road Recreation Ground	Non-Registered	Park	4	2	0	0	6
Poverest Rec	Non-Registered	Park	3	0	0	0	3
Farnborough Recreation Ground	Non-Registered	Park	3	0	0	0	3
Goddington Park	Non-Registered	Park	1	0	0	0	1

### 3. Membership

#### 3.1 LTA members by tennis profile within the geographic area

Tennis Segment	Total	Geographic area	Total %	Geographic area %
Tennis Titans	57,202	4,092	14%	23%
Tennis Troupers	105,508	7,164	25%	41%
Seasonal Spinners	22,965	847	5%	5%
Wimbledon Warriors	5,765	73	1%	0%
Social Butterflies	9,718	1,390	2%	8%
Senior Stalwarts	219,882	3,965	52%	23%
Non Profile	1,200	-	0%	0%
<b>Total</b>	<b>422,240</b>	<b>17,531</b>	<b>100%</b>	<b>100%</b>

#### 3.2 LTA members by drive time within the geographic area

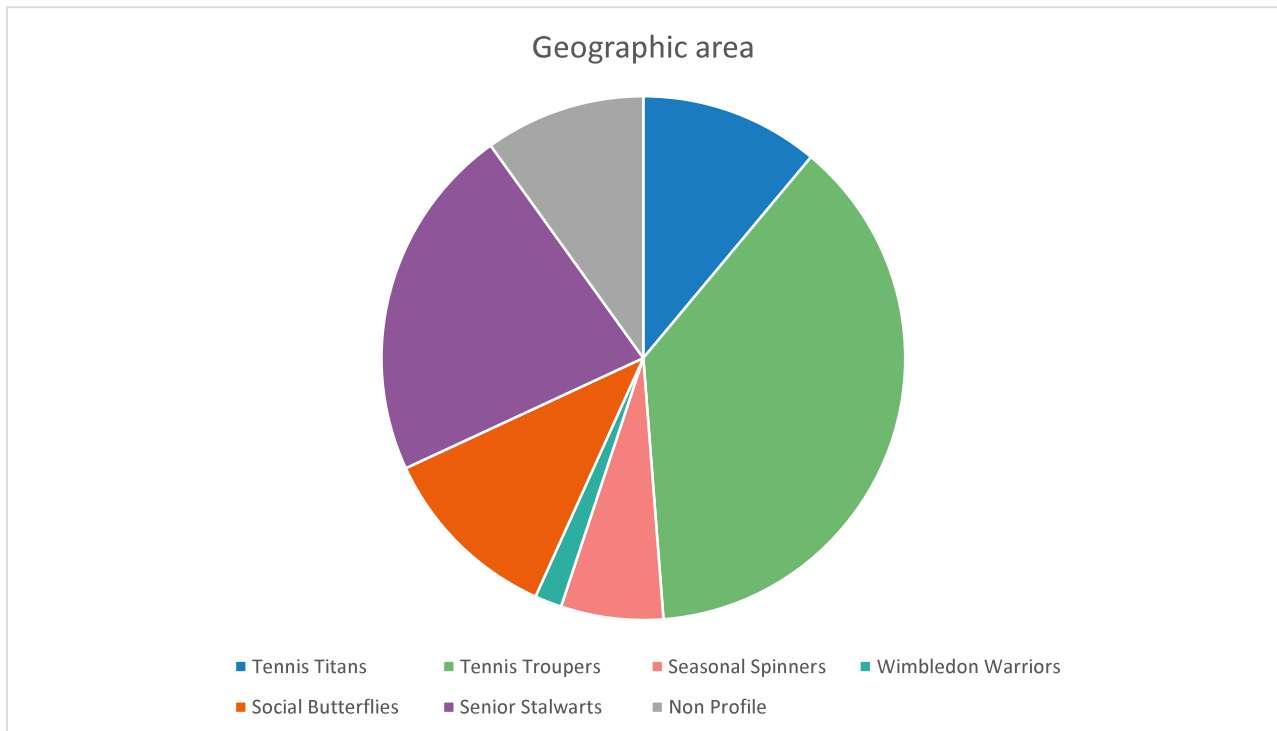


Drive-Time	# Members
10 Mins	4760
10-20 Mins	1446
20-30 Mins	315
30+ Mins	334

## 4. Potential

### 4.1 Potential within the geographic area

Tennis Segment	Population	%
Tennis Titans	34,243	11%
Tennis Troupers	116,702	38%
Seasonal Spinners	19,548	6%
Wimbledon Warriors	5,173	2%
Social Butterflies	35,046	11%
Senior Stalwarts	67,985	22%
Non Profile	30,706	10%
<b>Total</b>	<b>309,404</b>	<b>100%</b>



### 4.2 Demand and Penetration if a Club within the geographic area

Geographic Area	Demand	Penetration
	59,767	4,781

**i** Demand is the sum of Seasonal Spinners, Wimbledon Warriors and Social Butterflies. Penetration is 8% of demand.

### 4.3 Top 5 Postal Sectors within the geographic area by Tennis Profile

Tennis Titans		
Postcode	Location	Potential
BR5 1	Orpington	5,323
CR0 8	Spring Park, London	3,274
BR6 9	Orpington	2,793
BR3 6	Park Langley, London	2,791
BR6 8	Orpington	2,454

Tennis Troupers		
Postcode	Location	Potential
BR3 3	Eden Park, London	8,511
CR0 7	Monks Orchard, London	8,262
BR6 9	Orpington	7,741
BR1 3	Bromley, London	6,483
SE9 3	New Eltham, London	6,190

Seasonal Spinners		
Postcode	Location	Potential
BR1 3	Bromley, London	2,540
SE20 8	Anerley, London	2,274
CR0 9	Forestdale, London	1,907
BR3 5	Beckenham, London	1,427
BR2 9	Widmore, London	1,304

Wimbledon Warriors		
Postcode	Location	Potential
CR0 0	New Addington	3,918
CR0 7	Monks Orchard, London	1,835
BR5 3	Orpington	1,199
BR5 2	Orpington	1,052
SE9 4	Mottingham, London	780

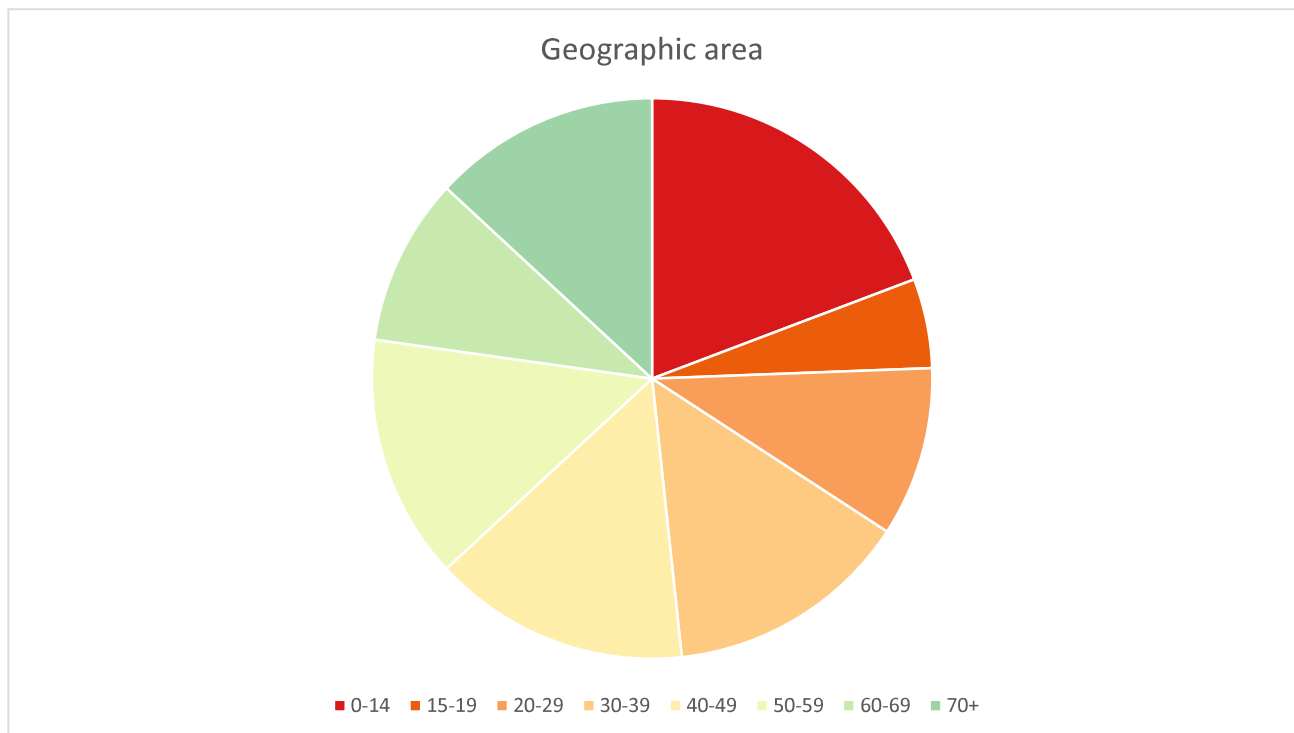
Social Butterflies		
Postcode	Location	Potential
BR1 5	Grove Park, London	10,134
SE9 4	Mottingham, London	7,194
BR1 4	Plaistow : Bromley, London	6,671
SE25 4	South Norwood, London	5,826
BR3 4	Elmers End, London	5,073

Senior Stalwarts		
Postcode	Location	Potential
TN16 3	Biggin Hill	7,456
CR6 9	Warlingham	7,098
BR8 7	Swanley	6,747
BR6 7	Orpington	5,164
BR1 2	Bickley, London	4,594

## 5. Age

### 5.1 Age groups within the geographic area

Tennis Segment	Population	%
0-14	64,050	19%
15-19	17,178	5%
20-29	32,584	10%
30-39	46,981	14%
40-49	49,367	15%
50-59	46,847	14%
60-69	32,191	10%
70+	43,657	13%
<b>Total</b>	<b>332,855</b>	<b>100%</b>



### 5.2 Demand and Penetration if a Park Venue within the geographic area

Geographic Area	Demand	Penetration
	128,932	10,315

**i** Demand is determined from LTA analysis at the following percentages by age group:

- 20% of ages 0-14
- 25% of ages 15-19
- 26% of ages 20-29
- 21% of ages 30-39
- 18% of ages 40-49
- 11% of ages 50-59
- 6% of ages 60-69
- 4% of ages 70+

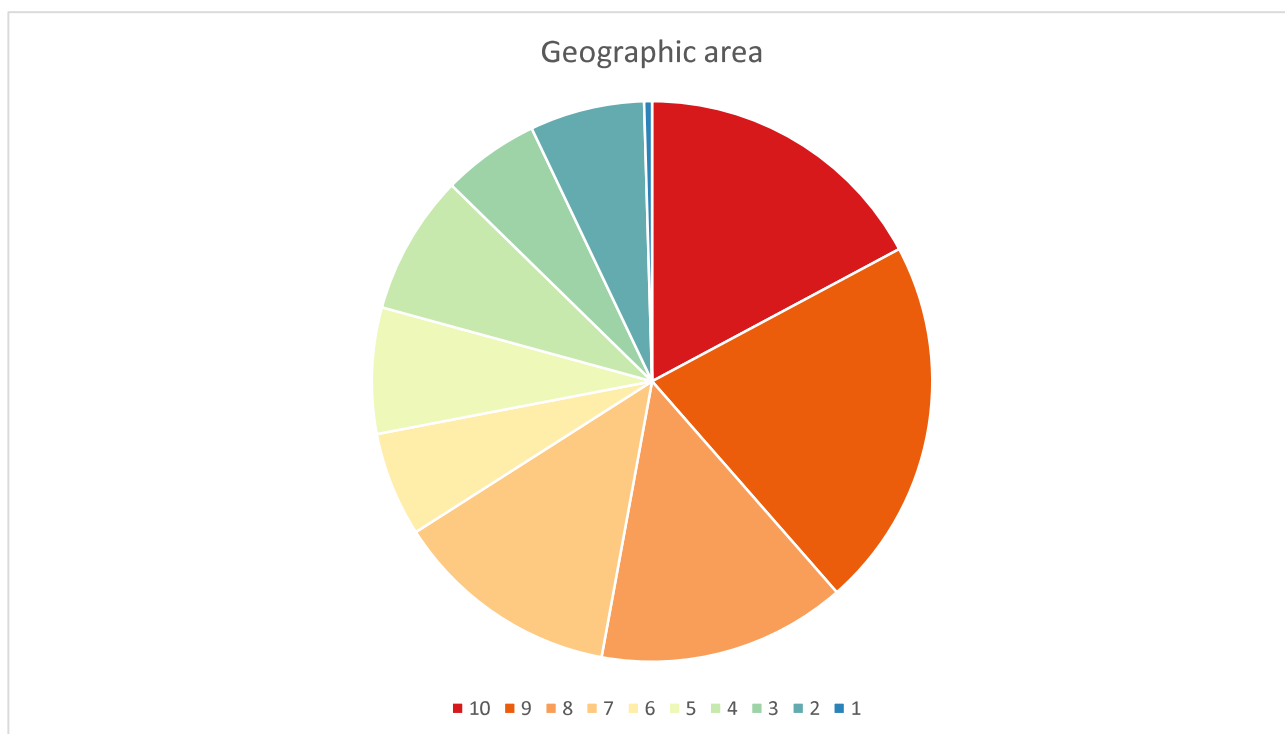
Penetration is 8% of demand.



## 6. Deprivation

### 6.1 Deprivation within the geographic area

Tennis Segment	Population	%
10	55,892	17%
9	69,523	21%
8	46,632	14%
7	42,538	13%
6	19,620	6%
5	23,633	7%
4	26,235	8%
3	18,285	6%
2	21,472	7%
1	1,502	0%
<b>Total</b>	<b>325,332</b>	<b>100%</b>



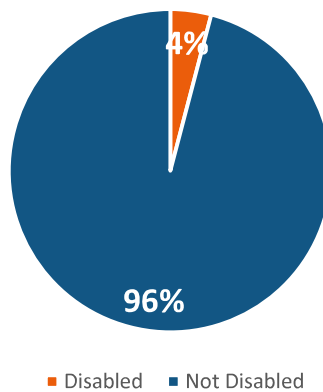
**i** Deciles are calculated by ranking the LSOAs from most deprived to least deprived and dividing them into 10 equal groups. These range from the most deprived 10% (Decile 1) of small areas nationally to the least deprived 10% (Decile 10) of small areas nationally.

## 7. Disability

### 7.1 Population with disabilities within the geographic area

Total Disabilites	Total Population	%
13,424	329,395	4%

#### Geographic area



### 7.2 Disability and special needs centres by type within the geographic area

Type	Total
Age UK	1
Limb Centres	0
Local Minds	0
MENCAP	2
Spinal Units	0

### 7.3 Named disability and special needs centres within the geographic area

Name	Type
Age UK Bromley & Greenwich, BR1 1RH	Age UK
Orpington and Bromley Gateway Club, St George's Church Hall, Bickley Park Road, B1	MENCAP
Bromley Mencap, Rutland House, 44 Masons Hill, Bromley, Kent, BR2 9JG	MENCAP

## 8. Educational Institutes

### 8.1 Educational Institutes by type within the geographic area

Type	Total
Academies	92
Colleges	2
Free Schools	6
Independent schools	24
Local authority maintained schools	116
Other types	4
SEN: Community special school	8
SEN: Foundation special school	2
SEN: Non-maintained special school	1
SEN: Other independent special school	6
<b>Total</b>	<b>261</b>

### 8.2 Educational Institutes within the geographic area

Name	Type
Alexandra Infant School	Academies
Alexandra Junior School	Academies
Balgowan Primary School	Academies
Bickley Primary School	Academies
Biggin Hill Primary School	Academies
Bishop Justus CofE School	Academies
Blenheim Primary School	Academies
Bromley Beacon Academy	Academies
Bromley Trust Alternative Provision Academy	Academies
Bullers Wood School	Academies
Burnt Ash Primary School	Academies
Charles Darwin School	Academies
Chelsfield Primary School	Academies
Chislehurst School for Girls	Academies
Churchfields Primary School	Academies
Clare House Primary School	Academies
Coopers School	Academies
Crofton Infant School	Academies
Crofton Junior School	Academies
Cudham Church of England Primary School	Academies
Darrick Wood Infant & Nursery School	Academies
Darrick Wood Junior School	Academies
Darrick Wood School	Academies
Dorset Road Infant School	Academies
Elmstead Wood Primary School	Academies
Farnborough Primary School	Academies
Glebe School	Academies
Gray's Farm Primary Academy	Academies
Green Street Green Primary School	Academies
Green Street Green Primary School	Academies
Harris Academy Beckenham	Academies
Harris Academy Orpington	Academies
Harris Girls Academy Bromley	Academies
Harris Primary Academy Beckenham Green	Academies
Harris Primary Academy Crystal Palace	Academies
Harris Primary Academy Kent House	Academies
Harris Primary Academy Orpington	Academies

Hawes Down Junior School	Academies
Hawes Down Primary School	Academies
Hayes Primary School	Academies
Hayes School	Academies
Highfield Infants' School	Academies
Highfield Junior School	Academies
Hillside Primary School	Academies
Holy Innocents Catholic Primary School	Academies
James Dixon Primary School	Academies
Kemnal Technology College	Academies
Keston Church of England Primary School	Academies
Langley Park School for Boys	Academies
Langley Park School for Girls	Academies
Leesons Primary School	Academies
Manor Oak Primary School	Academies
Marian Vian Primary School	Academies
Mead Road Infant School	Academies
Midfield Primary School	Academies
Mottingham Primary School	Academies
Newstead Wood School	Academies
Oak Lodge Primary School	Academies
Oaklands Primary Academy	Academies
Parish Church of England Primary School	Academies
Perry Hall Primary School	Academies
Pickhurst Academy	Academies
Pickhurst Infant Academy	Academies
Pratts Bottom Primary School	Academies
Raglan Primary School	Academies
Ravens Wood School	Academies
Red Hill Primary School	Academies
Scotts Park Primary School	Academies
St Anthony's Roman Catholic Primary School	Academies
St George's, Bickley, Church of England Primary School	Academies
St James' Roman Catholic Primary School	Academies
St John's Church of England Primary School	Academies
St Joseph's Catholic Primary School	Academies
St Mark's Church of England Primary School	Academies
St Mary's Catholic Primary School	Academies
St Nicholas Church of England Primary	Academies
St Paul's Cray Church of England Primary School	Academies
St Peter and St Paul Catholic Primary School	Academies
St Philomena's Primary School	Academies
St Vincent's Catholic Primary School	Academies
St. Mary Cray Primary Academy	Academies
Stewart Fleming Primary School	Academies
The Highway Primary School	Academies
The Priory School	Academies
The Ravensbourne School	Academies
Trinity Church of England Primary School	Academies
Tubbenden Primary School	Academies
Unicorn Primary School	Academies
Valley Primary School	Academies
Warren Road Primary School	Academies
Wickham Common Primary School	Academies
Worsley Bridge Primary School	Academies
London South East Colleges	Colleges
Orpington College of Further Education	Colleges
Bullers Wood School for Boys	Free Schools
Eden Park High School	Free Schools
Harris Primary Academy Beckenham	Free Schools
Harris Primary Academy Shortlands	Free Schools

La Fontaine Academy	Free Schools
Langley Park Primary School	Free Schools
Ashgrove School Ltd	Independent schools
Babington House School	Independent schools
Baston School	Independent schools
Beckenham Convent School	Independent schools
Beresford House School	Independent schools
Bickley Park School	Independent schools
Bickley Parva School	Independent schools
Bishop Challoner School	Independent schools
Breaside Preparatory School	Independent schools
Bromley High School	Independent schools
Cannock School	Independent schools
Clark's College	Independent schools
Darul Uloom London School	Independent schools
Eden Park and Elmhurst Schools	Independent schools
Elmhurst Preparatory School	Independent schools
Eltham College	Independent schools
Farringtons School	Independent schools
Greenhayes School for Boys	Independent schools
Holy Trinity College	Independent schools
Kings London	Independent schools
St Christophers The Hall School	Independent schools
St David's Prep	Independent schools
Stratford House School	Independent schools
Wickham Court School	Independent schools
Alexandra Infant School	Local authority maintained school
Alexandra Junior School	Local authority maintained school
All Saints Catholic School	Local authority maintained school
Anerley Primary School	Local authority maintained school
Balgowan Primary School	Local authority maintained school
Beaverwood School for Girls	Local authority maintained school
Bickley Primary School	Local authority maintained school
Biggin Hill Infant School	Local authority maintained school
Biggin Hill Junior School	Local authority maintained school
Biggin Hill Primary School	Local authority maintained school
Bishop Justus CofE School	Local authority maintained school
Blenheim Infant School	Local authority maintained school
Blenheim Junior School	Local authority maintained school
Blenheim Primary School	Local authority maintained school
Bromley Pupil Referral Service	Local authority maintained school
Bromley Road Primary School	Local authority maintained school
Bullers Wood School	Local authority maintained school
Burnt Ash Infant School	Local authority maintained school
Burnt Ash Primary School	Local authority maintained school
Castlecombe Primary School	Local authority maintained school
Cator Park School	Local authority maintained school
Charles Darwin School	Local authority maintained school
Chelsfield Primary School	Local authority maintained school
Chislehurst (St Nicholas) Church of England Voluntary Aided Primary School	Local authority maintained school
Churchfields Primary School	Local authority maintained school
Clare House Primary School	Local authority maintained school
Coopers Technology College	Local authority maintained school
Crofton Infant School	Local authority maintained school
Crofton Junior School	Local authority maintained school
Cudham Church of England Primary School	Local authority maintained school
Darrick Wood Infant School	Local authority maintained school
Darrick Wood Junior School	Local authority maintained school
Darrick Wood School	Local authority maintained school
Dorset Road Infant School	Local authority maintained school
Downe Primary School	Local authority maintained school

Edgebury Primary School	Local authority maintained schoo
Farnborough Primary School	Local authority maintained schoo
Gray's Farm Primary School	Local authority maintained schoo
Green Street Green Primary School	Local authority maintained schoo
Hawes Down Infant School	Local authority maintained schoo
Hawes Down Junior School	Local authority maintained schoo
Hayes Primary School	Local authority maintained schoo
Hayes School	Local authority maintained schoo
Highfield Infants' School	Local authority maintained schoo
Highfield Junior School	Local authority maintained schoo
Hillside Primary School	Local authority maintained schoo
Holy Innocents Catholic Primary School	Local authority maintained schoo
James Dixon Primary School	Local authority maintained schoo
Kelsey Park Sports College	Local authority maintained schoo
Kemnal Technology College	Local authority maintained schoo
Keston Church of England Primary School	Local authority maintained schoo
Kevington Primary School	Local authority maintained schoo
Langley Park School for Boys	Local authority maintained schoo
Langley Park School for Girls	Local authority maintained schoo
Leesons Primary School	Local authority maintained schoo
Malcolm Primary School	Local authority maintained schoo
Manor Oak Primary School	Local authority maintained schoo
Marian Vian Primary School	Local authority maintained schoo
Mead Road Infant School	Local authority maintained schoo
Midfield Primary School	Local authority maintained schoo
Mottingham Primary School	Local authority maintained schoo
Newstead Wood School for Girls	Local authority maintained schoo
Nightingale	Local authority maintained schoo
Oak Lodge Primary School	Local authority maintained schoo
Oaklands Junior School	Local authority maintained schoo
Oaklands Primary School	Local authority maintained schoo
Parish Church of England Primary School	Local authority maintained schoo
Perry Hall Primary School	Local authority maintained schoo
Pickhurst Infant School	Local authority maintained schoo
Pickhurst Junior School	Local authority maintained schoo
Poverest Infant School	Local authority maintained schoo
Poverest Junior School	Local authority maintained schoo
Poverest Primary School	Local authority maintained schoo
Pratts Bottom Primary School	Local authority maintained schoo
Princes Plain Primary School	Local authority maintained schoo
Raglan Infant School	Local authority maintained schoo
Raglan Junior School	Local authority maintained schoo
Raglan Primary School	Local authority maintained schoo
Ramsden Infant School	Local authority maintained schoo
Ramsden Junior School	Local authority maintained schoo
Ravens Wood School	Local authority maintained schoo
Ravensbourne School for Boys	Local authority maintained schoo
Ravensbourne School for Girls	Local authority maintained schoo
Red Hill Primary School	Local authority maintained schoo
Royston Primary School	Local authority maintained schoo
Scotts Park Primary School	Local authority maintained schoo
Southborough Primary School	Local authority maintained schoo
St Anthony's Roman Catholic Primary School	Local authority maintained schoo
St George's, Bickley, Church of England Primary School	Local authority maintained schoo
St James' Roman Catholic Primary School	Local authority maintained schoo
St John's Church of England Primary School	Local authority maintained schoo
St Joseph's Catholic Primary School	Local authority maintained schoo
St Mark's Church of England Primary School	Local authority maintained schoo
St Mary Cray Primary School	Local authority maintained schoo
St Olave's and St Saviour's Grammar School	Local authority maintained schoo
St Paul's Cray Church of England Primary School	Local authority maintained schoo

St Peter and St Paul Catholic Primary School	Local authority maintained school
St Philomena's Roman Catholic Primary School	Local authority maintained school
St Vincent's Catholic Primary School	Local authority maintained school
Stewart Fleming Primary School	Local authority maintained school
The Avalon Centre	Local authority maintained school
The Highway Primary School	Local authority maintained school
The Meadow	Local authority maintained school
The Priory School	Local authority maintained school
The Ramsden Boys' School	Local authority maintained school
The Ramsden Girls' School	Local authority maintained school
The Ravensbourne School	Local authority maintained school
The Walsingham School	Local authority maintained school
Tubbenden Infant School	Local authority maintained school
Tubbenden Junior School	Local authority maintained school
Tubbenden Primary School	Local authority maintained school
Unicorn Primary School	Local authority maintained school
Valley Primary School	Local authority maintained school
Warren Road Primary School	Local authority maintained school
Wickham Common Primary School	Local authority maintained school
Worsley Bridge Primary School	Local authority maintained school
Dorton College of Further Education	Other types
Leydenhatch Educational Centre	Other types
Livability Nash College	Other types
Orchard Lodge	Other types
Anerley School for Boys	SEN: Community special school
Burwood School	SEN: Community special school
Cheyne School	SEN: Community special school
Goddington School	SEN: Community special school
Rectory Paddock School	SEN: Community special school
Riverside School	SEN: Community special school
Shawcroft School	SEN: Community special school
Woodbrook School	SEN: Community special school
Glebe School	SEN: Foundation special school
Marjorie McClure School	SEN: Foundation special school
Coney Hill School	SEN: Non-maintained special school
Baston House School	SEN: Other independent special school
Browns School	SEN: Other independent special school
Education and Youth Services Ltd	SEN: Other independent special school
Kent House Hospital School	SEN: Other independent special school
The Tutorial Foundation	SEN: Other independent special school
TLC The Learning Centre	SEN: Other independent special school

## 9. Sport and Leisure

### 9.1 Sport and Leisure sites by type within the geographic area

Type	Total
Golf	21
Sports Hall	99
Studio	70
Swimming Pool	36
<b>Total</b>	<b>226</b>

### 9.2 Sport and Leisure sites within the geographic area

Name
ANYTIME FITNESS (ORPINGTON)
BABINGTON HOUSE SCHOOL
BANNATYNE HEALTH CLUB (GROVE PARK)
BANNATYNE HEALTH CLUB (ORPINGTON)
BECKENHAM PUBLIC HALL
BECKENHAM RUGBY FOOTBALL CLUB
BETHLEM ROYAL HOSPITAL
BICKLEY PARK SCHOOL
BIGGIN HILL POOL
BISHOP CHALLONER SCHOOL
BISHOP JUSTUS C OF E SCHOOL
BLUNDELLS FITNESS SPORTS & LEISURE
BROMLEY BEACON ACADEMY
BROMLEY CRICKET CLUB
BROMLEY FITNESS CENTRE
BROMLEY GOLF CENTRE
BROMLEY HIGH SCHOOL
BROMLEY RUGBY FOOTBALL CLUB
BROMLEY SEA CADETS HALL
BROMLEY TENNIS CENTRE AT NEWSTEAD
BROWNS SCHOOL
BULLERS WOOD SCHOOL
CALSO HEALTH & FITNESS CLUB
CHELSFIELD LAKES GOLF CENTRE
CHERRY LODGE GOLF CLUB
CHISLEHURST GOLF CLUB
CHISLEHURST SCHOOL FOR GIRLS
CLARE HOUSE PRIMARY SCHOOL
COOPERS SCHOOL
CROFTON HALLS
CROFTON JUNIOR SCHOOL
CRYSTAL PALACE NATIONAL SPORTS CENTRE
DARRICK WOOD SPORTS CENTRE
DARRICK WOOD SWIMMING POOL
DARWIN LEISURE CENTRE
DAVID LLOYD CLUB (BECKENHAM)
EDEN PARK HIGH SCHOOL
EDGEBURY PRIMARY SCHOOL
ELTHAM COLLEGE
ERIC LIDDELL SPORTS CENTRE
FARRINGTONS SCHOOL
FOX GYM
GLEBE SCHOOL



HARRIS ACADEMY BECKENHAM  
HARRIS ACADEMY BROMLEY  
HARRIS ACADEMY ORPINGTON  
HAYES SCHOOL  
HAYES VILLAGE HALL  
HIGH ELMS GOLF COURSE  
HOLY INNOCENTS CATHOLIC PRIMARY SCHOOL  
HOLY TRINITY CHURCH  
HSBC SPORTS & SOCIAL CLUB  
KEMNAL TECHNOLOGY COLLEGE  
KESTON CHURCH OF ENGLAND PRIMARY SCHOOL  
KESTON VILLAGE HALL  
LA FONTAINE ACADEMY  
LANGLEY PARK GOLF CLUB  
LANGLEY PARK SCHOOL FOR BOYS  
LANGLEY PARK SPORTS CENTRE  
MARJORIE MCCLURE SCHOOL  
MIDFIELD PRIMARY SCHOOL  
MOTTINGHAM PRIMARY SCHOOL  
NEWSTEAD WOOD SCHOOL  
NUFFIELD HEALTH (BROMLEY)  
NUFFIELD HEALTH (CHISLEHURST)  
OAK LODGE PRIMARY SCHOOL  
OAKLEY FITNESS (PETTS WOOD)  
ORPINGTON GOLF CENTRE  
PAVILION LEISURE CENTRE (BROMLEY)  
PETTS WOOD METHODIST CHURCH QUEENSWAY HALL  
POVEREST CORONATION HALL  
RAVENS WOOD SCHOOL  
RAVENSBOURNE SCHOOL  
RIVERSIDE SCHOOL (ST PAUL'S CRAY)  
SHORTLANDS GOLF CLUB  
SIDCUP FAMILY GOLF  
ST BARNABUS CHURCH HALL  
ST OLAVES GRAMMAR SCHOOL  
ST PAULGÇÖS CROFTON HALL  
ST PETERS CHURCH HALL  
SUNDRIDGE PARK GOLF CLUB  
THE COUNTY GROUND (KENT)  
THE LIFE CENTRE  
THE PARKLANGLEY CLUB  
THE SPA AT BECKENHAM  
TRINITY UNITED REFORMED CHURCH HALL  
TRUGYM (BROMLEY)  
VALLEY PRIMARY SCHOOL  
VIRGIN ACTIVE (BROMLEY)  
WALNUTS LEISURE CENTRE  
WARREN ROAD PRIMARY SCHOOL  
WEST KENT GOLF CLUB  
WEST WICKHAM LEISURE CENTRE  
WEST WICKHAM NEW CHURCH HALL  
WICKHAM COMMON PRIMARY SCHOOL

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Report No.  
HPR2022/057

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** EXECUTIVE

**For Pre-Decision Scrutiny by the Renewal, Recreation and Housing Policy Development and Scrutiny Committee on 16 November 2022**

**Date:** 30 November 2022

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

**Title:** UK SHARED PROSPERITY FUND (UKSPF) – BOROUGH ALLOCATION

**Contact Officer:** Lydia Lee, AD Culture and Regeneration  
[Lydia.Lee@bromley.gov.uk](mailto:Lydia.Lee@bromley.gov.uk)

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

**Ward:** All wards

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1. Reason for decision/report and options

- 1.1 This report seeks authority to accept the UKSPF borough allocation grant and delegated authority for agreeing allocation of the monies with GLA.

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2. RECOMMENDATION(S)

2.1. The Renewal, Recreation and Housing PDS Committee is asked to note the report and provide comments for consideration by the Executive.

2.2 The Executive is asked to:

- 1) Approve the acceptance of the in-principle allocation of UKSPF grant funding totalling £1.63M, and approve for the capital programme and revenue budgets to be adjusted accordingly;
- 2) Approve delegated authority to the Director of Housing, Planning and Regeneration in consultation with the Portfolio Holder for Renewal and Recreation to determine interventions agreed with GLA through a grant agreement and any variations to the grant;

- 3) Note the proposed interventions submitted to GLA set out in paragraphs 3.6-3.29; and,**
- 4) Note the scope of this decision does not include the in-principle allocation of 760K for 2024-2025 for People and Skills which is only accessible through Local London and determined through subregional decision-making.**

## Impact on Vulnerable Adults and Children

1. Summary of Impact: The funding supports vulnerable adults and children through improvements to public service provision at West Wickham library and provides support to household incomes through increased business support.
- 

## Transformation Policy

1. Policy Status: Existing Policy:
  2. Making Bromley Even Better Priority:
    - (1) For children and young People to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
    - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
    - (3) For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
    - (4) For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
    - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
- 

## Financial

1. Cost of proposal: £1.63M
  2. Ongoing costs: No new ongoing costs from the funding
  3. Budget head/performance centre: Culture and Regeneration
  4. Total current budget for this head: £6.1m
  5. Source of funding: Greater London Authority, devolved from Department for Levelling Up, Housing and Communities
- 

## Personnel

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

## Legal

1. Legal Requirement: Statutory Requirement:  
. Call-in: Applicable: Executive decision.
- 

## Procurement

1. Summary of Procurement Implications: Procurement action is required to deliver the proposals within this report.
-

## Property

1. Summary of Property Implications: n/a
- 

## Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: n/a
- 

## Customer Impact

1. Estimated number of users or customers (current and projected): Residents and businesses in West Wickham and businesses across the borough
- 

## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: Cllr Nicholas Bennett and Cllr Mark Brock are both supportive of the Council accepting the funds.

### 3. COMMENTARY

#### Background

- 3.1. The UKSPF supersedes EU Structural and Investment funds (ESIF) in the UK. The UKSPF plans to scale up over the next three years, and is expected to be worth £2.6 billion nationally by 2025/26. London will receive £185.4m between 2022/23 and 2024/25. This includes £41m to deliver the Multiply programme, which aims to improve adult numeracy.
- 3.2. The GLA is the 'lead local authority' for UKSPF in London. It has developed and submitted an investment plan to DHULC - [UKSPF Investment Plan for London](#), setting out how it intends to use the funding. The investment plan sets out the local context, the interventions and outcomes to be delivered, and the approach to delivery and governance.
- 3.3. £78.13M of the London funding will be distributed directly to Boroughs. LB Bromley has been allocated in principle 2.39M as part of the direct allocation. Of this, 1.63M is to be determined by Bromley under the two priority areas; Community and place (1.23M) and Supporting local businesses (400K). The 760K allocation for People and skills is to be determined by and accessed through Local London.
- 3.4. The Leader and the Chief Executive provided approval to submit the proposed use to GLA, submitted on 7 October 2022. The proposals meet the guidelines and restrictions set by the funder, and build from existing workstreams, those that were successful in previously funded programmes, and workstreams that address current local needs.
- 3.5. The payment model is still to be decided by GLA. This will be lighter-touch than EU funding, but will retain an element of performance management. The two possible payment models are: (1) starts with a milestone payment (upon signing the funding agreement) and moves to actual defrayed costs. (2) starts with a milestone payment and then moves to milestone payments based on output performance.

#### Proposal

##### Communities and place (1.23M)

- 3.6. The Council is proposing to use the 1.23M of UKSPF funding for Communities and place towards the development of the new library in West Wickham, to improve access and the range of services available. This scheme is already underway and on the capital programme. With the requirement to spend £290K of UKSPF funding by March 2023, only existing schemes could be considered for this funding.
- 3.7. West Wickham library has been selected as it is a development already in progress, with planning consent and ability to meet the targets set by the funder for spend in this financial year. Risk is therefore minimised although the scheme has not yet been successfully tendered for construction works. The wider development also includes new affordable housing, making use of an underutilised Council-owned car park, and improvements to the public realm; providing substantial wider impact desirable to the funder.
- 3.8. The Council has already committed to fund a modern library development, building on the existing well used library, and retaining parts of the existing fabric. The additional UKSPF monies will enhance the scheme's socio-economic impact in line with the UKSPF outcomes. The new facilities will provide an outdoor classroom, exhibition space, business activity space, maker space, improved facilities for children and teenagers, as well as a community café for residents and businesses at the West end of the High Street.

3.9. The scheme has strong alignment to several UKSPF interventions. As a library development in a town centre, the project aligns with the priorities E1 – Improvements to town centres and high streets and E6 - Local arts, cultural, heritage & creative activities. The development site is positioned at the crossroads of the High Street, the road to the West Wickham train station and a TFL Red Route (Glebe Way), so it is a highly prominent site with transformative potential for residents and businesses.

3.10. The proposed works will significantly improve access to the library, which is currently not fully accessible for disabled people and has no public toilets. The current library also lacks acoustically separated spaces for activities and studying, and it has limited flexibility for a more expansive service offer. These issues and constraints have been addressed in the proposals. The feedback from the public consultation which covered the priorities for improvements has been incorporated into the design of the architecture and interiors.

3.11. The anticipated impact of the proposal includes the following:

- Creating a civic landmark and increasing footfall to the town centre (the consultation surveys showed that most library users made secondary visits to the High Street).
- Expanding early years learning and activities.
- Making the library more appealing and useful to older children and young adults (in response to consultation feedback).
- Creating new flexible and bookable community facilities.
- Delivering technology outreach in the library.
- Addressing loneliness in the elderly population.
- Supporting skills and economic development.
- Improving the accessibility of the library building.
- Reducing the environmental impact of the building.
- Futureproofing the library service.

3.12. A breakdown of costs is provided in Table 1:

<b>Table 1</b>			
<b>Workstream</b>	<b>Period</b>	<b>Cost</b>	<b>UKSPF Interventions (Appendix A)</b>
Provision of temporary library to allow capital programme improvements at West Wickham Library.	Jan 23 - March 2024	£150,000	E1
Allocate funding towards feasibility and planning of West Wickham Library and affordable housing scheme (to cover for increase feasibility to meet with UKSPF expectations).	Sep 22 - Feb 23	£180,000	E1
Architects fees, survey fees and other consultancy fees.	Sep 22 - Mar 23	£600,000	E1,E6
Provision of outdoor classroom, improved public realm and making the library fully accessible for wheelchair users.	Feb 23 - Mar 24	£1,800,000	E1, E6
Support of display areas for artefacts from the Bromley Historic Collections, and provision of a flexible events and exhibition space.	Feb 23 - Mar 24	£72,000	E6



Provision of a makerspace for hands on learning and creativity, along with improved digital provision throughout the library.	Feb 23 - Mar 24	£110,000	E6
Improved Library and Community space at West Wickham, including community café and business area.	Feb 23 - Mar 24	£1,132,000	E1, E6
Staffing @4%.	Sep 22 - Mar 24	£16,000	E1, E6

## Supporting local business

3.13. The GLA is using approximately 30M of UKSPF funding (from amount not directly allocated to boroughs) to fund new pan-London business support initiatives across a wide variety of areas. This includes the following open tenders:

- Low Carbon (£6.9m, E29)
- Supplier Readiness (£3m, E23)
- SME digital divide (£6m, E23),
- Growing the local, social economy (£3m, E23),
- Innovation (£6m, E19),
- Property advice service for SMEs (£0.75m, E23),
- Support for fast growing diverse founders (£3m, E30),
- Investment readiness support for diverse SMEs (£1.5m, E30)

It will also extend the existing programmes:

- Support for the London Business Hub (£2.5m, E23)
- Rolling out to all boroughs the pilot 'Wayfinder' programme (£4.5m, E23)

In addition, the UKSPF funding under Supporting local business will include the Mayor's International Business Programme (£4.6m, E23), and an integrated programme for high-growth companies and priority sectors (£7.4m, E24) will be managed by London and Partners.

3.14. As the GLA is already using a large amount of UKSPF funding to address most of the interventions under Supporting local business, it has restricted the borough allocation use to one intervention only. All of the borough allocation must be used only to deliver E23 - *Strengthening local entrepreneurial ecosystem, and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks.*

3.15. Guidance from GLA instructs borough allocations to meet the gap in the provision outlined above, namely 1-1 advisor support with an element of outreach, and to ensure provision is suitably general so as not to duplicate the services on offer to businesses through the large programmes.

3.16. Bromley's proposal therefore is aligned to achieving the above limited framework, seeking to increase the elements that worked under ARG funding and to address challenges shared by businesses through ongoing engagement.

## **Programmes previously run under ARG to be reinstated:**

### Start-up Bromley Business Advisor (80K)

3.17. Funding for a two-year Business Advisor to be based in the Central Library Bromley as part of Start Up Bromley. Bespoke start up 1-1 advice in both the planning stage (taking ideas and translating to a business idea), and in the starting stage (e.g. trading legally, marketing, insurance, intellectual property). This advice was provided as part of the original programme for Start Up Bromley, but came to an end in March 2022. The advisor will work with the existing Start Up Bromley team and contribute to existing networking and showcase events.

### 3.18. Bromley Business Hub (80K)

3.19. The Bromley Business Hub is a one stop shop for all businesses in the borough to access guidance and find relevant support programmes and local businesses. Established during the pandemic, following the end of ARG funding, it was reduced to basic functions only. The website is well used and increasing its usage, and will be beneficial for linking businesses to the programmes proposed for UKSPF across London. This initiative would reinstate greater functionality to the website and renew the ongoing support & maintenance provided by SOS Creativity as well as marketing and promotion for additional reach.

## **Evidence and data to support business aims:**

### 3.20. Employment Land and Space Study (£45K)

3.21. An evidence review, as part of the Local Plan process, to assess the demand and supply of land for employment uses. This will be supplemented by finer grain evidence on how changing businesses practices affect space utilisation and land use efficiency, and a deep dive into capacity, opportunities and vision for key employment sites.

Business engagement has repeatedly shown lack of employment space, both quantity and the right types of space hinder businesses locally from growing at every stage of their development. Our Employment Land and Space Study will provide the basis, with detailed business engagement, to analyse need and demand as well as deep dives into the typologies required by our sector base. This forms the evidence base for determining employment space related requirements in the new Local Plan.

### 3.22. Economic data (50K)

3.23. Access for two years to detailed data on footfall, spend and vacancy rates including footfall counts based on 02 mobile data, covering more than MSOA level, the number of premises vacant in the borough, and rates by local town centres. Access to this data allows us to baseline and evaluate the success of our projects and programmes, and to prioritise specific areas for support.

## **New programmes, time-limited without future revenue implications:**

### 3.24. Bromley Business Advisors (75K)

3.25. With existing pan-London business advisor programmes coming to an end, dedicated business advisers that are free for businesses at the point of use, are no longer available to signpost Bromley businesses to. This 18-month programme seeks to commission experienced and knowledgeable business advisors, focussing on supporting businesses to grow and to troubleshoot business inhibitors. The support will only be open to eligible businesses, who must be Bromley based and be small and medium-sized enterprises. The programme will support businesses at stages of their growth cycle predominantly after the planning/set up stage

(addressed by start-up advisor). It will focus on supporting businesses to grow and to troubleshoot business inhibitors. The support will only be open to eligible businesses, who must be Bromley based and be small and medium-sized enterprises.

3.26. Support for High Streets/Local Parades (60K)

3.27. A business engagement team will be commissioned for an 18-month programme to provide ‘on the ground’ support to businesses based in specific High Streets/Local Parades within the borough, excluding BID areas (as BIDs provide this). The consultant will engage with the businesses in priority areas to identify and deliver support requirements. Support will be tailored to individual businesses, but generally will cover: increasing profits, reducing costs, pricing strategies, visual merchandising, product/service development, attracting customers, identifying opportunities for growth, marketing, raising finance, increasing sales, developing financial strategies, forecasting, pricing and cost analysis and finance and accounting system and design.

3.28. Outreach will be provided for all programmes (£10K) by the economic development service.

3.29. The following overall outcomes will be the minimum achieved:

- 120 businesses receiving nonfinancial support
- 200 potential entrepreneurs provided assistance to be business ready
- 3 Jobs created
- 37 Jobs safeguarded
- 6 Number of new business created

Key Milestones	2022/2023		2023/2024				2024/2025				2025/2026	
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Grant agreement with GLA												
Economic Data												
Business Hub												
Bromley Business Advice												
High Streets/Local Parades Advice												
<u>Start up</u> Bromley Advice												
Employment Land and Space Study												
Reporting and Evaluation							Formative eval					Summative eval
Blue – delivery Pink – decision/tender/contract												

**Options**

3.30. Option 1 – accept the funding to deliver the projects and programmes outlined in this report.

3.31. Option 2 – refuse the UKSPF grant funding. In this situation, the funds would return to the London pot to be distributed as GLA decide, either directly to other boroughs or through a competitive bidding process.

With the timeframe for the GLA agreement to be signed by December and spend requirements in 2022/2023, there is not enough time in the funder’s decision making to draft new ideas with UKSPF alignment. Therefore, the funding is either accepted to deliver the project and programmes outlined in this report or the funds are declined and returned to GLA for redistribution.

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

The aim of the UKSPF is to deliver the growth ambitions in the Levelling Up agenda. All projects together seek to achieve the following economic priorities, which have household impact on vulnerable adults and children:

- Boost productivity, pay, jobs and living standards by growing the private sector, especially in those places where they are lagging
- Spread opportunities and improve public services, especially in those places where they are weakest
- Restore a sense of community, local pride and belonging, especially in those places where they have been lost
- Empower local leaders and communities, especially in those places lacking local agency

#### **5. TRANSFORMATION/POLICY IMPLICATIONS**

5.1. The UKSPF projects will contribute to the Corporate Strategy to Make Bromley Even Better. It will meet the following objectives:

- For children and young People to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
- For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
- To manage our resources well, providing value for money and efficient and effective services for Bromley's residents.

5.2. They also contribute to delivery of both the Regeneration Strategy and the Economic Development Strategy.

#### **6. FINANCIAL IMPLICATIONS**

6.1 This report recommends that the Executive approves the acceptance of the in-principle allocation of UKSPF grant funding totalling £1.63M, approves for the capital programme and revenue budgets to be adjusted accordingly, and approves for this funding to be used for the interventions set out in paragraphs 3.5-3.29. This will entail applying £1.23M of Communities and Place UKSPF funding towards the West Wickham Library capital programme budget, and applying £0.4M of Supporting Local Business UKSPF funding towards the revenue budget initiatives described in paragraphs 3.17-3.29. The funding will not have any adverse impact on the revenue budget, and opportunities will be sought to achieve efficiencies where possible.

6.2 It should be noted the payment model for receiving grant monies has not been decided by the GLA, and it is likely that the Council will have to incur some costs ahead of grant monies being reclaimed, in which case expenditure will be at risk if any cost items are not subsequently approved by the GLA.

6.3 It should also be noted that the scope of this decision does not include the in-principle allocation of £760K for 2024-2025 for People and Skills which is only accessible through Local London and determined through subregional decision-making.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 The fund pays for 4% of staff time which will be used to cover a contribution towards salaries of existing staff.

## **8. LEGAL IMPLICATIONS**

- 8.1 In the event that the GLA receives the UK Shared Prosperity Fund (UKSPF) Grant from the Department for Levelling Up, Housing and Communities and distribute those funds as anticipated and confirmed to the Council by the London Councils Leaders Committee, this report is seeking authority from the Executive to approve acceptance of the grant from the GLA and to agree the application of the grant funds within the parameters set by the GLA. . In terms of powers to award the grant, the GLA have previously used their powers under sections 30-34 of the Greater London Act 1999, and it is anticipated that the same powers will be used in this instance . The Council has the power to receive the grant and use the grant as set out in this report in pursuance of its general regeneration policies and in particular by using its general power of competence under section 1 of the Localism Act 2011.
- 8.2 All Council decision-making must be made rationally in accordance with administrative law principles, by taking proper account of all relevant considerations and disregarding those that are irrelevant. Furthermore, the Council must comply with its Fiduciary duty towards taxpayers and ensure resources are used prudently. It would appear from the content of the report that these duties have been complied with. In terms of any decisions made to procure services and works these will need to comply with the Council's Contract Procedure Rules as described in the Procurement comments to this report
- 8.3 Clearly it will be necessary for the Council to be satisfied on the the final award and terms of the grant funding agreement which has not been seen yet. On that basis this report is also seeking delegated authority to the Chief officer in consultation with the portfolio holder to make the final decision to agree and sign the Funding Agreement and any other ancillary legal documentation relating thereto

## **9. PROCUREMENT IMPLICATIONS**

### **Communities and place (1.23M) (West Wickham)**

- 9.1 This report seeks to use the sums referred to in 3.12, Table 1 to contribute towards already existing procurement projects.

### **Supporting local business**

- 9.2 Several procurement actions are required to allocate the UKSPF funding to project supporting local businesses, which are;
- Three requests for quotations processes; Employment Land and Space Study (£45K), Bromley Business Advisors (75K), Support for High Streets/Local Parades (60K).
  - The provision of Start-up Bromley Business Advisor (80K) via the Council's wider contract with GLL for library provision, requirement a contract change process to be followed.
  - The further provision of Bromley Business Hub (80K) via a variation to the Council's existing contract with Creativity SOS.

9.3 The Council's specific requirements for authorising these procurement actions are covered in; CPR 1.3, CPR 23.7 and 13.1 and can be Approved by the Chief Officer, with the Agreement of the Assistant Director Governance & Contracts, the Director of Corporate Services and the Director of Finance.

9.4 The actions identified in this report are provided for within the Council's Contract Procedure Rules, and the proposed actions can be completed in compliance with their content.

## 10. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

10.1 The sustainability and energy efficiency of the West Wickham library will be improved by the proposals, retaining the existing façade and superstructure. All business support programmes generate social value in the borough.

## 11 CUSTOMER IMPACT

11.1 The UKSPF projects will benefit all users and visitors of West Wickham library and a minimum of 350 businesses through support programmes.

## 12 WARD COUNCILLOR VIEWS

12.1 Cllr Nicholas Bennett and Cllr Mark Brock are both supportive of the Council accepting the funds.

<b>Non-Applicable Headings:</b>	Procurement implications
Background Documents: (Access via Contact Officer)	<a href="#">UKSPF Investment Plan for London</a> – includes details of all interventions

Report No.  
HPR2022/060

## London Borough of Bromley

### PART ONE - PUBLIC

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**Decision Maker:** RENEWAL, RECREATION AND HOUSING PDS COMMITTEE

**Date:** 16<sup>th</sup> November 2022

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

**Title:** UPDATE ON HOUSING DELIVERY PART 1 (PUBLIC) REPORT

**Contact Officer:** Alicia Munday, Head of Regeneration  
E-mail: [Alicia.Munday@bromley.gov.uk](mailto:Alicia.Munday@bromley.gov.uk) Tel: 020 8313 4559

**Chief Officer:** Director of Housing, Planning, Property and Regeneration

**Ward:** Bromley Town, Clock House, West Wickham, Farnborough and Crofton

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1. Reason for report

This report provides an update on the Council owned sites that have been considered for affordable housing development, including an update on the Bromley North and Beckenham Triangle sites that are expected to shortly progress to Planning.

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2. **RECOMMENDATIONS**

2.1 **The Renewal, Recreation and Housing PDS Committee are asked to note the contents of this report in relation to the updates for the housing sites, particularly that the Bromley North site will shortly be proceeding to Planning.**

### Impact on Vulnerable Adults and Children

1. Summary of Impact: Vulnerable children and adults will be supported through the provision of affordable housing.
- 

### Corporate Policy

1. Policy Status: Existing Policy: Housing Policy
  2. Making Bromley Even Better (Corporate Strategy):
    - For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
    - For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
    - For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
    - To manage our resources well, providing value for money and efficient and effective services for Bromley's residents.
- 

### Financial

1. Cost of proposal: Estimated Cost: N/A
  2. Ongoing costs: N/A
  3. Budget head/performance centre: Capital Programme
  4. Total current budget for this head: N/A
  5. Source of funding: N/A
- 

### Personnel

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

### Legal

1. Legal Requirement: Statutory Requirement Non-Statutory - Government Guidance:
  2. Call-in: Not Applicable: No Executive decision.
- 

### Procurement

1. Summary of Procurement Implications: The report includes updates on the progress of three housing schemes of which procurement is in progress for one scheme with suitable procurement routes to be determined for the others, subject to planning.
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 1000 homes could benefit about 3000 residents.
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments:



### 3. COMMENTARY

- 3.1 As set out in the Housing Strategy 2019 - 2029, the Council faces severe housing pressures and is considering how to deliver more affordable homes and ensure people are placed in quality stable homes rather than costly temporary accommodation. Provision of good quality, value for money temporary and affordable accommodation in the borough is essential if the Council is to reduce the current pressures on its revenue budget and manage future demand for services.
- 3.2 Within the borough of Bromley, there are approximately 1580 households in Temporary Accommodation, which is set to continually increase at around 21 new households per month. 1,100 of these households are in costly forms of nightly paid accommodation, which has proven to be unsecure, and therefore potentially detrimental to the health and well-being of the individuals residing in these properties.
- 3.3 The Council has committed to delivering affordable homes through direct delivery, acquisitions, and potentially joint ventures. It is expected that this will in turn lead to the opening of the Housing Revenue Account. Two affordable housing sites (Bushell and Anerley) have now been completed with another (Burnt Ash) near completion, one at York Rise is under construction, one at West Wickham is out to construction tender, and another at Bromley North is ready to progress to Planning. Beckenham Triangle is still going through feasibility. Further sites set out in the Operational Property Review are anticipated to move to feasibility in the New Year. In total
- 3.4 The Council set itself a target of delivering 1000 homes through self delivery and acquisitions. In relation to acquisitions, as of 26<sup>th</sup> October 2022, there were 253 sales agreed through Meadowship Homes, of which 183 exchanged and completed, of which 115 were tenanted. Officers are on track for 255 being completed by March/April 2023 and then fully tenanted by May/June 2023 which means they will have fully completed within the two year loan payment holiday. In relation to self-delivery 35 units (Bushell and Anerley) are tenanted, 25 units (Burnt Ash) will shortly be ready for tenants, 35 units (York Rise) are in construction, and 14 units (West Wickham) will be ready for construction on site following tender process. This is a total of 109 affordable units.

#### Phase 1 of the house building programme

- 3.5 Officers reported progress on the Phase 1 House Building Programme to Members (Report ref: HPR2022/005) in February 2022. All of these Phase 1 sites are either complete or in construction. Anerley and Bushell are occupied, however Burnt Ash hasn't yet achieved Practical Completion due to a number of issues. Weekly assurances are being received that the site is almost complete and a verbal update will be provided at committee.
- 3.6 The York Rise scheme is currently under construction. The 35-unit scheme comprises a mixture of one, two and three bed dwellings, along with private amenity and shared communal play space. Initial site investigations and groundworks commenced on site in February 2022 and the off-site manufacturing process is now complete. The modules have been scheduled for delivery in mid-November over a period of approximately two weeks, with the current programme indicating project completion by May 2023. The official addresses for Platinum Jubilee Close have now been issued.

#### Phase 2 of the house building programme

- 3.7 Officers have previously reported progress on the Phase 2 of the Housing Delivery Programme to Members (Report ref: HPR2020/024) and in this report funding was agreed to progress feasibility studies for a number of sites further to assess their feasibility and suitability as housing projects. Phase 2 includes the Bromley North Station Road Car Park, Beckenham Triangle, and West Wickham Library and Housing project were identified, along with other sites, for early-stage feasibility works.

- 3.8 In June 2021 (Report ref: HPR2021/037), Members approved the allocation of £620k from the Housing Investment Fund, for the estimated costs to proceed to planning for the three sites identified in Report No. HPR2020/024. This approval included Bromley North Station Road Car Park, Beckenham Car Park Triangle and West Wickham Library and Housing project. Authority was also delegated to the Director of Housing, Planning and Regeneration with agreement of the Renewal, Recreation and Housing Portfolio Holder to submit planning applications for these sites. Subject to further Cllr and public engagement, it is envisaged that a Planning Application will be submitted for the Bromley North site in early 2023.

#### West Wickham housing and library

- 3.9 Located in West Wickham town centre the development site consists of West Wickham Library on Glebe Way and Station Road Car Park, accessed off Croft Avenue, along with the unadopted road running parallel to the car park. The proposals for the site are to deliver 26 homes, improved library provision, public realm improvements and the adoption of the access road. The Council approved funding for this capital scheme (Report No HPR2021/059) in November 2021, and in April 2022, secured Planning permission for the development.
- 3.10 Following the planning approval being granted the technical design for the scheme has been progressed and submissions have been made to discharge the pre-commencement planning conditions. In parallel to this the Highways team have progressed the adoption process for the road. Following a failed closed tender process, a revised open tender for the construction works was published on the 25<sup>th</sup> October 2022 and it is due to close on the 6<sup>th</sup> December 2022. Officers intend to bring an award report to the RRH PDS on the 23<sup>rd</sup> January 2023 and the Executive on the 8<sup>th</sup> February 2023. Once there is certainty about the construction tender outcome Officers will finalise the arrangements for the temporary library provision

#### Bromley North Station Road Car Park

- 3.11 This scheme will shortly be consulted on and submitted for planning permission. The site is located at the Station Road Car Park, Station Road, Bromley, BR1 3LP, and forms part of the 'Site 2' Bromley North allocation site as outlined within the Local Plan. The policy for 'Site 2' as a whole proposes 525 residential units, 2000 sqm of office space, space for community use, 230 sqm café/retail, a transport interchange and parking. A larger part of 'Site 2', which is not owned by the Council, is also being brought forwards for development by Willmott Dixon (Be Living) and Network Rail. The leaseholder for Northside House and the freeholder of 10a Sherman Road are not part of this neighbouring development agreement.
- 3.12 The Council's section of site 2 is a linear parcel of land adjacent to low-rise residential properties along Station Road; the Network Rail site runs parallel but is approximately 1.5m below the ground level of the Council's site, thus creating a complex area for development. A whole site development is not considered viable given its complexities hence the Council progressing its land parcel for housing independently. However to ensure a holistic design for the site the team is working closely with the other developers and is using the same landscape architect. A design workshop was held the Council's Planning Department, the Bromley North Project Team and Willmott Dixon (Be Living) to better understand the shared principles across the two schemes.
- 3.13 Station Road Car Park (development site) is approximately 0.283 hectares and is currently used as a public car park, providing 83 parking spaces. It is expected that parking on this site will be absorbed by other underused car parks locally. The site has a PTAL rating of 6a which indicates that it has very good public transport connectivity. The site also includes an MOT garage and storage unit at the south end, both of which are on short leases. An existing UKPN sub station is also situated on site, adjacent to the MOT garage. At the edges of the site, there are some self-seeded trees and shrubs, however, the majority of the site is hard standing which is in poor condition.

- 3.14 In June 2021, Executive resolved to approve the drawdown of funding from the Housing

Investment Fund to develop the site to RIBA Stage 3, including submission of a full Planning Application subject to Chief Officer and Portfolio Holder approval. Therefore, in October 2021, Officers utilised the Notting Hill Genesis Framework to directly award the architectural services contract for RIBA Stages 2-3 to Mae Architects Ltd. Two pre apps have been held with planners and there have been meetings with TfL due to the location of a 24-hour bus stand. Additionally engagement with colleagues in Housing and Occupational Therapy has led to an increase in the number of 2 and 3-bed units, alongside redesigning all accessible units within the affordable block to ensure they are compliant with the SELHP guidelines. The project team have also initiated discussions with the Designing Out Crime Officer (DOCO) and a meeting was held in May 2022 to review the proposal. The DOCO advised that the current scheme was acceptable in principle and has the potential to achieve gold Secured by Design Accreditation.

3.15 The scheme is now ready for consultation and planning submission. In summary the scheme consists of two-blocks comprising a total of 75 units. The buildings are arranged as two separate blocks of similar scale and massing. Both blocks establish a four-storey datum along Station Road, rising up to six storeys in total with setbacks on the fourth and fifth levels.

3.16 Block one comprises 38 affordable units, whilst block two comprises 37 units for market sale. This design was based on further discussions with colleagues in Housing to include additional larger units, to help meet current housing need. The proposed tenure mix is as follows:

	<b>Block 1 - Affordable Tenure</b>	<b>Block 2 - Private Tenure</b>
1-bed, two-person	16	18
2-bed, four-person	12	17
3-bed, five-person	10	2
<b>Total no. homes</b>	<b>38</b>	<b>37</b>
Commercial Units	1	2

3.17 Both blocks include commercial units to replace current provision, comprising a total of 249 square meters. It is expected that rental from these commercial units will bring in an income of about £50k per annum. If commercial provision is not required, the inclusion of the space is likely to be used for amenity provision given the scale of developments. The design and treatment of both blocks is comparable to provide a tenure blind approach to the scheme. Block one includes four wheelchair accessible units, all of which are compliant with the South East London Housing Partnership (SELHP) standards. Block two also includes a total of four accessible units, all of which meet either the Part M4(2) Accessible and Adaptable Dwellings or Part M4(3) Wheelchair User Dwellings.

3.18 The buildings are articulated with expressive bays along Station Road that take reference from the existing bays that are found in the local terrace housing stock. The building geometry allows for the majority of flats (74%) to be dual aspect, with no North facing single aspect dwellings. Living spaces are arranged in a way that allows them to be directly connected to the external private amenity, ensuring the space functions as an extension of the living area. Every resident of the development will enjoy both shared and private amenity space. Such provision will encourage well-being and promote social interactions between residents. The amenity provision includes extensive landscaping and play space at ground floor, and either a private garden, roof terrace, or balcony for every home.

3.19 Due to the site's high PTAL and proximity to public transport, the proposed development will be car-light, i.e. providing the necessary minimum blue badge parking required. The proposed development will provide three wheelchair accessible parking spaces for residential use in accordance with the requirements of the London Plan (2019) to ensure that at least one designated accessible parking space per dwelling for three per cent of dwellings is available from the outset. In addition to this, an additional 4 parking spaces can be provided if required, as future designated accessible parking spaces. Electric vehicle charging points have been provided for all

three initial wheelchair spaces, and cabling will be installed for the four additional spaces. Cycle storage provision is based on the New London Plan Requirement and provides a total of 135 long stay and 4 short stay residential spaces across the two blocks.

- 3.20 At the current time this scheme is not financially viable to deliver; however it is anticipated that this scheme could become viable as the GLA has indicated that they are likely to be able to offer higher grant levels in the future, subject to what those grant levels are. The current capital breakdown for the entire scheme is estimated as follows:

<u>Item</u>	<u>Cost</u>
Total Construction Costs (inc. including 5% Construction Contingency, Main Contractor's Preliminaries, OHP & Risk)	£23,240,000
Additional 15% Contingency	£3,486,000
Professional Fees, LBB Fees, Planning Fees and Surveys	£2,338,000
Indicative S106 Allowance	£100,000
CIL Mayoral	£223,260
CIL Borough	£348,400
Land Appropriation Estimate:	£0
Total Development Costs (Exc. CIL and Land Appropriation):	<b>£29,164,000</b>
Total Development Costs (Inc. CIL and Land Appropriation):	<b>£29,735,660</b>

### Beckenham Triangle

- 3.21 The site is located to the rear of Beckenham Spa Leisure Centre, between the railway tracks and Bourne House (a former office block which has been converted to residential). The current site usage is predominantly public parking. However, the South of the site has a Council-owned building, Lewis House, along with two cabins, which are leased to Bromley Experts by Experience (X by X), which provides services for deaf and disabled people, as well as carers, across the borough.
- 3.22 The site has good public transport connections, with a PTAL 4 rating and it is in close proximity to Clock House Railway Station. It is also close to amenities such as Beckenham Library, Clock House Shopping Parade, Venue 28 and the Spa Leisure Centre. However, it is not an allocation site in the Local Plan. There are also some policy challenges as the site is immediately adjacent to the Elm Road Conservation Area and in close proximity to a Grade II listed building, Venue 28. The site is also considered to be a 'backland site' in planning terms as it is not immediately adjacent to an adopted highway.
- 3.23 Due to the proximity to the railway tracks and the acoustic impact this presents there are no residential units proposed on the ground floor of the scheme. The Council has engaged with Network Rail through a Basic Asset Protection Agreement and incorporated the initial feedback, such as meeting the minimum offset distance for the proposed scheme. Should the development progress further the Council will have to pay an additional fee to Network Rail to monitor in-person certain elements of the construction works and to sign off on certain aspects of the scheme in order to protect the safety of the railway.
- 3.24 The current proposal is ground floor plus six storeys. The ground floor consists of the community space and the ancillary spaces for the residential above. The affordable and private sale homes will be on different floors with separate access control.

3.25 In total the community area is 210sqm, with 40 homes on the 6 storeys above. The tenure split is 21 affordable homes and 19 private sale homes. The proposed tenure mix is as follows (please see overleaf):

	<b>Affordable Tenure</b>	<b>Private Tenure</b>	<b>Community/ Commercial</b>
1-bed, two-person	3	2	-
2-bed, three-person	0	1	-
2-bed, four-person	15	12	-
3-bed, five-person	3	4	-
<b>Total no. homes</b>	<b>21</b>	<b>19</b>	-
Non-residential	-	-	<b>1</b>

3.26 The development includes four wheelchair accessible units, all of which are compliant with the South East London Housing Partnership (SELHP) standards. SELHP 'Wheelchair Homes Design Guidelines'. All of these wheelchair homes are 2-bed, 4 person units, of which 3 are affordable tenure and 1 is private tenure.

3.27 The sale of private residential units would result in a capital receipt of approximately £6.84m, based on an initial estimate of £360k per unit. Further work needs to be done to confirm the financial viability of the Beckenham scheme and therefore it is not ready to go to Planning for a decision. However it is anticipated that under the delegated authority previously agreed by the Executive that the scheme will be progressed to Planning next year if the scheme can be demonstrated to be financially viable. The current capital breakdown for the entire scheme is estimated as follows:

<b><u>Item</u></b>	<b><u>Cost</u></b>
Total Construction Costs (inc. including 5% Construction Contingency, Main Contractor's Preliminaries, OHP & Risk)	£12,800,000
Additional 15% Contingency	£1,920,000
Professional Fees, LBB Fees, Planning Fees and Surveys	£1,480,000
Indicative S106 Allowance	£70,000
CIL Mayoral	£134,970
CIL Borough	£224,950
Land Appropriation Estimate:	£0
Total Development Costs (Exc. CIL and Land Appropriation):	<b>£16,270,000</b>
Total Development Costs (Inc. CIL and Land Appropriation):	<b>£16,629,920</b>

#### Additional housing sites for progression

3.28 The Operational Property Review has identified a number of other Council owned sites that could be suitable for self-delivery housing development. Feasibility works will be undertaken on all these sites and the outcome reported to the Executive.

## **4. STAKEHOLDER ENGAGEMENT**

4.1 Ward members were briefed about the Bromley North and Beckenham proposals prior to the May

2022 local elections and Council Officers will continue the engagement process throughout the subsequent stages of each project. Feedback will be sought from Ward Members before public engagement commences.

- 4.2 Local residents will also be kept informed about any housing proposals that progress through to planning submission and construction. For the Bromley North project, the project team are in the process of arranging two drop-in sessions at Bromley Central Library, in addition to letter drops and the creation of a dedicated webpage detailing the scheme.

## **5. POLICY CONSIDERATIONS**

- 5.1 In the Housing Strategy 2019 – 2029, the Council set itself a goal to bring forward 1,000 new affordable homes either on Council-owned land or through acquisitions. The new London Plan sets a target of 7,740 for net housing completions (2019/20 -2028/29) in the borough.
- 5.2 The adopted Regeneration Strategy 2020 – 2030 sets priorities for the following areas which the proposals contribute towards:
- Bring forward housing and public realm improvements fit for the 21<sup>st</sup> Century
  - Supporting new and existing communities.
  - Strengthening our town centres and local economy.
- 5.3 The Local Plan 2019 includes the following allocation sites owned by the Council which have been progressed as part of the Council's house building programme:
- Banbury House, Bushell Way, 'Site 13I – Council-led affordable housing scheme complete and fully occupied.
  - Small Halls, York Rise, 'Site 12' – Council-led affordable housing scheme under construction.
  - Bromley North, 'Site 2' – Detailed feasibility study undertaken with proposals ready for public consultation.

## **6. PROPERTY AND ESTATES CONSIDERATIONS**

- 6.1 Property continues to work with Housing, Finance and Regeneration colleagues to develop these various schemes and provide advice as to viability assumption modelling and the construction of business cases where existing Council assets are being utilised.

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

- 7.1 Vulnerable children and adults will be supported through the provision of high-quality affordable housing that is suitable for individuals and families.

## **8. PROCUREMENT RULES**

- 8.1 The report sets out the status of three housing delivery schemes. Procurement is in progress for one of the schemes with the outcome to be determined in due course, with a Contract Award decision (or alternative action as required) subject to Executive approval.
- 8.2 Procurement is intended to commence for the other schemes, subject to planning consent. Both remaining schemes are above threshold Works contracts and so a procurement route compliant with the Public Contracts Regulations 2015 will need to be determined in consultation with Corporate Procurement and Legal Services, and subject to the governance requirements of the Councils Contract Procedure Rules for proceeding to procurement.

## 9. FINANCIAL CONSIDERATIONS

- 9.1 As set out in paragraph 3.19, the Bromley North scheme is not currently financially viable based on current estimated scheme costs, GLA grant levels and Public Works Loan Board (PWLB) borrowing rates (which is the rate that would also be used for any internal borrowing). At the time of the report in June 2021, 40 year PWLB rates were at 2.16%; as at 4<sup>th</sup> November 2022 they were at 4.58%.
- 9.2 Similarly, initial estimates indicate the Beckenham scheme may not be financially viable; however as set out in paragraph 3.26 there is more work to be done on this scheme. In the event that this or other changes mean that either scheme becomes viable then a report including full financial details of the proposed schemes will be brought back in due course with any proposals to proceed with the schemes and to commence any procurement exercises.
- 9.3 Based on the estimated numbers of affordable homes that could be delivered on the Bromley North and Beckenham sites, the schemes would result in savings on temporary accommodation of around £270k and £149k per annum respectively, although this would result in foregoing potential capital receipts from disposing of the sites estimated at £5.6m and £1.3m respectively.
- 9.4 Following completion of the procurement exercise for the West Wickham scheme a report will be brought for Member consideration which will include full financial details.

## 10. LEGAL CONSIDERATIONS

- 10.1 The Council has various statutory powers to provide, maintain and improve housing in particular under the Housing Act 1985), In addition, the council has the general power of competence to do anything an individual could do under section 1 of the Localism Act 2011 which is underpinned by the councils local Regeneration and Housing policies. All projects must be looked at separately and at all times kept under review to ensure the legal compliance. Consideration here should be given to the council's land ownership issues, appropriation duties/powers, CPO's, best value ,subsidy control, planning powers ,tax and the benefits or otherwise of using the Housing Revenue Account.
- 10.2 It is apparent from this report that projects will require that certain building works will be undertaken to develop sites. Such public building works would appear to involve the provision of homes (affordable and non-affordable) and other civic facilities on council land,
- 10.3 The Public Contracts Regulations 2015 (Regulations) apply to the acquisition of works above a threshold (currently £4,269,550 excluding vat) and professional service (170,782 excluding vat). As to whether works and/or services fall within the Regulations is a matter which will require further detailed analysis.
- 10.4 In order to reach implementation, each project will need to ensure it complies with the Councils Contract Procedure Rules and internal decision-making approval under the Councils' Constitution and all external funding requirements such as grant funding together with stakeholder engagement/consultation. Officers should seek specific legal advice any issue as may be appropriate.

<b>Non-Applicable Sections:</b>	Personnel considerations; IT and GDPR considerations
Background Documents: (Access via Contact Officer)	HPR2020/024, HPR2021/037, HPR2021/059, HPR2022/003 Regeneration Strategy 2020 – 2030 Housing Strategy 2019 – 2029

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