



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

TELEPHONE: 020 8464 3333

CONTACT: Stephen Wood
stephen.wood@bromley.gov.uk

DIRECT LINE: 020 8313 4316

DATE: 9 March 2023

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

Councillor Will Rowlands (Chairman)
Councillor Simon Fawthrop (Vice-Chairman)
Councillors Kathy Bance MBE, Kim Botting FRSA, Mike Botting, Adam Jude Grant,
Alisa Igoe, Julie Ireland, Alison Stammers, Harry Stranger and Wooler

A meeting of the Environment and Community Services Policy Development and
Scrutiny Committee will be held at Bromley Civic Centre on **THURSDAY 16 MARCH
2023 AT 7.00 PM**

TASNIM SHAWKAT
Director of Corporate Services & Governance

*Copies of the documents referred to below can be obtained from
<http://cds.bromley.gov.uk/>*

A G E N D A

PART 1 AGENDA

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

STANDARD ITEMS

- 1 MINUTES OF THE MEETING HELD ON 25TH JANUARY 2022 (Pages 5 - 40)**
- 2 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**
- 3 DECLARATIONS OF INTEREST**
- 4 QUESTIONS FROM COUNCILLORS OR MEMBERS OF THE PUBLIC TO THE CHAIRMAN**

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 that are not specific to the agenda should have been received by the Democratic Services Team by 5pm on 2nd March.

Questions specifically relating to reports on the agenda should be received within two working days of the normal publication date of the agenda. Please ensure that

questions specifically on reports on the agenda are received by the Democratic Services Team by 5pm on Friday, 10th March.

- 5 ORAL QUESTIONS FROM THE PUBLIC TO THE PORTFOLIO HOLDERS**
- 6 ORAL QUESTIONS FROM COUNCILLORS TO THE PORTFOLIO HOLDERS**
- 7 WRITTEN QUESTIONS**
- 8 MATTERS ARISING AND WORK PROGRAMME (Pages 41 - 48)**

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

- 9 UPDATE FROM THE PORTFOLIO HOLDER FOR SUSTAINABILITY, GREEN SERVICES AND OPEN SPACES**
- 10 UPDATE FROM THE PORTFOLIO HOLDER FOR TRANSPORT, HIGHWAYS AND ROAD SAFETY**
- 11 UPDATE FROM COUNCILLOR TURRELL REGARDING SNOW FRIENDS**
- 12 ECS PERFORMANCE OVERVIEW (Pages 49 - 52)**
- 13 PRE-DECISION SCRUTINY OF REPORTS TO THE ENVIRONMENT AND COMMUNITY SERVICES PORTFOLIO HOLDER**

Portfolio Holder decisions for pre-decision scrutiny.

- a ECS BUDGET MONITORING 2022/23 (Pages 53 - 60)**
 - b BECKENHAM: SOUTHEND ROAD, PARK ROAD, FOXGROVE ROAD SAFETY SCHEME (Pages 61 - 68)**
 - c PROPOSALS FOR SUSTAINABLE PLANTING (Pages 69 - 84)**
 - d ECS DRAFT PORTFOLIO PLAN (Pages 85 - 118)**
 - e ARBORICULTURE - TREE MANAGEMENT STRATEGY REVISION (Pages 119 - 150)**
 - f FIXMYSTREET PRO & WASTEWORX REPORTING SYSTEM REVIEW (Pages 151 - 172)**
 - g REDUCTION AND RECYCLING PLAN 2023- (Pages 173 - 188)**
- 14 POLICY DEVELOPMENT AND OTHER ITEMS**

- 15 **ECS CONTRACTS REGISTER** (Pages 189 - 198)
- 16 **ECS RISK REGISTER** (Pages 199 - 208)
- 17 **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.

- 18 **ECS PDS PART 2 CONTRACTS REGISTER** (Pages 209 - 210) Information relating to the financial or business affairs of any particular person (including the authority holding that information)

.....

This page is left intentionally blank

ENVIRONMENT AND COMMUNITY SERVICES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 25 January 2023

Present:

Councillor Will Rowlands (Chairman)
Councillor Simon Fawthrop (Vice-Chairman)
Councillors Kathy Bance MBE, Kim Botting FRSA,
Mike Botting, Adam Jude Grant, Alisa Igoe, Julie Ireland,
Harry Stranger, Mike Jack and Wooler

Lily Wooler (Bromley Youth Council)

Also Present:

Councillor Aisha Cuthbert, Councillor Nicholas Bennett
J.P. and Councillor Thomas Turrell

1 MINUTES OF THE MEETING HELD ON 22nd NOVEMBER 2022

A Member raised an issue regarding the written questions and answers from the public that were published with the minutes. Specifically, the number of FMS (Fix My Street) requests with respect to recycling centres. She pointed out that there had been fifty-three FMS requests from the public noted with respect to Penge East Station. However, in the same table (where written responses to questions had been tabulated) it had been recorded that there had been just 1 FMS request from the public and two FMS requests from Councillors with respect to Pawlene Close. She felt that this may be wrong and asked for the data to be re-checked. The Director for Environment and Public Protection said that he would look into this with officers.

A Member asked if an individual would receive a response if a question was dis-allowed. It was noted that normally the individual would not receive an answer to the question, but would be informed as to why the question had been dis-allowed.

The Portfolio Holder for Transport, Highways and Road Safety requested that going forward, the Portfolio Holder updates be added to the published minutes along with the responses to questions.

RESOLVED that the minutes of the meeting held on the 22nd of November 2022 be agreed and signed as a correct record and that in the future, the updates from both Portfolio Holders be added to the published minutes.

2 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies had been received from Councillor Allison Stammers and Councillor Mike Jacks attended as her substitute.

3 DECLARATIONS OF INTEREST

There were no declarations of interest.

4 MATTERS ARISING AND WORK PROGRAMME

CSD 23019

A Member asked when there would be a report regarding the Jubilee Parks Grant applications.

It was noted that the Portfolio Holder for Sustainability, Green Services and Open Spaces had provided an update regarding this matter in her Portfolio Holder statement and that this had been discussed at the previous meeting of the Committee. The Portfolio Holder stated that it was anticipated that a report on the Jubilee Grants Programme would be presented to the Committee in Autumn of this year.

RESOLVED that the Matters Arising and Work Programme Report be noted and that an update report on the Jubilee Grants Programme would be presented to the Committee in the Autumn of this year.

**5 ORAL QUESTIONS FROM THE PUBLIC OR COUNCILLORS TO
THE CHAIRMAN**

No questions had been received for the Chairman.

**6 ORAL QUESTIONS FROM THE PUBLIC AND COUNCILLORS
TO THE PORTFOLIO HOLDERS**

Three oral questions were received from the public and two oral questions were received from Members. The responses to the oral questions will be appended to the minutes.

**7 WRITTEN QUESTIONS FROM THE PUBLIC AND
COUNCILLORS**

Twelve written questions were received from the public and five written questions were received from Members. The responses to the written questions will be appended to the minutes. The responses to written questions from the public were disseminated to the questioners via email the day following the meeting.

8 RINEY: CONTRACT PERFORMANCE REPORT

ES20247

The LBB Assistant Director for Highways attended with Mark Boyle (Commercial Director) and Luke McFarlane (Contract Director) from Riney to update the Committee.

The Chairman asked Riney how they perceived their performance. Riney responded that conditions had been very difficult for the organisation due to a combination of adverse weather conditions and 'hyper-inflation'. These were issues that had affected performance.

The Chairman highlighted section 3.10 of the report that showed a marked dip in performance during the summer of 2022 and he asked for an explanation of this. Riney explained that this was caused by a backlog of work caused by extreme weather conditions. A Member asked if year on year comparisons were available to see if this was a recurrent problem and to see if trends could be identified. Riney responded, saying that they did attempt to identify trends and plan ahead.

The Chairman referenced section 3.25 of the report which referenced a high turnover of key personnel, including temporary management roles. This turnover of staff was also mentioned in the report as a contributory factor adversely affecting performance. Riney stated that work had been undertaken to improve recruitment and retention and that all relevant staff were in position to provide stability for the Bromley contract.

A Member commented that very often the matter of pot-holes would be raised on FMS. The pot-holes would be logged as having been fixed, but in a few days they would 'pop back out' again. She commented that these were a serious danger to cyclists. She asked if Riney could use different materials so that these repairs would be more effective. The representative from Riney responded and said that they were not able to carry out permanent repairs in adverse weather conditions where there was for example standing water. In these cases they would have to use temporary materials and undertake permanent repairs later. Extremes of weather, whether this was too hot, too cold, or too wet could all affect repairs.

A discussion took place regarding the amount of financial penalties Riney had incurred because of late service delivery. A Member suggested that warning signs be displayed near potholes that had not yet been repaired. A discussion took place regarding the various response times that Riney were required to work to.

A Member enquired as to how often Riney went out to look at potholes. The Assistant Director of Highways responded and said that there was a fixed inspection regime and so the Council relied heavily on reports coming in via Fix My Street. The representatives from Riney said that they were now in the

25 January 2023

process of using new temporary materials which they hoped would be more effective. They acknowledged that the repeated repair of potholes on a temporary basis was not only bad for the Council and the public, but it was bad for them as it was costly to the organisation. The representatives from Riney said that they were trying as best they could to deliver to the KPIs as required by the contract.

Members were briefed on some of the innovative products that Riney were working on and these included warm tarmac and single layer asphalt. Warm tarmac was now being used across all of London and reduced carbon emissions. Single layer asphalt was stronger. A Member asked about materials that were difficult to source and it was reported that there was a significant problem in obtaining steel and steel columns. Riney had been waiting for 12 months for steel columns to be delivered and this impacted up on the replacement of rusty lampposts.

A Member was keen to receive more data with respect to the two hour responses and requested that the KPI data for February be disseminated as soon as possible. A Member raised the matter of issues being closed on Fix My Street when the problem had not been resolved. The Director of Environment and Public Protection said that he attended a regular meeting on a Monday to discuss issues pertaining to Fix My Street and he requested that any issues going forward be sent to him directly for his attention.

Councillor Turrell said that he was looking at ways in which FMS could be improved and that he would be happy to meet up outside the meeting with Councillor Ireland to discuss this. Councillor Alisa Igoe said that she would be interested in attending any meetings that took place to discuss the improvement of FMS.

A Member suggested that if there were issues on FMS that had not been resolved, an explanatory message could be displayed like 'being worked on.' At this point the Portfolio Holder for Transport, Highways and Road Safety requested that the updates from the Portfolio Holders be published going forward along with the minutes.

A discussion took place with respect to flooding and a Member encouraged people to use water butts; he said that the Council were offering subsidised water butts for sale on the Council website.

The Portfolio Holder for Transport, Highways and Road Safety reminded everybody that the London Borough Bromley was a large borough with a significant road network and that winter was not a suitable time to carry out repairs. March and April were approaching with better weather conditions and this would be a more appropriate time to make more permanent repairs to the road network.

The Chairman thanked Mr Boyle and Mr McFarlane for attending the meeting. He said that he hoped to see an improvement in performance over the next 12 months.

RESOLVED that the Committee note the report and the work that was ongoing to ensure compliance with the contract.

9 UPDATE FROM THE PORTFOLIO HOLDER FOR SUSTAINABILITY, GREEN SERVICES AND OPEN SPACES

The Portfolio Holder was asked why it was costing £2m to dredge Kelsey Park Pond and what would happen to other ponds in the borough. The Portfolio Holder agreed that £2m was a great deal of money, but this was the amount that had been quoted post survey. The dredging of Kelsey Park Pond was a priority, especially because of the multiplicity of wildlife that lived there. Because dredging was expensive, other ponds would be desilted when the budget allowed. Some de-silting work had been undertaken at Church House Pond by Idverde previously.

It was noted that the Leafing Programme had now ended and so any further leaf collections that were required should be reported on FMS as normal. A Member said that she had been approached by a sixth form student from Harris School who said that the Council had not allowed the school to be part of the recycling campaign. The Member asked if the Portfolio Holder had been approached by any schools in this regard. The Portfolio Holder responded and said this was something she would look into, but she clarified that she had not been approached by any schools.

A Member enquired if any additional money would be available for the Small Parades Bid. The Portfolio Holder answered and explained that this was funded by central government and no money was available at this time. Clarification was provided as to the means whereby the part time officer dealing with Jubilee Grant applications would be funded and it was further noted that no records existed to specify when Kelsey Park Pond had been previously dredged.

RESOLVED that the update from the Portfolio Holder for Sustainability, Green Services and Open Spaces be noted.

10 UPDATE FROM THE PORTFOLIO HOLDER FOR TRANSPORT, HIGHWAYS AND ROAD SAFETY

A Member asked why the request from the Metropolitan Police regarding the Junior Road Watch scheme was refused. The Portfolio Holder answered and said that adults may find it somewhat irritating to be lectured to by a child and this was a matter that was better left to the police.

An explanation was provided as to the nature of the 5G aerials referenced in the Portfolio Holder Update.

A discussion took place about electric buses and possible other routes that may be electrified. The Portfolio Holder said that in terms of other routes that may be serviced by electric buses--that would be a matter for TfL. A Member asked if they could have a day out on the new electric bus.

It was noted that it was unlikely that the Council would be providing funding for Coronation Street Parties. However, each of the BIDS could apply for a £5k grant. The Council would need to grant permission for streets to be closed.

A trial to trunk electric cables across the footway for those car owners without a driveway was to be undertaken. Ten staff had volunteered so far, including the Portfolio Holder for Sustainability, Green Services and Open Spaces.

RESOLVED that the update from the Portfolio Holder for Transport, Highways and Road Safety be noted.

11 ECS PERFORMANCE OVERVIEW

A Member requested that the data concerning the two hour response times from Riney be disseminated to the Committee.

A Member referenced item 5e on the report which was the data regarding people killed or seriously injured in road traffic accidents. She noted that no KSI data had been supplied for the period April to November 2022; she asked what the reason for this was. It was reported that this data would be supplied at the PDS meeting in March.

RESOLVED that the Performance Overview Report be noted.

12 PRE-DECISION SCRUTINY OF REPORTS TO THE ENVIRONMENT AND COMMUNITY SERVICES PORTFOLIO HOLDERS

a PARKING SERVICES - CONTRACTOR PERFORMANCE REVIEW: - APCOA PARKING, JANUARY 23

ES20243

The Head of Shared Parking Services attended with Russell Peacock, from APCOA, (Director-Business Process Re-Engineering) and Shaun Price, (for RingGo (Account Director).

Mr Price informed the Committee that Ringo processed 200,000 paid parking sessions in Bromley per month. In 2022 the company processed in the region of 107 million transactions nationwide. Ringo was the largest provider of cashless parking sessions within the UK and were currently used by 65% of

local authorities in London. They were also used by councils in Kent and Sussex. The Chairman commented that the Apcoa Report was a good one and indeed one of the better reports that had come to the Committee. He praised the Solar Car Wash initiative that had been developed at Heathrow and asked if Apcoa were planning to do the same in Bromley.

The issue of staff turnover was discussed as this was always a challenge in this particular industry. Apcoa had been looking at ways to streamline the recruitment process and also at ways to reduce staff turnover. One of the changes in policy that seemed to work was the introduction of shorter and flexible hours; this seemed to have a positive effect on staffing levels and the retention of staff.

Mr Peacock stated that the company was looking at various ways to introduce new income streams. In terms of staffing levels, there was now a waiting list of applicants seeking to join the organisation which had not been the case previously.

With respect to staff welfare and training, staff now had to pass a conflict management training course before joining the organisation. Apcoa employees were provided with body worn cameras and a colour coded system in place. A code blue report meant a derogatory comment had been made, a code yellow meant that a member of staff had been verbally assaulted and a code red meant that a member of staff had been physically assaulted.

It was asked if the company prosecuted people that assaulted its staff; the response was that this a matter for the individual. Apcoa felt supported by the police and by the Council. Mental health support was available for staff if required.

A discussion took place regarding staff who regularly experienced code red situations, data security issues and occasional connection difficulties when using Ringo. Mr Price responded that they were PCI compliant. It was explained that Ringo had a main server and a back-up server that were located at two different locations and that their upload success was 99.8%. There had never been an occasion when all channels had gone down at once.

Apcoa was asked if they paid staff the London Living Wage and the response was affirmative.

The Portfolio Holder for Transport, Highways and Road Safety paid tribute to the Civil Enforcement Officers. He said they had a difficult role, working in challenging conditions and also performing a public service. He said that he was impressed with Ringo and the way the company operated; he felt that their systems were efficient. The Portfolio Holder said that he was impressed with the use of the three wheeled vehicle which he had observed recently. He also said that particular problem locations could be 'blitzed' with CEOs if

25 January 2023

appropriate. The Portfolio Holder commented on the importance of explanatory posters and leaflets so that individuals who may never have used Apps before would be able to do so.

RESOLVED:

That the Portfolio Holder for Transport, Highways and Road Safety be recommended to approve the Communication Plan for the removal of the pay and display machines as outlined in appendix 2 to the Report.

b PLANNED HIGHWAY MAINTENANCE

ES 20249

A discussion took place concerning which roads were included in the Planned Highway Maintenance Programme and which roads were not.

The Assistant Director for Highways explained that an initial boroughwide survey using AI had been completed the previous winter using vehicle mounted cameras along with GPS location technology and a further artificial intelligence survey had been undertaken during the summer. He would be happy to provide a demonstration of this process using Microsoft Teams if required.

It was clarified that the funding to maintain principal roads came from TfL. The Portfolio Holder for Transport, Highways and Road Safety said that he had requested that the matter of funding for principal roads from TfL be placed on the next London Councils agenda.

The Assistant Director for Highways stated that 17% of Bromley's road network needed maintenance and this would be done on a priority basis with roads serving bus routes at the top of the list.

It was made clear by the Chairman, Portfolio Holder and the Assistant Director that the Planned Highway Maintenance Programme was not political and that the Councillors had not influenced policy. The roads on the list had been allocated on the basis of priority subsequent to the AI surveys.

RESOLVED that the Portfolio Holder for Transport, Highways and Road Safety be recommended to agree:

1) That the schemes listed in Appendix A be included in a programme of planned highway maintenance for 2023/24, to be undertaken by the Council's existing highway term maintenance contractor.

2) That the decision to include additional schemes in the programme be delegated to the Director of Environment and Public Protection, based on the results of further condition assessments.

**c ENVIRONMENT AND COMMUNITY SERVICES PORTFOLIO
DRAFT BUDGET 2023/24**

ES20245

The Committee noted the Environment and Community Services Portfolio Draft Budget for 2023/24.

A Member referenced Line 10 in Appendix 1 of the report—this was the ‘Income on sale of recyclates not inflated in contract’. She asked for an explanation of what this meant. It was explained that this meant that there was no inflation increase on the sale of anything that the Council sold to recycle.

The Committee considered the update on the financial forecast for 2023/25 to 2026/27 and considered the initial draft budget as a basis for setting the 2023/24 budget.

RESOLVED as follows:

It was agreed that the Committee was content to accept the initial draft budget and had no additional comments to make for the attention of the Executive.

13 QUARTER 3 CAPITAL MONITORING REPORT

FSD23008

Members noted the Capital Programme Monitoring Report that covered the period of quarters two and three of 2022/23.

RESOLVED that the Portfolio Holders note and acknowledge the Capital Monitoring Report and the changes that will be proposed to the Executive.

**14 PRE DECISION SCRUTINY OF REPORTS GOING TO THE
EXECUTIVE FOR DECISION**

15 JCDECAUX CONTRACT EXTENSION PART 1

This report was presented to the Committee by the Council’s Public Affairs Officer.

The report was for pre-decision scrutiny by the Committee prior to being presented to the Executive for decision. Members had been requested to note the report and provide comments for consideration by the Executive.

It was reported that the JCDecaux digital information screens:

- Were durable over 10 years
- Used 100% renewable energy
- Operated at 70% brightness in the day
- Operated at 20% brightness at night
- Were switched off between midnight and 6am

RESOLVED as follows:

The ECS PDS Committee noted the report and approved the recommendations of the report that would be proposed to the Executive.

16 POLICY DEVELOPMENT AND OTHER ITEMS

17 VEHICLE CROSSOVER POLICY

ES20248

A Member had requested that the Vehicle Crossover Policy report be presented to the Committee, as he felt that the current policies relating to vehicle crossovers needed to be reviewed. He said that there were two areas that were absent from this report and these were related to electric vehicles and existing right of ways. He suggested that these areas would need looking at and reviewing in the future. A discussion took place regarding the joint use of a single crossover and whether that was allowed or not. The Portfolio Holder for Transport, Highways and Road Safety said that this was not allowed. A Member asked what would happen if a resident employed a private contractor to construct a crossover. The Assistant Director for Highways said that in such cases the Council could dig up the crossover, do it properly and then charge the resident.

RESOLVED that the Environment and Community Services PDS Committee endorse the current Council policies relating to the construction of new vehicle crossovers.

18 RISK REGISTER REPORT

ES20238

A discussion took place regarding the potential disruption to waste services because of the Depot Improvement Programme Works scheduled to take place in 2024. The Assistant Director for Environment said that a report would be presented to the Environment and Community Services PDS Committee in November 2023 which would provide an update and details of mitigation to reduce disruption to waste collection and recycling services. It was anticipated that work would commence in November 2024. A Member asked if residents could be consulted.

A discussion took place concerning town centre businesses and markets and the risk of loss of town centre business income. The Assistant Director for Environment said that trading had not yet returned to pre-covid levels. However, the Council was working with businesses the BIDS to resolve this and the Council was now seeing some market traders and businesses returning.

Regarding recycling, the Committee was reassured to learn that there had been no reported rejections of wet paper and card. The Council was considering how to maintain recycling levels in the event of extreme weather.

RESOLVED that the Risk Register report be noted.

Oral Questions from the Public

Oral Questions from Councillors

Written Questions from the Public

Written Questions from Councillors

Statement from the Portfolio Holder for Transport, Highways and Road Safety

Statement from the Portfolio Holder for Sustainability, Green Services and Open Spaces

The meeting ended at 9.30 pm

Chairman

This page is left intentionally blank

ECS PDS—25th January 2023

Oral Questions from the Public

1) Question from Kyle Sewell:

(27 December 2022).

I am a resident of Tylney Road, and for years, cars have been driving too fast down the road. There have been several times where I've nearly been hit by speeding cars due to lack of visibility. Will the Council commit to reducing speed on Tylney Road, and how?

Response to Question 1:

Response from the Portfolio Holder for Transport, Highways and Road Safety:

The Council has installed traffic calming measures on Tylney Road, including a raised table and school-time 20mph flashing signs. Parked cars in Tylney Road also help reduce the speed of traffic.

Speeding motorists are a police responsibility.

Supplementary Question from Kyle Sewell:

What action has the Council taken to protect school children in the vicinity of Tylney Road. If no action has been taken, what action will be taken in the future?

Response to the Supplementary Question from Kyle Sewell:

I can only repeat what I have just said. We have put in a raised table, we have also put in 20mph flashing signs. I drive down Tylney Road all the time. The fact that there are parked cars on both sides and by the junction of the mini roundabout does actually mean that traffic slows down. If there are problems on occasion with speeding traffic, I suggest that you talk to your Ward Councillors who will be members of your local Safer Neighbourhood Team Committee and they will raise the matter directly with the police.

Question from Councillor Alisa Igoe:

Can you advise if the 20 mph flashing signs are advisory and not enforceable, which means that traffic could still travel down the road at 29mph?

Response to the Question from Cllr Alisa Igoe:

Yes, the signs are advisory and not enforceable by Law. The fact that they are used at the end of the school day makes usage more appropriate and they tend to work.

Question from Cllr Alisa Igoe:

Do you not think that it's dangerous to have small, very young children emerging from parked cars and trying to cross the road?

Response to Cllr Alisa Igoe

I would hope that a young very small child would be with its parents, but clearly what we have done is to ensure that there are warning signs there. There is little more that we can do—we have put in appropriate measures. It is a busy road, but my experience is that its difficult to go fast down that road, particularly at the bottom end as you have to stop for cars coming the other way.

2) Question from Tim Webb.

(11 January 2023)

There are two blocked drains or gullies in the High Street outside number 172, the site of the old Harvest Moon Pub.

These are continually blocked and cause severe flooding in the road and pavement after it rains. How often are these gullies and drains cleared and when was such cleaning last carried out?

Here is a link to a recent YouTube video highlighting the issue.

https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoutu.be%2Fc4d_ijaaAqM&data=05%7C01%7CStephen.Wood%40bromley.gov.uk%7C528399a701cf46f6e76a08daf3c44dc6%7C8cc3d50b245a4639bab48b879ac9838c%7C0%7C0%7C638090321685715710%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiaLCJQljoilV2luMzliLCJBTiI6Ikk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=QPyEMNcm8zLnT%2FSL4mjzSUuRnuCB9rOjr1BZSdKNBQA%3D&reserved=0

Response to Question 2:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces

All 35,000 roadside gullies in the borough are scheduled for cleaning at least every other year. Some gullies including the ones on the High Street need traffic management to carry out safely the work. The two gullies are on our work programme planned for overnight on 23rd January 2023, when the problem will be investigated.

Supplementary Question from Tim Webb:

The two drains opposite 172 High Street are often blocked. How often are drains cleared? When were they last cleared? I would like to thank Cllr Kim Botting for escalating the matter.

Response to the Supplementary Question.

The drains have been cleared out. If there continues to be an issue with flooding then please report it again. This can be reported to your Ward Councillor or to myself.

(It was noted that the Neighbourhood Manager for Waste Services—in attendance at the meeting, would investigate further).

Supplementary Question from Cllr Simon Fawthrop:

What is the frequency of drain cleaning in High Streets?

Response to the Question from Cllr Fawthrop:

The drains are normally cleaned every two years. If there is an incident where flooding occurs we will always investigate.

3) Question from Kyle Sewell:

(27 December 2022).

Following the snow in mid-December, I found it difficult as a pedestrian to walk to school due to ice on the pavements, and slipped over once due to it. This was also dangerous for elderly people, who find it difficult to keep their balance. Why didn't the Council grit pavements?

Response to Question 3:

Response from the Portfolio Holder for Transport, Highways and Road Safety:

The Council are unable to treat all footways following snowfall. Priority treatments are based on the following criteria

- Transport interchanges e.g. railway stations, bus terminals and routes to them;
- Town centres
- Outside schools and safer routes to schools (walking bus routes)

We have a 'Snow Friends' programme, where residents are able to assist in snow clearing and spreading salt on local footways

Supplementary Question from Kyle Sewell:

I have been told that there are not enough volunteers for 'snow friends' and some of those who are volunteers did not receive their supplies on time. Why was this? When we have very cold weather, will the Council not commit to gritting pavements and shop fronts to ensure safety?

Response to the Supplementary Question from Kyle Sewell:

We cant afford to grit every road in the borough. The priorities have been set over many years and they are the right ones.

Comment from Cllr Simon Fawthrop:

Is the Portfolio Holder aware that an event for 'Snow Friends was held last night? Councillor Turrell hosted and it was well attended.

(At this point Councillor Turrell expressed his thanks to 'Snow Friends' volunteers.

ECS PDS—25th January 2023

Oral questions to the Portfolio Holders from Members

1) Question from Cllr Alisa Igoe:

(11 January 2023)

Bromley's Air Quality Action Plan (AQAP). On 6 September I asked why the Council website still said, "document is not currently available in an accessible form". The Portfolio Holder told me staff needed to be trained for this new service function as it must meet Accessibility Regulations. Why, on 11 January, 127 days later, is it still not available on the website and has the staff training been completed?

Response to Question 1:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces.

The training for staff has been completed and some formatting done. This document has complex infographics that are not easy to reformat in line with the required accessibility criteria. Hence it is taking much longer than expected to complete. The document is available via email and is issued within 48 hours following receipt of the request.

Supplementary Question from Cllr Alisa Igoe:

How much longer will it be until this document is displayed on the Council Website?

Response to the Supplementary Question:

I agree that this is matter that needs to be resolved as soon as possible. Whatever support the Team needs from myself, whether that is budgetary or otherwise will be provided.

2) Question from Cllr Alisa Igoe

(11 January 2023)

A press release on 28 September 2021 informed residents that Bromley Council were taking over the enforcement of moving traffic contraventions. Could the Portfolio Holder please tell me how many Penalty Charge Notices have been issued since it took over enforcement and the total amount of income received from PCNs so far.

Response to Question 2:

Response from the Portfolio Holder for Transport, Highways and Road Safety:

Between October 2021 to December 2022 - 27,930 moving traffic PCNs have been issued. Between the same dates, £1,670,418 of income has been received for these PCNs.

Supplementary Question

Please would you mind repeating those figures?

Response to the Supplementary Question:

As above.

ECS PDS—25th January 2023

Written Questions to the Environment Portfolio Holders from the Public:

1) Question from Georgina Dayanc:

(30 November 2022):

On the Council's web page 'Sustainability Reports' you have used the Govt statement on climate change, but replaced the phrase "due to human activity" to "influenced by human activity". Please confirm that the Council accepts that human activity is the dominant cause of climate change with more than 95% probability as per the IPCC 5th Assessment Report.

<https://www.bromley.gov.uk/sustainability/sustainability-reports>

<https://www.gov.uk/guidance/climate-change-explained>

https://www.democracynow.org/2013/9/27/headlines/ipcc_scientists_now_95_certain_climate_change_caused_by_humans

Response to Question 1:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces.

In our recent sustainability report we cited that 'climate change is influenced by human activity'. This statement refers to the fact that a large amount of greenhouse gases in the atmosphere are caused by human activity, thus human activity is a significant factor influencing climate change. The overwhelming scientific consensus, including the study cited by the IPCC, points to there being a high probability that human activity is the dominant driver of climate change.

2) Question from Georgina Dayanc:

(7 December 2022)

I understand that the Committee re-examines their Risk Register before every meeting. Was the issue of extreme heat and the potential of wildfires specifically addressed in the latest review? What was the outcome of the deliberations?

Response to Question 2:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces.

The Council maintains risk registers at several levels across the organisation. The risks created by the extreme heat that was experienced this summer, including the risk of fire, were raised at a service level where applicable, with our grounds maintenance and arboricultural risk registers, for example, being updated and our contractors reviewing and updating their risk assessments accordingly.

3) Question from Rebecca Farrar:

(9 January 2023)

Cllr Bennett has described himself as a motorist, cyclist and pedestrian. The Council also states road safety is their no.1 priority. How does this correlate with Bromley's consistent opposition to 20mph roads, bollards, traffic calming, LTNs, zebra crossings, or any other measure which hinders or slows motor traffic within the borough?

Response to Question 3:

Response from the Portfolio Holder for Transport, Highways and Road Safety:

Bromley is committed to road safety and invests finite resources where they are most likely to save lives – be that through targeted road safety education programmes or engineering measures at cluster sites. There is no opposition to zebra crossings (many of which have been installed in recent years) or traffic calming where a need is identified..

4) Question from Rebecca Farrar:

(9 January 2023)

Bromley has the highest levels of car ownership in London. Thicket Road, in SE20 endures over 1million vehicles passing through it per annum (3,500 per day). Traffic on this residential road has more than doubled in a decade. Speeding is habitual and cycling and walking is an unpleasant experience. Does the council intend to do anything to address car dominance in the borough?

Response to Question 4

Response from the Portfolio Holder for Transport, Highways and Road Safety:

The Council has a published plan through which it seeks to facilitate safe travel by whichever means is most suitable for our residents. Artificially preventing traffic from using one road simply displaces a problem elsewhere. Where road safety issues are identified they will be addressed on a priority basis. Speeding vehicles is a police responsibility.

5) Question from Ann Garrett--Bromley Friends of the Earth Joint Co-ordinator:

(10 January 2023)

In view of the very serious on - going climate change conditions, what plans do the council have to reduce traffic pollution and car use, and encourage the use of more measures such as car clubs?

Response to Question 5:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces.

As set out in the Council's Transport Plan, the Council invests in measures to support sustainable transport to give residents as much choice as possible as they travel around the Borough. There have been a number of zebra crossings, refuges and cycle routes introduced in recent years. The popularity and impact of car clubs was severely hampered by Covid (people were much less willing to share cars with strangers) but the Council will continue to support their introduction where viable.

6) Question from Ian Dunn:

(11 January 2023)

When was the lake at Kelsey Park last dredged and what was the cost?

Response to Question 6:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces.

The Council does not appear to hold records on when the lake was last dredged.

7) Question from Ian Dunn:

(11 January 2023)

Please describe the basis for the calculation of the £2million item for dredging of the lake in Kelsey Park in the Capital Programme Paper discussed at the Executive on Wed 18 January, including what lakes at Kelsey Park are included.

Response to Question 7:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces.

The cost estimate is based on an early contractor involvement report produced by Land & Water, an environmental civil engineering firm, who undertook an initial assessment of the work required to remove silt from the Upper and Lower Lakes and from the silt trap in Kelsey Park in June 2022.

8) Question from Paul Elliot:

(11 January 2023)

Can the Portfolio Holder provide an update on progress with the installation of a perimeter fence at Hoblingwell Wood Recreation Ground as this was a commitment made when planning permission for the cycle track was approved in 2021?

Background

"The Metropolitan Police Service audit identified potential issues and points for improvement at the recreation ground, such as the provision of a perimeter fence around the sports pitches and/or around the whole recreation ground to deter ongoing unauthorised motorcycle riding, harm to the public and damage to the pitches. As mentioned, the Applicant has omitted the initially proposed perimeter fencing mostly due to budgetary constraints (as the Applicant and the proposal is charity funded) and partly as it is not the object, responsibility or within the gift of this proposal to provide such a feature for the wider use and benefit of the recreation ground. Nonetheless **the Council's Parks Department advises that it intends to provide perimeter fencing to the recreation ground under another project which would address this issue.**"

<https://cde.bromley.gov.uk/documents/s50090232/2002548FULL1%2520-%2520Hoblingwell%2520Wood%2520Recreation%2520Ground%2520Leasons%2520Way%2520Orpington.pdf&ved=2ahUKEwi0mtfPw9j2AhXFiVwKHfGUAJlQFn0ECAQQAQ&usq=AOvVaw3T0HYhY620v1K9QtB8eQ6y>

Response to Question 8:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces.

The Council was hoping to fund a perimeter fence at Hoblingwell Recreation Ground, however when costs for this fence were refreshed in summer 2022, prices were in excess of £50k, with an upper estimate for a full metal fence near to £190k.

These costs are considered prohibitive within available budgets and therefore alternative options for increasing safety and reducing anti-social behaviour are being considered, including funding potential repairs to the floodlighting.

Security arrangements at the site are kept under review, with action being taken within the available budget. We will also continue to look at opportunities to raise the necessary funds to install a perimeter fence.

9) Question from Sue Sulis: Secretary Community Care Protection Group.

(19 January 2023)

Risk Register title : Climate Change, (ID Ref. 22) Existing Controls in Place to Mitigate Risk of Flooding.

The Register relies on 2 documents as Existing Flood Mitigation Controls (3) : - Bromley's Surface Water Management Plan, and Local Flood Risk Strategy. Updated copies, are currently unavailable on the Council's website, and written requests to officers, including the Director of Corporate Governance on 9/12/22 have not been productive.

Do these documents exist?

Response to Question 9:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces.

Original versions of these documents do exist, and I'll ensure that you are provided with copies.

Question 10 from Richard Gibbons:

(19/01/2023)

Re. Agenda item 11

Given the ECS Performance Overview indicates that 82 schools currently have Travel Plans, would the Portfolio Holder kindly provide a list of those schools with details of issues that each school has included in its Travel Plan, for example the parking and road safety issues outside Warren Road Primary School -

<https://warrenroadprimary.co.uk/wp-content/uploads/2021/08/STARSTravelPlan18062019-1.pdf>

Response to Question 10

Response from the Portfolio Holder for Transport, Highways and Road Safety:

Please see the below list of schools with an approved travel plan:

Each school travel plan is the property of the individual school and can only be provided by the school itself.

1. Alexandra Infants School
2. Alexandra Junior School
3. Babington House School
4. Balgowan Primary School
5. Bickley Primary School
6. Biggin Hill Primary School
7. Bishop Justus School
8. Blenheim Primary School
9. Breaside School

10. Bromley High School
11. Bullers Wood Boys School
12. Bullers Wood School
13. Burnt Ash Primary School
14. Charles Darwin
15. Chelsfield Primary School
16. Clare House Primary School
17. Coopers Technology College
18. Crofton Infant School
19. Crofton Junior School
20. Darrick Wood Infant School
21. Darrick Wood Junior School
22. Darrick Wood School
23. Downe Primary School
24. Eden Park High
25. Elmstead Wood Primary School
26. Farnborough Primary School
27. Glebe School
28. Gray's Farm Primary School
29. Green Street Green Primary
30. Harris Academy Orpington
31. Harris Girls Academy Bromley
32. Harris Primary Academy Beckenham
33. Harris Primary Academy Beckenham Green
34. Harris Primary Academy Kent House
35. Harris Primary Academy Shortlands
36. Hawes Down Primary
37. Hayes Primary School
38. Highfield Infant School
39. Highfield Junior School

40. Holy Innocents RC Primary School
41. Keston CE Primary School
42. La Fontaine Academy
43. Langley Park Boys School
44. Langley Park Girls School
45. Langley Park Primary School
46. Leeson's Primary School
47. Mead Road Infant School
48. Midfield Primary School
49. Oak Lodge Primary School
50. Parish CE Primary School
51. Perry Hall Primary School
52. Pickhurst Junior School
53. Poverest Primary School
54. Pratts Bottom Primary School
55. Raglan Primary School
56. Ravens Wood School
57. Red Hill Primary School
58. Riverside School
59. Scotts Park Primary School
60. Southborough Primary School
61. St Christopher's School
62. St David's College
63. St George's CE Primary School
64. St James' RC Primary School
65. St John's CE Primary School
66. St Joseph's RC Primary School
67. St Mark's CE Primary School
68. St Mary Cray Primary School
69. St Mary's RC Primary School

70. St Olave's School
71. St Paul's Cray CE Primary School
72. St Peter & St Paul RC Primary School
73. St Philomena's RC Primary School
74. St Vincent's RC Primary School
75. Stewart Fleming Primary School
76. The Ravensbourne School
77. Trinity CE Primary School
78. Tubbenden Primary School
79. Unicorn Primary School
80. Valley Primary School
81. Warren Road Primary School
82. Wickham Common Primary School

Question 11 from Richard Gibbons:

19/01/2023

Re Agenda item 12a

I note from the Parking Services Review documents that APCOA has deployed 'wearable compact environmental pollution monitor trackers' on CEOs at a number of local authorities. Given concerns about air quality amongst Bromley borough residents would the Portfolio Holder kindly ask APCOA to deploy air quality sensors in our borough?

Response to Question 11:

Response from the Portfolio Holder for Transport, Highways and Road Safety:

Bromley considered the use of wearable air quality monitors but decided that this was not the most useful way of collecting air quality data.

This page is left intentionally blank

ECS PDS—25th January 2023

Written questions to the Portfolio Holders from Members:

1) Question from Cllr Alison Stammers

(9 January 2023)

FixMyStreet is a very useful tool indeed. However, it is sometimes frustrating when a report is marked as fixed when it has not been finally fixed. A contractor may have been requested to attend to it and/or a temporary fix may have been affected, but in reality the problem remains. Until a matter has finally been permanently fixed, can FMS reports remain open with an “in progress” status (or similar) with appropriate updates please?

Response to Question 1:

Response from the Portfolio Holder for Transport, Highways and Road Safety:

FMS reports are updated and closed by the various contractors and officers. While FMS is not intended to manage longer-term works as open reports, teams are advised that short-term works for issues such as potholes etc should be linked to and closed by permanent works. Refresher training for officers is due to be delivered to remind officers of expected process

2) Question from Cllr Chloe-Jane Ross

(11 January 2023)

London was ranked the most congested city in the world earlier this month. Does the Portfolio Holder agree that Government, London Mayor and Councils need to do more to tackle congestion in our capital city, and what plans are there to improve congestion hotspots in Bromley Borough

Response to Question 2:

Response from the Portfolio Holder for Transport, Highways and Road Safety:

A decade ago the Council constituted a congestion working group to identify priorities for schemes to reduce congestion at pinch-points on the road network. A number of locations were improved, but for many places there was no simple remedy, as the road network was simply not designed for the number of vehicles using it. However, the Council promotes walking and cycling where this is a feasible alternative for residents, with the introduction of physical schemes and also by promoting cycling and sustainable travel to schools. When engineering schemes are introduced care is taken to limit congestion at the location in question or on nearby roads.

3) Question from Cllr Chloe-Jane Ross:

(11 January 2023)

Is Bromley Council challenging the ULEZ expansion and if so what action specifically is it taking?

Response to Question 3:

Response from the Portfolio Holder for Sustainability, Green Services and Open Spaces.

A Pre Action Protocol letter has been sent to the Mayor Of London and TfL seeking further information to demonstrate the lawfulness of the decision to expand the ULEZ zone.

In conjunction with other outer London boroughs we are seeking counsel's advice as to whether to seek a Judicial Review particularly in the light of the recent revelations that attempts appear to have been made to influence the outcome of the consultation and to interfere with the results..

4) Question from Cllr Sam Webber:

(11 January 2023)

Would the Portfolio Holder advise on the average time to complete genuine pothole repairs, from the time they are reported to the Council to when they are fixed by our contractors. I note the high number of potholes across the borough due to the extreme weather conditions recently

Response to Question 4:

Response from the Portfolio Holder for Transport, Highways and Road Safety:

As London's largest borough with over 500 miles of road and footpaths inevitably the most serious have to be prioritised. When potholes and other defects are identified which meet the Council's investigatory levels, repair works will be ordered for completion within either 2 hours, 10 days or 35 days, based on the risk.

5) Question from Cllr Sam Webber:

(11 January 2023)

Bromley Town Councillors and residents of Bishops Avenue welcome the promise of a 3-month poster campaign in that road to reduce speeding traffic.

Would the Portfolio Holder consider a permanent flashing sign urging drivers to slow down given this road serves at least 2 local schools, and would he also confirm a further sign which was removed from this road, is due to be replaced and has now been ordered?

Response to Question 5:

Response from the Portfolio Holder for Transport, Highways and Road Safety:

A flashing 20mph sign that illuminates at school arrival and departure times is on order to be installed in Bishops Avenue. Consideration could be given to additional signs, but I'd rather wait to assess the benefits of the new flashing sign and the road safety posters already in the pipeline..

This page is left intentionally blank

Report to Environment and Community Safety PDS Committee – January 25th 2023

ULEZ

Undoubtedly the biggest issue facing the portfolio at the moment is the proposal by Mayor Kahn to impose the ULEZ on outer London from August 28th. The Council has made its views clear in the motion passed at the Council meeting on July 25th 2022. In conjunction with seven other London boroughs we are strongly opposing this levy which will particularly affect older drivers, trades people and shift workers.

We have issued with other boroughs a pre action letter to TfL and a KC has been commissioned to advise the councils on the legality of the Mayor's actions. In particular, following clear evidence revealed through the diligent work of our local GLA Member Peter Fortune AM, that the consultation process was seriously interfered with. The evidence shows that the Mayor's office was receiving regular updates on the votes and paid for a social media agency to run a campaign to encourage yes to ULEZ votes. Despite this the result showed a majority opposed and this was after 5,000 no votes were removed from the final result by TfL We have refused to sign a Section 8 agreement (and will continue to do so) to permit the cameras and signs to be placed on borough roads. The Mayor does not need our permission to place them on the A232 and A21 which are TfL roads.

Anti-idling Campaign

We are extending our campaign to more schools with banners outside to remind parents to switch off their engines whilst waiting for their children. Civil Enforcement Officers and local ward police teams have also be asked to tackle poor parking particularly on zig zag markings outside school entrances.

Chislehurst Controlled Parking Zone (CPZ)

Plans to introduce a CPZ in Chislehurst have, following public consultation, been given approval for further development.

Electric Vehicle footway trunking trial

A trial to trunk electric cables across the footway for those car owners, without a driveway, is to be undertaken.

5g aerials on lamp posts

An application has been approved.

Coronation street parties

As with street parties for Her late Majesty's Platinum Jubilee last June similar permission will be granted for the coronation of King Charles 111 over the three days of celebrations from 6th – 8th May 2023..

Junior Road Watch

A request by the Metropolitan Police for this scheme has been refused. It is inappropriate for children to be used to assist the police in speaking to drivers. They cannot give informed consent and is likely to be counterproductive.

Biggin Hill flooding

On my recent tour of Biggin Hill and Darwin wards with local councillors I was able to see at first hand flooding on a number of roads. The lack of main drains and blocked soakaways is the principal cause. In addition to using gully emptiers to remove detritus which the heavy rains have deposited I have asked officers to investigate what further action might be taken.

Electric Buses

Most of the buses on Route 119 (Bromley North to Croydon Palisades) are now operated by new Ee class electric buses. I and Nick Roger AM, Opposition Transport spokesman on the London Assembly, visited Bexleyheath Bus garage on December 6th to see the inverted pantograph outside the garage which charges the new double deck buses on Route 132. Similar chargers are being installed at Crystal Palace and Orpington Bus station in preparation for the forthcoming conversion of Route 358 to new single deck electric buses.



Cllr Nicholas Bennett JP

Executive Member for Transport, Highways and Road Safety

Portfolio Holder for Sustainability, Green Services and Open Spaces update for ECS PDS on 25th January 2023.

The last couple of months have been busy ones for the Portfolio, particularly at Christmas, managing the Veolia contract and holiday waste collection service. The Service has now caught up from its post-Christmas schedule change and normal collection days and times have resumed.

I was invited to a few different Christmas events in our parks, but sadly due to catching a terrible flu I was unable to attend, but I heard that they went very well. Thank you once again to our amazing Friends Groups who organise these festive events! This month, I attended the Countryside Stakeholder Panel and the Friends Forum Partnership meeting, and I also toured Keston Common with their Chair.

I was very pleased that Churchfields re-opened on time prior to Christmas. Well done to our officers in Environment and Property who worked very hard to make this happen!

Jubilee Grant Update:

As I mentioned in my November update, we had 29 applications to the first round of the Jubilee Parks Grant. The applicants have now been notified if their grants have been successful, if their applications are supported in principle but require some further work to assess deliverability, or if they have been unsuccessful, with those applicants receiving critical feedback that they can use to improve their application for the Spring. We are now recruiting a part-time officer to oversee these projects and applications to give them additional attention and to support our communities to make these projects a success, with interviews scheduled tomorrow. We are looking forward to our next round of applications, the deadline for which is April 1st. Please do see our website for further updates: www.bromley.gov.uk/jubileeparksfund

Autumn Leafing Programme:

Our Leafing Programme is coming to an end as we are now in the middle of winter. We did extend the Leafing Programme longer than is normal, due to the warmer summer and period of snow in December. We collected over 1900 tonnes of leaves this season. Huge well done to the Environment Team and Veolia for delivering this year's Leafing Programme.

Recycling Updates:

In early December, I attended the National Recycling Awards with Veolia and members of the Environment Team. We were one of two awards that Veolia submitted this year for our education work with schools around recycling. Sadly, we didn't win, but it was a great way to celebrate the partnership working between Bromley and Veolia!

In January, I visited Veolia's Street Pop-Up Roadshow stall in the Bromley Town Centre High Street. They were promoting ideas for food waste minimisation and recycling, giving away food waste containers. It was very busy for the hour that I was there, with a lot of interest in our recycling and food waste programmes and services! Due to the high level of engagement Veolia and Bromley Council have agreed to extend the trial roadshow over the next six months.

Drainage Update:

The Council is responsible for managing 35,000 road gullies spread across the highway network. They require regular cleaning to ensure they allow rainwater to drain into the Thames Water sewers which carry the water away into watercourses and for treatment. The Council has a cyclical

programme of cleaning road gullies with varying frequencies. Every road gully is cleaned once every two years; where there are areas of a high risk of flooding these are cleaned more frequently with intervals of three times a year.

Seasonal weather changes can impact upon their efficiency, such as during autumn leafing which cause a number of gully grates to block with detritus and leaves. It's at these times we aim to ensure that all of the areas prone to flooding have been cleaned and that our street cleaning contractor has also swept road channels to remove as much debris from the road as possible.

There is still a risk that the road gullies can become overwhelmed with the volume of water when the ground is also saturated. At these times we have a callout arrangement with the Council's drainage cleaning contractor to attend and clear flood water where it is the highest risk to road users and potential for flooding property.

Agenda Item 8

Report No.
CSD23047

London Borough of Bromley

PART ONE - PUBLIC

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

Date: 16th March 2023

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

Title: ECS PDS WORK PROGRAMME AND MATTERS ARISING

Contact Officer: Stephen Wood, Democratic Services Officer
Tel: 020 8313 4316 E-mail: Stephen.Wood@bromley.gov.uk

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

Ward: (All Wards);

1. Reason for report

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

- Developing the Forward Work Programme; and
- Updating Members on any matters that arose from previous meetings.

2. **RECOMMENDATION(S)**

2.1 **That the Committee reviews and comments on:**

- (1) Forward Work Programme for 2023/2024 (Appendix 2).**
- (2) Updates on any matters arising/outstanding (Appendix 1).**
- (3) Suggests any new items for the Work Programme going forward for the next cycle of meetings**

Impact on Vulnerable Adults and Children

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

Corporate Policy

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

Financial

1. Cost of proposal: Not Applicable:
 2. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £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: Variable.
-

Legal

1. Legal Requirement: Non-Statutory - Government Guidance
 2. Call-in: Not Applicable: The report does not require an Executive Decision
-

Procurement

1. Summary of Procurement Implications: Not applicable
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

Matters Arising or Outstanding:

- 3.1 **Appendix 1** provides a progress update on matters that have arisen at previous meetings. This list is checked after each meeting so that any outstanding issues can be addressed at an early stage and timely progress made.
- 3.2 **Appendix 2** sets out the Environment and Community Services Portfolio's Forward Work Programme for 2023/2024 including: the provisional report title; the lead report author and the role of the Committee or the Portfolio Holder. Committee members and officers are invited to comment on the proposed schedule and suggest any changes that are considered appropriate and notify the Committee Clerk of such.
- 3.3 Other reports may be added to the Work Programme as schemes and contracts are developed. In addition, there may also be references from other committees, the Environment and Community Services Portfolio Holder, or the Executive. So the work programme is fluid.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

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

5. POLICY IMPLICATIONS:

- 5.1 Each PDS Committee is responsible for developing its own Forward Work Programme and Environment & Community Services PDS Committee's future work programme is set out in Appendix 1.
- 5.2 The activities in this report reflect the Council's priorities and aims as set out in:
- Environment Portfolio Plan

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	Previous Work Programme, Matters Arising and Minutes Environment Portfolio Plan.

APPENDIX 1

ENVIRONMENT PDS COMMITTEE

PROGRESS REPORT ON MATTERS ARISING/OUTSTANDING

Meeting Date	Committee Request/Matters Arising	Progress
25.01.23 Minutes from 22 nd Nov.	A request was made that the number of FMS requests made from Councillors regarding Pawlene Close be checked.	<p>Response from Jonathan Richards Technical Support & Market Manager:</p> <p>The figures were checked and found to be accurate – the following caveat which applied to the original figures is still valid:</p> <p>There is no set reporting category for the recycling banks and the sites are not defined assets in the system. To narrow the substantial number of street cleansing reports over a year, first the word recycling was used to narrow down the street cleansing enquiries, then those were worked through to find references to banks/bins/site.</p> <p>The numbers are therefore not exact, but indicative, although I would say they are likely to be accurate. With regard to Penge East, the high number was driven by a resident who reported the site on an almost daily basis at times.</p>
25.01.23 PH Update.	It was noted that the Leafing Programme had now ended and so any further leaf collections that were required should be reported on FMS as normal. A Member said that she had been approached by a sixth form student from Harris School who said that the Council had not allowed the school to be part of the recycling campaign. The Member asked if the Portfolio Holder had been approached by any schools in this regard. The Portfolio Holder responded and said this was something she would look into, but she clarified that she had not been approached by any schools.	The request from the Head Girl at Harris Academy was also received by the Neighbourhood Management Team. This was received on the 10 th January, and a response was generated on 11 th January.
Performance Overview	A Member requested that the data concerning the two hour response times from Riney be disseminated to the Committee.	An update will be provided at the meeting.

FORWARD WORK PROGRAMME

Appendix 2

Meeting Date: 16th March 2023		
Matters Outstanding and Work Programme	Steve Wood	PDS Committee
Scrutiny of the Portfolio Holders	Portfolio Holders	PDS Committee
Budget Monitoring	Murad Khan	Portfolio Holder
PPE Performance Overview	Lucy West	PDS Committee
South End Road/Park Road/Foxgrove Road Safety Scheme	Angus Culverwell	Portfolio Holder
Fix My Street Update Report	Jonathan Richards.	PDS Committee
Recycling Reduction Plan	Catherine Cooke	Portfolio Holder
Arboriculture - Tree Management Strategy Revision	Hugh Chapman	Portfolio Holder
Update from Cllr Turrell regarding Snow Friends	Cllr Turrell	PDS Committee
Proposals for Sustainable Planting	Hannah Jackson	Portfolio Holder
ECS Draft Portfolio Plan	Lucy West	Portfolio Holder
Contracts Register	Lucy West	PDS Committee
Risk Register	Lucy West	PDS Committee
Meeting Date: June 21st 2023		
Matters Arising and Work Programme	Steve Wood	PDS Committee
Updates from the Portfolio Holders	Portfolio Holders	PDS Committee
Budget Monitoring	Murad Khan	Portfolio Holder
Capital Programme Monitoring	Sean Cosgrove	Portfolio Holder
ECS Performance Overview	Lucy West	PDS Committee
Risk Register	Lucy West	PDS Committee

Contracts Register	Lucy West	PDS Committee
Public Space Protection Orders	Peter McCready	Portfolio Holder
Penalty Charge Notices—Band A Proposal	Chloe Wenbourne	Portfolio Holder
Meeting Date: September 7th 2023		
Matters Arising and Work Programme	Steve Wood	PDS Committee
Updates from the Portfolio Holders	Portfolio Holders	PDS Committee
Budget Monitoring	Murad Khan	Portfolio Holder
Capital Programme Monitoring	Sean Cosgrove	Portfolio Holder
ECS Performance Overview	Lucy West	PDS Committee
Risk Register	Lucy West	PDS Committee
Contracts Register	Lucy West	PDS Committee
AQAP Update Report	Charlotte Hennessy	PDS Committee
Meeting Date: November 16th 2023		
Matters Arising and Work Programme	Steve Wood	PDS Committee
Updates from the Portfolio Holders	Portfolio Holders	PDS Committee
Budget Monitoring	Murad Khan	Portfolio Holder
Capital Programme Monitoring	Sean Cosgrove	Portfolio Holder
ECS Performance Overview	Lucy West	PDS Committee
Risk Register	Lucy West	PDS Committee
Contracts Register	Lucy West	PDS Committee
Depot Improvement Works	Peter McCready	Portfolio Holder
Update Report Regarding the Jubilee Grants Programme	TBC	PDS Committee
Meeting Date: January 23rd 2024		
Matters Arising and Work Programme	Steve Wood	PDS Committee
Updates from the Portfolio Holders	Portfolio Holders	PDS Committee
Budget Monitoring	Murad Khan	Portfolio Holder
Capital Programme Monitoring	Sean Cosgrove	Portfolio Holder
ECS Performance Overview	Lucy West	PDS Committee

Risk Register	Lucy West	PDS Committee
Contracts Register	Lucy West	PDS Committee
Meeting Date: March 13th 2024		
Matters Arising and Work Programme	Steve Wood	PDS Committee
Updates from the Portfolio Holders	Portfolio Holders	PDS Committee
Budget Monitoring	Murad Khan	Portfolio Holder
Capital Programme Monitoring	Sean Cosgrove	Portfolio Holder
ECS Performance Overview	Lucy West	PDS Committee
Risk Register	Lucy West	PDS Committee
Contracts Register	Lucy West	PDS Committee

This page is left intentionally blank

Report No: ES20263		ECS PORTFOLIO PERFORMANCE MONITORING (2022/23)																			
Outcome	No.	DESCRIPTION	2021-22 TARGET	2021-22 ACTUAL	GOOD PERF.	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	2022-23 Projection	2022-23 TARGET	2022-23 RAG STATUS	RAG Threshold	COMMENTARY (BY EXCEPTION)	
1: Improving the Street Scene	1A	Collection of Purple Sacks to volunteer for community led clean-ups (1500 sacks per annum)	1,500	2,240	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	1,500	1,500		(April to Sept) Total of 1200 for this six month period: R: <199 monthly G: >200 monthly (Oct - March) Total of 300 for this six month period: R: <49 monthly G: >50 monthly	
	1B	Public Satisfaction with Cleanliness (% Streets / Neighbourhoods / Town Centres)	>76% >82% >90%	77% 84% 87%	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	81% 84% 86%	Annual	Annual	76% 82% 90%	>76% >82% >90%	GREEN	Streets: R: <67%, A: 68% to 72%, G: >73% Neighbourhoods: R: <79%, A: 80% to 84%, G: >85% Town Centres: R: <80%, A: 81% to 85%, G: >86%	
	1C	Streets Meeting Acceptable Cleanliness (%)	>92%	98%	HIGH	95%	97%	96%	92%	97%	95%	98%	99%	99%	99%	97%	97%	>92%	GREEN	R: < 86% A: 87% to 91% G: > 92%	
2: Minimising Waste and Increasing Recycling	2A	Total Waste Arising (refuse and recycling) (tonnes)	145,000	151,515	LOW	12,101	12,536	12,893	11,072	11,113	11,911	11,099	12,034	10,129	12,594	140,977	150,000	GREEN	R: >152,000 A: 150,001 to 151,999 G: < 150,000		
	2B	Residual Household Waste per Household (kg)	450	498	LOW	36	37	37	38	34	35	33	32	26	33	409	450	GREEN	R: >470 A: 460 to 469 G: < 460		
	2C	Household Waste Recycled or Composted (%)	51.00%	48.04%	HIGH	51%	51%	54%	49%	49%	50%	50%	56%	63%	54%	53%	51%	GREEN	R: < 48% A: 48% to 50% G: >50%		
	2D	Local Authority Collected Waste Recycling Rate (%)	N/A	N/A	HIGH	44%	45%	47%	42%	42%	44%	43%	48%	54%	47%	46%	44%	GREEN	R: < 40% A: 40% to 45% G: >45%		
	2E	Local Authority Collected Waste Disposed of in Landfill (%)	2.00%	0.32%	LOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	GREEN	R: > 5% A: 2.5% - 5% G: <2.5%		
	2F	Waste & Recycling collections - homes missed (per 100,000)	120	100	LOW	107	108	119	161	126	134	147	141	175	198	142	120	RED	R: >141 A: 131 to 140 G: < 130	Ongoing challenges with a national shortfall of HGV drivers is still apparent, with the threat of some staff leaving for other jobs within the freight logistics industry always present. However, with the introduction of a Veolia retention payment for drivers, this threat has lessened in recent months. That coupled with a recruitment drive has resulted in many new HGV drivers starting on the collections contract. Veolia are now seeing a wave of drivers who are newly qualified as HGV. This comes with some challenges as it would with any inexperienced employee. Driving an refuse collection vehicle (RCV) within a Bromley is extremely challenging due to the nature of the role and the continuous interactions with other road users throughout the day. All drivers are expected to manoeuvre their vehicle competently, safely, and courteously with other road users in mind, and learning routes can take time. Veolia have also seen an influx of new staff as collection 'loaders' as older employees are retiring or leaving the industry. This coupled with the relatively inexperienced HGV driver situation can result in more nuanced collection points being missed, as teams learn the routes. This is one factor as to why we have seen an increase in missed bins. Another factor is an increase in missed Green Garden Waste (GGW) collections due to sub-zero temperatures during very cold snaps. Lids on GGW wheeled bins can be frozen the main body and the contents frozen in the bottom and stuck solid when being tipped on the back of the vehicle. The service can manage this next season with possible delayed starts, but during a very cold period, sub-zero temperatures can last well into the mid-morning. The GGW crews have not had this issue in recent years as the once per month schedule in Jan and Feb has fallen in warmer spells, but this year it is much colder. This will be communicated to customers via the web site and winter Environment Matters 2023.	
	2G	Number of Green Garden Waste customers (No.)	40,000	40,897	HIGH	42,517	41,909	41,625	42,059	44,391	41,721	42,102	42,074	42,088	42,164	42,164	46,000	GREEN	Year-end target is >15% increase from previous year end total Monthly target >1.25% increase from previous month end total		
	2H	Monthly target >10% of overall Green Garden Waste monthly renewals is by Direct Debit	N/A	N/A	HIGH	21%	15%	18%	29%	31%	33%	32%	27%	46%	27%	28%	>10%	GREEN	R: 0% to 2.5% A: 2.6% to 7.5% G: > 7.5%		

Outcome	No.	DESCRIPTION	2021-22 TARGET	2021-22 ACTUAL	GOOD PERF.	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	2022-23 Projection	2022-23 TARGET	2022-23 RAG STATUS	RAG Threshold	COMMENTARY (BY EXCEPTION)
	2I	Reduction in Waste Service Provider's emissions (%) (note that these are scope 3 LBB emissions)	Waste managed in 2022 target of 0.12 CO2eq per tonne	Awaiting Data	LOW	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Waste managed in 2022 target of 0.12 CO2eq per tonne	Waste managed in 2022 target of -0.12 CO2eq per tonne		R: > 0 A: -0.15 - 0 G: < -0.15	
3: Enhancing Bromley's Parks and Green Space	3A	Highways verges and amenity grass cutting/trimming, within contractual service standards and timescales (%)	75%	94%	HIGH	99%	82%	88%	92%	100%	93%	91%	94%	99%	96%	93%	75%	GREEN	R: < 64% A: 65% - 74% G: > 75%	
	3B	Number of events in parks (>250)	250	193	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	250	250		R: < 150 A: 151 to 200 G: > 201	
	3C	Number of attendees for environmental education sessions at BEECHE	1,800	3,904	OUTCOME	187	703	1,072	755	174	295	222	359	137	47	4,741	1,800	GREEN	R: < 1,500 A: 1,501 to 1,700 G: > 1,701	
	3D	External Funding (£000)	N/A	165	OUTCOME	Quarterly	Quarterly	26	Quarterly	Quarterly	Quarterly	44	Quarterly	Quarterly	63	N/A	N/A	OUTCOME		
	3E	Partnership Funding* (£000)	N/A	61	OUTCOME	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	N/A	N/A	OUTCOME		
	3F	Public Satisfaction with Parks and Grounds Maintenance (%)	75%	80%	HIGH	Annual	Annual	Annual	Annual	77%	Annual	Annual	Annual	Annual	Annual	75%	75%	GREEN	R: < 67% A: 68% to 72% G: > 73%	
	3G	Ensure no net loss of trees (Net positive no. of trees)	Net gain in street trees	Felled:316 Planted:1462 Net gain:1146	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Net gain in street trees	Net gain in street trees		R: < 0 A: 0 G: > 0	
	3H	Total monthly tasks completed on time by Arboricultural Services contractor (% of all jobs)	75.00%	77.44%	HIGH	55.56% (370 out of 666)	61.98% (840 out of 1436)	53.33% (512 out of 960)	74.56% (513 out of 688)	68.97% (1129 out of 1637)	72.84% (1081 out of 1484)	42% (415 out of 988)	47.49% (398 out of 838)	36.79% (174 out of 473)	34.50% (266 out of 771)	54.80%	75.00%	RED	R: < 64% A: 65% to 69% G: > 70%	The Service Provider remains in a Corrective Action Plan for this indicator. Regular reviews are taking place between the Contract Manager and Service Provider over and above the normal contract management and monitoring routines. A weekly tracker is provided by the Service Provider which is reviewed to monitor the backlog, with projections revisited and assessed in light of progress monthly. Performance is reviewed each month at the Service Operations Board through the Performance Management Framework. At the end of the Corrective Action Plan period if performance has not been recovered, the Council may apply the cumulative amount of the Performance Adjusted Value as a deduction. Officers are also considering alternative courses of action under the contract to best manage the risk arising from poor performance by the Service Provider.
	3I	Planting 1250 trees annually (No.)	N/A	New Indicator 2022/23	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	1250	1250		R: > 20% A: 20 to 10% G: < 10%	
	3J	Tree safety inspections completed on time Annual target 2020 (No.)	N/A	New Indicator 2022/23	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	2020	2020		R: > 20% A: 20 to 10% G: < 10%	

Outcome	No.	DESCRIPTION	2021-22 TARGET	2021-22 ACTUAL	GOOD PERF.	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	2022-23 Projection	2022-23 TARGET	2022-23 RAG STATUS	RAG Threshold	COMMENTARY (BY EXCEPTION)
4: Managing our Transport Infrastructure & Public Realm	4A	Condition of principal (A) roads (% considered for maintenance)	<6%	<6%	LOW	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	<6%	<6%		R: > 20% A: 20 to 10% G: < 10%	
	4B	Condition of non-principal classified (B & C) roads (% considered for maintenance)	<8%	<8%	LOW	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	<8%	<8%		R: > 20% A: 20 to 10% G: < 10%	
	4C	Condition of unclassified roads (% considered for maintenance)	15%	15%	LOW	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	15%	15%		R: > 20% A: 20 to 10% G: < 10%	
	4D	10 day highway maintenance tasks completed within required timescale (%)	90%	90.00%	HIGH	87%	86%	86%	56%	55.32%	72.68%	81.28%	88.11%	40.00%	26.97%	68%	90%	RED	R: < 80% A: 80% to 90% G: > 90%	The winter weather in December and January resulted in an increased number of defect reports. The number of defects is typically 700 - 900 per month, whereas in January over 1,900 defects were reported. Riney have employed additional resources to clear the backlog, although an increased number of defects are likely to be reported in the coming months as the condition of the highway network continues to deteriorate.
	4E	35 day highway maintenance tasks completed within required timescale (%)	90%	90.00%	HIGH	79%	83%	62%	16%	68%	92.80%	93.84%	45.61%	34.75%	Awaiting Data	64%	90%	RED	R: < 80% A: 80% to 90% G: > 90%	
	4F	Routine street lighting maintenance tasks completed within four working days (%)	95%	96.51%	HIGH	93%	97%	95%	95%	95%	96%	97%	95%	89%	88%	94%	95%	AMBER	R: < 80% A: 80% to 95% G: > 95%	A shortage of materials, particularly to maintain the Contract Management System (CMS), resulted in delayed repairs. Materials have now been delivered to allow the backlog to be cleared
	4G	Routine street lighting maintenance tasks completed within eight working days (monthly) (%)	100%	97.60%	HIGH	95%	97%	96%	95%	95%	96%	97%	98%	91%	90%	95%	100%	GREEN	R: < 80% A: 80% to 95% G: > 95%	
	4H	Number of FPNs Issued (to utilities in relation to permits)	N/A	478	OUTCOME	89	31	32	16	17	22	52	41	23	31	N/A	N/A	OUTCOME		
	4I	Number of Defect Notices (to utilities in relation to reinstatement)	N/A	904	OUTCOME	64	62	58	56	51	78	61	79	82	52	N/A	N/A	OUTCOME		
5: Improve Travel, Transport & Parking	5A	Daily Trips Originating in the Borough made by Bicycle (%)	1.8%	Annual	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	2.0%	2.0%		Amber = 1.7%; Red = 1.0%	
	5B	Daily Trips Originating in the Borough made by Foot (%)	29.5%	Annual	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	30.0%	30.0%		Amber = 27%; Red = 25%	
	5C	Average Vehicle Delay (mins per km - principal roads)	<0.7	Annual	LOW	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	<0.7	<0.7		Amber = 0.8; Red = 1.0	
	5D	Maintain Bus Excess Wait Time (EWT) Annually at less than or equal to 1.0 minutes (time mins)	<1.0	Annual	LOW	Quarterly	Quarterly	0.7	Quarterly	Quarterly	0.8	Quarterly	Quarterly	Quarterly	Quarterly	0.8	<1.0	GREEN	Amber = 1.1; Red = 1.5	
	5E	People Killed or Seriously Injured in Road Traffic Accidents (No.)	<86 (2021 calendar year)	109	LOW	Jan to April 28	May 11	June 12	July 6	Aug 9	Sept 10	Oct Awaiting Data	Nov Awaiting Data	Dec Awaiting Data	Jan Awaiting Data	101	<79 (2022 calendar year)	RED	Amber = 86; Red = 99	The number of Killed or Seriously Injured (KSIs) projected for calendar year 2022 is currently 101. Whilst less than that which occurred in 2021, it still remains above the target of no more than 79 KSIs that Bromley has set for itself. The Borough continues to strive for fewer KSIs through its programme of casualty reduction schemes at cluster sites, danger reduction at areas of perceived risk, and targeted road safety education programme. However, some factors that influence road user behaviour are outside of the control of the Council.
	5F	Children Killed or Seriously Injured in Road Traffic Accidents (No.)	<7	5	LOW	Jan to April 2	May 2	June 0	July 1	Aug 0	Sept 0	Oct Awaiting Data	Nov Awaiting Data	Dec Awaiting Data	Jan Awaiting Data	7	<7	GREEN	Amber = 8; Red = 10	
	5G	Total Road Accident Injuries and Deaths (No.)	<873	740	LOW	Jan to April 226	May 60	June 85	July 66	Aug 60	Sept 70	Oct Awaiting Data	Nov Awaiting Data	Dec Awaiting Data	Jan Awaiting Data	756	<842	GREEN	Amber = 884; Red = 968	
	5H	Children travelling to school by foot, cycle or push-scooters (%) (From School Survey)	48%	49%	HIGH	49%	49%	49%	49%	49%	Annual - due Sept 2023	Annual	Annual	Annual	Annual	49%	50%	GREEN	Amber = 46%; Red = 40%	
	5I	Cycle training activities (No.) (Level 3 and Adult sessions, does not include child Level 1 or 2, or Family training)	120	201	HIGH	17	21	10	29	19	10	33	24	7	0	204	120	GREEN	Amber = 100-115 ; Red = <100	
	5J	School Travel Plans (No.) (Aim to keep at least 90 schools engaged, having active travel plans)	>90	94	HIGH	94	94	94	94	94	83	82	82	82	82	82	>90	AMBER	Amber = <85 ; Red = <75	Although the number of accredited schools has decreased, Bromley has recorded the highest number of GOLD schools ever. This demonstrates that the schools that are engaged in the programme are fully involved and committed to increasing active travel. Currently there are 11 BRONZE, 12 SILVER and 59 GOLD accredited schools.
5K	Total no. of electric vehicle charging points installed	N/A	New Indicator 2022/23	OUTCOME	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	N/A	N/A	OUTCOME	N/A		
5L	Anti-idling Warnings issued (No.) (This includes verbal warnings)	N/A	326	OUTCOME	2	10	7	9	0	0	0	10	0	11	N/A	N/A	OUTCOME	N/A		

Outcome	No.	DESCRIPTION	2021-22 TARGET	2021-22 ACTUAL	GOOD PERF.	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	2022-23 Projection	2022-23 TARGET	2022-23 RAG STATUS	RAG Threshold	COMMENTARY (BY EXCEPTION)
	5M	Schools engaged in anti-idling campaign (No.)	>14	21	HIGH	21	21	21	21	21	28	28	34	34	34	33	>14	GREEN	Amber = 13; Red = 10	
	5N	Pay and Display Machine Maintenance (Percentage of machine non-operational time during full period)	2.00%	2.7%	LOW	3.09%	4.53%	1.4%	1.6%	1.6%	2.0%	1.0%	4.2%	3.3%	4.6%	2.7%	2%	AMBER	Amber = 2.25%; Red = 3%	All pay and display machines will be removed by the end of April.
	5O	Cashless parking usage in on and off street locations (Percentage of users paying for on and off street parking by RingGo)	45.00%	62.1%	HIGH	66.3%	68.5%	66.6%	67.2%	65.6%	68.3%	71.3%	73.5%	75.0%	75.8%	69.8%	65%	GREEN	Amber = 55%; Red = 40%	
	5P	Number of incidents in Car Parks of graffiti, rubbish, fly tipping etc. not cleared proactively as part of routine maintenance (No.)	12	0	LOW	0	0	0	0	0	0	0	0	0	0	0	12	GREEN	Amber = 15 ; Red = 25	
	5Q	% of cases closed as Civil Enforcement Officers (CEO) errors within the month (<2%)	N/A	New Indicator 2022/23	LOW	5059 PCNs issues by CEO and 57 CEO errors (1.1%)	4997 PCNs issues by CEO and 104 CEO errors (2%)	5355 PCNs issues by CEO and 40 CEO errors (1%)	5929 PCNs issues by CEO and 75 CEO errors (1%)	5629 PCNs issues by CEO and 35 CEO errors (1%)	6293 PCNs issues by CEO and 57 CEO errors (1%)	6308 PCNs issues by CEO and 45 CEO errors (1%)	6173 PCNs issues by CEO and 46 CEO errors (1%)	5520 PCNs issues by CEO and 53 CEO errors (1%)	6154 PCNs issues by CEO and 37 CEO errors (1%)	<2%	<2%	GREEN	Amber = 2.25%; Red = 3%	

END

Report No.
ES20271

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: **PORTFOLIO HOLDERS FOR ENVIRONMENT AND COMMUNITY SERVICES**

Date: **Thursday 16th March 2023**

Decision Type: Non-Urgent Executive Non-Key

Title: **BUDGET MONITORING 2022/23**

Contact Officer: Murad Khan, Head of Finance (Environment and Community Services)
E-mail: murad.khan@bromley.gov.uk

Chief Officer: Director of Environment and Public Protection

Ward: (All Wards);

1. Reason for decision/report and options

This report provides the revenue budget monitoring position for 2022/23 for the Environment & Community Services Portfolio based on expenditure and activity levels for the second quarter of the financial year.

2. **RECOMMENDATION(S)**

The Portfolio Holders are requested to:

2.1 Endorse the 2022/23 revenue budget monitoring for the Environment & Community Services Portfolio.

Impact on Vulnerable Adults and Children

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

Transformation Policy

1. Policy Status: Existing Policy: Further Details
 2. Making Bromley Even Better Priority:
(5) 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: Recurring Cost
 3. Budget head/performance centre: All Environment & Community Services Portfolio Budgets
 4. Total current budget for this head: £35.9m
 5. Source of funding: Controllable revenue budgets 2022/23
-

Personnel

1. Number of staff (current and additional): 145.6 FTE
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

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

Procurement

1. Summary of Procurement Implications: N/A
-

Property

1. Summary of Property Implications: N/A
-

Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications:
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 This report sets out the results of the quarterly revenue budget monitoring exercise for the 2022/23 financial year for the Environment and Community Services Portfolio.
- 3.2 The position for quarter three for the Portfolio was a projected overall underspend of £549k based on financial information available at that time.
- 3.3 The projected outturn is detailed in Appendix 1A, which shows the forecast spend for each division within the Portfolio compared to the latest approved budget.
- 3.4 Appendix 1B provides further detail and commentary on each of the projected variations within each service.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

N/A

5. TRANSFORMATION IMPLICATIONS

N/A

6. FINANCIAL IMPLICATIONS

- 6.1 A detailed breakdown of the projected outturn by service area is shown in Appendix 1A with explanatory notes in Appendix 1B.
- 6.2 Overall, an underspend of £549k is projected to the year-end based on the information available for the third quarter of the year.

7. PERSONNEL IMPLICATIONS

N/A

8. LEGAL IMPLICATIONS

N/A

9. PROCUREMENT IMPLICATIONS

N/A

10. PROPERTY IMPLICATIONS

N/A

11. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

N/A

12 CUSTOMER IMPACT

- 12.1 To meet the ambitions for residents, the Council must use available resources deploy its workforce wisely. This is reflected in the “Making Bromley Even Better” ambition of Service Efficiency - ‘To manage our resources well, providing value for money, and efficient and effective services for Bromley’s residents’.
- 12.2 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.
- 12.3 Chief Officers and Heads of Finance are continuing to place emphasis on the need for strict compliance with the Council’s budgetary control and monitoring arrangements.

13 WARD COUNCILLOR VIEWS

N/A

Non-Applicable Headings:	4, 5, 7, 8, 9, 10, 11, 12, 13
Background Documents: (Access via Contact Officer)	2022/23 budget monitoring files within E&CS Finance section

Environment & Community Portfolio Budget Monitoring Summary

2021/22 Actuals £'000	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
	ENVIRONMENT & COMMUNITY PORTFOLIO							
	Street Scene & Green Spaces							
1,082	Arboriculture Management	757	772	957	185	1	0	0
-164	Business Support and Markets	-64	-23	125	148	2	106	0
200	Senior Management	1,134	1,251	1,251	0		0	0
1,417	Performance Management and Business Support	439	207	207	0		0	0
6,039	Parks and Green Spaces	6,073	6,182	6,267	85	3	0	0
0	Carbon Management	0	147	147	0		0	0
18,582	Waste Services	19,654	20,152	19,072	-1,080	4	-788	-800
5,789	Neighbourhood	6,223	6,572	6,572	0		0	0
32,945		34,216	35,260	34,598	-662		-682	-800
	Transport Operations and Depot							
504	Transport Operations and Depot Management	594	594	594	0		0	0
504		594	594	594	0		0	0
	Traffic, Parking and Highways							
248	Traffic & Road Safety	133	133	-46	-179	5	-87	0
-6,967	Parking	-9,462	-8,962	-8,474	488	6-13	647	1,000
6,072	Highways (including London Permit Scheme)	8,813	8,813	8,617	-196	14	0	0
-647		-516	-16	97	113		560	1,000
32,802	TOTAL CONTROLLABLE	34,294	35,838	35,289	-549		-122	200
2,630	TOTAL NON-CONTROLLABLE	6,689	6,712	6,712	0		0	0
2,449	TOTAL EXCLUDED RECHARGES	2,336	2,336	2,336	0		0	0
37,881	PORTFOLIO TOTAL	43,319	44,886	44,337	-549		-122	200

Reconciliation of Latest Approved Budget

£'000

Original Budget 2022/23

43,319

Carry Forward Requests approved from 2021/22

Central Contingency Adjustments

Contract Inflation

Waste Collection & Disposal

810

Neighbourhood

107

Parks Management & Grounds Maintenance

153

Arboricultural Services

14

1,084

Parking income

500

Other

Repairs and Maintenance

23

Provision for agency workers contract savings

-23

Adj to NI budget following reversal of 2022-23 increase in November

-17

Latest Approved Budget for 2022/23

44,886

REASONS FOR VARIATIONS

1. Arboriculture Management £185k

There is a total of £4k overspend on staffing salaries which has arisen as a result of a higher than anticipated inflationary uplift on posts funded through the earmarked reserve for the Treemendous project.

There is a projected overspend of £181k on tree maintenance which has arisen as a result of works being instructed following cyclical inspections of trees in the borough, with works necessary to manage risk in relation to health and safety and potential future insurance claims. Historically, there have been in-year overspends of between £200 – 300k.

2. Business Support & Markets Dr £148k

Street trading income remains affected by the continuation, under the Business and Planning Act 2020 (Pavement Licences) (Coronavirus) (Amendment) Regulations 2021, of pavement licences. This was a temporary measure, originally introduced during the Covid pandemic but now extended into 2023 with a view to being made permanent, which allows businesses to apply for a pavement licence for a £100 administration fee with no ongoing charges. This is a significant reduction compared to the permanent street trading licence scheme where the fees charged are significantly higher and are subject to periodic renewal. The estimated net impact on the Council this year remains a net loss of c£80k. January 2023 fees are down lightly on comparable years, while always subdued in January, the strong retail headwinds may mean traders are less keen to resume their full trading bookings as early in the year as normal and we may see the depressed income continue in February and March.

Market income is also still anticipated to be under budget by c£76k this year. This continues the trend over the last two years which has seen a decline in the number of market traders following the initial impact of the Covid pandemic. Skip licenses will underachieve the annual budget by £7k as currently the skip numbers are down on previous comparable years. The licenses are strongly connected to general building works and home improvements. Such projects are either reduced or postponed due to the current economic situation (cost of living and increased building supplies costs). Cleaning costs for Bromley market will overspend by £2k.

There is a projected overspend on staff salaries of £23k, an agency supervisor is still in position until a permanent officer will be recruited. A £40k underspend declared on the staff advertising and the assembly and disassembly of markets, as number of stalls is reduced.

3. Parks and Green Spaces, Dr 85k

A total of £38k has been spent on countryside stewardship, with this due to be reimbursed by the Rural Payments Agency. £24k was incurred as a result of the safety measures taken following the urgent removal of floodlights in Crystal Palace Park by the Greater London Authority; this is due to be reimbursed.

An overspend of £10k has been incurred for pest control in parks. This was previously delivered as a benefit of a concessionary arrangement with a provider which was decommissioned in 2022.

An overspend of £13k relates to ecological oversight required for improvements at Scadbury Park.

4. Waste Services Cr £1,080k

In setting the budget for 2022/23, account was taken of the significant increase in waste volumes collected from residential properties that had occurred since 2020. This was explained mainly as more people working from home following Covid restrictions, as well as an increase in the amount of waste generated from more home deliveries. As 2021 progressed, it appeared that this would be a long term and permanent change in domestic habits with a corresponding long term increase in recycling processing and waste handling costs, and the 2022/23 budget therefore was increased by £800k.

However, as previously reported, it became apparent in the final quarter of 2021/22 and into the first quarter of 2022/23 that waste volumes had moderated and even declined and the increased budget provision of £800k was not required. This trend has been sustained into the second quarter of this financial year with waste officers confirming that waste volumes have continued to be at pre-Covid levels.

The recent review of property numbers from which waste is collected has identified an overall increase which will result in an increase in the LOT 2 core invoice for waste collection services. The value of this increase between October and the end of the financial year is £12k (i.e. £2k per month) with a full year cost of c£24k which will need to be reflected in next year's financial forecast.

On the income side, there is a net £252k overachievement between Trade and Commercial Waste income generated (for collected and hired waste, £48k underachievement of the budget) and the overall recycling income generated by the service (£300k overachievement of the budget).

There are other underspends in the service on the ICT Software and Maintenance lines, a total of £40k.

5. Traffic & Road Safety Cr £179k

The Assistant Director for Traffic and Parking anticipates that all staffing costs this year can be fully funded and managed within the service's budget and from the LIP grant funding and no variation in this respect is being projected.

Advertising income from JD Decaux is predicted to overachieve the budget by £61k, assuming current trends continue to the end of the financial year. Similarly for Road Closure Charges (Temporary Traffic Orders), if income levels are maintained as in the previous two financial years, the budget will overachieve by £118k.

Parking, Dr £489k

Summary of variations within Parking	Total £'000
Car Parks	315
On Street	-10
Permits	-264
RingGo fees	-218
Parking fees total:	-177
Enforcement PCNs issued by CEOs	-324
Moving Traffic Contraventions (MTCs)	1,600
Bus Lanes	220
School keep clear markings	-30
Enforcement total:	1,466
Parking Shared Services	-250
Traffic committee	-50
Central Contingency	-500
Total variations	<u>489</u>

6. Car Parks (off street and multistorey car parks) Dr £315k

In recent years there has been a marked change in the use of vehicles for trips to town centres and for commuting. This has had an impact on the use of off-street car parking spaces, resulting in a lower income to the Council.

7. On Street Car Parks Cr £10k

On street parking income is projected to overachieve the budget by £10k.

8. Permit Parking Cr £264k

A surplus is now anticipated for permit parking with strong activity in the third quarter; the projected overachievement is £264k.

9. Ringo Fees, Cr £218k

The amount that the Council receives from RingGo fees continues to be buoyant into the third quarter of the financial year, as the increased use of this payment method to pay for parking fees appears to be sustained and an overachievement of £218k is projected.

10. Car Parking Enforcement Dr £1,446k

Enforcement PCNs by CEOs, Cr £324k

Based on activity levels in the year to date, particularly in the third quarter to December, there is now a projected income overachievement of £324k from PCN's issued by enforcement officers.

Moving Traffic Contraventions (MTCs), Dr £1,600k

Since the introduction of enforcement of moving traffic contraventions in October 2021, the actual number of tickets issued has been significantly lower than anticipated. Officers believe that this has been the result of changes in traffic patterns post Covid-19

Bus Lanes, Dr £220k

As has been reported previously, compliance of the Bus Lanes continue to improve and therefore this income budget underachieved by £224k in 2021/22. It is projected to be underachieved by £220k this year.

Schools keep clear markings and Bus Stops, Cr £30k

There is a projected overachievement of £30k from this budget due to a new camera at a bus stop that had a known enforcement problem and was causing problems to the bus network.

11. Parking Shared Service Cr £250k

The position remains unchanged and there is a net projected underspend of £250k for the Parking Shared Service mainly due to underspends on staffing as a result of vacancies across both boroughs as well as a reduction in the number of agency staff employed. Officers plan to recruit to some of these posts in 2023/24.

12. Traffic Committee for London fees Cr £50k

There was an underspend of £50k on this budget in 2021/22 and a similar variation continues to be anticipated this year.

13. Central Contingency Cr £500k

As previously reported, in setting the budget for 2022/23, the Executive took into account the risk of possible continuing losses and set aside a further provision of £500k in the Central Contingency budget. As agreed by the Executive in October, this amount has now been drawn down to the Parking income budget. The situation remains under constant review.

14. Highways, including London Permit Scheme Cr 196k

The payments for the Traffic signal maintenance underspends by £86k this quarter. These costs vary year by year and are determined by TfL.

Staffing incurs an underspend of £40k across the service (Street Lighting, London Permits and Highways).

Highways are overachieving on income in the areas of Defect Notices, Section 74 Notices, Fixed Penalty Notices by £70k.

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 over £50k have been actioned.

Virements Approved to date under Director's Delegated Powers

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

Report No.
ES20241

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Portfolio Holder for Transport, Highways & Road Safety

**FOR PRE-DECISION SCRUTINY BY THE ENVIRONMENT AND
COMMUNITY SERVICES POLICY DEVELOPMENT AND
SCRUTINY COMMITTEE ON:**

Date: Thursday 16th March 2023

Decision Type: Non-Urgent Executive Non-Key

Title: BECKENHAM, SOUTHEND ROAD/PARK ROAD/FOXGROVE ROAD –
JUNCTION SAFETY IMPROVEMENT

Contact Officer: David Bond, Principal Transport Projects Manager
Tel: 020 8313 4555 E-mail: David.Bond@bromley.gov.uk

Chief Officer: Director of Environment & Public Protection

Ward: Beckenham Town & Copers Cope

1. Reason for decision/report and options

1.1 To seek a decision from the Portfolio Holder in respect of a proposal to improve the safety of the Southend Road/Park Road/Foxgrove Road junction, which has been the location of an ongoing series of injury collisions.

2. **RECOMMENDATION(S)**

2.1 That the Portfolio Holder approves the proposal to improve the safety of the Southend Road/Park Road/Foxgrove Road junction including the provision of new pedestrian crossing and cycle facilities, as shown in Appendix A.

2.2 That the Portfolio Holder delegates any minor changes to the design at the detailed design stage to the Director after discussion with the Portfolio Holder.

Impact on Vulnerable Adults and Children

1. Summary of Impact: The improved pedestrian facilities are beneficial for vulnerable road users who are over-represented in road casualties in the Borough.
-

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.
 3. Local Implementation Plan (LIP3)
-

Financial

1. Cost of proposal: £125k
 2. Ongoing costs: Any future maintenance costs will be funded from the existing highway maintenance budgets
 3. Budget head/performance centre: LIP Corridors budget 2022/23; 2023/24
 4. Total current budget for this head: £1.341m (Total 2022/23 LIP Corridors budget)
 5. Source of funding: TfL
-

Personnel

1. Number of staff (current and additional): Existing staff resources
 2. If from existing staff resources, number of staff hours: 500
-

Legal

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

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: The proposals are all related to reduced carbon emissions through the facilitation of active travel.

Customer Impact

1. Estimated number of users or customers (current and projected): Local residents and visitors
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: Ward Members are supportive of the proposal to improve the safety of the Southend Road/Park Road/Foxgrove Road junction and the provision of new pedestrian and cycle crossing facilities. Also see section 9 of this report.

3. COMMENTARY

- 3.1 The junction of Southend Road/Park Road/Foxgrove Road suffers from a very poor injury crash record and is one of the Authority's highest priorities for remedial action. In the latest 3 year period (up to 30th September 2022) there have been a total of 13 injury collisions, 11 of which were slight and 2 were serious; 6 involved pedal cycles and 1 a pedestrian, the remainder car occupants.
- 3.2 It is a complex junction as it has 5 arms, including Beckenham Place Park, which adds to the difficulties in finding a solution. In recognition of this, early last year a proposal to close Park Road was consulted upon with the local community. The proposal was to make the closure experimental for at least 12 months and to investigate the impacts of displaced traffic on nearby streets. However, there was strong opposition from residents who were concerned about the potential increase in traffic on adjacent roads as a result of the closure. 108 responses were received and, of those, 79 (73%) objected. After discussions with Ward Members it resulted in the proposal being abandoned and officers were tasked with looking at alternative solutions to improve the safety of the junction, without the necessity to close any roads.
- 3.3 The current proposal is to provide a 4-arm mini-roundabout, with access to and from Beckenham Place Park amended to remove the need for a 5-arm arrangement, yet to still cater for all movements. A parallel crossing (to accommodate pedestrians and cyclists) is to be installed to the south of the junction which will also improve the Bromley to Sydenham cycle route (Route 27) which is routed along Park Road and Foxgrove Road and crosses at this junction. A zebra crossing is to be provided on the north side of the junction. Three-arm mini-roundabouts are considered to be a very good measure to reduce the number of collisions at a junction, when the geometry and traffic flows are suitable. Four-arm mini-roundabouts are not necessarily as effective as 3-arm mini-roundabouts at reducing collisions, but introducing a 4 arm mini-roundabout at Southend Road/Park Road/Foxgrove Road is considered likely to be the safest and most cost-effective solution here, without potentially creating other traffic and safety issues in the area. This solution has proven effective at other locations in the Borough.
- 3.4 National evidence has shown that as a result of the introduction of mini-roundabouts, the number of collisions reduces on average by 40% and their severity by 50%. Therefore, at this location, we should see the number of injury collisions reduce from 4.33/year to 2.60, the number of Slight injuries from 3.66/year to 1.83 and Serious from 0.66/year to 0.33. The projected collision saving represents a first year rate of return of approximately 120%.
- 3.5 Earlier this year, a survey of the underground services was carried out with the focus being on the south-western corner of the junction which will be subject to carriageway widening in order to accommodate the proposal; whilst the impact appears to be minimal a final check is being carried out with the utility companies to endorse our position. In parallel, the outline design is currently being developed and once completed will be subject to a Stage 1 Road Safety Audit.
- 3.6 In light of the above information it is recommended that the design as set out in drawing 15688-194-WIE-ZZ-XX-DR-C-90 (see Appendix A) is approved for implementation, subject to any minor design improvements required at the detailed design stage.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 Beneficial

5. TRANSFORMATION/POLICY IMPLICATIONS

- 5.1 The recommendations in this report are in line with the Borough's current Transport Plan – "Bromley's Third Local Implementation Plan – Bromley's transport for the future" published in

2019. In particular to “identify and take action through an evidence led approach to improve the road infrastructure at collision cluster sites” and to “deliver streets that that residents feel confident and comfortable in using throughout the day”.

5.2 Transport has a key role to play in delivering the MBEB objectives, for example, projects to enhance walking and cycling infrastructure will be used to improve the public realm of town and local centres providing a quality environment and creating places that people want to spend time in thereby supporting vibrant, thriving town centres. By providing attractive walking and cycling infrastructure, residents will be able to undertake exercise as part of their everyday routine, improving their health and reducing the chance of disease. Infrastructure such as benches and improved walking routes help to ensure that older residents can remain active, thereby supporting independence and also promoting a healthy Bromley. Above all, the safety of road users on our streets needs to be enhanced as far as is possible.

6. FINANCIAL IMPLICATIONS

6.1 The safety improvement works proposed are expected to cost £125k which will be funded from the TfL LIP funding allocation, there will be no impact to the revenue outturn position from the undertaking of these works.

6.2 Any future maintenance costs will be funded from the existing highway maintenance budgets.

6 CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

7.1 One of the main purposes of this scheme is to reduce car use by improving facilities for pedestrians and, in so doing, to reduce congestion, carbon emissions and improve air quality and the health of residents.

8 CUSTOMER IMPACT

8.1 Beneficial to all road users in this locality.

9 WARD COUNCILLOR VIEWS

9.1 Ward Councillors are supportive of safety improvements to this junction including the proposal to install a new parallel crossing to the south of the junction and a zebra crossing on the north side.


9.2 Cllr Tickner has suggested that if the scheme proposed, which he supports, does not reduce the number of collisions occurring at the junction sufficiently, then the closure of Park Road should be considered, as it is on the inside of the bend.

<p>Non-Applicable Headings:</p>	<p>PERSONNEL IMPLICATIONS LEGAL IMPLICATIONS PROCUREMENT IMPLICATIONS PROPERTY IMPLICATIONS</p>
<p>Background Documents: (Access via Contact Officer)</p>	<p>Consultation letter to residents regarding the experimental closure of Park Road (February 2022) Results of consultation exercise (March 2022)</p>

This page is left intentionally blank

This drawing should not be scaled. Dimensions to be verified on site. Any discrepancies should be referred to the Engineer prior to work being put in hand.
 This drawing is the property of Waterman Infrastructure & Environment Limited, and the drawing is issued on the condition that it is not copied, reproduced, related or disclosed to any unauthorised person, either wholly or in part without the consent in writing of Waterman Infrastructure & Environment Limited.
 Plaisteads Wharf, Clerk Street, London SE1 9DG 1 020 7928 7888 f 03333 444 501

GENERAL NOTES

-  EXISTING FOOTWAY TO BE CONVERTED TO CARRIAGEWAY
-  PROPOSED ROAD SIGN
-  PROPOSED KERB ALIGNMENT
-  RED BLISTER TACTILE PAVING
-  BUFF BLISTER TACTILE PAVING
-  PROPOSED GULLY AND CONNECTION

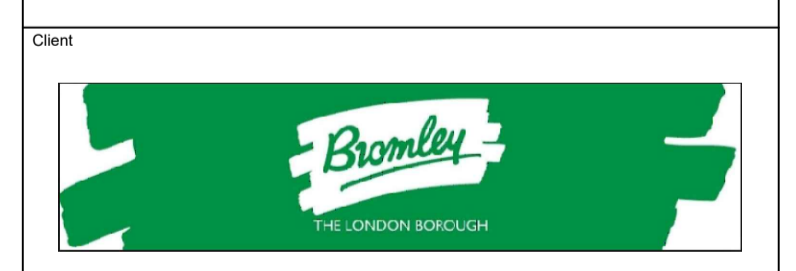
Appendix A

Rev	Date	Description	By
P03	28.02.23	FOXGROVE ROAD NARROWED TO 6.5M AS REQUESTED BY LBB	JS
P02	21.02.23	AMENDED ACCORDING TO CLIENT'S COMMENTS	JS
P01	15.02.23	PRELIMINARY ISSUE	JS

Amendments

Project
SOUTHEND ROAD

Title
CONCEPTUAL DESIGN OF PROPOSED MINI-ROUNDOABOUT AT SOUTHEND ROAD JUNCTION WITH PARK ROAD / FOXGROVE ROAD

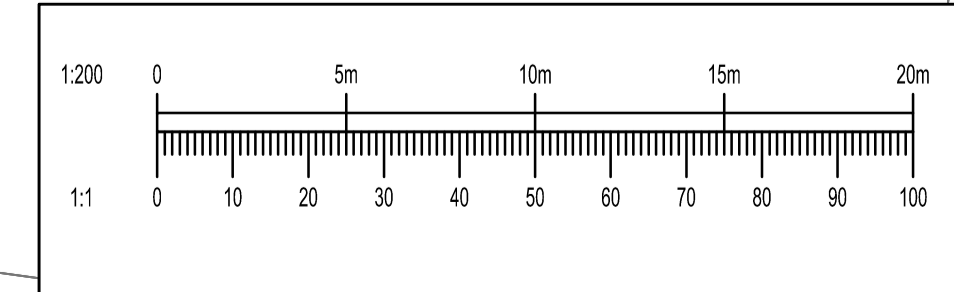
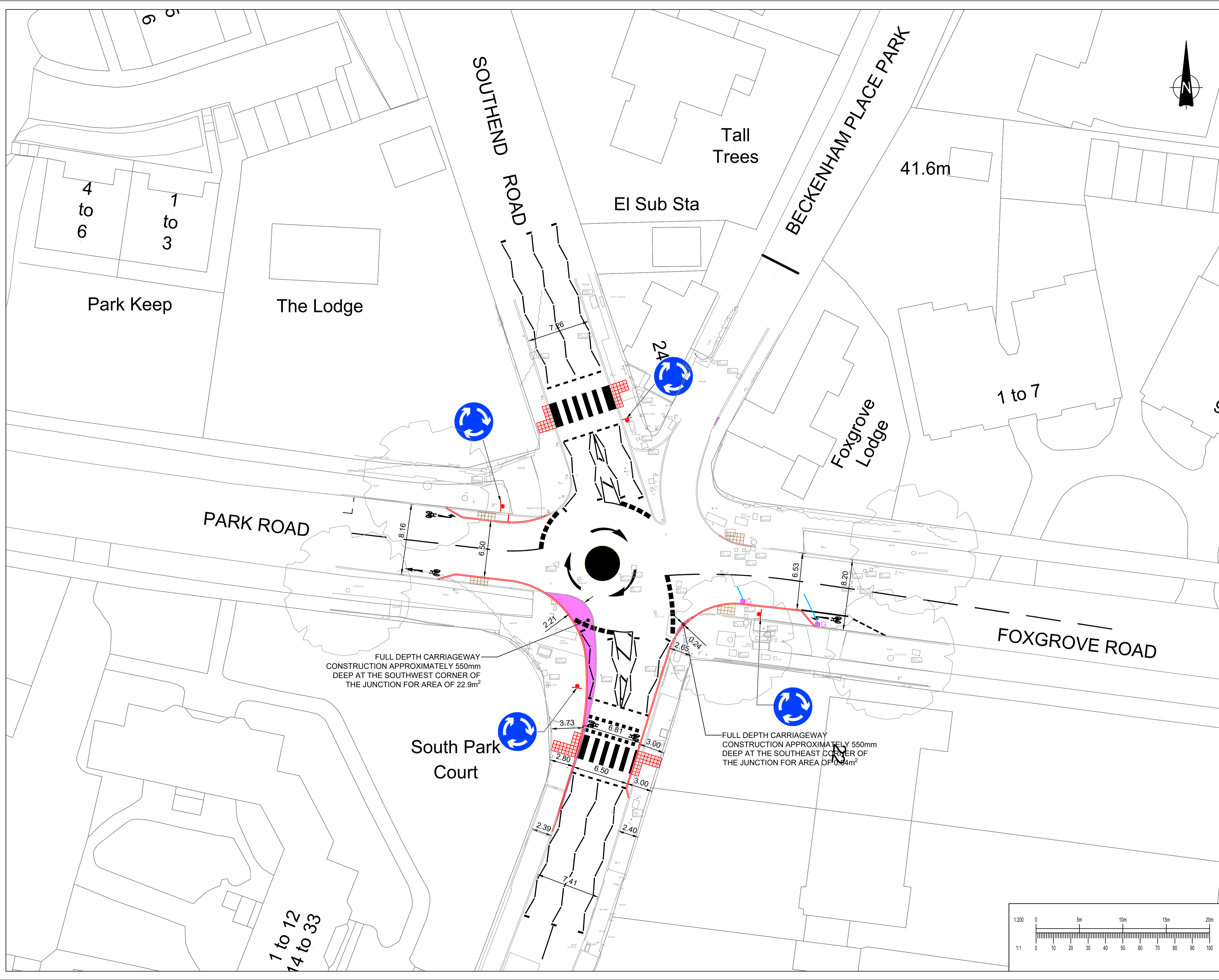


Crown House 2 - 8 Gloucester Road Redhill Surrey RH1 1FH
 1 01342 893800 f 03333 444 501
 mail@watermangroup.com www.watermangroup.com

Status
PRELIMINARY

Designed By	YX	Checked By	YX	Waterman Ref	WIE15688-194
Drawn By	JS	Date	FEB. 23	Scales @ A1	1:200

Project	Originator	Volume	Level	Type	Role	Number	Revision
15688-194-WIE-ZZ-XX-DR-C-90101						P03	



This page is left intentionally blank

Report No.
ES20265

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: PORTFOLIO HOLDER FOR SUSTAINABILITY, GREEN SERVICES AND OPEN SPACES

PRE-DECISION SCRUTINY AT ENVIRONMENT AND COMMUNITY SERVICES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Date: Thursday 16 March 2023

Decision Type: Non-Urgent Executive Non-Key

Title: PROPOSALS FOR SUSTAINABLE PLANTING

Contact Officer: Hannah Jackson, Assistant Director Carbon Management and Green Space
Tel: 0208 461 7690 E-mail: Hannah.Jackson@bromley.gov.uk

Chief Officer: Director of Environment and Public Protection

Ward: Beckenham and Copers Cope; Chislehurst; Crystal Palace & Anerley, Kelsey & Eden Park; Hayes & Coney Hall; Penge & Cator; Shortlands & Park Langley; St Mary Cray.

1. Reason for decision/report and options

- 1.1 This report sets out the case for considering sustainable planting in the borough's flower beds and recommends commencing a three-year trial at ten sites to assess the suitability of the planting, the impact on biodiversity and to collect feedback from residents on the impact to the environment. Public feedback will be reported after the first year to coincide with the end of the two-year Nature Friendly Verges trial (**ES202230**).

2. **RECOMMENDATION(S)**

- 2.1 The Environment and Community Services Policy Development and Scrutiny Committee are asked to review the proposals for a sustainable bedding trial set out in this report and provide their comments to the Portfolio Holder.
- 2.2 The Portfolio Holder for Sustainability, Green Services and Open Spaces is asked to:
- **Approve the proposal to trial sustainable planting at the ten sites identified in Appendix 1.**

- **Approve the allocation of £75k from the Invest to Save Earmarked Reserve for the upfront costs associated with establishing regenerative planting, to realise an annual saving of £29k from a variation to the management regime applied to the ten sites under the contract with idverde for park management and grounds maintenance.**
- **Approve the variation of the idverde contract of £75k as a one-off cost to cover the purchase, preparation, and installation of the regenerative planting schemes at the ten trial sites.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: It is unlikely that the proposed trial will have any direct and specific impact on vulnerable adults or children.
-

Transformation Policy

1. Policy Status: Existing Policy: Open Space Strategy (Objective 2.1)
 2. Making Bromley Even Better Priority:
 - (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: Estimated Cost: An initial cost of £75k is required to establish the trial to create an annual saving of £29k
 2. Ongoing costs: Non-Recurring Cost
 3. Budget head/performance centre: Parks and Green Space
 4. Total current budget for this head: £6.25m
 5. Source of funding: Invest to Save Earmarked Reserve
-

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: None:
 2. Call-in: Applicable
-

Procurement

1. Summary of Procurement Implications: The relevant approvals should be obtained for the proposed contract variation with the change managed through the relevant contractual process.
-

Property

1. Summary of Property Implications: N/A
-

Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: Regenerative planting produces better carbon benefits than seasonal bedding.
-

Customer Impact

1. Estimated number of users or customers (current and projected): Unknown
-

Ward Councillor Views

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

Hayes and Coney Hall

Cllr Turrell commented: 'I very much welcome the inclusion of Coney Hall Recreation Ground on this list. I feel the project is incredibly important and recognise the environmental benefits outlined the report. I whole heartedly support this initiative. Coney Hall Recreation Ground is an excellent inclusion given the work already be done on the site by the fantastic Friends group and Environment Action Coney Hall (E.A.C.H).'

Cllr Michael commented: 'I confirm that I accept the prairie planting style bed for the car park bed at Coney Hall Recreation Ground. More generally, I would ask that the sustainable planting includes plenty of colour all around the year to stimulate visual interest. I like the idea of herbs being planted. On the suggested trial site, it is mentioned that flower beds are often trampled over and damaged. I would ask that special care is taken to protect the sustainably planted beds from vandalism and damage.'

St Mary Cray

Cllr Bear requested that colourful plants were used in the bed in St Mary Cray High Street and that colour and interest were planned to ensure attractiveness all year round, for example snowdrops in January and fushias which will still be colourful in November. Cllr Bear added: 'I have a filly perennial garden myself so know from experience that this can be achieved'. Cllr Bear was also keen to ensure that the perennials will receive the appropriate maintenance for the success of the bed.

3. COMMENTARY

Background

- 3.1 The council is responsible for over a hundred traditional annual flower beds across the borough measuring almost 6,900m², and containing over 150,000 bedding plants.
- 3.2 At their meeting on 6th September 2022, a member of Environment & Community Services PDS requested that Portfolio Holder for Sustainability, Green Services and Open Spaces allow the committee to review the floral bedding arrangements in the borough. The Portfolio Holder advised that officers had already been instructed to review arrangements and a report was added to the committee's forward plan.
- 3.3 This report sets out the initial review of the floral bedding arrangements in the borough and notes that there could be biodiversity, carbon reduction and cost benefits from implementing more sustainable, regenerative planting in beds across the borough. This report recommends a trial of regenerative planting at ten sites.

Existing arrangements

- 3.4 The council contracts parks management and grounds maintenance responsibilities to idverde. In compliance with the specification, idverde are required to design, procure, and maintain seasonal bedding schemes in permanent beds, planters and tubs in parks and open spaces, countryside sites and highway amenity areas.
- 3.5 This includes maintaining a programme of annual bedding in flower beds (6,890m²) and flower tubs (72 units) to ensure that they are attractive and kept in an optimum condition and are free of weeds, litter, and leaves. Specific responsibilities include implementing appropriate irrigation or watering systems, managing soil health, treating pests of diseases, and removing and replacing dead or inappropriate plants with healthy and suitable varieties.
- 3.6 Annual plants live for only one growing season meaning that they are replaced yearly. Beds are also dug over, firmed and the surface raked in preparation for planting. The programme is resource intensive and attracts a significantly higher cost than other types of horticultural features, such as shrubs or herbaceous borders.
- 3.7 Maintaining annual flower bedding currently costs the council approximately £317k per annum. Costs are based on a square meter rate for flower beds, and a unit rate for each tub.
- 3.8 It should be noted that there are several floral beds, usually in high profile highways sites that are sponsored. Sponsorship is administered by Market Force via a direct contract with the council and generates in the region of £55k per annum.

The case for more sustainable planting

- 3.9 Seasonal flower beds are attractive and traditionally been valued by Bromley residents as contributing to the quality of our green and built environments.
- 3.10 However, seasonal bedding relies heavily on annuals and is not particularly sustainable; it is expensive and resource intensive to maintain, does not maximise opportunities for biodiversity gains and are produces more carbon per square meter than potential alternative management regimes.
- 3.11 In terms of biodiversity, annuals are one of the least valued habitat types; they are intensively produced and provide a monoculture environment which doesn't allow wildlife to flourish, including pollinators.

3.12 Additionally, annuals require intensive watering. In the hotter weather experienced in the last few years, maintaining floral bedding to the required standards has been challenging and required use of scarce natural resources.

3.13 For these reasons, those managing public spaces are increasingly moving from planting regimes using degenerative single use products to regenerative planting schemes, making more use of perennials.

3.14 Perennial planting is advantageous because:

- It is less expensive to maintain, saving up to £40 per m² at current contractual rates
- It can be dynamic in colour and form in summer months whilst also providing interest in the autumn and winter
- They provide mini-ecosystems and habitats for wildlife to thrive, including pollinators
- They can be selected to be drought tolerant, with plants reviewed for their suitability to the prevalent environment
- Less cultivation of the beds improves soil structure and allows earthworms, mycorrhizal fungi to flourish supporting plant life.
- There is a reduction in carbon produced through the less resource intensive management regime.

Trial of sustainable planting in the borough

3.15 Changing the planting approach in flower beds in the borough to sustainable, regenerative planting would be a significant change in the way that the green environment is managed, and therefore a trial is recommended to gather feedback from those who live, work, study or visit in the borough to inform decision making around the future of these beds.

3.16 It is recommended that a trial commence in the autumn 2023 with feedback on the changes collected during the 2024 season. It is recommended that the trial is for three years (for the reasons set out in paragraph 3.22 below), with a review of the feedback from public engagement after the first year to tie in with the end of the Nature Friendly Verges trial (**ES202230**) and to inform next steps.

3.17 A selection of 10 sites is proposed for this trial, with more information on these sites provided at **Appendix 1**. Sites have been selected in a range of locations across the borough, and because they have historically struggled to thrive under the existing management arrangements. The sites recommended for inclusion in this trial are:

- Waterman's Square (Penge & Cator)
- Beckenham Green (Beckenham Town & Copers Cope)
- Elmers End Green (Kelsey and Eden Park)
- Betts Park (Crystal Palace & Anerley)
- Kelsey Park (Kelsey and Eden Park)
- St Mary Cray High Street (St Mary Cray)
- Shortlands Green (Shortlands & Park Langley)
- Croydon Road Recreation Ground (Kelsey & Eden Park)
- Coney Hall Recreation Ground (Hayes & Coney Hall)
- Chislehurst High Street (Chislehurst)

- 3.18 It is proposed that these beds are planted with a mix of shrubs and flowering plants and herbs, with some beds being planted with prairie planting styles, and some that are designed specifically for pollinators, depending on the local conditions of the bed itself. Critically, all plants will be selected to be of value to pollinators and to avoid planting anything of an invasive nature.
- 3.19 Example images of the types of aesthetics that can be achieved with regenerative planting are provided below:

Example of perennial bedding



Example of prairie planting in the autumn



Public Engagement

- 3.20 The primary purpose of the trial is to seek feedback from residents on the regenerative planting schemes. A communications plan for the trial is attached at **Appendix 2**, with a focus on explaining the rationale for the change to the bedding approach and capturing feedback on the trials to inform future decision making on next steps.

Cost and Savings Associated with the Trial

- 3.21 There is a one-off cost associated with purchasing, preparing and installing the regenerative planting schemes in the ten trial locations, which is estimated at £75k (£100 per m², including contingency to deal with any plants that fail to establish). However, removing seasonal bedding from these sites and replacing it with regenerative planting does result in an annual grounds maintenance contract saving of approximately £40 per m², which for this trial equates to £29k per annum.
- 3.22 Savings would therefore be realised in Year 3 after having recouped the initial outlay. If these beds were retained for 10 years, the trial has the potential to make a cumulative saving of £215k, as set out in table 1 below:

	£,000
One off costs	75
Annual cost impact	-29
Year 1	46
Year 2	17
Year 3	-12
Year 4	-41
Year 5	-70
Year 6	-99
Year 7	-128
Year 8	-157
Year 9	-186
Year 10	-215

Next Steps

3.23 It is recommended that the trial lasts for at least three years in order to recoup the one-off up-front costs for the regenerative planting scheme. However, public engagement responses will be reviewed after one year to coincide with the end of the Nature Friendly Verges Trial, with a view to considering options, which may include:

- Extending the trial to additional beds
- Stopping the trial and reverting to annual bedding after year 3
- Recommending a permanent change to the way some or more of the flower beds are planted.

4. TRANSFORMATION IMPLICATIONS

- 4.1 The proposal for sustainable planting supports the Council's Corporate Strategy: Making Bromley Even Better, specifically in relation to ambition 4: or residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future. It supports our objectives for a clean and green environment and a carbon neutral environment.
- 4.2 The proposal will also result in an annual saving, to be realised after year 3. Therefore, this trial has the potential to contribute towards ambition 5: to manage our resources well, providing value for money and efficient and effective services for Bromley residents.
- 4.3 The proposal will also support delivery of the Open Space Strategy, specifically Objective 2.1: Natural, Cultural and Historical Assets – Ecological Resilience, through adoption of management regimes...that support biodiversity, ecology, and sustainability across the portfolio.

5. FINANCIAL IMPLICATIONS

- 5.1 There is no cost implication with this proposal, however there is a cost saving in the form of reduced contract costs. The annual saving is expected to be £29k which over a 10-year period would save the council approximately £215k after the invest to save expenditure has been utilised.

5.2 As this proposal is requiring the use of the invest to save reserve to fund the expenditure, there is a requirement of offering up the annual saving as a budget reduction, therefore if this proposal is approved, the relevant budget will be reduced by £29k to reflect the contract saving.

6. LEGAL IMPLICATIONS

6.1 This report relates to a contract for parks management and grounds maintenance the Council has with idverde, dated 28 March 2019.

6.2 The estimated contract value for this contract was £37.5m at the time of award, this variation is for £75k.

6.3 Officers have indicated that idverde have agreed to the reduction in price and the cost savings are based on the tendered rates.

6.4 The services as recommended in this report are incidental to those under the contract, and the value of the variation is less than 10% of the value of the contract.

6.5 The recommendations as outlined would be in line with the Council's Best Value obligations.

6.6 Risk of a procurement challenge would be assessed as low.

6.7 The Portfolio Holder can approve the report if so persuaded.

6.8 Legal are available to work with Officers as needed.

7. PROCUREMENT IMPLICATIONS

7.1 This report seeks to vary the Council's contract with idverde at a value of £75k for the provision of purchase, preparation, and installation of the regenerative planting schemes at the ten trial sites.

7.2 The Council's requirements for authorising a variation (change control) are covered in CPR 23.7 and 13.1. For a contract of this value, the Approval of the Budget holder must be obtained. In accordance with CPR 2.1.2, Officers must take all necessary professional advice.

7.3 Following Approval, the variation must be applied via a suitable Change Control Notice, or similar, agreed with the Provider.

7.4 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.

8. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

8.1 Converting bedding from use of annuals to perennials requires less soil disturbance and can lead to greater soil stability, allowing for a greater accumulation of soil organic matter. The sequestration of carbon in soil organic matter can be an effective climate mitigation strategy for removing carbon from the atmosphere.

Non-Applicable Headings:	Impact on Vulnerable Adults or Children, Personnel Implications, Property Implications
Background Documents: (Access via Contact Officer)	Open Space Strategy 2021 – 2031: Open Spaces Strategy for 2021 to 2031 (bromley.gov.uk)

Suggested Trial Sites

Site		Area on Site	Map/Photo	Comments	Suggestion	Size M2
Waterman's Square	Penge & Cator	Centre of site	https://goo.gl/maps/AM37BZCGVxs5hADf8	Unable to be seen from the road, flowers often die as they fight for sunlight and nutrients from neighbouring shrubs & trees	Replace with prairie planting style beds	24.5m2
Beckenham Green	Beckenham Town & Copers Cope	Opposite M&S	https://goo.gl/maps/PJZtUeRnof4BbhFbA	The area was planted with grasses, but they were removed without permission and never replaced	Replace with prairie planting style beds	40m2
Elmers End Green	Kelsey & Eden Park	Beds on Green	https://goo.gl/maps/rw1FuNEJxf6F6CXa8	Most beds receive little sunlight because of overhanging trees	Replace with pollinator-friendly beds	90m2
Betts Park	Crystal Palace & Anerley	Near Outdoor Gym	https://goo.gl/maps/aC43gVF3sRAJBftb6	Beds are often trampled and struggle to establish	Replace with prairie planting style beds	63.5m2
Kelsey Park	Kelsey & Eden Park	Bridge Bed (Triangle)	https://goo.gl/maps/YiBsmVTS3KWBub3eA	Wildlife eats/tramples this bed	Replace with pollinator-friendly beds	53.5m2

Suggested Trial Sites

Site		Area on Site	Map/Photo	Comments	Suggestion	Size
High St - St Mary Cray	St Mary Cray	Four Beds	https://goo.gl/maps/iGN71uPfTHN7dMDN9	Plants struggle to establish and are often vandalised.	Replace with pollinator-friendly beds	63.2m2
Shortlands Green	Bromley Town/ Shortlands & Park Langley	One Bed	https://goo.gl/maps/i8qDFB2Kxx4RQ98U9	The bed is often walked over and damaged	Replace with pollinator-friendly beds	27m2
Croydon Road Recreation Ground	Kelsey & Eden Park	Circular Beds	https://goo.gl/maps/3tsyvsWJoPcjwt4q6	Beds are often damaged by recreational activities like football	Replace with pollinator-friendly beds	120m2
Coney Hall Recreation Ground	Hayes & Coney Hall	Car Park Bed	https://goo.gl/maps/m56SZ2Nb4BeETTi98	The bed is often walked over and damaged	Replace with prairie planting style beds	18m2
Chislehurst High Street	Chislehurst	Raised Planters	https://goo.gl/maps/v9DjcT1bLiQQDpsa8	Beds are difficult to water and struggle in hot temperatures, there are mature trees in the beds competing for water	Replace with prairie planting style beds	250m2

Tree Planting Programme (Year One) Communications Plan (DRAFT for Comment)

Activity		Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	
1	Draft internal Communications Strategy.									Complete
2	Agree draft Communications Strategy at Tree Planting Programme Board.									Complete
3	Present draft strategy to Head of Public Affairs.									Complete
4	Present draft strategy to ECS PDS Committee for input.									Complete
5	Create (and periodically review) calendar to support best release of comms to various stakeholder groups, noting particular campaigns to April 2022 & research significant relevant days to align comms with i.e. world tree day.									Tree Canopy release in March with the Mayor planting a tree. Also International Day of Forests in March. DA will maintain the calendar of events in tab two of this sheet and notify the board each fortnight of any new dates that we are taking forward.
6	Arrange photo opportunity with programme Lead Member and Service provider, to coincide with the arrival of 21/22 new tree stock at depot and initial phase of planting.									Complete
7	Develop Social Media messaging around arrival of new trees and first planting date. Twitter schedule with pre-agreed messaging (updates on numbers planted, how residents can request a tree for their street, how residents can report issues with trees, interesting tree facts - i.e. links to Carbon capture).									9th February is scheduled for the filming of the video. Title card is linked to the expected design from graphic designers.
8	Delivery of regular social media messaging (Facebook, twitter).									Graphic needed first. Graphic will be shared at next meeting. Video will be released on social media. Numbers planted to also be updated on social media.
9	Media News Release to support tree planting kick off.									Complete
10	Environment Matters Content Drafting - Main article on tree planting programme, including role of service provider and support that can be provided by residents.									Complete
11	Environment Matters Content Review, finalisation and publication.									Complete
12	News releases about Christmas Tree Recycling - links to importance of doing so and reminder about tree planting programme.									In EM but still some further comms to do with News Release separately. Poster at recycling sites to promote tree friends (same as digital displays). Update: 13/12/21 still awaited. Update 24.01.22 this did go in EM.
13	Draft letter to tree pit neighbouring residents explaining the new scheme, asking for their future support with young tree maintenance (to enhance the watering required by service provider and to report any tree issues via FixMyStreet). Encourage new tree friends to sign up by providing their contact details.									Letter to be finalised w/c 07/02/22 and posted by hand by tree officers as they plot planting locations. 07/03/22 letter drafted
14	Mail Drop to residents (aligned to tree planting - service providers will deliver letters as part of the planting programme - included in contract).									Planting gangs will also be provided with copies of the letter.
15	Email Bromley officers tree information to also encourage them to look out for young trees needing help during visits around the borough and encouraging them to also sign up as tree friends if they live in Bromley.									HC would like to do a soundbite to all officers with an officer out on site to show a practical demo. AR will look at dates but suggest aligning this to International day of Forests.
16	Tree Friends Video - Environmental Campaigns Officer to draft training content for existing tree friends (to include short animated video).									SF has JBx to set up a meeting with Helen to talk through the initial video script for tree friends. 07/03/22 Tree Friends Toolkit has been partly reviewed in preparation for the video.
17	News Release advertising for new tree friends to sign up to support the establishment of young trees.									Next release to be scheduled - tree friends will be mentioned in every news item. Over 1000 this year, 550+ so far (but check as and when we publish).
18	Digital Town Centre Display Board messaging to remind people of what we are planting and why.									Tremendous - 500 planted message. 21/03/22 - we have the graphics. AR to confirm when first going to be used.

19	Photo opportunity with Mayor and Deputy Mayor of Bromley each planting a tree, to coincide with Queen's Platinum (70 year) Jubilee and the Queen's Green Canopy Campaign.									Location agreed and dates suggested for planting. AR/HC to confirm availability. Bailes Place off Kingshall Rd nr Cator Park. Update 24/01/22 Deputy Mayor 18/01/21 (treemendous), Mayor in early March as part of Jubilee celebrations. 21/03/22 Mayor's tree was planted on 11/03/22 as planned.
20	Photo opportunity with local celebrity planting a street tree (potentially Emma Raducanu/Dina Asher-Smith).									DA/AR started discussions around celebs (include school children and local business owners). 24/01/21 - no further updates. Deputy Mayor invited locals to the planting. Planting schedule to be reviewed to see which are near schools where children could be involved. Rob Becket? Attendees agreed to do it next year. HC suggested a celebrity could water a tree. PMC would still like DA to reach out. DA to ask if he would be interested in the project.
21	Review messaging and updates on FixMyStreet reporting platform to support young tree maintenance, helping residents to report issues correctly.									SF to raise with JR again. HC needs a wider meeting with JR. SF to arrange meeting.
22	QR Code messaging design online (tags for all new tree stakes).									Chatterton Rd design company to make some samples. HC to approach Chartwell NT about theirs. Web design element has been commenced through Tuan Ngyuen. To initially be set up as a contractor monitoring tool - further catch up planned to develop scoping document for BT. HC moving this forward with TN this week. Update 24/01/22 - meeting with TN 27/01/22. Final Spec sent over for development scoping from BT.
23	QR Code production (tags for all new trees).									Barchams web page contains species information. Officers will plot QR codes on CONFIRM. Can scan onto ipad and link data to particular tree QR code. To also link to tree watering (live) for performance monitoring purposes. Carbon Capture to be included in web info. G&T have started to use their own QR codes (looks like a luggage tag) so HC will be speaking to them about their design.
24	Schools Street Tree Planting Information Resources Developed.									Email to be drafted by HC to send to schools re: Woodlands Trust and Trees for Cities. WT free trees not currently available. Update 24/01/22 Can develop something general about trees and focusing on what schools can be doing to look after their trees. 07/03/22 - HC suggested a Data Sheet which will offer basic guidance. HC to find the work he started a couple of years ago. 21/03/22 - Attendees agreed to postpone this until Aug/Sep
25	Update E-newsletter for residents (bi-monthly).									Next newsletter about budget consultation and trees will be in there. To include Tree Friends. 21/03/22 in progress
26	News releases linked to National Events spread throughout the year, National Soils Day, National Tree Day, Urban Tree Festival.									
27	Veolia RCVs to advertise the programme on the side (Spring?)									£500 per panel design. To be implemented in the new year. Graphics dependent on the above actions. Designs ready for next meeting. PMC to ask Veolia what they think about it.

Sustainable Planting Trial Communications Plan DRAFT

Activity		Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
1	New release announcing proposed trial following committee review and decision to proceed	█																	
2	Review internal Communications Plan	█	█																
3	Agree draft Communications Plan at Project Board			█															
4	Arrange photo opportunity with project Lead Member and Service Provider, to coincide with the replanting of the chosen beds							█	█										
5	Lead Member tree photo opportunity							█	█										
6	Develop brand identity for trial				█	█													
7	Develop survey for collecting feedback on the trial.					█	█												
8	Draft survey to be agreed by the Project Board							█											
9	Develop plan for social media messaging, including at key milestones such as replanting of beds with regenerative plants, a Twitter schedule with pre-agreed messaging how residents can feedback on the trial, how residents can report issues with the beds, interesting biodiversity benefits from the trial.																		
10	Environment Matters Content Drafting - Main article on sustainable planting trial and ways to feedback.						█	█			█	█							
11	Environment Matters Content review, finalisation and publication.								█				█						
12	News releases to launch survey with feedback on the trial								█										
13	Draft letter to bed neighbouring residents explaining the new scheme inviting them to provide feedback on the bedding.							█	█										
14	Mail drop to residents								█	█	█	█	█	█					
15	Draft project webpage					█													
16	Launch project webpage							█											
17	Prepare artwork for trial signage to be erected near bedding						█	█											
18	Fabrication and erection of signage, to include QR code							█	█										
19	Delivery of regular social media messaging (Facebook, twitter).								█	█	█	█	█	█	█	█	█	█	█

This page is left intentionally blank

Report No.
ES20257

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT & COMMUNITY SERVICES PORTFOLIO
HOLDERS

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

Date: Thursday 16 March 2023

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

Title: ENVIROMENT AND COMMUNITY SERVICES DRAFT
PORTFOLIO PLAN

Contact Officer: Lucy West, Head of Performance Management and Business Support
Tel: 020 8461 7726 E-mail: Lucy.West@bromley.gov.uk

Chief Officer: Colin Brand, Director of Environment and Public Protection

Ward: (All Wards);

1. Reason for decision/report and options

This report presents a draft Environment and Community Services Portfolio Plan for 2023/24 for scrutiny by PDS Members and subsequent endorsement by the Portfolio Holder.

2. **RECOMMENDATION(S)**

2.1 **That PDS Committee reviews and comments on the draft Portfolio Plan (Appendix 1) and provide comments to the Portfolio Holder before the final plan is published.**

2.2 **That the Environment and Community Services Portfolio Holder:**

Endorse the outcomes, aims and performance measures set out in the draft 2023/24 Environment and Community Services Portfolio Plan, taking into account the budget and views of the Committee.

Impact on Vulnerable Adults and Children

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

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: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Environment Portfolio Revenue Budget
 4. Total current budget for this head: £36m
 5. Source of funding: Controllable revenue budget and capital programme funded by capital grants (including TfL), capital receipts and contributions from earmarked reserves
-

Personnel

1. Number of staff (current and additional): 145.6 FTE
 2. If from existing staff resources, number of staff hours: Not Applicable
-

Legal

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

Procurement

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

Property

1. Summary of Property Implications: Not Applicable
-

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): Whole Borough
-

Ward Councillor Views

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

3. COMMENTARY

The following commentary provides an update on progress against all priority areas contained within the Portfolio Plan 2022/23.

3.1 Priority 1: Keep our streets clean

- 3.1.1 Keeping Bromley's streets clean continues to be a priority for the Council and residents alike with a well maintained streetscene relating closely to how safe residents feel and how satisfied they are with their locality. Street Cleaning teams are committed to delivering excellent services that our residents can be proud of all year round. A holistic cleansing service is in place that sees regular attendances to each of the borough's 3,000+ roads to ensure they are clean and litter free. This cleaning regime is actively and continuously monitored through randomised quality inspections that are carried out by our Neighbourhood Management client team.
- 3.1.2 Public satisfaction with how clean Bromley's streetscene is remains high at around 4 in every 5 residents being satisfied in the latest survey undertaken in August 2022. In comparison to 2019/20, satisfaction with how clean local streets and town centres are, has increased. The satisfaction with local area has decreased slightly but is still high at 84%.
- 3.1.3 We continue to take further strides to investigating and ultimately reducing unwanted environmental blights within the streetscene, most notably fly-tipping, which is led by our Environmental Investigations Team. In conjunction with this endeavour, our 'Your Waste is Your Responsibility' campaign achieved a 60% reduction in fly-tipping within three pilot areas and has been shortlisted this year for a National Recycling Award.
- 3.1.4 Improvements to the streetscene have continued to be made through established Community Impact Days, and by engaging with our invaluable community and volunteer groups whom undertake vital work within local areas. Street Friends have and continue to be supported wherever possible, with the number of purple sack collections increasing each year since contract commencement in 2019. A new Street Friends Forum is being created with the aim of enhancing the scheme and identifying further areas for potential support that can be offered to volunteers.
- 3.1.5 Bromley is benefited by having a high number of civic-minded residents, whom assist with our wider aim of keeping streets clean by submitting reports where an issue occurs that requires resolution from our service provider. We are pleased that the vast majority of these are resolved first time and within determined timeframes which are monitored each month through the Performance Management Framework.
- 3.1.6 The Street Enforcement team has been responding to customer complaints, along with undertaking site and residential visits concerning all matters of highway enforcement. This ranges from the investigation and removal of unauthorised traveler encampments on LBB land, fly tipping, abandoned vehicles, illegal encroachment onto highway land, overhanging vegetation onto footways, and the removal of illegal skips, cones, hoarding and other obstructions on the highway.
- 3.1.7 The Neighbourhood Management realignment which took place in February 2022 resulted in the duties of 3 Highways Enforcement & 1 Street Scene Enforcement Posts merging to create a new Senior Enviro Crime Officer post & 3 Enviro Crime Officers. This coincided with a new Environmental Investigation manager who has placed more emphasis on enforcement of Environmental Crimes. Recent successes include the seizure of two vehicles linked to fly tipping within Bromley and five case files awaiting hearings at local Magistrates Court.

3.2 Priority 2: Minimise Waste and Maximise Recycling

- 3.2.1 Virtually zero waste continues to be sent to landfill; with the majority of Bromley's non-recyclable refuse continuing to be used to generate green energy. This significant achievement increases the sustainability of Bromley's waste management service whilst reducing the cost of managing waste.
- 3.2.2 Thanks to residents helping us to keep waste to a minimum, the total amount of waste generated has reduced to levels that were achieved before the COVID-19 pandemic. The total amount of waste managed in Bromley, was at the highest in 2021/22 than it had ever been since 2016 and this in turn increased the amount it cost to manage waste in Bromley. Therefore, it is vital that we continue to support residents to minimise their waste through initiatives such as the Small Change, Big Difference food minimisation campaign and alternative gift wrap workshops.
- 3.2.3 Our recycling rate has increased in 2022/23 with residents recycling around half of the items that they throw away. We've continued to encourage and enhance the recycling service for example through our flats recycling campaign interventions.
- 3.2.4 Urgent infrastructure repairs were required at the Churchfields Reuse and Recycling Centre, which meant that it had to be closed for a short time in 2022/23. These works have been completed and the Council has committed to a significant investment in the Council's two Waste Sites to ensure that they are future proofed.
- 3.2.5 Staff absence by the Council's Service Provider as a result of the national HGV driver shortage and the unusually high temperatures over the summer had an impact on the performance of the waste collection contract. Despite the challenging circumstances, the impact was kept to a minimum due to the efforts of our front-line workforce to ensure that all scheduled collections and services operated as normal.
- 3.2.6 The Green Garden Waste Collection Service has continued to grow with our first programmatic garden waste campaign. There has also been a positive channel shift with more residents paying by Direct Debit reducing call volumes for our Contact Centre.
- 3.2.7 The interactive education programme developed for schools, Recycling Heroes, was rolled out to over 3,000 primary school students so they could learn about recycling and waste minimisation and pass on this information to the adults in their lives. As one of London's leading boroughs for recycling, Bromley aims to encourage a new generation to become the next environmental leaders and help make Bromley even greener.

3.3 Priority 3: Enhance Bromley's Parks and Green Spaces

- 3.3.1 Bromley's parks and open spaces have always made the borough a great place to live and work.
- 3.3.2 Following the adoption of the Open Space Strategy in November 2021, work has turned to delivering against the associated action plan to meet our vision for an open space portfolio that promotes the environmental, social and economic wellbeing of the borough, allowing residents, communities and wildlife to thrive. This has included adopting a longer-term Biodiversity Strategy which sets out our ambitions for enhancing our green spaces, including through implementation alternative management regimes.
- 3.3.3 Our fully managed parks service for parks management and grounds maintenance is delivered by idverde in partnership with the council. Their performance on issues of quality, appearance, cleanliness and accessibility of parks and other open spaces (such as verges)

continues to meet contractual standards, with consideration now being given to longer-term adaptations that could be made to support the quality of our greenspaces in challenging weather conditions.

- 3.3.4 Parks and open spaces continue to be well used by residents and visitors alike; in our annual survey, 42% of respondents reported visiting weekly, with an additional 30% stating they visited daily. Public satisfaction sits at 77%, with the key areas for improvement identified as facilities and cleanliness. Since April, almost £200k has been invested in repairs and maintenance of park infrastructure, with further investment planned for 2023.
- 3.3.5 We continue to be appreciative of the work of our Friends of Parks groups who volunteer their time and expertise to support the enhancement of open spaces in the borough. In 2021/22 7025 hours of volunteer support has been provided, with habitat management being the most regular task completed. In 2022, Green Flag awards have been achieved in eight of the borough's greenspaces, which were only possible because of the support of the associated Friends groups.
- 3.3.6 We have also been pleased to launch the Parks Platinum Jubilee Fund in 2022, inviting community-led and supported applications for investment in parks and greenspaces in the borough. 30 applications have been received before the November deadline seeking investment in a range of projects which will improve and enhance open spaces for the whole community to enjoy.
- 3.3.7 Fundraising activity has also continued, and in 2022 we received grant funding and completed urgent repairs to Scadbury Moated Manor and made improvements to the cricket pitch at Farnborough Recreation ground. Funds have also been secured for the restoration of the Bowie bandstand at Croydon Road Recreation ground, with the works currently out to tender. The council has also completed projects to enhance the play equipment at Kings Meadow Recreation Ground and to introduce a new BMX Pump Track at Hoblingwell Recreation Ground.
- 3.3.8 Our commitment to plant 5000 additional street trees to support the health and wellbeing of our residents under our Treemendous tree planting programme has been successful in its first year, with circa 1400 street trees planted, 533 of which were planted in locations identified by residents. With particular thanks to Tree Friends who have supplemented the council's aftercare regime, 95% of these trees have survived despite the hottest and driest summer on record.
- 3.3.9 Additionally, and to support our 2027 carbon net zero ambitions, funding has been secured from the Forestry Commission to design and consult on three sites for potential woodland establishment which would provide long-term carbon offsetting benefits.

3.4 Priority 4: Maintain our Transport Infrastructure and Public Realm

- 3.4.1 While highway and street lighting maintenance are key services, the construction industry continues to suffer from the global impact of Covid-19 and the Ukrainian conflict, with many materials and skilled labour still being in short supply. This has resulted in delays to some of our projects. Levels of service for most service areas have remained at an acceptable levels during this time, with improvement plans being agreed with the Service Provider for any areas of concern.
- 3.4.2 The current planned footway and carriageway resurfacing projects are nearing completion, and outstanding Traffic schemes are also being implemented within the agreed timescales. A further condition survey of all carriageways in the borough was completed during the summer months using video and Artificial Intelligence (A.I.) survey methods. These will assist in

monitoring the overall condition of the road network and preparing future planned maintenance programmes.

- 3.4.3 Maintenance of our street lighting assets is a fully managed service, where the Council pay a fixed annual sum to maintain all street lights and illuminated signs or street furniture in working order. In August 2021 the Executive approved a capital programme to replace all remaining street lights with low energy LED units. The majority of lanterns in residential roads have now been replaced, with the remaining units in town centres due to be completed March 2023. It is anticipated that the level of reactive maintenance will reduce once the LED programme has been completed, which will also drastically reduce electricity consumption and the resulting energy and maintenance costs for the Council.
- 3.4.4 Utility companies have continued to maintain their assets through planned and reactive measures, with Thames Water particularly struggling with a high level of water leaks in the borough's roads. All utility works are carefully co-ordinated and permits have been processed as required. The quality of works has also been monitored with defects and fixed penalty notices being issued when justified.
- 3.4.5 As the Lead Local Flood Authority the team have been successful in working with residents and developers in the Seymour Drive area to alleviate serious flooding to properties in this road. We've also been working with Thames Water and the Environment Agency to identify other flood risk areas in the borough.
- 3.4.6 The Council own our fleet of winter service vehicles, and four of our nine gritters have been replaced with Low Emission Zone (LEZ) compliant vehicles. While further replacements have been included in the capital programme, delivery of these have been delayed due to the shortage of components.

3.5 Priority 5: Improve Travel, Transport and Parking

- 3.5.1 As travel behaviour has returned to normal following the COVID-19 pandemic, Bromley has continued to install improved transport infrastructure to support residents to make safe and healthy journeys and to reduce the use of more congesting and polluting modes of transport. The Kent House to Lower Sydenham cycle route has recently been completed, as has the safety scheme on Bromley Road in Shortlands. Bromley currently has over 82 schools with an accredited School Travel Plan, with 59 of these being at a Gold level and 12 at Silver level, which is among the very best across London.
- 3.5.2 Despite funding challenges, cycle training has continued for children and adults, along with promotional events to support cycling by residents, including Dr Bike. Road safety education programmes continue to target vulnerable road users and road safety improvements are targeted at collision cluster sites where investment will maximise the number of casualties prevented.
- 3.5.3 Bromley has always had a good road safety record and in 2021 a KSI casualty rate per billion vehicle miles of 129 places Bromley 9th lowest across London. The actual number of serious casualties in 2021 was 111, with two of those being fatalities, showing that there is still much work to be done to ensure that the Council is doing all it can to use finite resources effectively.
- 3.5.4 Managing parking across the Borough has now settled since the covid pandemic and officers are beginning to understand the new behaviours of motorists. The Civil Enforcement Officers (CEOs) are patrolling the Borough for both on and off-street enforcement, helping to keep the traffic flowing and ensuring there are parking spaces availability where needed. The CEOs

are also actively patrolling to identify Disabled Badges being misused, with dozens of successful cases being prosecuted at court and the badges removed from circulation.

- 3.5.5 Bromley Council continue to enforce moving traffic contraventions (MTCs) such as box junctions and banned turns, with 13 cameras installed in September and October 2021 to enforce such offences. Enforcement of these restrictions helps to reduce congestion on the roads and in turn help to reduce pollution levels.
- 3.5.6 Bromley continue to see a small increase in the demand for residents parking permits and visitor vouchers and a decrease in the demand for car park season tickets as well as lower daily sales in the car parks supporting train stations. This suggests that more residents are working from home instead of commuting to the office. The car parks supporting small shopping parades and high streets are showing better signs of recovery, with projections showing the usage on the car parks to be more than that in 19/20. These trends are constantly being monitored and analysed by officers.

3.6 Priority 6: Overarching Themes

Air Quality

- 3.6.1 The 2021 Annual Status Report shows that the annual mean NO₂ objective of 40 µg m⁻³ was not exceeded at any of the 32 monitoring locations in the borough in 2020. This represents no annual mean NO₂ exceedances for the second consecutive year.
- 3.6.2 The lowest annual mean NO₂ concentration in 2021 was monitored at Ridgeway (Hayes), with a value of 16.2 µg m⁻³. The annual mean NO₂ concentration at Orpington High Street, in 2021 was monitored at 41.9 µg m⁻³, though when corrected for distance is 35 µg m⁻³. This location has only been monitored since 2021. Elmers End has the highest annual mean NO₂ concentrations, with a value of 37.5 µg m⁻³. The 2021 annual mean NO₂ concentration at Elmers End Road is the lowest measured at this site since 2011 with a consistent fall in NO₂ concentrations over the last 7 years. It remains below the Air Quality objective of 40 µg m⁻³ for the second consecutive year. A localised solution to further improve air quality at Elmers End Road for has been put forward for consideration and remains an action point (Theme 5 point 18 and 19) in the Bromley Air Quality Action Plan for 2020-2025.

Carbon Management

- 3.6.3 Working closely with colleagues in Education, the Carbon Management Team mobilised a decarbonisation programme for the Council's maintained schools, involving energy monitoring equipment, educational resource development, and the development of net zero carbon pathway plans. In the spirit of the government's build back better agenda, the programme has also accessed two government kick-starter employment grants. The programme represents a first in London: it has combined innovation, education, local employment, pathways to decarbonisation and funding opportunities. Soon after launching the Project Earth Rock Primary School project, it unfortunately had to be put on hold due to the pandemic lockdown. However, it will now be restarted to offer teachers access to free multimedia resources for teaching a variety of key sustainability topics.
- 3.6.4 The Carbon Management Team continues to facilitate the Green Recovery Working Group to identify and deliver decarbonisation projects across its services, feeding into the Council's Net Zero 2027 target. With representation from all departments across the council, opportunities will be explored to decarbonise the borough's emissions through supply chain engagement, public engagement and community projects. The group will continue to refine and develop action plans through multiple sub-groups such as transport emissions and housing emissions.

- 3.6.5 The Woodlands Establishment board is progressing at pace with a new woodlands establishment project. Utilising a Forestry Commission (FC) Woodland Creation Planning Grant, initial feasibility studies were conducted for three key sites as part of a Stage 1 assessment. Stage 2 will involve more thorough site analysis together with stakeholder engagement, and culminate with an FC approved woodlands management plan, which will be used to access further funding for planting and maintenance.
- 3.6.6 Following ECS PDS approval in March 2022 to deliver a residential Electric Vehicle Charging Infrastructure pilot, the Carbon Management Team are working closely with Transport colleagues to mobilise the project that will trial several different charging technologies, and help inform a suitable borough-wide rollout programme.
- 3.6.7 Last Spring the Library of Things opened in the Glades, where residents are able to borrow a range of household items, often associated with a 'one off' job (e.g. camping equipment, tools, pressure washers), meaning costly purchases and the associated environmental impact could be avoided. The initial set-up costs have been funded from the Council's Section 106 Carbon Offset Fund, with the Library of Things hiring kiosk being hosted by the local charity Greener and Cleaner Bromley.
- 3.6.8 In October 2022 the Council's Executive Committee approved the measurement of the indirect emissions produced from the services and products procured by the Council. Although these Scope 3 emissions fall outside of both the Council's operational control and 2027 Net Zero carbon target, this exercise will help establish an accurate and complete baseline, generate an understanding of the procurement emissions make up, and identify emission hotspots. Importantly, it will inform the basis for engagement with suppliers in relation to sustainability initiatives, providing a suitable and measured approach for addressing supplier emissions.
- 3.6.9 The Carbon Management Team's delivery partner, South East London Community Energy, has completed the first phase of a fuel poverty outreach project, in which low-income households struggling to pay their energy bills were offered free advice, home energy efficiency assessments and support in accessing available grants. The success of this project - funded by the Council's Section 106 Carbon Offsetting Fund – is now being assessed to help inform further potential phases.

Draft Portfolio Plan 2023/24

- 3.7 Appendix 1 sets out the draft Environment and Community Services Portfolio Plan for the 2023/24 financial year. There are 6 priority areas identified within the draft plan.
- 3.8 Committee is invited to comments on the proposed plan and suggest any changes it considers appropriate. The Plan is aligned to the ambitions of the updated, high level and over-arching Corporate Strategy "Making Bromley Even Better 2021 to 2031".

Priorities

3.9 Priority 1: Keep our streets clean

Satisfaction with the street environment has a significant impact on residents' confidence in the Council. We need to ensure that we deliver an approach that supports consistent street care, ensuring that people are happy to live in, work in and visit our Borough. We need to focus on promoting behaviour change, working with community and volunteer groups and taking appropriate action to ensure the street environment meets local needs.

3.10 Priority 2: Minimise Waste and Maximise Recycling

Reducing the amount of waste we throw away is not only better for the environment but also minimises disposal costs. Bromley's recycling performance remains high compared with other London boroughs. Last year, with more people continuing to stay at home, we collected more waste and recycling than we have ever collected and this increased costs of waste management. Therefore, we will continue to work with residents and local businesses to waste less and recycle more, and, provide a high-quality waste service that is financially and environmentally sustainable.

3.11 Priority 3: Enhance Bromley's Parks and Green Spaces

Our ten-year Open Space Strategy aims to conserve and enhance Bromley's parks and green spaces, and our tree management strategy ensures the health of the borough's trees. Our services will support biodiversity, enhance our air quality and improves the health and wellbeing of our residents and visitors. We will work in partnership with the volunteer community and our Service Providers, idverde and Glendale to deliver vibrant green spaces that people want to visit.

3.12 Priority 4: Maintain our Transport Infrastructure and Public Realm

Satisfaction with the condition of roads and pavements is important to residents, so we need to maintain their condition. Utility works can cause disruption and congestion unless this activity is coordinated and inspected by the Council to protect the Council's asset. In addition to providing Winter Services, localised flooding is likely to become more frequent and problematic and we will support the delivery of practical inter-agency solutions.

3.13 Priority 5: Improve Travel, Transport and Parking

Rising numbers of cars as the number of residents and households increases leads to congestion, parking issues and a reduction in air quality. Lack of connectivity and investment in transport prevents access to opportunities and services. We will seek to address these issues by promoting sustainable, safe and active travel, improving our road network, lobbying for improved public transport and managing on and off-street parking to balance the needs of motorists, residents and businesses.

3.14 Priority 6: Overarching Themes

Whilst much of the work and progress towards meeting the Council's Net Zero Carbon target is within the environment and transport and streets portfolios the work to meet the target is actually taking place across all portfolios.

Both the Council's Net Zero Carbon Action Plan and Air Quality Action Plan are included as overarching portfolio themes given their strategic importance. The theme directly supports the Council's focus "To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents".

Whilst many of the performance indicators within priorities 1 to 5 either directly or indirectly support one or both the Council's Net Zero Carbon Action Plan and Air Quality Action Plan, the overarching Priority 6 themes section recognises the overarching and strategic importance of both plans for the Portfolio, the Council and the Borough as a whole. In recognition of their importance, both the Council's Net Zero Carbon Action Plan and Air Quality Action Plan have their own separate long-term plans and progress in achieving the aims of these plans and the action taken will be outlined at least annually to the Environment and Community Services PDS Committee as part of the scrutiny process.

4 IMPACT ON VULNERABLE ADULTS AND CHILDREN

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

5 TRANSFORMATION/POLICY IMPLICATIONS

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

- [Making Bromley Even Better \(Corporate Strategy\)](#)
- Plans and Policies as specifically referenced within each priority area of the Portfolio Plan.

Non-Applicable Sections:	Financial, Personnel, Legal, Procurement
Background Documents: (Access via Contact Officer)	Environment and Community Services Portfolio Plan 2021/22 Environment and Community Services Portfolio Plan 2022/21 Net Zero Carbon Strategy - Report Number ES19094

5 FINANCIAL IMPLICATIONS

6.1 There are no direct personnel implications.

6 PERSONNEL IMPLICATIONS

7.1 There are no direct personnel implications.

7 LEGAL IMPLICATIONS

8.1 There are no direct legal implications.

8 PROCUREMENT IMPLICATIONS

8.1 Most of the Portfolio Plan's priorities are underpinned by contracts and where these have a Total Contract Value (TCV) greater than £200k, they are reported in the Corporate Contract Register. The procurement status of contracts with a TCV >£50k is also reported to the PDS Committee for detailed scrutiny.

8.2 PDS Committee also scrutinises 'Procurement Strategy' and 'Award of Contract' reports and monitors individual contracts and scrutinises the contractors themselves as appropriate.

9 PROPERTY IMPLICATIONS

10.1 There are no property implications, but the plan does identify service areas where Property present challenges (e.g. the Depot Improvement Programme works).

10 CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

11.1 There are no direct carbon reduction/social value implications, but the plan does identify service areas where carbon reduction and social values are reviewed.

12. CUSTOMER IMPACT

12.1 There are no direct customer impacts.

13. WARD COUNCILLOR VIEWS

13.1 There are no direct Ward Councillor views.



Environment and Community Services

Portfolio Plan for 2023/24

DRAFT

Introduction

Message from

Portfolio Holder for Environment
Councillor Cuthbert



We have a long established environmental record which we should all be proud of but we need to do more. As with so much of the discussion about environment, it is the actions of all of us which change and sustain our environment. It is why working in partnership, including with residents is so important.

We have collected record amounts of recycling and non-recyclable refuse in recent times and whilst we are one of London's leading recycling boroughs, with virtually zero waste going to landfill, we need to minimise the amount of waste we produce. This has a positive impact financially and environmentally and partnership with residents is key in this.

Likewise, working with residents, visitors and businesses in the Borough to reduce littering and flytipping has a positive impact and will help keep our streets clean, again with financial and environmental benefits. The Council is continuing to deliver its street cleaning services but Street Friends are also part of this work.

We are also making improvements in our parks, working with Friends of Parks groups and others to ensure we continue to improve and enhance our wonderful parks. Our Tremendous tree planting programme is now in its second year and progress is being made, including with moving towards our ambitious 2027 Net Zero target.

Portfolio Holder for Transport, Highways & Road Safety
Councillor Bennett



One of the greatest challenges of the portfolio is ensuring safe and healthy roads whilst at the same time not creating congestion and impeding freedom of movement and trade. Our plan and programme include many projects to increase safety at known collision points. Through our School travel plans and cycle training we aim to instil in pupils the part they can play.

Our highways programme includes both reactive maintenance and planned replacement of worn road and footpath surfaces.

Clean air is a key objective and we are expanding our anti-idling campaign to more schools to protect young lungs and we are increasing the number of car electric charging points and trailing ducting across pavements for those without off street parking.

Our priorities

This Portfolio Plan is shaped around the delivery of the following priorities:

Priority 1 Keep our streets clean – Environment Portfolio

Satisfaction with the street environment has a significant impact on residents' confidence in the Council. We need to ensure that we deliver an approach that supports consistent street care, ensuring that people are happy to live in, work in and visit our Borough. We need to focus on promoting behaviour change, working with community and volunteer groups and taking appropriate action to ensure the street environment meets local needs.

Priority 2 Minimise Waste and Maximise Recycling – Environment Portfolio

Reducing the amount of waste we throw away is not only better for the environment but also minimises disposal costs. Bromley's recycling performance remains high compared with other London boroughs. Last year, with more people continuing to stay at home, we collected more waste and recycling than we have ever collected and this increased costs of waste management. Therefore, we will continue to work with residents and local businesses to waste less and recycle more, and, provide a high-quality waste service that is financially and environmentally sustainable.

Priority 3 Enhance Bromley's Parks and Green Spaces – Environment Portfolio

Our ten-year Open Space Strategy aims to conserve and enhance Bromley's parks and green spaces, and our tree management strategy ensures the health of the borough's trees. Our services will support biodiversity, enhance our air quality and improves the health and wellbeing of our residents and visitors. We will work in partnership with the volunteer community and our Service Providers, idverde and Glendale to deliver vibrant green spaces that people want to visit.

Priority 4 Maintain our Transport Infrastructure and Public Realm - Transport, Highways & Road Safety Portfolio

Satisfaction with the condition of roads and pavements is important to residents, so we need to maintain their condition. Utility works can cause disruption and congestion unless this activity is coordinated and inspected by the Council to protect the Council's asset. In addition to providing Winter Services, localised flooding is likely to become more frequent and problematic and we will support the delivery of practical inter-agency solutions.

Priority 5 Improve Travel, Transport & Parking - Transport, Highways & Road Safety Portfolio

Rising numbers of cars as the number of residents and households increases leads to congestion, parking issues and a reduction in air quality. Lack of connectivity and investment in transport prevents access to opportunities and services. We will seek to address these issues by promoting sustainable, safe and active travel, improving our road network, lobbying for improved public transport and managing on and off-street parking to balance the needs of motorists, residents and businesses.

Priority 6 Overarching Themes for all Portfolios

Whilst much of the work and progress towards meeting the Council's Net Zero Carbon target is within the environment and transport and streets portfolios the work to meet the target is actually taking place across all portfolios.

Both the Council's Net Zero Carbon Action Plan and Air Quality Action Plan are included as overarching portfolio themes given their strategic importance. The theme directly supports the Council's focus "To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents".

Whilst many of the performance indicators within priorities 1 to 5 either directly or indirectly support one or both the Council's Net Zero Carbon Action Plan and Air Quality Action Plan, the overarching Priority 6 themes section recognises the overarching and strategic importance of both plans for the Portfolio, the Council and the Borough as a whole. In recognition of their importance, both the Council's Net Zero Carbon Action Plan and Air Quality Action Plan have their own separate long-term plans and progress in achieving the aims of these plans and the action taken will be outlined at least annually to the Environment and Community Services PDS Committee as part of the scrutiny process.

All 6 priorities will be delivered in accordance with our commitment to improving customer service. We will ensure our decision making is transparent and supported by sound governance, contract monitoring and performance management.

ECS PDS Performance Overview Report Frequency:The Performance Indicators which are monitored through the ECS PDS Performance Overview report are presented in the tables below. A column has been added to provide the reporting frequency each indicator is monitored by. If the column states N/A this is because the indicator is not in the ECS Performance Overview report as a measurable performance indicator and only remains in the Portfolio Plan as an action for each Priority.

Priority 1

Keep our Streets Clean

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- 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.

Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 3, 4 and 5)
- Waste Reduction and Recycling Plan
- Street Care Plan 2021-2024 (*draft*)
- Air Quality Action Plan

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
Deliver a support programme for our community volunteers	Continue to provide support to the community (residents’ associations, Neighbourhood (Street & Snow) Friends and other volunteer groups) to improve the streetscene, including identifying problem hotspots and organising targeted clean-ups	1. Increased number of Street Friend volunteers (>1,350)	N/A	March 2024	Neighbourhood Manager and Street Environment Contract Manager
		2. Support the organisation of Community Impact Days (one per month)	N/A	March 2024	
		3. Distribution and collection of Purple Sacks to volunteers for community led clean-ups (target is 1500 sack collections per annum)	N/A	March 2024	

Review street cleansing procedures	Continue to adapt street cleaning techniques and frequencies/times to address local issues identified by Members and communities, supplemented by the Client Monitoring Team.	4. Quarterly review of street cleansing operations	N/A	March 2024	Neighbourhood Manager and Street Environment Contract Manager
Deliver the annual resident satisfaction survey	Maintain high levels of resident satisfaction with the street cleansing service, evidenced through independent annual residents' surveys	5. Satisfaction with Local Streets (>76%) 6. Satisfaction with Local Area (>82%) 7. Satisfaction with Town Centre (>90%)	Annually	September 2023	Neighbourhood Manager and Street Environment Contract Manager
Monitor Street Cleansing outcomes against established standards	Undertake a programme of street cleansing inspections to ensure cleansing is delivered to the required specification and expected outcomes	8. To undertake a monthly minimum of 1,448 inspections 9. Achieve the cleanliness standards as specified (i.e. COPLR) for Street Cleansing with >92% of inspections graded as meeting the acceptable standard	N/A Monthly	March 2024	Neighbourhood Manager and Street Environment Contract Manager
Review and update the Street Care Plan 2021-24	Relaunch the Street Care Plan by consolidating and updating it to be pertinent and reflective of the new service contract that commenced in April 2019. will include Enviro-crime investigations. The updated plan will include initiatives and strategies to ensure fly-tipping investigations are enhanced and increased with improved outcomes	10. Approval by Environment PDS Committee (Y/N)	N/A	March 2024	Neighbourhood Manager and Street Environment Contract Manager Environmental Investigations Manager
Investigate and enforce complaints of enviro-crime in accordance with the regulatory framework	Keep the borough's streets clean and green and reduce litter, dog fouling and fly-tipping through a programme of contracted works, education and enforcement activity	11. Present annual Enviro-crime report to PDS	N/A	31 st March 2024	Environmental Investigations Manager

Priority 2

Minimise Waste and Increase Recycling

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- 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.

Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 3, 4 and 5)
- Reduction and Recycling Plan
- Air Quality Action Plan

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
Minimise Waste	Encourage and assist residents and businesses to minimise their waste through behaviour change campaigns and service design .	12. Total Local Authority Collected Waste (<145,000 tonnes) 13. Residual Waste collected per Household (<425 kg/household)	Monthly Monthly	March 2024 March 2024	Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager
Increase recycling rate	Encourage and support residents and businesses to recycle more with a focus on promoting and enhancing our recycling collection services and the quality of the materials we collect. Review the business waste service to improve the customer experience and increase customer	14. Flats recycling campaign delivered (Y/N) 15. Environment Matters newsletter delivered twice (Y/N) 16. Household Waste Recycled (>51%)	N/A N/A Monthly	December 2023 March 2024 March 2024	Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager

	numbers and consider implementing an economically viable business waste recycling service (2C and 2D).	17. Local Authority Collected Waste Recycling Rate (44%) ¹	Monthly	March 2024	
Reduce waste to landfill	Send virtually zero waste to landfill by increasing recycling and sending non-recyclable refuse to energy recovery facilities that will power homes and industry, where possible .	18. Local Authority Collected Waste sent to landfill (<1%)	Monthly	March 2024	Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager
Deliver a high-quality service	Continue to provide a high-quality recycling and waste service, where all residents and business customers receive their scheduled collection on the right day .	19. Total number of missed recycling and waste collections (/100,000 collections) <120	Monthly	March 2024	Head of Neighbourhood Management and Waste Collection Contract Manager
Increase number of Green Garden Waste customers	Increase Green Garden Waste Collection Service paying customer numbers by 15% each year.	20. >15% increase in number of customers from previous year end total (Green Garden Waste customers total 1st April 2022 is 46,000)	Monthly	March 2024	Head of Neighbourhood Management and Waste Collection Contract Manager
Our Green Garden Waste Customers subscribe by using Direct Debit	Promote the use of the Green Garden Waste Direct Debit system so that 10% of the month's renewals and subscriptions are made by Direct Debit payment .	21. >10% of overall Green Garden Waste monthly renewals is by Direct Debit	N/A	March 2024	Head of Neighbourhood Management and Waste Collection Contract Manager
Improve customer access to waste information	We will continue to improve how customers report and access service information in a real time environment, ensuring an improved customer journey.	22. Continue to improve customer access to waste information by further developments to the waste works reporting platform (Y/N)	N/A	Ongoing	Head of Neighbourhood Management and Waste Collection Contract Manager

¹ Local Authority Collected Waste (LACW) refers to all waste collected by the local authority. This includes household and business waste collected, but also includes construction and demolition waste.

Improve our waste transfer stations	Commence improvements to the infrastructure at the Waldo Road and Churchfields Waste Transfer Stations, which futureproof the Council Waste Depots.	23. Depot Capital Infrastructure Programme Implementation Phase commenced (Y/N)	N/A	March 2024	Assistant Director of Environment and Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager
Reduce waste supply chain (Scope 3) vehicle emissions	Reduce the environmental impact caused by the management of waste in Bromley, with a focus on optimising waste collection routes and reducing vehicle and equipment emissions.	24. Reduction in Waste Service Provider's emissions (-0.15 CO2eq per tonne of waste managed).	N/A	March 2024	Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager

DRAFT

Priority 3

Enhance Bromley's Parks & Green Spaces

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- 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.
- 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.

Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 1,2,3,4 and 5)
- Open Space Strategy 2021-2031
- Regeneration Strategy
- Air Quality Action Plan

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
Launch a Bromley Parks Strategy	Implement the ten-year fit for purpose Open Space Strategy for Bromley, along with associated action plans	1. Strategy Launched (Y/N)	/A	Ongoing	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager
Monitor parks and greenspace outcomes against established standards	Maintain the quality, appearance, cleanliness and accessibility of parks, open spaces and the countryside through our fully managed Parks service	2. Meet contractual quality standards for parks and open spaces Highway verges and amenity grass cutting/trimming, within contractual service standards and timescales	N/A Monthly	Ongoing Ongoing	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager

Distribute the Parks Platinum Jubilee Fund	Work in partnership with community groups to identify project and develop applications that support delivery of the ten year Open Space Strategy outcomes and the aspirations of local people..	3. Grant funding distributed (Y/N) 4. Projects delivered meet the outcomes identified in the application form(outcome based, no target)	N/A	Ongoing (until the fund is spent)	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager
Innovation and Sustainability Opportunities	Implement service provider innovation to support Bromley's commitment to Carbon reduction, conservation and enhanced biodiversity	5. Reduction in glyphosate usage (90% over 5 years) 6. Closed loop composting system implemented (100% target). 7. Percentage of service provider small equipment inventory that is battery powered (80% by 2025) 8. Percentage of Service Provider All-Terrain Vehicle (ATV) fleet that is electric (100% by 2025)	N/A N/A N/A N/A	March 2025 March 2024 March 2025 March 2025	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager
Enhance the borough's outdoor play areas	Maintain the borough's equipped play areas so they provide good quality local facilities for all. A number of new play spaces will be developed.	9. Minimum of 3 major new play spaces implemented (Y/N) 10. Completion of scheme to funder requirements and associated launch (Y/N)	N/A N/A	March 2024 April 2023	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager
Improve wellbeing through improved access to activities and volunteering in parks	Support and encourage the physical and mental health benefits that the Open Space portfolio covers by engaging with park users, sports activity providers, allotment holders and volunteers. Increasing outdoor exercise facilities to promote physical health.	11. Public Satisfaction of Parks (>75%) 12. Include well-being metrics within the Public Satisfaction Survey. 13. Young volunteer recruitment strategy implemented (Y/N)	Annually N/A N/A	March 2024 March 2024 March 2024	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager

	Develop a recruitment strategy to target additional young people to act as volunteers to support work in the parks .				
Ensure no net loss of street trees	Ensure that more streettrees are planted than felled .	14. No net loss of street trees (No. planted vs felled) -	Annually	March 2024	Arboricultural Manager
Increase areas of Woodland	Investigate increased woodland development options, benefitting biodiversity and public access whilst supporting Bromley Council's ambition to be net zero carbon by 2027.	15. Target is to introduce tree management strategy which would include a ten year plan to increase areas of woodland by 10% (Y/N).	N/A	March 2024	Arboricultural Manager
Ensure that contract standards are maintained by Arboricultural Service Provider	Ensure that the Arboricultural Service Provider, Glendale, delivers all monthly work orders within the required contractual timescales .	16. Total monthly tasks completed on time by Arboricultural Services contractor (75% of all jobs)	Monthly	March 2024	Arboricultural Manager
Deliver a four year street tree planting programme (2021 – 2025)	Deliver a tree planting programme with an aftercare maintenance regime	17. Planting 1250 trees annually (No.) (number font was 12 not 10)	N/A	March 2024	Arboricultural Manager
Deliver an annual Tree Safety Inspection plan	Undertake street tree safety inspections and implement reactive works to ensure the borough's trees are maintained to an appropriate standard .	18. Tree safety inspections completed on time Annual target 20200 (No.)	N/A	March 2024	Arboricultural Manager

Priority 4

Maintain our Transport Infrastructure and Public Realm

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- 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.
- 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.

Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 2,3,4 and 5)
- Highway Asset Management Plan
- Winter Service Policy & Plan

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
Implement the Council's Highway Asset Management Plan	Use of the Council's Highway Asset Management Plan and condition surveys to prioritise maintenance and investment decisions – ensuring the Council achieves value-for-money by balancing priorities including cost and quality.	19. Condition of principal (A) roads (% considered for maintenance)	N/A	March 2024	Assistant Director, Highways
		20. Condition of non-principal classified B & C roads (% considered for maintenance)	N/A	March 2024	
		21. Condition of unclassified roads (% considered for maintenance)		March 2024	

Ensure highway network is maintained through planned works programmes	Use condition surveys to prioritise planned maintenance projects and complete projects within required budget and timescales	22. Undertake boroughwide condition survey to assess impact of recent capital project 23. Completion of planned capital carriageway and footway maintenance projects (% complete)	N/A N/A	March 2024 March 2024	Assistant Director, Highways
Deliver an annual Highway Safety Inspection and Maintenance Routine	Undertake highway safety inspections and implement reactive works to ensure the borough's roads and pavements are maintained to an appropriate standard to protect the public and reduce insurance claims for personal injury and damage to property .	24. Highway safety inspections completed on time (%) 25. Highway maintenance tasks completed within required timescale (%)	Monthly Monthly	March 2024 March 2024	Assistant Director, Highways
Ensure street lighting is maintained to the correct standards	The contractor's performance in completing street lighting repair works are monitored against required timescales.	26. Routine street lighting maintenance tasks completed within four working days (%) 27. Routine street lighting maintenance tasks completed within eight working days (monthly) (%)	Monthly Monthly	March 2024 March 2024	Assistant Director, Highways
Implement a street lighting upgrade programme	Continued investment in Street Lighting initiatives to further reduce energy consumption and maintenance costs, to support the delivery of our 2027 net zero carbon target.	28. Replace remaining streetlights with low energy LED units from existing revenue budgets	N/A	December 2023	Assistant Director, Highways
Review and update the Winter Service Plan	Review and report on the Winter Service's effectiveness and priorities in the light of experience gained in responding to past ice, snow and flooding incidents.	29. Updated winter service policy & plan produced (Y/N)	N/A	November 2023	Assistant Director, Highways
Deliver major traffic improvement projects	Complete the major traffic improvement projects included in the Local Implementation Plan once approved by Transport for London (TfL).	30. Projects completed within required budgets and timescales (Y/N)	N/A	March 2023	Assistant Director, Highways
Provide Planning advice to developers	Provide professional advice on the highways and traffic implications of proposed planning developments to minimise impacts on the road network.	31. Planning applications processed within required timescale (%)	N/A	March 2023	Assistant Director, Highways

Monitor and enforce against overdue utility works on the highway	Continue to monitor the progress of utility works (through the London Permit scheme) and take enforcement action when works are not completed within the agreed timescale (to reduce traffic congestion) .	32. Number of FPNs issued (outcome) ²	N/A	Ongoing	Assistant Director, Highways
Maintaining the highway asset by monitoring reinstatement performance standards by utility companies	Continue to inspect utilities works to ensure reinstatement is undertaken to the correct standard – taking enforcement action where necessary to protect highway assets .	33. Number of Defect Notices (outcome) ³	N/A	Ongoing	Assistant Director, Highways
Implement a Flood Risk and Resilience Plan	Increase flood risk awareness and develop resilience through our Lead Local Flood Authority role.	34. Flood Plan implemented (Y/N)	N/A	March 2023	Assistant Director, Highways
Support the delivery of Sustainable Urban Drainage within the Planning process	Continue to ensure surface water drainage is properly considered in the development process and that suitable plans exist to maintain sustainable drainage assets into the future.	35. Planning applications processed within required timescale (%)	N/A	Ongoing	Assistant Director, Highways

² *Fixed Penalty Notices (FPNs) are issued to Utilities (e.g. water, energy, & telecoms companies) for working without a permit, having incorrect registration details, or being in breach of their permit conditions*

³ *Defect Notices are issued to Utilities for poor quality reinstatement following highway works*

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

Priority 5

Improve Travel, Transport and Parking

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- 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.
- 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.

Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 1,2,3,4 and 5)
- Bromley's Transport for the Future (Bromley's Third Local Implementation Plan, 2019)

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
Implement new walking and cycle schemes	Look to deliver high quality cycling and walking infrastructure to enhance transport choice and contribute to relieving congestion. Current schemes for which grant funding has been awarded or applied for include: <ul style="list-style-type: none"> • Orpington Town Centre from the Ramsden Estate – crossing facility • Elmers End Green pedestrian improvements 	36. Delivery of walking and cycling schemes 37. Daily trips originating in the borough made by bicycle (%) 38. Daily trips originating in the borough made by foot (%)	N/A N/A	March 2024 March 2024	Assistant Director of Traffic and Parking

	<ul style="list-style-type: none"> Improved crossing facilities on Court Road near Goddington Park Kent House to Croydon cycle route <p>We will include green infrastructure such as trees within the design of transport schemes in order to improve air quality .</p>				
Reduce delays for vehicles and improve bus users' journeys	<p>Help to reduce avoidable delays to journeys by improved parking management, tackling pinch points, and making bus stops more accessible.</p> <p>Make transport interchanges safer and easier to use, including railway station access improvements and providing cycle parking at interchanges .</p>	39. Maintain Bus Excess Wait Time (EWT)	Annually	March 2024	Assistant Director of Traffic and Parking
Implement road safety measures	<p>To promote safer travel and reduce the number and severity of road accidents, by targeting road safety remedial schemes at casualty cluster sites and providing education to those most at risk of serious injury (including young drivers, pedestrians, motorcyclists and cyclists) . Sites currently under investigation include Southend Road junction with Foxgrove Road and also "Chinese Roundabout".</p>	<p>40. People killed/seriously injured in road accidents** (No.)</p> <p>41. Children killed/seriously injured in road accidents**(No.)</p> <p>42. Total road accident injuries and deaths**(No.)</p>	<p>Monthly</p> <p>N/A</p> <p>Monthly</p>	<p>March 2024</p> <p>March 2024</p> <p>March 2024</p>	Assistant Director of Traffic and Parking
Implement sustainable travel plans	<p>Reduce traffic congestion, improve road safety (including public perception of improving road safety), and encourage walking and cycling by supporting schools, developers and businesses to implement Travel Plan actions such as cycle parking and training, improving safety around schools, and encouraging car clubs .</p>	<p>43. Children travelling to school by foot, cycle or scooting (%) (From School Hands Up Surveys)</p> <p>High level Cycle training activities (No.)45. Continue to monitor the number of school travel plans annually.</p>	<p>Annually</p> <p>Monthly</p> <p>N/A</p>	<p>March 2024</p> <p>March 2024</p> <p>March 2024</p>	Assistant Director of Traffic and Parking

Increase the availability of Electric Vehicle Charging Points	To promote the ownership of electric vehicles by facilitating appropriate public and residential charging points. Also to support the use of electric buses within the borough.	44. Total no. of electric vehicle charging points installed (Outcome) 45. Electric bus scheme trialled (Y/N)	N/A N/A	March 2024 March 2024	Assistant Director of Traffic and Parking
Develop a borough wide anti-idling campaign	Delivery of awareness activities and penalties for idling vehicles across the borough, following the Bromley anti-idling campaign launch in September 2020 We are aiming to engage with an increasing number of schools with regards to the anti-idling campaign. This also involves enforcement of these idling cases by CEOs at participating schools.	46. Anti-idling warnings issued (Outcome based, no target) 47. Schools engaged in anti-idling campaign (No.)	N/A Monthly	March 2024 March 2024	Assistant Director of Traffic and Parking
Provide good quality parking on and off street	Ensure parking is readily available across the borough especially near town centres, local shopping parades, railway stations and hospitals and that it balances the needs of residents, visitors and commuters. Continue to enhance the smart parking agenda by encouraging the use of self service applications for penalty charges and parking permits, increasing the usage of cashless parking facilities throughout the borough and enhance the quality of parking in Bromley's main Civic Centre car park. Since July 2020, Bromley's main Civic Centre car park has been enhanced to be operated by Automatic Number Plate Recognition (ANPR).	48. Parking usage in on and off street locations 49. Number of incidents of graffiti, rubbish and fly tipping not cleared proactively as part of routine maintenance (No.) 50. % of cases closed as Civil Enforcement Officers (CEO) errors within the month)	Monthly Monthly N/A N/A	March 2024 March 2024 March 2024 March 2024	Assistant Director of Traffic and Parking and Head of Parking Services

	Continue to work towards a fully paperless permit solution (including visitor permits) .				
--	--	--	--	--	--

Road casualty data is recorded on a calendar year (January to December) basis.

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

DRAFT

Priority 6

Overarching Portfolio Themes

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

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

Strategic links:

- Making Bromley Even Better (Ambition 4)
- Carbon Management Reduction Plan
- Air Quality Action Plan

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
Deliver a Net Zero Carbon Plan	The Net Zero Carbon plan was presented to PDS in 2020 and it outlines the action we will take to reduce the eCouncil's organisational emissions to zero by 2027.	51. The Net Zero Carbon plan is scrutinised by the Environment PDS Committee annually (Y/N)	N/A	2027	Carbon Programme Manager
Produce a borough wide Carbon Reduction guide for residents and businesses	The Carbon Management team will be developing a signposting document which will assist residents and businesses to make informed decisions about their use of energy and resources that will support a reduction in borough wide emissions.	52. Produce Carbon Reduction guide (Y/N)	N/A	June 2023	Carbon Programme Manager
Produce an Air Quality Annual Status Report	All local authorities are required to undertake a regular review and assessment of the air quality within their area to compare levels of local air	53. The ASR is produced, scrutinised by the Environment PDS Committee, and then	N/A	September 2023	Manager of Environmental Pollution and

	<p>pollution against the national air quality objectives.</p> <p>Where levels are found to be in excess of the objectives it is mandatory that an Air Quality Strategy and Air Quality Action Plan (AQAP) are produced in recognition of the legal requirement on the local authority to work towards meeting the air quality objectives under Part IV of the Environment Act 1995.</p> <p>The current Bromley AQAP was refreshed in 2020. It lists the actions we will take to improve air quality in Bromley over the next 5 years (to 2025). In addition, London local authorities are required to produce an Annual Status Report (ASR). The ASR provides an update on the results of air quality monitoring undertaken over the previous year and states the progress made in delivering the AQAP.</p>	<p>submitted to DEFRA and the GLA by the annual deadline (Y/N)</p>		<p>Private Rented Sector Housing</p> <p>Head of Service Community Safety, Environmental and Domestic Regulation</p>
--	---	--	--	---

Performance Indicators

Number	Performance Indicators	22/23 Target
Priority 1	Keep our streets clean	
1A	Public Satisfaction with Cleanliness (% Streets / Neighbourhoods / Town Centres)	>76% >82% >90%
1B	Streets Meeting Acceptable Cleanliness (%)	>92%
Priority 2	Minimise Waste and Reduce Recycling	
2A	Total Waste Arising (refuse and recycling) (tonnes)	145,000
2B	Residual Household Waste per Household (kg)	425
2C	Household Waste Recycled or Composted (%)	51%
2D	Local Authority Collected Waste Recycling Rate (%)	44%
2E	Local Authority Collected Waste Sent to Landfill (%)	1.00%
2F	Waste & Recycling collections - homes missed (per 100,000)	120
2G	Number of Green Garden Waste customers (No.)	>15% increase
Priority 3	Enhance Bromley's Parks and Green Spaces	
3A	Highways verges and amenity grass cutting/strimming, within contractual service standards and timescales (%)	75%
3B	Public Satisfaction with Parks and Grounds Maintenance (%)	80%
3C	Ensure no net loss of street trees (Net positive no. of trees)	Net gain in street trees
3D	Total monthly tasks completed on time by Arboricultural Services contractor (% of all jobs)	75%
Priority 4	Maintain our Transport Infrastructure and Public Realm	
4A	10 day highway maintenance tasks completed within required timescale (%)	90%
4B	35 day highway maintenance tasks completed within required timescale (%)	90%
4C	Routine street lighting maintenance tasks completed within four working days (%)	95%
4D	Routine street lighting maintenance tasks completed within eight working days (monthly) (%)	100%
Priority 5	Improve Travel, Transport & Parking	
5A	Maintain Bus Excess Wait Time (EWT) Annually at less than or equal to 1.0 minutes (time mins)	<1.0
5B	People Killed or Seriously Injured in Road Traffic Accidents (No.)	<79
5C	Total Road Accident Injuries and Deaths (No.)	<842
5D	High Level Cycle training activities (No.)	120
5E	Schools engaged in anti-idling campaign (No.)	>14
5F	Parking usage in on and off street locations	2.1m parking session (Annual)

Report No.
ES20244

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Portfolio Holder for Sustainability, Green Services and Open Spaces

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

Date: 16th March 2023

Decision Type: Non-Urgent Executive Non-Key

Title: TREE MANAGEMENT STRATEGY 2023 - 2027

Contact Officer: Hugh Chapman, Arboricultural Manager
E-mail: Hugh.Chapman@bromley.gov.uk

Chief Officer: Colin Brand, Executive Director of Environment & Public Protection.

Ward: Borough wide

1. Reason for report

1.1 The Council's Tree Management Strategy has now expired and therefore the strategy has been reviewed and revised for 2023 - 2027, a copy of which is provided at **Appendix 1**. The Strategy document set out the Council's aims and objectives for the management of trees in the borough and highlights the benefits of trees to residents.

2. **RECOMMENDATIONS**

- 2.1 The Environment and Community Services PDS is asked to review the report and the Strategy at Appendix 1 and provide their comments to the Portfolio Holder for consideration.
- 2.2 The Portfolio Holder for Sustainability, Green Services & Open Spaces is asked to endorse and adopt the revised Tree Management Strategy and Policies at Appendix 1.

Corporate Policy

1. Policy Status: New Policy: Tree Management Strategy 2023-27
 2. BBB Priority: Excellent Council Quality Environment Safer Bromley Vibrant, Thriving Town Centres
-

Financial

1. Cost of proposal: The Strategy informs the approach to arboriculture works undertaken in the borough, for which there is an annual revenue budget of £756k.
 2. Ongoing costs: £756k
 3. Budget head/performance centre: Tree Maintenance and Earmarked Reserve for Member Initiatives
 4. Total current budget for this head: £756k
 5. Source of funding: Existing revenue budget for 2022/23
-

Staff

1. Number of staff (current and additional): 7FTEs
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement:
Statutory:
 - Highways Act 1980
 - Occupiers' Liability Act 1957 & 1984.
 - The New Roads and Streetworks Act 1991
 - Health and Safety at Work Act 1974
 - Wildlife and Countryside Act 1981
 - The Town and Country Planning Act 1990
 - The Environment Act 2021

Non-Statutory - Government Guidance Common sense risk management of trees - Guidance on trees and public safety in the UK for owners, managers, and advisers
 2. Call-in: Applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 330,000 approximate Bromley residents.
-

Ward Councillor Views

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

COMMENTARY

- 3.1 The Council is responsible for managing the borough's publicly owned tree stock which comprises of 60,412 registered trees and hundreds of thousands of trees across 552 hectares of publicly owned woodland and conservation sites
- 3.2 Bromley's Tree Management Strategy was originally prepared in response to national, regional, and local policy frameworks that necessitate the creation of borough wide tree management strategies. These policies recognise the importance of protecting, maintaining, and enhancing trees and woodlands.
- 3.3 The existing Tree Management Strategy has now expired and therefore officers have reviewed the strategy and the policies contained therein to produce an updated Strategy for 2023 - 2027 and is included at Appendix 1 of this report. This update to the original strategy includes key legislative and local policy updates and is for the period 2023 – 2027. There are no substantive changes proposed to the existing policies contained within the Strategy which follows best practice within the industry and has been historically effective at achieving the overarching principle that all Bromley's trees and woodlands, both in public and private ownership, should be considered as a single 'urban forest'.
- 3.4 The 2023 - 2027 Strategy considers the benefits that trees provide for our residents and considers the impact of the existing legislative and policy framework influencing tree management. This draws attention to the legal 'duty of care' that requires both Council and private tree owners to minimise the risk to people and property resulting from trees on land in their ownership and/or management.
- 3.5 The Strategy aims to ensure that trees are planted, preserved, and managed in accordance with good arboriculture practice, regarding their contribution to amenity and the landscape, for the benefit of both current and future generations, which will be achieved through the delivery of five strategic objectives:

Strategic Objective 1: To manage the existing tree stock in accordance with good arboricultural practice.

Strategic Objective 2: To maintain a presumption against the removal of trees, allowing felling only in accordance with good arboricultural practice, and ensuring appropriate replacement planting that is desirable, aesthetically necessary, and sustainable.

Strategic Objective 3: To recognise the relationship between trees and the built environment by promoting the 'right tree, right place' philosophy for new and replacement planting.

Strategic Objective 4: To ensure the protection of trees, particularly those subject to TPOs and in Conservation Areas, and to ensure trees on development sites are either retained or that high quality replacement planting is specified and delivered. To initiate prosecution where authorised tree works take place or to take enforcement action where there has been a breach of planning permission and it is expedient to do so.

3.6 Strategic Objective 5: To promote the value of trees to residents, businesses and developers through good management and education, and explore ways for greater involvement, consultation and protection of trees and woodlands. Delivery of these five strategic objectives will be guided by the 25 policies set out in the strategy, which cover:

- Tree maintenance removal and planting
- Street trees
- Trees in parks and open spaces
- Trees in woodlands and conservation sites
- Trees in Local Authority owned and controlled education sites
- Tree management (general)
- Trees in private ownership
- Trees and the environment

3.7 The success of this strategy will be monitored against 13 indicators which are set out in the Strategy. The Council's Arboriculture Team will report annually on these indicators, including through the Portfolio Plan.

4. POLICY IMPLICATIONS

- 4.1 The Tree Management Strategy supports the delivery of the Corporate Strategy: Making Bromley Even Better 2021-2031, with specific reference to Ambition 4 – for residents to live responsibly and prosper in a safe, clean, and green environment great for today and a sustainable future.
- 4.2 The Tree Management Strategy has been drafted following careful review of policy set at the national, regional, and local levels, with key policies identified within the Strategy.
- 4.3 The Strategy sets 25 policies which will guide the Council's approach to tree management in the borough.

5. FINANCIAL IMPLICATIONS

- 5.1 The Strategy will govern the delivery of the council's arboriculture services, with ongoing maintenance costs created by the Strategy contained within existing revenue budgets and any one-off funding that is secured.
- 5.2 Details of actual spend is reported to Members in quarterly budget monitoring reports.

6. LEGAL IMPLICATIONS

- 6.1 Statutory obligations dictate how the Council must manage trees that are within areas of its control; these are principally the Highways Act 1980 and the Occupiers' Liability Act 1957 & 1984. Statutes such as The New Roads and Streetworks Act 1991; Health and Safety at Work Act 1974 and the Wildlife and Countryside Act 1981 govern how contractors working within the Borough must operate. The Town and Country Planning Act 1990 places a duty upon the Council to assess the impact of tree loss within the Borough; where the loss is likely to have a significant impact upon the local and wider landscape the Local Authority must consider protecting trees through the Tree Preservation Order (TPO) process. The Environment Act 2021 places a duty upon the Council to consult on the removal of street trees under specific circumstances.

Non-Applicable Sections:	Personnel Implications, Procurement Implications, Property Implications, IT Considerations
Background Documents: (Access via Contact Officer)	Appendix 1: Tree Management Strategy 2023 - 2027

This page is left intentionally blank



Tree Management Strategy

2023 - 2027

March 2023

Foreword

The London Borough of Bromley is proud to be home to the largest number of street and park trees in London, and to two thirds of London's woodlands – much of which resides in our 552 hectares of council managed woodland and conservation sites. As managers of the largest local tree resource, in the world's greatest urban forest, we acknowledge the importance of managing our trees well. In this strategy, we set out policies that will enable us all to receive the benefits of the borough's trees through the contributions they make to our environment, health, economy, and wellbeing.

In recognition of the advantages that trees provide, we have been pleased to invest over £1.35m in our tremendous tree planting programme which will see 5000 additional street trees planted in the next few years to the benefit of those who live, work, study and visit in the borough.

Cllr Aisha Cuthbert

Portfolio Holder for Sustainability, Green Services and Open Spaces

Introduction

A Tree Management Strategy is recommended to clearly set out the Council's approach to discharging its statutory responsibilities in relation to the management of trees in public spaces, whilst also harnessing the benefits that good tree management can have for residents.

This Tree Management Strategy will:

- Promote awareness of the value of trees in our environment
- Interpret the London-wide policy framework on the management of trees set by the Countryside Commission
- Give direction and guidance to local initiatives; both public and private.

Legal responsibilities

Statutory obligations dictate how the Council should manage trees that are within areas of its control. These responsibilities are principally set out in the following statutes:

- Highways Act 1980
- Occupiers' Liability Act 1957 & 1984
- Environment Act 2021

Additionally, the New Roads and Streetworks Act 1991, Health and Safety at Work Act 1974 and the Wildlife and Countryside Act 1981 govern how tree works should be implemented.

The Town and Country Planning Act places responsibilities on the Council to assess the impact of tree loss within the borough; where the loss is likely to have a significant impact upon the local and wider landscape the Local Authority must consider protecting trees through the Tree Preservation Order (TPO) process.

Furthermore, there is a range of case and common law precedent that should be observed in policy and practice. For example, according to the tort of nuisance and negligence, the tree owner owes a duty of care in common to all who might be injured if a tree fails, either in whole or in part. Consequently, the Local Authority must take reasonable care to avoid acts or omissions which cause a foreseeable risk of injury to people or property.

Policy framework for the management of trees

There are national, regional, and local policies which are relevant to the management of trees in the borough. A non-exhaustive list of these policies is set out below; these policies have guided the aims, objectives and policies set out in this Strategy.

National	<p>National Planning Policy Framework</p> <p>Common Sense Risk Management of Trees – Guidance on Trees and Public Safety in the UK for Owners, Managers and Advisors (National Tree Safety Group)</p> <p>Natural Environment White Paper</p> <p>The England Trees Action Plan 2021 - 2024</p>
Regional	<p>London Plan</p> <p>Green Infrastructure and Open Environments: Preparing Borough Tree and Woodland Strategies – supplementary planning guidance</p> <p>Mayor’s Biodiversity Strategy – Connecting with London’s Nature</p> <p>Mayor’s London Environment Strategy 2018</p> <p>London Biodiversity Action Plan</p>
Local	<p>Bromley Local Plan</p> <p>Bromley Biodiversity Plan</p>

About the borough’s trees

The Council is responsible for managing the borough’s publicly owned tree stock which includes a diverse and resilient combination of species, aged between one year and an estimated >1000 years. Trees are located across the borough in a variety of locations types proving a myriad of environmental benefits and niches.

The publicly owned tree stock comprises of **60,412** registered trees, including:

- 34,446 street trees
- 25,609 park trees
- 357 school trees

Additionally, the Council manages hundreds of thousands of trees across 552 hectares of publicly owned woodland and conservation sites.

The Benefits of Trees

The many benefits of street trees in an urban environment are well documented in numerous reports and industry journals, and there is a growing recognition of the wider benefits that trees can have for society.

However, street trees are under threat. A report by the London Assembly Environment Committee, 'Chainsaw Massacre' highlighted the net loss of street trees in London, with more trees being removed than were being replaced or newly planted.

It is therefore becoming increasingly important to ascribe a monetary value in the context of ecosystem services (through methodologies such as CAVAT) to trees to inform their value in policy making budget allocation and infrastructure planning. Having regard to cost benefit ratios for trees can be a good tool for planning and incorporating trees in the urban environment.

Trees represent value for money in the following areas:

1. Environmental Benefits

- Trees reduce the urban heat island effect by absorbing radiation which would otherwise be stored and emitted by buildings and highways increasing local temperatures.
- Trees sequester carbon, aiding climate adaptation
- Trees capture and absorb particulate and noise pollution adjacent to busy roads.
- Trees provide shade from the sun and create cooler places for people to enjoy during periods of higher temperatures.
- Trees intercept rainwater, helping to prevent localised flooding
- Trees are essential for biodiversity, supporting wildlife

2. Economic Benefits

- Trees can contribute to the attractiveness of an area and increase the value of properties
- A green environment makes for a more productive working environment
- Trees help to create welcoming town centres which can extend visit duration
- Trees help regulate local temperature extremes, reducing the cost of human intervention
- Trees are a good indicator of the strength of an urban ecosystem

3. Health and Wellbeing Benefits

- Trees support improved air quality as they remove pollutants, helping to reduce associated health risks
- Trees have direct links to improved mental health and our sense of wellbeing
- Trees provide shade, reducing the impact of direct sunlight on our health
- Trees support inviting environments for exercise

- By keeping areas cool (through reduced urban heat island effect), trees can support a decrease in heat associated health problems.

4. Social Benefits

- Trees support good placemaking and community
- Trees are an educational resource
- Trees provide seasonal interest
- Trees are a cultural and historic link to many areas in the borough

Aims and Objectives

The aim of this Tree Management Strategy is:

to ensure that trees are planted, preserved, and managed in accordance with good arboriculture practice, with regard to their contribution to amenity and the landscape, for the benefit of both current and future generations.

We will achieve this aim by setting policies that will enable us to achieve the following objectives:

- Strategic Objective 1: To manage the existing tree stock in accordance with good arboricultural practice
- Strategic Objective 2: To maintain a presumption against the removal of trees, allowing felling only in accordance with good arboricultural practice, and ensuring appropriate replacement planting that is desirable, aesthetically necessary, and sustainable.
- Strategic Objective 3: To recognise the relationship between trees and the built environment by promoting the 'right tree, right place' philosophy for new and replacement planting.
- Strategic Objective 4: To ensure the protection of trees, particularly those subject to TPOs and in Conservation Areas, and to ensure trees on development sites are either retained or that high quality replacement planting is specified and delivered. To initiate prosecution where authorised tree works take place or to take enforcement action where there has been a breach of planning permission and it is expedient to do so.
- Strategic Objective 5: To promote the value of trees to residents, businesses and developers through good management and education, and explore ways for greater involvement, consultation and protection of trees and woodlands.

Bromley’s Tree Management Strategy: Policies

This Tree Management Strategy sets out 25 policies that will inform decision making and the tree management approach in the London Borough of Bromley between 2023 – 2027.

Tree Maintenance, Removal and Planting

Policy 1	<p>Tree Removal</p> <p>Trees will only be removed where there is a risk to public safety, damage to property or removal is in line with good arboricultural practice.</p>
Policy description	<p>Publicly owned trees are a valuable resource, therefore there will be a presumption against the removal of trees wherever possible. However, there are some circumstances where it will be necessary to remove trees, and these are:</p> <ul style="list-style-type: none"> • Where in the professional opinion of the Council’s tree team, it is necessary to secure public safety • To mitigate building subsidence • To abate an actionable nuisance • To reduce the risk of the spread of pests and/or disease • Where the highway and/or footway condition makes retention unsustainable • Where removal is in accordance with good arboricultural practice.
Implementation	<p>To comply with duties under section 115 of the Environment Act 2021, the Council will take steps to consult on any proposed tree removal that is not covered by an exemption under the Act. In most cases this will be by placing a notice on the tree at least 10 working days in advance of the felling date.</p> <p>There are two types of notice:</p> <ul style="list-style-type: none"> • A notice stating removal on the grounds of public safety • A notice stating removal in order to abate an actionable nuisance <p>Where more than one tree is to be removed in one location for any reason, in addition to affixing the notice, officers will notify the relevant Ward Councillors, Residents Association or Stakeholder/Partnership Groups by email.</p>
Strategic Objective delivery	SO1, SO2

Policy 2	<p>Criteria for Tree Pruning</p> <p>The Council will apply criteria to determine when trees will be pruned, with pruning action taken only where:</p> <ul style="list-style-type: none"> • There is a risk to public safety • It is necessary to abate an actionable nuisance • It is necessary to mitigate the risk of building subsidence • It is in accordance with good arboricultural practice.
Policy description	<p>To ensure delivery of an impartial and judicious service that allocates resources fairly, the Council will only prune trees in accordance with this policy.</p> <p>Where trees are pruned for public safety, this is to ensure statutory clearance over the highway, footway, cycle lanes and public rights of way.</p> <p>Where a tree is pruned to abate an actionable nuisance, this is where trees come into conflict with buildings.</p> <p>Trees may be pruned to mitigate the risk of public subsidence; this is where risk trees have been identified on shrinkable clay soil and been included in the Council's Insurance Mitigation Pruning Programme.</p>
Implementation	<p>The Council has a cyclical programme of tree inspections through which remedial works are identified; remedial works may also be identified as part of the 24-hour emergency response service, or in response to reports received from residents.</p>
Strategic Objective delivery	<p>SO1</p>

Policy 3	<p>Managing Expectations</p> <p>The Council will manage expectations about where tree removal or pruning will not be undertaken by identifying examples that fall beyond the reach of Policies 1 and 2 and therefore beyond the responsibility of the Council.</p>
Policy description	<p>The Council will not remove or prune trees where requests are based on the following issues:</p> <ul style="list-style-type: none"> • Branches overhanging properties. Residents have the right to exercise their right under common law to prune back branches to their property boundary, withal arising disposed of by the resident. Pruning should be carried out following discussion with one of the Council's Tree

	<p>Officers and completed to the standard set out in BS3998:2010 Tree Work.</p> <ul style="list-style-type: none"> • Tree size, where a tree is judged to be overly large. • Interference with satellite, TV or other media reception. There is no legal right to television reception and there are no legal obligations on landowners to remove or prune trees to improve reception. When positioning a new satellite receiver, it is recommended residents carefully consider existing trees and their potential for growth the avoid issues in the future. • Branches or limbs in physical contact with telephone wires. Telephone wires are plastic coated and faults in the line are rarely caused by contact with branches. Residents are encouraged to contact their service provider to report and resolve any faults or interference experienced with their telephone line. • Excessive leaf or fruit fall. Seasonal leaf and/or fruit fall should be expected and is not a reason to require pruning or removal of trees. The Council will not clear leaves or fruit from private properties but does manage leaf/fruit fall on Council owned footways and highways. • Problems associated with pollen. • Excreta caused by insects or birds. Honeydew (aphid excreta) and bird droppings are not recognised in law as a 'legal nuisance' and therefore does not justify removal or pruning of a tree. Hazards on the footway can be addressed by reporting these through Fix My Street. Residents can manage this problem through regular car washing, covering their cars or parking in alternative locations. • Obstruction of view. There are no rights associated with maintaining trees in accordance with maintaining views in British law. • Lack of light: there is no right to light or shade in British law.
Implementation	The Council will respond to requests for tree removal or pruning where there do not meet the requirements set out under Polices 1 and 2 and explain the reasons why no action will be taken.

Strategic Objective delivery	SO1, SO2
------------------------------	----------

Policy 4	<p>Tree Planting</p> <p>For every tree removed, the Council will plant at least one new tree.</p>
Policy description	<p>Where under Policy 1, it is necessary to removal a tree, the Council will ensure a replacement tree is planted. The tree will be planted in the same location if it remains viable in accordance with good arboricultural practice. In the event that the location is no longer viable, an alternative location shall be selected.</p>
Implementation	<p>When the decision to remove a tree is made, a request on the Council's asset management database will be made for a replacement tree of a species suitable for the identified planting location. Subject to the availability of resources, the replacement trees will be planted within the following two planting seasons.</p> <p>Subject to resources, the Council will encourage suitable tree planting initiatives that increase the Council owned tree stock.</p> <p>The Council will provide advice and information to support projects that seek to increase tree cover in the borough on both public and privately owned sites.</p> <p>The Council will continue to manage the Adopt a Tree and Memorial Tree initiatives which are funded privately, on a cost neutral basis.</p> <p>In selecting trees for planting, the Council will ensure that due consideration is given to the relationship between the species and location (right tree, right place).</p> <p>The objective of tree planting is to ensure that it is appropriate, sustainable, considered and permits the long-term survival of those trees planted so that they fulfil their growth potential and make the maximum contribution possible without causing many of the problems traditionally associated with planting trees in urban areas.</p>
Strategic Objective delivery	SO1, SO2, SO3

Policy 5	<p>Managing Trees and Subsidence</p> <p>The Council will manage its tree stock to minimise the risk of tree-related subsidence, with due regard to the health and sustainability of the trees. Location and species for new tree planting will be selected to minimise the risk of future tree-related subsidence.</p>
Policy description	<p>The Council will manage and process subsidence related claims in accordance with the principles of the London Tree Officers Association's Risk Limitation Strategy and the Joint Mitigation Protocol.</p>
Implementation	<p>The Council will retain trees on shrinkable clay subsoil, where sustainable, in order to maintain the value of the amenity.</p> <p>The Council will continue to manage a programme of pruning as a mitigation measure against subsidence damage, with all regrowth on all risk trees¹ removed on either a biennial or triennial basis to manage water demand, with frequency dependent on the level of risk.</p> <p>The Arboriculture Manager or their delegate will oversee subsidence generated claims directed at Council owned trees.</p> <p>If necessary, the Council will selectively remove risk street trees, with replacement where appropriate.</p> <p>The Planning Tree Team will deal with subsidence generated Conservation Area notifications and Tree Preservation Order applications.</p> <p>The Council will challenge unwanted claims based on poorly investigated and inaccurate evidence, or where in the case of preserved trees where the Town & County Planning (Trees) Regulations 1999 can provide relief from the claim.</p>
Strategic Objective delivery	<p>SO1, SO2, SO3, SO4</p>

Policy 6	<p>Damage to Council Trees: Prosecution and Compensation</p> <p>The Council reserves the right to prosecute and seek the maximum penalty for anyone found to be:</p> <ul style="list-style-type: none"> • damaging or pruning its trees without permission • disposing of tree waste illegally
----------	---

¹ Risk trees are those in areas pre-disposed to building movement

Policy description	N/A
Implementation	The Council will use the CAVAT system to value its trees and will use this information to assist in the management of its tree stock. Any individual or organisation that undertakes actions to damage or remove Council owned or protected tree(s) will be pursued for compensation for the full amenity value of the tree as calculated by CAVAT.
Strategic Objective delivery	SO4

Street Trees

Policy 7	Excavation and Utility Companies When undertaking excavation works near to street trees, workers must adhere to the guidelines as set out in the revised National Joint Utility Guidelines: Guidelines for the Planning, Installation and Maintenance of Utility Apparatus in Proximity to Trees (NJUG 4, 2007) unless otherwise formally agreed in writing with one of the Council's Tree Officers.
Policy description	N/A
Implementation	Ongoing maintenance of the highway, utilities, service routes and street furniture is essential to ensuring that public infrastructure continue to operate effectively. However, this work has the potential to disturb the borough's trees as work often requires excavation and construction within the root zone of trees, hence workers must comply with the National Joint Utility Guidelines to minimise impact on trees.
Strategic Objective delivery	SO1, SO4

Policy 8	Vehicular Crossover Applications The Council will consider tree removal for vehicle cross-over applications only where the outcome is supported by good arboricultural practice. The applicant will be expected to fund the removal of the tree and pay compensation for its loss, which will be calculated using the CAVAT ² valuation methodology.
----------	--

² Capital Asset Valuation for Amenity Trees

Policy description	In accordance with the Vehicular Crossover Policy, the Council retains the right to reject a Cross Over Application of the construction necessitates the removal of a healthy, established tree.
Implementation	<p>If the Council agrees to the removal of a tree for a Vehicular Crossover Application, the applicant will be required to pay for:</p> <ul style="list-style-type: none"> • The cost of the removal of the tree • The cost of planting a suitable replacement tree (under Policy 4) and compensation for the loss of the tree <p>The Council will not approve the removal of trees in Conservation Areas or trees protection by a TPO for a vehicular crossover, except in exceptional circumstances.</p>
Strategic Objective delivery	S01, SO2, SO3, SO4

Policy 9	<p>Phased Removal of Street Trees</p> <p>Where trees are in conflict with the footway, highway or properties, the Council will seek to remove individual specimens which cannot continue to be maintained sustainably.</p>
Policy description	<p>The Council accepts that there have been instances of poor species selection in the past – for example, Norway Maples with a shallow root system have been planted directly into the footway.</p> <p>On reaching maturity, some of these trees have caused considerable damage to footway or highway surfacing, and/or properties.</p>
Implementation	Because of the number of instances and costs associated with removal, the Council will implement a phased removal programme, prioritised according to risk and with trees considered on a case-by-case basis. Replacement trees will be planted in the following two planting seasons.
Strategic Objective delivery	SO1, SO2, SO3

Trees in Parks and Open Spaces

Policy 10	<p>Encouraging biodiversity in parks and green spaces</p> <p>The Council will seek to maintain a diverse range of species in age structure and will promote planting of native species and of local provenance where possible, with reference to the park's character and Open Space Management Plan.</p>
Policy description	<p>The Council recognises that encouraging a varied age structure in its tree stock to benefit biodiversity.</p> <p>Over-mature trees and those with dead wood and cavities provide valuable wildlife habitats particularly for bats, birds and invertebrates.</p> <p>The borough's woodlands are also particularly important, containing a substantial number of veteran trees which support many insects, many of which are rare.</p>
Implementation	<p>The Council will achieve this policy aim through:</p> <ul style="list-style-type: none"> • Planting • Thinning • Retaining over-mature and veteran trees and selecting specimens for succession <p>Veteran and ancient trees will be retained unless they present an unreasonable risk to public safety.</p>
Strategic Objective delivery	SO1, SO2, SO3

Trees in Woodlands and Conservation Sites

Policy 11	<p>Woodland Cover</p> <p>The Council will protect and enhance the Council owned woodland, and as a minimum will maintain the total woodland cover at the existing level.</p>
Policy description	<p>Bromley contains 2,181 hectares of woodland for which the Council owns 552 hectares. These are largely mixed broadleaf with areas of coppice and some small areas of conifer plantation.</p> <p>Through continued professional management, stewardship programmes and grant funding, the Council recognises its privileged position as a custodian of this vital resource and will work to ensure its protection and seek to increase woodland</p>

	<p>quality, as well as woodland cover, when opportunities arise.</p> <p>The Council recognises the importance of maximising biodiversity in all its woodland sites.</p>
Implementation	<p>All planting in woodlands shall be, where possible, of native species and of local provenance. Any new planting will be consistent with woodland management plans and will support minimisation of the risks associated with imported pests and diseases.</p> <p>The Council will develop woodland management plans for each of its woodlands and will encourage the development of Woodland Management Plans for privately owned woodlands and those owned by other public bodies.</p>
Strategic Objective delivery	SO1, SO2

Trees in Local Authority Owned and Controlled Education Sites

Policy 12	<p>Tree Management at Local Authority Owned and Controlled Education Sites</p> <p>The Council will survey trees on Local Authority owned and controlled education sites, supporting their use as an educational resource.</p>
Policy description	<p>This policy applies to local authority owned and controlled education sites but not to academies or free schools.</p> <p>Trees have become increasingly important as a learning resource for children, with this reflected in the growing number of schools offering Forest School programmes and using their sites as outdoor classrooms.</p>
Implementation	<p>The Council will survey trees on local authority owned and controlled education sites with condition reports provided on a biennial basis, and remedial works undertaken as required. Remedial works will be paid from the Local Authority controlled education sites devolved budgets.</p> <p>The Council will provide advice to these education sites on the management of trees, planting of trees and use of trees as an educational resource as requested.</p> <p>The number of trees and diversity of species and age structure will be maintained or increased on Local Authority owned and</p>

	<p>controlled education sites. New planting will be promoted, particularly of native species.</p> <p>The Council will seek to encourage biodiversity by applying the principles set out in Policy 21.</p>
Strategic Objective delivery	SO1, SO5

Tree Management (General)

Policy 13	<p>Tree Inspection Programme</p> <p>The Council will adopt a new tree inspection programme as part of its risk management approach for trees.</p>
Policy description	The Council will deliver a cyclical programme of trees inspections on all trees within public ownership.
Implementation	<p>The frequency of inspection will be determined by the level of risk posed by a specific tree, however as a minimum, the following frequencies will be observed for a full asset survey:</p> <ul style="list-style-type: none"> • Street trees: every three years • Park trees: every three years • Trees on LA education sites: every two years • Trees in woodlands and Conservation Sites: every five years • Trees in Public Rights of Way: every five years. <p>Additional Dead, Dying or Dangerous Tree Surveys may also be conducted more regularly for park trees and trees in woodlands and on Conservation Sites, with frequency determined by risk area.</p>
Strategic Objective delivery	SO1

Policy 14	Programme of Tree Maintenance The Council will manage a proactive programme of tree maintenance.
Policy description	Following inspection under Policy 12, the Council will ensure that all necessary remedial works for pruning, and felling are undertaken in accordance with Policy 1 and Policy 2.
Implementation	The Council will establish a programme of tree maintenance with works prioritised in accordance with risk. The Council will assign a target date for the completion of works which will also be determined according to the level of risk.
Strategic Objective delivery	SO1, SO2

Policy 15	Emergency Works The Council will provide a 24 hour call out service to respond to emergencies related to trees on Council owned land and highways.
Policy description	The Council has a duty under the Highways Act 1980 to ensure that all the roads in the borough are always free from hazards.
Implementation	The Council will provide a 24-hour emergency call out service to clear fallen trees from highway and public land. The Council will aim to respond to emergency calls within 1 hour. In the event of extreme weather, the Council will resource as far as reasonably practicable and target the emergency response call out service to manage multiple emergencies and manage post storm clear up operations efficiently.
Strategic Objective delivery	SO1

Trees in Private Ownership

Policy 16	<p>Management of Trees on Private Land</p> <p>The Council will encourage best practice in the management of trees on private land.</p>
Policy description	Private tree owners have a duty of care under the Occupiers Liability Act 1957 & 1984 to minimise the risk to people and property resulting from trees on their land.
Implementation	The Council will promote good arboricultural practice and inform residents about their duty of care through its website and Customer Service Centre.
Strategic Objective delivery	SO1, SO4, SO5

Policy 17	<p>Dangerous Trees on Private Land</p> <p>The Council may serve notice on the owner of a private tree if it considers the tree to present an unreasonable risk to the public.</p> <p>If remedial work is not undertaken to the satisfaction of the Council, the Council can undertake the necessary works to mitigate the risk and will recover costs from the tree owner.</p>
Policy description	Occasionally, there may be reasons why owners do not make dangerous trees safe (e.g., owners may not be traceable, may refuse, or may be unable to pay) and the Council may decide to take action against the tree owner.
Implementation	<p>As a last resort, the Council may use its discretionary powers under the Highways Act 1980 (section 154) and Local Government (Miscellaneous Provisions) Act 1976 (sections 23 and 24 – Dangerous Trees) to take the minimum action necessary to remove immediate danger to the public caused by the tree on private land.</p> <p>As these powers are discretionary, the Council will only guarantee action if a tree in private ownership is likely to impact the highway or Council owned property.</p> <p>All other instances will be assessed on a case-by-case basis and in accordance with the relevant tree risk management strategies.</p>

	The Council may seek to recover its costs once works have been completed and this can include an administration fee. If the owner is untraceable or uncontactable, a land charge will be entered against the property for future payment.
Strategic Objective delivery	SO1, SO4

Policy 18	<p>Protecting Privately Owned Trees</p> <p>The Council will make use of Tree Protection Orders (TPOs) and Conservation Area legislation to ensure that trees of high amenity value are protected.</p>
Policy description	N/A
Implementation	<p><u>TPOs</u></p> <p>Anyone wishing to remove or prune a tree under a TPO is required by law to make a formal application to the Planning Authority. Applications that are incomplete or do not include sufficient information will not be registered. Once an application has been registered it will be assessed and a decision notice will be issued within eight weeks.</p> <p>Tree owners carrying out permitted development to their property adjacent to protected trees may also require permission before starting work. This is especially likely if the development is likely to lead to the severing of roots or branches.</p> <p>The Council will maintain an electronic copy of TPOs and will regularly review and update them, recognising that many are old and require review.</p> <p><u>Conservation Areas</u></p> <p>Any person wishing to remove or undertake works to a tree within a Conservation Area is required to give six weeks' notice to the Planning Authority. The Council will register, assess, and respond to all notifications within six weeks. The Council may:</p> <ul style="list-style-type: none"> • Allow the proposed works • Negotiate to agree alternative works • Serve a TPO to prevent the proposed works. <p>If a response is not received within six weeks, the applicant should contact the Council before proceeding.</p>

Strategic Objective delivery	SO4
------------------------------	-----

Policy 19	<p>Trees and Development</p> <p>Planning applications for new development will require compliance with planning policy which seeks to retain existing trees within a development site and promote the planting of new trees where possible.</p>
Policy description	<p>The Council requires that all development applications that affect trees provide the following information to the standards detailed in BS 5837:2012 – Trees in relation to design, demolition and construction during the planning process.</p> <p>In accordance with Policy 7.21 of the London Plan in respect of trees and woodlands, the Council agrees that ‘any loss as a result of development should be replaced following the principle of ‘right place, right tree’. Wherever appropriate, planting of additional trees should be included in new developments, particularly large canopied species.</p>
Implementation	<p>The Council may require the provision of the following information (to the BS 5837:2012 standard) at the various stages of the planning process:</p> <ul style="list-style-type: none"> • Pre-application stage: <ul style="list-style-type: none"> - Tree survey - Tree retention/removal plan - Consideration for protected wildlife species • Planning application stage: <ul style="list-style-type: none"> - Tree survey - Arboricultural impact assessment - Tree retention/removal plan, detailing retained trees and their Root Protection Areas (RPAs) - Any proposed level changes - Hard and soft landscape design plans (replacement tree planting) • Reserves matters/planning conditions: <ul style="list-style-type: none"> - Arboricultural method statement - Details of all special engineering within the RPAs - Details of utility apparatus and installation - Schedule of works to retained trees - Arboricultural site monitoring* - Post construction remedial works

	<p>*The Council, aside from making its own spot checks on development sites, will impose planning conditions to ensure that all proposed tree protection measures are implemented and maintained throughout each stage of development.</p> <p>The Council will apply the following principles to encourage replacement or new planting on development:</p> <ul style="list-style-type: none"> • Applicants should attempt to incorporate tree planting as part of their planning application for a development site • Where trees must be removed to facilitate the development, suitable levels of replanting must be provided. • Where proposed tree planting on a development site conflict with other trees, Council policies, or where suitable levels of tree replacement planting locations cannot be secured on site, the Council will seek funding for alternative tree planting in the locality.
Strategic Objective delivery	SO3, SO4

Policy 20	<p>Unauthorised Works Prosecution</p> <p>The Council may prosecute any tree owner who carries out or allows another to carry out on their behalf unauthorised works to a tree protected by a Tree Preservation Order or within a Conservation Area.</p>
Policy description	<p>Unauthorised works include the removal or pruning of any part of the tree (including roots*) protected by a TPO without the approval of the Planning Authority, or within a Conservation Area where the Council has not been given prior formal notification.</p> <p>Landowners should note that the root systems of protected trees are also subject to the protected status and consider this in the context of any intended re-landscaping, garden design, wall replacement or decking construction where that will involve any excavations or changes in levels within the Root Protection Area of a protected tree.</p>
Implementation	<p>The Council places a high value on trees protected by a TPO or within Conservation Areas and will therefore seek prosecution against those that arrange or carry out unauthorised works to a protected tree.</p>

Strategic Objective delivery	SO4
------------------------------	-----

Trees and the Environment

Policy 21	<p>Trees and the Bromley Biodiversity Action Plan</p> <p>The Council will seek to support the Bromley Biodiversity Action Plan aims and objectives through its tree and woodland management.</p>
Policy description	The Council will seek to enhance biodiversity at Council owned and maintained sites in the borough.
Implementation	The Council will follow the best practice guidelines for sustainable woodland management as set out in Appendix E of the Bromley Biodiversity Action Plan.
Strategic Objective delivery	SO1

Policy 22	<p>Supporting Partnerships</p> <p>The Council will provide arboricultural support and advice to its partners.</p>
Policy description	Partnership groups make a valued contribution to Bromley's environment.
Implementation	<p>The Council will provide advice and support to its established partnership groups, including but not limited to:</p> <ul style="list-style-type: none"> • Countryside Stakeholder Panel • Bromley Biodiversity Partnership • Tree Friends • Park Friends and the Friends Forum • Street Friends
Strategic Objective delivery	SO5

Policy 23	Veteran and Ancient Trees The Council will promote a programme of recording and protecting veteran and ancient trees in the borough and instigate a programme of management and succession planting.
Policy description	N/A
Implementation	Many of the Council's veteran and ancient trees are already recorded on the Council's asset management system following survey. However specific management practices are best practice for these trees which are a highly valuable resource. Therefore, the Council will launch a programme of recording and mapping of these trees and will seek to produce management plans for Bromley's veteran and ancient trees, whether on public or private land. The Council will engage volunteers to support this work as part of its aims to promote the value of trees to residents.
Strategic Objective delivery	SO4, SO5

Policy 24	Pests and Diseases The Council will adopt practices to control and contain the outbreak of known pests and diseases.
Policy description	Over the last few decades, the UK has experienced increasing threat to plant biosecurity as pathways for new organisms have opened, resulting in increasing number of plant disease and pathogen outbreaks in relation to trees.
Implementation	The Council will prioritise resources in a timely fashion to deal with threats from pests and disease and will liaise closely with the Forestry Commission and London Tree Officers Association on issues of biosecurity.
Strategic Objective delivery	SO1, SO4

Policy 25	Green Corridors The Council will support initiatives for Green Corridors where grant funding is secured for delivery.
-----------	---

<p>Policy description</p>	<p>Green Corridors create continuous links of street trees to join up areas of countryside with parks and open spaces in urban locations.</p> <p>As an Outer London Borough, Bromley's geography make it particularly suited as a place for Green Corridor creation.</p> <p>In 2014, the first Green Corridor was designated running from Court Road, Orpington through Cray Avenue, Sevenoaks Way, Midfield Way and St Pauls Wood Hill. The Corridor has a local designation with a commitment to replace trees that have reached the end of their life with ecologically important native species.</p>
<p>Implementation</p>	<p>Where Green Corridors can be implemented, species selected for planting will be native, large specimens in maturity, with the aim of:</p> <ul style="list-style-type: none"> • Providing avenues for wildlife to travel • Supporting a reduction in pollutants • Enhancing the aesthetic of the street scene. <p>The council will strategically identify other routes for designation as Green Corridors where funding for tree planting becomes available.</p>
<p>Strategic Objective delivery</p>	<p>SO1, SO2, SO5</p>

Monitoring and Review

This Strategy will be monitored and reviewed to ensure its successful implementation. The Strategy and all individual policies will be reviewed every five years to respond to the changes in the borough, any new or revised legislation and/or emerging best practice.

The Council will produce an annual report against the following Indicators which are designed to monitor progress against the aims and objectives of this Strategy.

Indicator 1	Number of new and replacement trees planted
Indicator 2	Number of trees planted in community projects
Indicator 3	Mortality rate of newly planted trees (%)
Indicator 4	Number of trees removed per annum, categorised by: <ul style="list-style-type: none">• Street trees• Park trees• Trees on Council owned and controlled education sites• Trees in woodland and conservation sites
Indicator 5	Number of trees inspected in biennial and triennial cycles
Indicator 6	Number of trees pruned per annum
Indicator 7	Number of registered Tree Friends
Indicator 8	Number of arboriculture enquiries processed through Fix My Street
Indicator 9	Number of Conservation Area applications processed
Indicator 10	Number of TPO applications received
Indicator 11	Number of new TPOs issued
Indicator 12	Number of tree planning contraventions investigated
Indicator 13	Total amount of compensation paid to the Council in relation to trees removed or damaged by development (including through s106 monies)

Report No.
ES20270

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ENVIRONMENT & COMMUNITY SERVICES PORTFOLIO
HOLDER

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

Date: 16 March 2023

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

Title: FIXMYSTREET PRO & WASTEWORCS REPORTING SYSTEM
REVIEW

Contact Officer: Jonathan Richards, Technical Support & Market Manager
020 8313 4317 E-mail: jonathan.richards@bromley.gov.uk

Chief Officer: Colin Brand, Director of Environment and Public Protection

Ward: All Wards

1. Reason for decision/report and options

To provide an update and information on the performance and use of the FixMyStreet Pro and WasteWorks software within Environmental Services.

2. RECOMMENDATION(S)

- 2.1 Members of the Committee are asked to note the use of FixMyStreet Pro by Environmental Services and the direction of travel and FMS Roadmap as outlined in paragraph 3.24.2.2 The Portfolio Holder is recommended to approve the direction of travel and Roadmap of FixMyStreet Pro as outlined in paragraph 3.24.

Impact on Vulnerable Adults and Children

1. Summary of Impact: FixMyStreet Pro allows for the easy reporting and swift rectification of issues in street and green scenes to ensure the local environment is kept safe and clean so that vulnerable adults and children are not exposed to unnecessary hazards.
-

Corporate Policy

1. Policy Status: Existing Policy
 2. Making Bromley Even Better 2021 to 2031 Priority: Resources and Efficiencies; Safe, Clean and Green.
-

Financial

1. Cost of proposal: Not Applicable: No financial proposal
 2. Ongoing costs: Not Applicable: Within existing contract and budget
 3. Budget head/performance centre: Technical Support Team
 4. Total current budget for this head: £140k
 5. Source of funding: Existing revenue budget
-

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: None: No decision or change
 2. Call-in: Not Applicable: No decision required
-

Procurement

1. Summary of Procurement Implications: None within this report
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 FixMyStreet Pro (FMS) is Bromley Council's primary online reporting software for Environmental Services covering Street Scene and Greenspace: primarily highway faults; street lighting; street cleansing; blocked drains; grounds maintenance and trees. It is provided by software developer SocietyWorks Ltd (the commercial arm of technology charity mySociety). The software is well established in Bromley having launched as a two-way integration with Bromley's CONFIRM (Environmental Services Asset and Enquiry Management System) in 2012.
- 3.2 In 2021 Bromley developed and launched a further module in partnership with SocietyWorks called WasteWorks for the online reporting of missed refuse and recycling bin collections for our Waste Services and to replace the interim reporting solution LBB had in place. The WasteWorks module was also developed to provide a Direct Debit self-service option for our Green Garden Waste subscription service, a long-standing service ambition.

Background

- 3.3 In May 2012 Bromley went live with the first two-way integration of FMS in the country, where reports logged on FMS would create an enquiry within CONFIRM and statuses used in CONFIRM would push updates back to FMS. As FMS use grew, in 2014, a host of new statuses and workflows were developed and introduced into CONFIRM to better support the customer journey and returned information to FMS.
- 3.4 Since 2012 SocietyWorks have been developing the software, creating the FMS Pro version for Local Authorities and they now provide the software to a growing number of Councils across the country. Locally, Transport for London utilise FMS Pro for their online reporting and nationally, Highways England use the system to cover their network. This has meant considerable development in the software since Bromley's original go-live, bringing a whole suite of new functionality as standard.
- 3.5 In 2021 the use of FMS Pro was extended within Bromley to include the Customer Contact Centre, taking advantage of the system's existing ability to be used by call centre agents. The use of FMS Pro replaced the CRM Dynamic 2012 system for call centre logging for StreetScene & Greenspace issues and the WasteWorks module for call centre logging for Waste Services.
- 3.6 A longer-term contract with SocietyWorks for FMS Pro and WasteWorks, which better aligns with the contract lengths for the frontline environmental services the system supports and allows for a more considered medium-long term development roadmap to be taken forward, is due to commence from 01 April 2023 as agreed by the Portfolio Holder and supported by the ECS PDS Committee under report reference ES20191 on 21 June 2022.

Report Workflow

- 3.7 When a customer creates a report on FMS it will push through into the CONFIRM system based on the subject category and the placement of the marker pin on the borough map. We repeat certain reporting categories in different areas where the public may look for a subject in multiple places (i.e. flytip reporting under both Street Cleansing and Highway Enforcement). Regardless of where the user may select the category it will transfer through correctly into CONFIRM.
- 3.8 The map marker pin will populate both the road or site name based on where it has been placed and the nearest property postcode to the map pin will create an estimated location in CONFIRM.
- 3.9 For updates back to FMS these are driven either from a status change in the CONFIRM system or a direct update applied by an officer or service provider onto the FMS report. A list of CONFIRM statuses and the associated FMS messages can be found in Appendix 1. Statuses

cover multiple services and scenarios and while applicable in the majority of enquiries, where they may not reflect the necessary context to inform the customer of what is happening we ask that officers use or add a bespoke update on the FMS to provide that information. Internal officer notes within the system do not populate onto the public FMS report.

- 3.10 Reports are closed where an officer or service provider updates the system to mark the enquiry as completed/resolved. Where there is a linked job as in with Highways works the closing of the enquiry is triggered by the service provider selecting the appropriate status and closing the job as completed.

Performance

- 3.11 As a reporting platform, we have no unscheduled downtime with FMSPRO or WasteWorks or performance issues with the software.
- 3.12 Daily internal reports are circulated of any additional comments added to FMS reports and of open FMS reports least recently updated, as well as a bi-weekly RAG conditional status report of all enquiries in CONFIRM where a response SLA is applied to all the different enquiry statuses to assess the issue is progressing through its workflow in an expected timeframe or being updated for the customer.
- 3.13 Over the 13 months of February 2022 to February 2023 there have been 45,227 reports across Highways, Street Lighting, Street Cleansing and Parks, of which 37,393 (83%) were logged by the public themselves directly on FMS. Factoring in reports logged on FMS by the CSC on customer's behalf (42,101 reports) that rises to 93% of all reports coming via FMS Pro.
- 3.14 For the same period across the services through our bi-weekly monitoring reports a RAG performance of 94% was achieved, that is to say that 94% of reports kept within the various status SLA's as they progressed towards resolution.
- 3.15 Over the period 5,393 follow-up comments were received on FMS – this is 13% of all received reports, so 87% of FMS reports were processed with no follow-up. Of those 1,935 (5%) were comments to state that the reported works had not been undertaken as reported. All comments are collated and internally circulated daily as part of the Additional Comments Report for officers and service providers to review, respond or re-attend as necessary.
- 3.16 A monthly breakdown of the key frontline environmental service areas can be found in Appendix 2. Points to highlight from that data would be:
- i) Report volumes and performance across Environmental Services have been consistent on a monthly basis. There is a spike in reports in January 23 driven primarily by highway issue reporting.
 - ii) Street Cleansing services have also seen an increase in report volumes in January and February 23, the service area has one of the highest self-reported rates at around 88%
 - iii) As expected Grounds Maintenance has a very seasonal driven report rate and a high self-reported rate.
 - iv) Trees had a very significant spike in reporting in February 22 due to Storm Eunice. Self-reporting rates for Trees are lower than other sections with a number of reports being logged via the Contact Centre instead.
 - v) Highways – Minor Works saw a threefold increase in reports for January 23.

- 3.17 For Waste Services via WasteWorks there have been 130,787 reports over the 12 month period of February 22 to January 23 covering enquiries; missed collection reports, waste container requests and Green Garden Waste subscriptions.
- 3.18 There is a 90% self-service for missed collection logging and and over 90% self-service for container requests. We're also seeing a gradual increase in self-service enquiry logging also, pushing up around 80%.
- 3.19 Since the introduction of Direct Debits in 2021 for Green Garden Waste subscriptions there has been a steady increase, and in December 22 almost half of the new annual subscriptions being registered were via Direct Debit.

Support, Training and Review

- 3.20 FMS Pro is used by a large number of LBB Officers and our service provider's Officers and internal training across Environmental Services is ongoing so that a consistent approach across the services and team can be applied to FMS. We also have guidance notes (e.g. FAQ's) and documentation to assist colleagues and partners in how to best process FMS reports and provide templates for bespoke updates. Training and support is an ongoing process and where errors or incorrect updates are applied we seek to use those as training opportunities for staff and teams.
- 3.21 Bromley do not seek to utilise FMS for the discussion of policy or as a general question and answer forum. While Officers will seek to address and respond to certain follow-up comments, any more detailed requests or enquiries into policy and background will be managed as appropriate through alternative channels.
- 3.22 The workflows and processes that operate within the back office system and generate the updates within FMS are reviewed as processes and policies change and where we can identify aspects where we could improve the experience, information and response given to a user. The information being feedback via Members on behalf of their constituents and their own experiences form part of the review consideration.

Development

- 3.23 The following ambitions and developments have been met in the previous 12 months:
- LBB FMS integration sub-category re-coding to unlock system standard functionality such as much greater control over permissions and workflows at the sub-category level
 - Use of FMS Pro for the Out of Hours call centre to remove the need for manual input of reports and ensure any complex issues are in the system ready for the In-Hours teams to take forward.
 - New Wards updated on FMS Pro.
 - All Councillors set up on FMS with dashboard access defaulted to their Wards.
 - Functionality to allow Assisted Collections to be requested via WasteWorks.
 - Scheduled out of hours messaging where users submitting reports outside of working office hours are advised of the Out of Hours service and contact number for urgent or dangerous issues.
 - CONFIRM Statuses and associated FMS Update Text reviewed and updated to reflect information updates and workflow changes.

- Drainage assets have been added as a asset GIS layer.
- The selected asset ID by the user now visible on submitted reports.
- Progressive Web App functionality live; enables the webpage <https://fix.bromley.gov.uk/> to be saved on an Apple or Android phone as a LBB branded app button.

FMS Pro LBB Roadmap

3.24 A summary of the key aspects LBB is looking to take forward to improve the use of FMS Pro for both residents and officers:

- Development to include the FMS Report Title to be added to the LBB notification email subject heading.
- Integration with our Street Cleansing service provider’s back office system to improve the deployment of reported issues to their crews.
- Improved signposting and sub-category steer text to help inform customer reporting selection and reduce the likelihood of them reporting against the wrong category.
- Inclusion of Roadworks data into mapping to highlight known LBB and utility works.
- Temporarily exposing ‘storm event’ special reporting to better capture and direct the spike in reporting which typically follow such events.
- Additional mapping layers to inform customers of assets and responsibilities including ‘invisible layers’ which while not visually displayed can steer integration/signposting. Examples would be Boundary Agreements with neighbouring boroughs, and areas maintained by Housing Accociations.
- Exploration of FMS Pro’s new triaging functionality to see if improved redirection options within FMS Pro for services outside of its remit to the correct channels/organisations can be undertaken.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

4.1 FixMyStreet Pro and WasteWorks provide a platform for issues within the public street and green scenes to be reported to and rectified swiftly by Bromley, to ensure the local environment is kept safe and clean so that vulnerable adults and children are not exposed to unnecessary hazards and that everyone can achieve a good quality of life in their local area.

5. POLICY IMPLICATIONS

5.1 The continued use of FMS Pro and WasteWorks aligns with the Council desires to improve and enhance the customer journey and a key Council ambition ‘to manage our resources well, individually and collectively, providing efficient and effective services and excellent value for money for Bromley’s residents.’

6. FINANCIAL IMPLICATIONS

Not applicable

7. PERSONNEL IMPLICATIONS

Not applicable

8. LEGAL IMPLICATIONS

Not applicable

9. PROCUREMENT IMPLICATIONS

Not applicable

Non-Applicable Sections:	Financial, Personnel, Legal, Procurement
Background Documents: (Access via Contact Officer)	[Title of document and date]

ECS PDS Committee 16/03/23 Report No ES20270 Appendix 1

CONFIRM Statuses and Associated FMS Text			
CONFIRM STATUS	CONFIRM STATUS NAME	FMS REPORT STATUS	FMS TEXT
1010	Effect Repair	N/A	N/A
1016	Drainage Job Completed	Fixed	Drainage cleansing works have been undertaken.
1020	Pending Enquiries	N/A	N/A
1025	To Be Inspected	In progress	Thank you for your report, this is now being investigated. Information on our services and the timeframes we aim to respond in can be found: http://www.bromley.gov.uk/fixservices
1030	Job Raised	In progress	Our contractor has been notified to take the appropriate action.
1035	Escalated	N/A	N/A
1045	Passed to Cleansing Supervisor	N/A	N/A
1055	Passed to Drainage Contractor	In progress	Our contractor has been notified to take the appropriate action.
1057	Passed to Drainage Crew	In progress	Our contractor has been notified to take the appropriate action.
1075	Highways - Insufficient Info	No Further Action	The information supplied is insufficient to pinpoint the area of deterioration. Specific problems will be investigated with location details or they will be identified as part of the cycle of routine safety inspections of all publicly maintained highways to ensure that maintenance is undertaken as effectively and efficiently as possible.
1082	AV 7 Day Notice	In progress	We have contacted the registered keeper of the vehicle and await further action.
1083	AV 15 Day Notice	In progress	We have contacted the registered keeper of the vehicle and await further action.
1087	AV Remove & Destroy (CAT A)	In progress	The vehicle will be removed and destroyed.
1088	AV Remove & Store (CAT B)	In progress	The vehicle will be removed and stored.
1089	AV - 2HR Remove/Destroy CAT A	In progress	The vehicle will be removed and destroyed.
1090	AV - 2HR Remove & Store CAT B	In progress	The vehicle will be removed and stored.
1092	AV - Removal CAT C & D	In progress	The vehicle will be removed.
1093	AV - Removal - Surrendered	In progress	The vehicle has been surrendered by the keeper and will be removed.
1094	AV - Removal - Untaxed	In progress	We have found the vehicle to be untaxed and it will be removed using DVLA devolved powers.
1095	AV Unresolved Re-inspect	In progress	We are continuing to investigate and working to resolve this report.
1096	Vehicle Removed	Fixed	The vehicle has been removed.
2000	Pending Vehicle Crossover App	N/A	N/A
2001	Pending Cleansing Scheduled	In progress	This location will be attended on the next scheduled sweep. For information on street cleansing and the cleansing frequencies of our pavements and roads please visit: https://www.bromley.gov.uk/customer-services/environmental-services-aims/18
2002	Pending Further investigation	In progress	We are continuing to investigate and working to resolve this report.
2003	Enforcement Action commenced	Third Party Responsibility	We have notified the responsible party of their duties and responsibilities and informed them that further enforcement action may be taken if the issue is not resolved. For overhanging vegetation reports please allow 28 days for the responsible party to arrange action before notifying us of any continued obstruction.
2004	Pending due to weather event	In progress	The investigation/resolution of this issue is currently pending due to the weather conditions This could be affecting our ability to undertake the required task or we may need to observe the issue under certain weather conditions such as localised flooding.
2005	Further Works Required	In progress	Further works are necessary to resolve the issue and have been scheduled for action.
2006	Pending - Electricity Supply	In Progress	We have investigated and identified there is an issue with the electricity supply for this asset. Bromley Council have contacted UK Power Networks and asked them to schedule works to restore this fault.
2007	Pending-Land Registry Search	In Progress	We are currently liaising with the Land Registry Office to determine ownership of the associated land.

2008	Pending - Traffic Management	In Progress	For information, the order for this repair remains outstanding within our contractor's planned schedule of work. Further arrangements are currently being undertaken to provide traffic management and/or the necessary specialist equipment in order to undertake the works.
2009	Pending - F/W Tree Roots	In Progress	The reported issue requires the footway to be excavated to allow for tree root trimming before being reinstated, these works will now be co-ordinated between our Highways and Tree Teams.
2010	Referred to Utility Company	Third Party Responsibility	We have investigated this report and found the issue to be the responsibility of a Utility Company, they have been notified of the issue.
2013	Dumped Rubbish investigation	In Progress	Bromley Council are investigating the origin of this dumped rubbish ahead of clearance.
2014	Dumped Rubbish-Hiab clearance	Internal Referral	The size and nature of this flytip requires a specialist vehicle and arrangements for attendance have been made.
2015	Referred to Contractor	In progress	Our contractor has been notified to take the appropriate action.
2016	Dumped Rubbish-Passed to Kier	In progress	Our contractor has been notified to take the appropriate action.
2017	Referred to Waste Advisors	Internal Referral	Issues such as missed collections, ordering of recycling containers or applying for garden waste collection should be submitted online via: https://recyclingservices.bromley.gov.uk/waste This report is now closed on FixMyStreet.
2018	Referred to Property	Internal Referral	The reported issue is one that comes under the responsibility of our Property Maintenance Team who look after the wider Bromley Estate. The report has been referred onto the Property Maintenance Team for consideration and inclusion in their ongoing Maintenance Works Schedule. Any required works will be subject to the priorities across the Bromley Estate and while we are unable to provide a timeframe it will remain on our list of requested tasks to be monitored until completion. This report is now closed on FixMyStreet.
2019	Referred to ESD Planning	N/A	N/A
2021	Referred to ESD Finance	N/A	N/A
2022	Referred to ESD Traffic	Internal Referral	<p>This report has been referred to our Traffic Management Team who are responsible for the way traffic is managed on Bromley's roads; including, but not limited to, implementing new road markings and signage in relation to road safety and parking; walking and cycling improvements, including identifying locations for new cycle racks and installing Vehicle Activated speed signs – however, please note that responsibility for enforcing speed limits rests with the Police.</p> <p>Where requests are made for changes, our Traffic Management Team will consider all requests but often there is a need for a full investigation, planning and consultation within the local area particularly around proposed new traffic schemes, and any considerations must be balanced with borough-wide priorities. This report is now closed on FixMyStreet and our Traffic Management Team will consider this matter.</p>
2024	Referred Planning Enforcement	Internal Referral	The reported issue is one that comes under the responsibility of our Planning Enforcement Team who also enforce any unauthorised works to Tree Protection Orders. The report has been referred onto the Planning Enforcement Team and this report is now closed on FixMyStreet.
2026	Referred to Insurance Section	Internal Referral	Any request for compensation relating to an issue on a Bromley maintained highway or from a Bromley maintained asset (including Council-maintained trees) must be processed via an insurance claim process. Bromley currently have a shared Insurance Service with Sutton Council and an online claim form can be completed and submitted via Sutton's website: https://www.sutton.gov.uk/info/200436/customer_services/1146/insurance_service/2
2027	Referred to ESD Parking	Internal Referral	This report has been referred to our Parking Team, who will deal with the issue and contact you directly if necessary. This report is now closed on FixMyStreet. If you wish to report any further Parking matters, please visit our dedicated web page at: https://www.bromley.gov.uk/homepage/91/parking-enquiries
2028	Referred to EH & TS	Internal Referral	As the issue concerns rubbish on an area which is not public highway or is regarding pest control or other public health issue, this report has been passed to Environmental Health to investigate and is now closed on FixMyStreet. For information, enforcement action against rubbish will be taken depending on the nature of the accumulation. Bromley Council only have powers to enforce the removal of rubbish which contains material that could attract pests or pose a risk to public health.
2030	Referred to LB Greenwich	Third Party Responsibility	We have investigated this report and the location is the responsibility of the Royal Borough of Greenwich. We have therefore referred the report to the Royal Borough of Greenwich.

2040	Referred to LB Lewisham	Third Party Responsibility	We have investigated this report and the location is the responsibility of Lewisham Council. We have therefore referred the report to Lewisham Council.
2050	Referred to LB Southwark	Third Party Responsibility	We have investigated this report and the location is the responsibility of Southwark Council. We have therefore referred the report to Southwark Council.
2060	Referred to LB Croydon	Third Party Responsibility	We have investigated this report and the location is the responsibility of Croydon Council. We have therefore referred the report to Croydon Council.
2070	Referred to LB Lambeth	Third Party Responsibility	We have investigated this report and the location is the responsibility of Lambeth Council. We have therefore referred the report to Lambeth Council.
2080	Referred to LB Bexley	Third Party Responsibility	We have investigated this report and the location is the responsibility of Bexley Council. We have therefore referred the report to Bexley Council.
2081	Referred to MOAT (HA)	Third Party Responsibility	We have investigated this report and found the location to be the responsibility of the Local Housing Association MOAT. We have therefore referred this report to them. Further issues can be reported to MOAT via: customer@moat.co.uk
2082	Referred to A2Dominion (HA)	Third Party Responsibility	We have investigated this report and found the location to be the responsibility of the Local Housing Association A2Dominion. We have therefore referred this report to them. Further issues can be reported to A2Dominion via: customer.services@a2dominion.co.uk
2083	Referred-Safer Neighbourhood	No Further Action	We have investigated this report and due to its nature recommend that the issue is reported to the Metropolitan Police. Information on your local area and how to report crimes or anti-social behaviour to them can be found at: https://www.met.police.uk/a/your-area/
2084	Referred to Clarion Housing	Third Party Responsibility	We have investigated this report and found the location to be the responsibility of the Local Housing Association Clarion Housing. We have therefore referred this report to Clarion Housing via: CustomerServices@myclarionhousing.com
2085	Referred to Surrey CC	Third Party Responsibility	We have investigated your report and found the location is the responsibility of Surrey County Council or its District Councils. We have therefore referred the report to Surrey County Council.
2086	Referred to UKPN - S81	Third Party Responsibility	We have investigated this report and found the issue to be the responsibility of UK Power Networks. We have therefore referred the enquiry to UK Power Networks.
2087	Referred to UKPN - General	Third Party Responsibility	We have investigated this report and found the issue to be the responsibility of UK Power Networks. We have therefore referred the enquiry to UK Power Networks.
2088	Referred-Southern Gas Networks	Third Party Responsibility	We have investigated this report and found the issue to be the responsibility of Southern Gas. We have therefore referred the enquiry to Southern Gas.
2089	Referred to Network Rail	Third Party Responsibility	We have investigated this report and the location is the responsibility of Network Rail. We have therefore referred the enquiry to Network Rail. Future issues can be reported directly via: https://www.networkrail.co.uk/communities/contact-us/
2090	Referred to Kent CC	Third Party Responsibility	We have investigated your report and found the location is the responsibility of Kent County Council or its District Councils. The issue should be reported to Kent County Council via https://www.kent.gov.uk/roads-and-travel/report-a-problem your report with London Borough of Bromley is now closed.
2091	Referred to South Eastern Rail	Third Party Responsibility	We have investigated this report and the location is the responsibility of South Eastern Railway. We have informed South Eastern Railway of this report. Future issues can be referred directly to South Eastern Railway via: https://www.southeasternrailway.co.uk/help-and-contact/get-in-touch/contact-us
2092	Referred to TWU General	Third Party Responsibility	We have investigated this report and found the issue to be the responsibility of Thames Water. We have therefore referred the enquiry to Thames Water. Future issues with Thames Water infrastructure can be reported directly to Thames Water via: https://www.thameswater.co.uk/contact-us/report-a-problem
2093	Referred to BT	Third Party Responsibility	We have investigated this report and found it to be the responsibility of British Telecom. We have therefore referred the enquiry to British Telecom. Future issues with BT infrastructure can be reported direct to BT via their subsidiary Openreach: https://www.openreach.com/help-and-support/damage-health-and-safety
2094	Referred to TfL Traffic Lights	Third Party Responsibility	We have investigated this report and found it to be the responsibility of Transport for London (TfL) who are responsible for maintaining and adjusting traffic signals. We have therefore referred the report to TfL. Future reports can be made directly to TfL via: https://streetcare.tfl.gov.uk/
2095	Referred to TfL - General	Third Party Responsibility	We have investigated this report and found it to be the responsibility of Transport for London (TfL). We have therefore referred the report to TfL. Future reports can be made directly to TfL via: https://streetcare.tfl.gov.uk/
2096	Referred to Area Manager	N/A	N/A

2097	Referred to TWU-S81 Dangerous	Third Party Responsibility	We have investigated this report and found the issue to be the responsibility of Thames Water. We have therefore referred the enquiry to Thames Water. Future issues with Thames Water infrastructure can be reported directly to Thames Water via: https://www.thameswater.co.uk/contact-us/report-a-problem
2098	Referred to TWU-S81 General	Third Party Responsibility	We have investigated this report and found the issue to be the responsibility of Thames Water. We have therefore referred the enquiry to Thames Water. Future issues with Thames Water infrastructure can be reported directly to Thames Water via: https://www.thameswater.co.uk/contact-us/report-a-problem
2099	Referred to Virgin Media	Third Party Responsibility	We have investigated this report and found it to be the responsibility of Virgin Media. We have therefore referred the enquiry to Virgin Media. Please note issues regarding Virgin Media assets including green cabinet boxes can be reported directly to Virgin Media via: https://www.virginmedia.com/help/reportingdamage
2100	Contractor completed job	Fixed	Appropriate action has been taken to resolve the issue.
2105	Re-attended & Fixed	Fixed	The issue has been re-attended and additional works completed. If the issue re-occurs please re-report via: https://fix.bromley.gov.uk
2106	Streetlight-Further info plse	In Progress	Our contractor has been unable to identify the specific reported faulty asset, please can further information such as a nearby house number or the asset ID code be provided.
2110	Referred-Environment Agency	Third Party Responsibility	We have investigated this report and found the issue to be the responsibility of the Environment Agency. We have notified the Environment Agency of the report. Additional information or future issues can be reported direct to the Environment Agency at: https://www.gov.uk/report-an-environmental-incident or by phone on 0800 80 70 60.
2120	Referred to SGN S81 Dangerous	Third Party Responsibility	We have investigated this report and found the issue to be the responsibility of Southern Gas. We have therefore referred the enquiry to Southern Gas. Information to contact Southern Gas directly for future reports can be found here: https://www.sgn.co.uk/Contact-SGN
2130	Enforcement Notice Issued	Third Party Responsibility	Bromley Council have issued an Enforcement Notice to the responsible party.
2140	Enforcement-3rd Party Contact	Third Party Responsibility	Bromley Council have contacted the responsible party to resolve the reported issue. If the issue reoccurs please notify us or provide further comments to this report
2150	Ref - Delegated Sports Manager	Third Party Responsibility	Bromley Council's sports facilities and pavilions are managed on behalf of the council by Delegated Sports Managers. We have notified the relevant Delegated Sports Manager of this report.
2200	SW Defect issued	Third Party Responsibility	A defect has been issued in relation to these works and the relevant Utility has been notified and requested to return to rectify. It is in the best interest of the Utility to rectify this work expediently to ensure that multiple defects and associated fines are not issued. The London Borough of Bromley will continue to inspect the location until such time as the work is rectified.
2210	SW Overrun Charge Issued	Third Party Responsibility	Utilities are required to remove signing, lighting and guarding (SLG) after completing work. As this has not been done the relevant Utility has been notified of their overrun and will be fined for every day that the SLG remains at the location. The London Borough of Bromley will continue to inspect the location until the site has been cleared.
2220	SW Fixed Penalty Notice Issued	Fixed	Incorrect information has been supplied by the Utility on their permit in relation to the works carried out. A fixed penalty notice has been issued for this and the Utility has been requested to amend.
2300	Dog Fouling - Policy Response	No Further Action	Enforcing against dog fouling is extremely difficult as we have to catch the offender 'in the act'. Signs can deter but are often ignored by those irresponsible enough to let their dogs foul the pavements and parks. If you are able to provide us with any information regarding specific locations, breed of dog, description of owner, timings of offences or any other further information that would be most helpful.
2310	Public Toilets-Policy Response	Fixed	Public Toilets are cleaned several times a day and inspected periodically by Council Officers and supervisors from the cleansing contractor. However, between cleans some toilets can be subjected to abuse by a small minority. The Council has set a cleansing schedule with expected standards that we strive to maintain.
2315	PROW Scheduled Maintenance	No Further Action	The reported issue is set to be addressed as part of our scheduled maintenance programme for our Public Rights of Way network. This report is now closed on FixMyStreet.
2316	Grounds Main-Scheduled Works	No Further Action	The reported issue will be addressed as part of our contractor's routine grounds maintenance at this site. This report will now be closed on FixMyStreet.

2320	Not on Major Works Schedule	No Further Action	The Council conducts a programme of condition surveys and annual safety inspections of the highway network to identify those localities requiring minor repairs and major refurbishment works. All enquiries are investigated to ascertain the requirements for safety repairs and refurbishment works. In the latter case a street will be considered for a potential scheme as part of the Council's Major Highway Maintenance Works Programme. At present, our current rolling programme does not feature the reported road in question. In the interim the condition of the highway will continue to receive regular safety inspections and any necessary work undertaken accordingly, specific issues in the road should be reported with location details as new reports via https://fix.bromley.gov.uk for investigation.
2330	On Major Works Schedule	No Further Action	Bromley Council are aware of the issues at this location. This road has already been included in the Council's schedule of major highway maintenance works programme. In the interim the condition of the highway will continue to receive regular safety inspections and any necessary work undertaken accordingly, specific issues in the road should be reported with location details as new reports via https://fix.bromley.gov.uk for investigation.
2340	On Drainage Works Plan	No Further Action	A defect on the Surface Water drainage assets at this location has been verified and remedial works are now on our works schedule.
2350	Pending-Drainage Works Plan	No Further Action	Bromley Council has assessed that future Surface Water drainage works may be required at this location. We will continue to monitor with a view to including the site on our ongoing Surface Water drainage improvement works scheme.
2360	Not on Drainage Works Plan	No Further Action	Bromley Council has assessed Surface Water at this location and do not believe further drainage works are necessary at this time.
2365	Keys Down Drain	No Further Action	Thank you, we have alerted our Drainage Contractor who will seek to make contact with the reporter directly to resolve. No further action or updates will be applied to this report.
2370	Gritting/Snow Friends Response	No Further Action	For information regarding Bromley Council's winter gritting please visit our website at: https://www.bromley.gov.uk/roads-highways-pavements/road-gritting . Local resilience to snow events can be enhanced by joining a Snow Friends scheme, for more information please visit: https://www.bromley.gov.uk/snowfriends
2375	Policy Response - Grass Cutting	Fixed	Our schedule of grass cutting usually begins in spring until the autumn and is based upon maintaining a suitable cut length. Where we cut roadside verges, any cuttings on the pavements or gutter are blown back onto the verge usually within 48 hours.
2380	Street Weeds - Policy Response	No Further Action	Annually, there are four applications of weed spray, typically applied from spring through to early autumn on paved highways (subject to appropriate weather conditions). Once sprayed 'dieback' should occur within seven to ten days under normal conditions before the residue is removed through routine scheduled street cleaning activities.
2385	Policy Response - Leafing	No Further Action	<p>This road has been inspected by Bromley and its condition noted and passed to our street cleansing contractor. Leaf fall is a borough wide issue and whilst we cannot respond to each ad-hoc request as they get reported, we have instructed our contractor to arrange for this road to be caught up as soon as is practical. Leafing attendance focusses on clearing the footways initially and verges and carriageways may be cleared on subsequent attendance or as part of routine schedules.</p> <p>From October to January, our autumn leaf clearance programme provides additional crews and equipment to clear leaves from streets that are known to have the highest proportion of leaves and therefore a priority.</p> <p>Whilst our routine cleansing frequencies can be disrupted by the leafing season, please be assured that our contractors are working hard to ensure that any backlogs are recovered at the earliest possible opportunity.</p> <p>To assist us at this time we would ask residents not to sweep leaves from their property into the road and remember that leaves can be disposed of by home composting, through the Council's Green Garden Waste scheme or taken to our refuse and recycling centres. More information is available at http://www.bromley.gov.uk/wasteneews</p>
2390	Policy - Japanese Knotweed	Fixed	This area of Japanese Knotweed has been inspected and added to our contractors treatment programme. The area will be treated appropriately throughout the growing season (May-October), weather permitting, until it can be reasonably considered to have been eradicated. This is estimated to take a minimum of 3 years.

2395	Street Light Scheme Policy	No Further Action	Bromley Council is currently upgrading our street lighting stock as part of an invest-to-save programme. The issue raised in your report relates to this programme and we believe can be answered on our information page at http://www.bromley.gov.uk/streetlighting which has both background information and answers to frequently asked questions.
2400	Parks - Dog Offences Reported	Internal Referral	This information has been passed to our Parks Security contractor to monitor the area and issue Fixed Penalty Notices where an offence is observed. Enforcing against dog offences is extremely difficult, signs can deter but are often ignored by irresponsible owners. If you are able to provide us with any information regarding specific locations, breed of dog, description of owner, timings of offences or any other further information that would be most helpful.
2410	Parks-Resolved by LBB Rangers	No Further Action	Our Parks Security Contractor have taken action to monitor and address this reported issue.
2500	WSDO Referral	No Further Action	Thank you, we have alerted our Winter Service Duty Officer to this reported Snow Event. No further action or updates will be applied to this report.
3005	Graffiti Not Found	No Further Action	We have investigated this report and were unable to locate the graffiti/flyposting reported, we are therefore unable to action this report further. If this problem persists, please provide further comments to the report.
3010	Resolved - No Action Required	No Further Action	We have investigated this report and believe no further action is required at this time. The issue may be below our investigatory levels or may no longer be present. If this problem persists, please provide further comments to the report.
3011	Trees - No action needed	No Further Action	This tree has been inspected and is not considered to require remedial works at this time. The situation will be reviewed cyclically and any required action will be addressed within a future works programme.
3012	Trees - Private	Third Party Responsibility	Bromley Council are not responsible for maintaining private trees. Further information on your rights and options for dealing with overhanging trees from neighbouring private land can be found at the Citizen's Advice website: http://www.adviceguide.org.uk
3013	Tree - Routine Maintenance	No Further Action	The reported tree(s) has been inspected, it is not deemed to require remedial action under Health & Safety but has been added to our ongoing pruning programme and will be scheduled for works within the next three months.
3015	Resolved - Private Land/Unadopted	Third Party Responsibility	We have investigated this report and found the location is not the responsibility of Bromley Council (such as private property or an unadopted road). We are unable to progress this report further and advise you contact the responsible party.
3025	Resolved - Insufficient info	No Further Action	To help us action and resolve this issue please could further information be provided as comments to this report. For example information such as a house number or street light column number can greatly help us to correctly identify the location while further details such as the nature and scale of an issue (especially dumped rubbish) assists us co-ordinating an appropriate response.
3035	Resolved - Customer Contacted	No Further Action	We have investigated this report and have made contact with the report originator to outline further details. This report is now closed on FixMyStreet.
3075	Graffiti Removed	Fixed	The graffiti/flyposting has been removed.
3085	Flytip not found	No Further Action	We were unable to locate the dumped rubbish reported, we are therefore unable to action this report further. If this problem persists, please provide further comments to the report.
3090	AV Resolved - Vehicle Taxed	No Further Action	We have investigated this report and found the vehicle to be taxed; a taxed vehicle is a strong indicator of an interested party and therefore no further action will be taken. Please note that from 01 October 2014 it is no longer a legal requirement to display a tax disc. You can check the tax status of a vehicle online via: https://www.gov.uk/check-vehicle-tax
3095	Resolved - Duplicate Enquiry	Duplicate Report	Bromley Council are aware of this issue as it has already been reported to us via FixMyStreet or by telephone. The issue will be investigated and resolved within our service standards: http://www.bromley.gov.uk/fixservices Thank you once again for using 'FixMyStreet' to report this fault. If this problem persists, please provide further comments to the report.
4010	AV Resolved - Gone in situ	No Further Action	The vehicle was no longer at the reported location.
4020	AV Resolved -Stolen,Police/Ins	No Further Action	We have referred this case to the police and the responsible insurance provider.

4030	AV Resolved - On Private Land	Third Party Responsibility	<p>Where expressed permission is given by the land owner or a managing agent acting on the freeholder's behalf Bromley Council will investigate nuisance vehicles on privately owned land.</p> <p>There is a non-refundable administration charge per vehicle for the investigation of vehicles on private land. The investigation includes site visits, all relevant DVLA checks and the serving of any required notices on the vehicle. If there is no interested party or the vehicle is not claimed by an owner and deemed to be abandoned the removal of the vehicle will be undertaken free of charge by Bromley.</p> <p>You can apply and pay for the investigation of a vehicle on private land online by using the link https://www.bromley.gov.uk/VehicleInvestigationForm</p>
4050	AV Resolved - Claimed by Owner	No Further Action	The vehicle has been claimed by the owner.
4060	AV Resolved - DUPLICATE	Duplicate Report	Bromley Council are aware of this issue as it has already been reported to us via FixMyStreet or by telephone. The issue will be investigated and resolved within our service standards: http://www.bromley.gov.uk/fixservices . Thank you once again for using 'FixMyStreet' to report this fault. If this problem persists, please provide further comments to the report.
5000	Raised in Error	N/A	N/A
5005	Admin Resolved - No FMS update	Fixed	Thank you for using FixMyStreet to report your concerns to Bromley.
5006	Admin NFA - No FMS update	No Further Action	Thank you for using FixMyStreet to report your concerns to Bromley.
5010	ARB - Unresolved (No Budget)	No Further Action	For information, this location has been added to our tree planting database for consideration in future planting seasons.
6000	Ins - Claim Form Received	N/A	N/A
7080	Traffic - Pending	In progress	Our Traffic Team are continuing to investigate this reported concern.
7090	Traffic - Complete	No Further Action	Thank you for your report. This has been passed to the traffic engineering department for investigation and action if required.
7095	Road Safety Logged	No Further Action	Thank you for your report. This has been logged by our Road Safety Team.
8000	Flood Report	No Further Action	Thank you this Flood Report has been recorded by Bromley Council. This is simply to note the event and no further action or updates will be applied to this report.

This page is left intentionally blank

ECS PDS Committee 16/03/23 Report No ES20270 Appendix 2

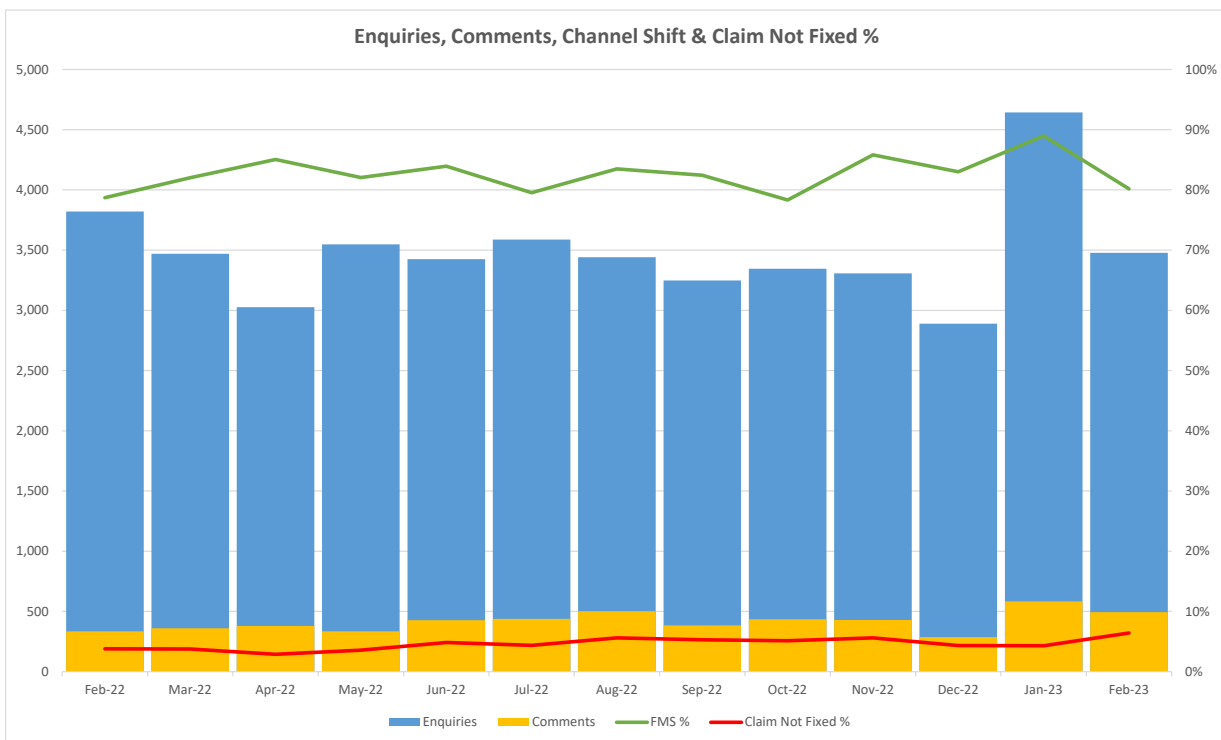
ENVIRONMENTAL SERVICES

Period: Feb 22 to Feb 23

Overall RAG %:	94%
Overall Enquiry numbers:	45,227
Overall FMS Reports:	37,393 83%
Overall CSC Logged:	4,708 93%
Overall Comments:	5,393 13%
Overall Claim Not Fixed:	1,935 5%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	97%	96%	92%	94%	96%	96%	95%	94%	93%	95%	91%	90%	95%
Enquiries	3,820	3,469	3,027	3,548	3,425	3,588	3,441	3,248	3,345	3,307	2,889	4,643	3,477
FMS Reports	3,007	2,845	2,575	2,911	2,875	2,854	2,873	2,678	2,620	2,838	2,398	4,131	2,788
FMS %	79%	82%	85%	82%	84%	80%	83%	82%	78%	86%	83%	89%	80%
CSC Logged	501	360	300	401	431	492	387	341	309	321	213	373	279
CSC Logged %	13%	10%	10%	11%	13%	14%	11%	10%	9%	10%	7%	8%	8%
Comments	335	361	380	335	428	438	503	384	435	429	287	583	495
Comments %	10%	11%	13%	10%	13%	13%	15%	13%	15%	14%	11%	13%	16%
Claim Not Fixed	133	121	83	118	160	146	183	160	150	177	113	194	197
Claim Not Fixed %	4%	4%	3%	4%	5%	4%	6%	5%	5%	6%	4%	4%	6%



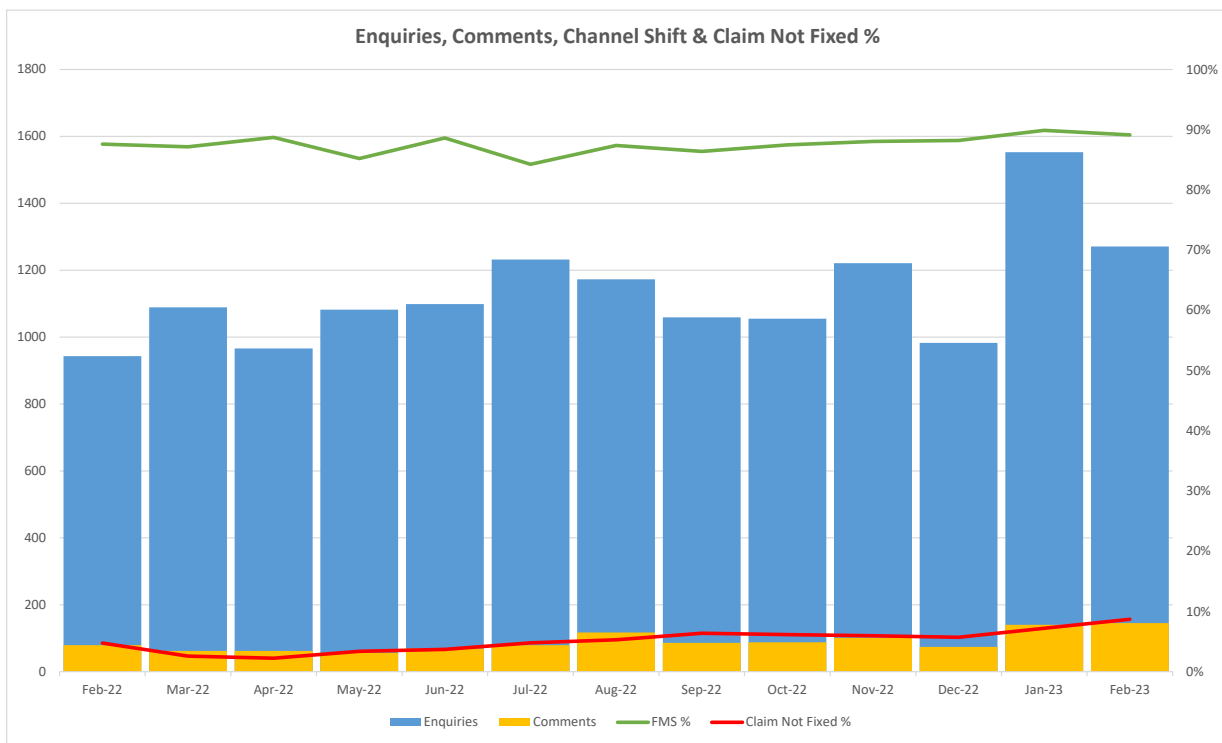
STREET CLEANSING

Period: Feb 22 to Feb 23

Overall RAG %:	99%
Overall Enquiry numbers:	14,726
Overall FMS Reports:	12,900 88%
Overall CSC Logged:	1,402 97%
Overall Comments:	1,158 8%
Overall Claim Not Fixed:	756 5%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	100%	100%	100%	99%	100%	100%	98%	99%	100%	98%	100%	100%	100%
Enquiries	943	1089	966	1082	1099	1232	1173	1059	1055	1221	983	1553	1271
FMS Reports	826	949	857	922	974	1038	1025	915	923	1075	867	1396	1133
FMS %	88%	87%	89%	85%	89%	84%	87%	86%	87%	88%	88%	90%	89%
CSC Logged	80	98	82	110	107	153	125	103	102	115	78	141	108
CSC Logged %	8%	9%	8%	10%	10%	12%	11%	10%	10%	9%	8%	9%	8%
Comments	79	62	62	56	69	79	117	86	88	101	74	140	145
Comments %	9%	6%	7%	5%	6%	7%	10%	8%	9%	8%	8%	9%	12%
Claim Not Fixed	43	27	21	35	40	57	61	65	63	71	54	111	108
Claim Not Fixed %	5%	3%	2%	3%	4%	5%	5%	6%	6%	6%	6%	7%	9%



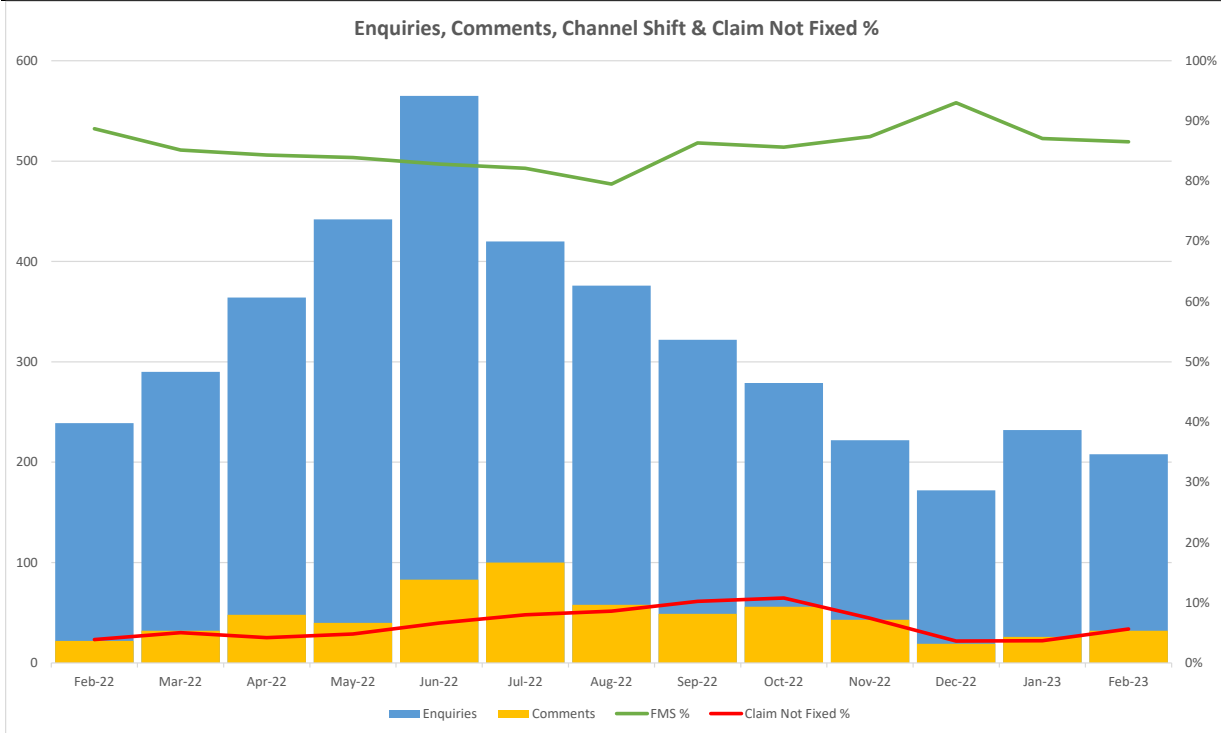
GROUNDS MAINTENANCE

Period: Feb 22 to Feb 23

Overall RAG %:	99%
Overall Enquiry numbers:	4,131
Overall FMS Reports:	3,502 85%
Overall CSC Logged:	508 97%
Overall Comments:	608 15%
Overall Claim Not Fixed:	262 7%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	100%	99%	100%	98%	99%	99%	98%	97%	100%	99%	97%	99%	100%
Enquiries	239	290	364	442	565	420	376	322	279	222	172	232	208
FMS Reports	212	247	307	371	468	345	299	278	239	194	160	202	180
FMS %	89%	85%	84%	84%	83%	82%	80%	86%	86%	87%	93%	87%	87%
CSC Logged	20	32	51	65	90	68	61	35	30	22	5	14	15
CSC Logged %	8%	11%	14%	15%	16%	16%	16%	11%	11%	10%	3%	6%	7%
Comments	22	32	48	40	83	100	58	49	56	43	19	26	32
Comments %	9%	11%	13%	9%	15%	24%	16%	16%	21%	20%	12%	12%	16%
Claim Not Fixed	9	14	15	21	37	33	31	32	29	16	6	8	11
Claim Not Fixed %	4%	5%	4%	5%	7%	8%	9%	10%	11%	7%	4%	4%	6%



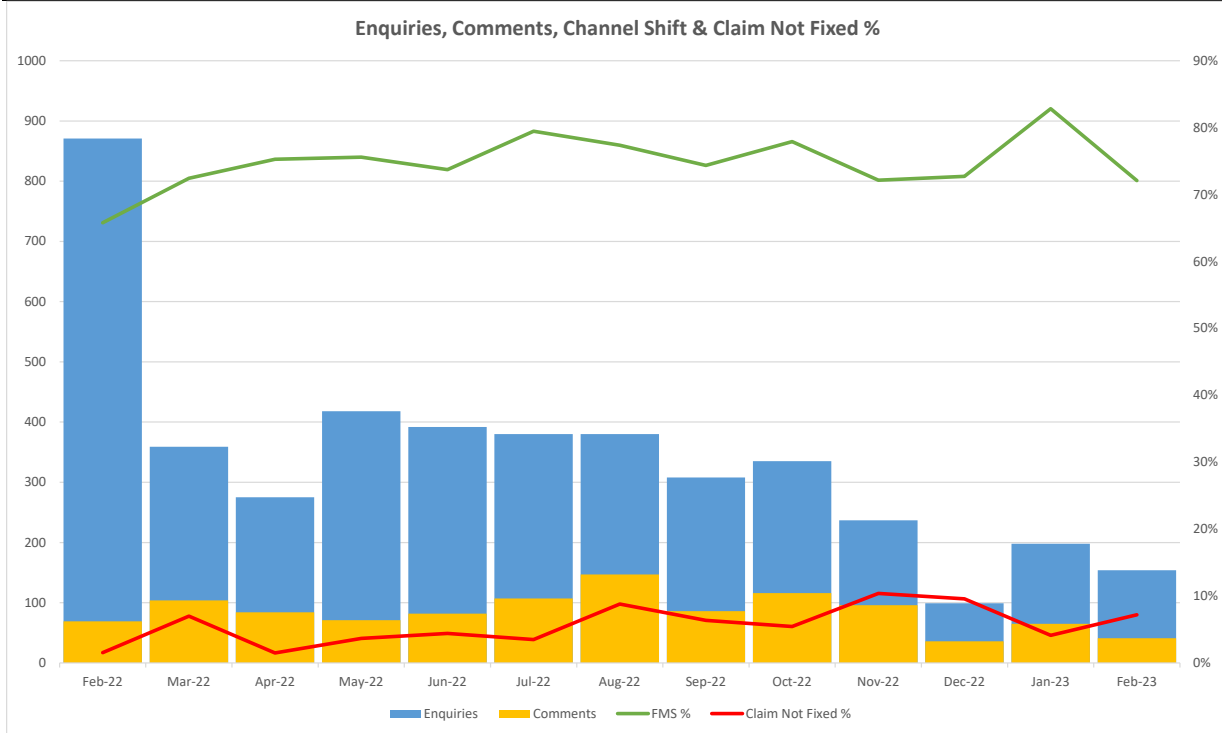
TREES

Period: Feb 22 to Feb 23

Overall RAG %:	93%
Overall Enquiry numbers:	4,406
Overall FMS Reports:	3,249 74%
Overall CSC Logged:	1,041 97%
Overall Comments:	1,104 26%
Overall Claim Not Fixed:	207 5%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	98%	96%	87%	90%	93%	94%	94%	94%	89%	94%	96%	93%	95%
Enquiries	871	359	275	418	392	380	380	308	335	237	99	198	154
FMS Reports	573	260	207	316	289	302	294	229	261	171	72	164	111
FMS %	66%	72%	75%	76%	74%	79%	77%	74%	78%	72%	73%	83%	72%
CSC Logged	276	83	61	92	97	71	81	70	70	60	22	30	28
CSC Logged %	32%	23%	22%	22%	25%	19%	21%	23%	21%	25%	22%	15%	18%
Comments	69	104	84	71	82	107	147	86	116	96	36	65	41
Comments %	8%	30%	31%	17%	21%	29%	39%	29%	35%	42%	38%	34%	29%
Claim Not Fixed	13	24	4	15	17	13	33	19	18	24	9	8	10
Claim Not Fixed %	2%	7%	1%	4%	4%	3%	9%	6%	5%	10%	10%	4%	7%



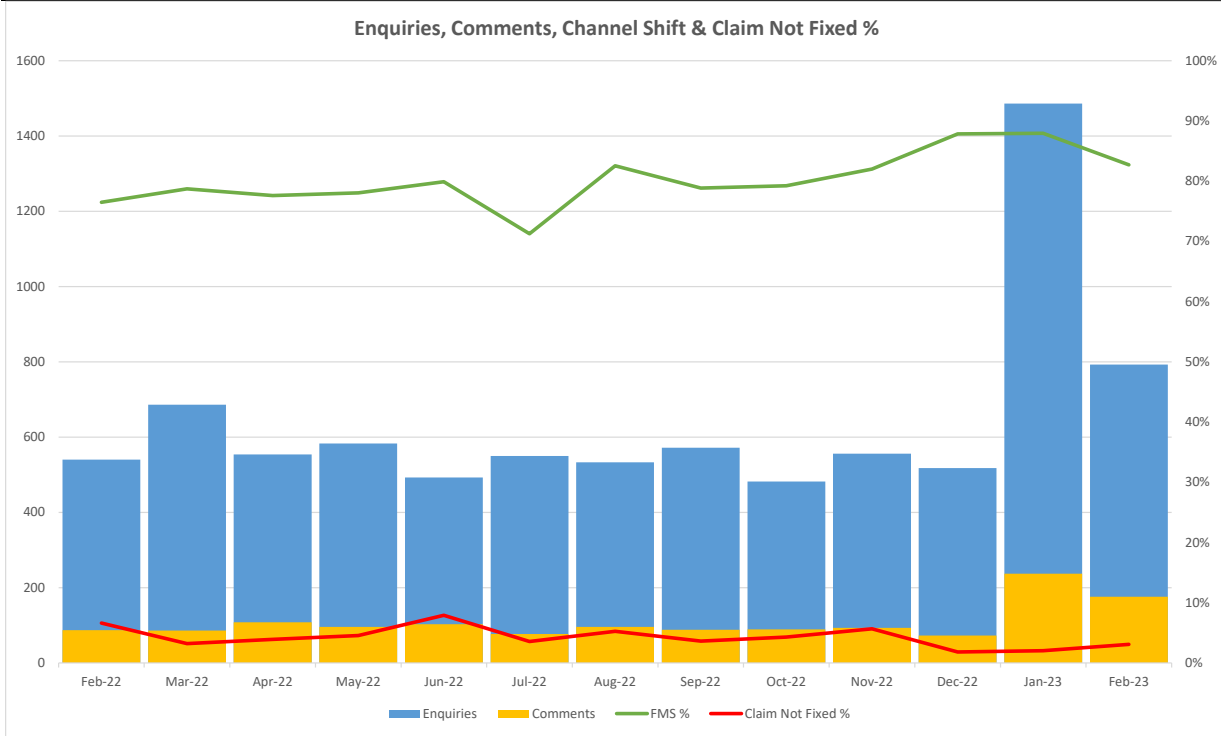
HIGHWAYS - MINOR WORKS

Period: Feb 22 to Feb 23

Overall RAG %:	97%	
Overall Enquiry numbers:	8,346	
Overall FMS Reports:	6,771	81%
Overall CSC Logged:	963	93%
Overall Comments:	1,409	18%
Overall Claim Not Fixed:	303	4%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	97%	98%	97%	97%	98%	98%	97%	97%	96%	97%	96%	94%	97%
Enquiries	540	686	554	583	493	550	533	572	482	556	518	1486	793
FMS Reports	413	540	430	455	394	392	440	451	382	456	455	1307	656
FMS %	76%	79%	78%	78%	80%	71%	83%	79%	79%	82%	88%	88%	83%
CSC Logged	71	80	57	72	61	115	56	74	61	57	39	130	90
CSC Logged %	13%	12%	10%	12%	12%	21%	11%	13%	13%	10%	8%	9%	11%
Comments	87	86	108	96	103	77	96	88	89	93	73	237	176
Comments %	18%	14%	22%	18%	23%	15%	19%	17%	20%	18%	15%	16%	24%
Claim Not Fixed	32	20	19	24	36	18	26	19	19	29	9	29	23
Claim Not Fixed %	7%	3%	4%	5%	8%	4%	5%	4%	4%	6%	2%	2%	3%

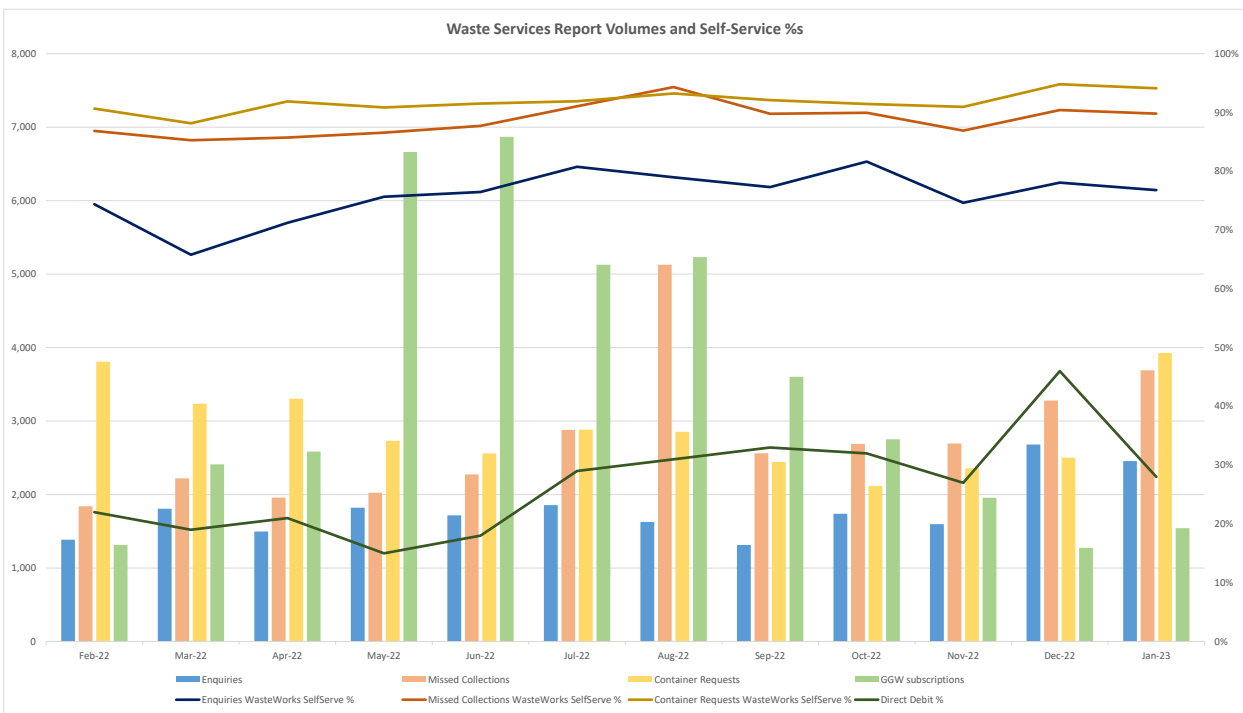


WASTE

Period: Feb 22 to Jan 23

Overall Enquiry numbers: 21,497
 Overall Enquiry CSC Logged: 5,130
 Overall Self-Logged %: 76%
 Overall Missed Collection numbers: 33,241
 Overall MC CSC Logged: 3,523
 Overall Self-Logged %: 89%
 Overall Container Requests numbers: 34,723
 Overall MC CSC Logged: 2,848
 Overall Self-Logged %: 92%
 Overall GGW Subscriptions numbers: 41,326
 Overall Reports: 130,787

	Enquiries			Missed Collections			Container Requests			GGW			Direct Debit %	CSC %	Card %
	Enquiries	CSC Logged	WasteWorks SelfServe %	Missed Collections	CSC Logged	WasteWorks SelfServe %	Container Requests	CSC Logged	WasteWorks SelfServe %	subscriptions	Direct Debit %				
Feb-22	1,386	355	74%	1,841	242	87%	3,808	356	91%	1,314	22%	12%	66%		
Mar-22	1,807	618	66%	2,221	327	85%	3,236	383	88%	2,411	19%	14%	67%		
Apr-22	1,498	431	71%	1,957	279	86%	3,305	268	92%	2,586	21%	13%	66%		
May-22	1,821	443	76%	2,024	272	87%	2,732	250	91%	6,663	15%	14%	71%		
Jun-22	1,717	404	76%	2,273	279	88%	2,559	217	92%	6,868	18%	11%	71%		
Jul-22	1,856	357	81%	2,881	258	91%	2,883	233	92%	5,127	29%	9%	63%		
Aug-22	1,627	342	79%	5,127	291	94%	2,854	193	93%	5,232	31%	8%	61%		
Sep-22	1,313	298	77%	2,562	262	90%	2,444	193	92%	3,602	33%	10%	56%		
Oct-22	1,738	319	82%	2,690	270	90%	2,116	181	91%	2,752	32%	11%	57%		
Nov-22	1,597	405	75%	2,696	353	87%	2,357	213	91%	1,956	27%	11%	62%		
Dec-22	2,682	588	78%	3,279	314	90%	2,503	130	95%	1,273	46%	7%	47%		
Jan-23	2,455	570	77%	3,690	376	90%	3,926	231	94%	1,542	28%	10%	62%		



Report No.
ES20269

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: **PORTFOLIO HOLDER FOR SUSTAINABILITY, GREEN SERVICES AND OPEN SPACES**

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

Date: **Thursday 16 March 2023**

Decision Type: Non-Urgent Executive Non-Key

Title: **REDUCTION AND RECYCLING PLAN 2023-25**

Contact Officer: Catherine Cooke, Head of Environment Strategy, Technical Support & Commissioning
E-mail: catherine.cooke@bromley.gov.uk

Chief Officer: Colin Brand, Director of Environment and Public Protection

Ward: (All Wards);

1. Reason for decision/report and options

This report seeks approval for Bromley's Reduction and Recycling Plan (RRP) as set out in Appendix A.

In May 2018, the Mayor of London published the London Environment Strategy (LES). One of the requirements of the LES is for each London authority to produce a RRP to demonstrate how they are contributing to the specific waste management objectives and targets set in the LES and putting the Mayor's policies on waste into practice at the local level.

The first RRP covered the period 2018-2022 and were intended to cover four year periods. However, due to the impact Covid had on waste services and activities, and looking to the upcoming Government policy reforms on waste, this RRP focusses on the two year period from April 2023 to March 2025. This will allow authorities flexibility to react to any legislative changes.

Bromley continues to demonstrate general conformity with objectives and targets within the LES. It has a long tradition of providing a high performing waste management service and has consistently been one of the top performers in the London Recycling League Table. Bromley's RRP documents the actions that will be taken by the council to continue to deliver the council's corporate priorities for waste management with a focus on waste minimisation, recycling and carbon reduction.

2. RECOMMENDATION(S)

- 2.1 Members of the Committee are asked to note the 2023-25 Reduction and Recycling Plan set out in Appendix A.
- 2.2 The Portfolio Holder is recommended to approve Bromley's Reduction and Recycling Plan as set out in Appendix A.

Impact on Vulnerable Adults and Children

1. Summary of Impact: Waste collection services affect all residents including vulnerable adults and children. Consideration of any additional impacts on particular groups of residents is taken when making changes to the service. Therefore, the potential impacts on vulnerable adults and children and mitigation measures will be considered before implementing specific actions within the RRP.

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: No Cost. None at this stage; subject to financial viability, business case assessment and affordability
 2. Ongoing costs: Not Applicable: within existing budgets
 3. Budget head/performance centre: Waste Services
 4. Total current budget for this head: £21M
 5. Source of funding: Existing waste services revenue budget
-

Personnel

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

Legal

1. Legal Requirement: Statutory Requirement Section 355 of the Greater London Authority Act 1999
 2. Call-in: Not Applicable:
-

Procurement

1. Summary of Procurement Implications: None. There are no procurement implications at this stage
-

Property

1. Summary of Property Implications: N/A
-

Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: The RRP contains specific actions that contribute to the council's target to have net zero carbon emissions by 2027. They include the transition towards a more sustainable waste collection fleet and maintaining virtually zero waste to landfill.
-

Customer Impact

1. Estimated number of users or customers (current and projected): The RRP covers activities and actions relating to the waste services that impact on all residents in the borough
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The Mayor of London published the London Environment Strategy (LES) in May 2018. Within this strategy is the Mayor's waste management policy, which as a waste collection and disposal authority, Bromley is required to be in general conformance with under Section 355 of the Greater London Authority Act 1999.
- 3.2 The LES is a London-wide strategy and includes a requirement for all London Boroughs to produce a Reduction and Recycling Plan (RRP), which demonstrates they will deliver the Mayor's waste management objectives including:
- Providing a minimum service level for household recycling collection services, which includes a weekly food waste collection, and collections of paper, card, plastic bottles, plastic containers, glass and cans
 - Contributing to the London targets of:
 - Sending no biodegradable or recyclable waste to landfill by 2026
 - Recycling 50% of local authority collected waste (LACW) by 2025
 - Drive resource efficiency to significantly reduce waste, focussing on food waste and single use packaging
 - Reducing waste and increasing materials reuse
 - Making best use of local waste sites
 - Reduce the environmental impact of waste activities
 - Supporting the phase out of fossil fuel waste transport and boost uptake of low or zero emission alternatives.
- 3.3 The LES recognises that some boroughs will need to achieve higher levels of recycling to compensate for those who, due to local circumstances will be unable to achieve these levels, for example, boroughs with high numbers of flats.
- 3.4 The Mayor of London has not provided any additional funding to assist boroughs in achieving the waste management requirements set within the LES and recognises that pressures on local authority budgets in many instances has reduced investment in waste and recycling collection services.
- 3.5 Local authorities are now looking ahead to the government's Resources and Waste Strategy (Environment Act 2021), which will see the most significant changes to waste collection and disposal systems for a generation. The GLA acknowledges that there is still considerable uncertainty over exactly which services local authorities will be required to provide, the timescales, and the funding they will receive to support their implementation.

Bromley's RRP

- 3.6 Bromley Council has a long tradition of providing high performing waste management services. Waste is managed as a resource, with a focus on minimisation and reuse through local behaviour change campaigns and the delivery of a comprehensive recycling service.
- 3.7 Bromley is achieving many of the waste management objectives set by the LES and with the fifth highest recycling rate (2020/21) in London is already contributing more than many boroughs to the London-wide recycling rate.
- 3.8 Bromley's waste strategy is encompassed in two council documents; Making Bromley Even Better, which outlines the guiding principles and corresponding aspirations for the council, and the Annual Environment and Community Services Portfolio Plan, which sets the council's environmental service aims and objectives and includes an aim to manage waste sustainably.

The RRP will complement these by documenting the actions that the council will take to minimise waste and maximise recycling from Bromley's households and businesses.

3.9 Bromley's Draft RRP for the period April 2023 to March 2025 is presented in Appendix A. The 'RRP Dashboard' presents Bromley's 2019/20 performance as a baseline, and performance targets for 2024/25 against the following set of metrics and targets, most of which are already reported locally through the council's Portfolio Plan:

- Total annual household waste collected per head
- Total annual household residual waste collected per household
- Total annual household avoidable food waste collected per head
- Household recycling rate
- Local authority collected waste recycling rate (includes commercial waste)
- Percentage of households that are offered the Mayor's minimum level of service for recycling
- Percentage of vehicles that are Ultra Low Emissions Zone compliant

3.10 The 'RRP Actions' sets out a series of actions that Bromley plans to deliver to meet the planned local targets under the following themes:

- Waste Reduction
- Maximising Recycling
- Reducing Environmental Impact
- Maximising Local Waste Sites

3.11 Key actions within the RRP that will be undertaken to enable the council to minimise waste, maximise recycling and reduce the council's impact on the environment over the next two years include:

- Maintaining virtually 'zero waste' (< 2%) to landfill
- Continuing to conduct waste minimisation campaigns and initiatives with a focus on food waste reduction, home supporting, plastic reduction and reuse and repair
- Developing and improving our waste services further through improved recycling within blocks of flats and on footway properties and reducing contamination
- Working towards a more sustainable waste fleet by exploring alternative fuel options
- Maximising the use of local waste sites by maintaining and investing in the council's two waste transfer stations and promoting recycling and reuse at the two reuse and recycling centres.

3.12 To enable the council to meet some of the aspirational LES targets, which focus not only on household waste but also on business waste that is collected and managed by the council, the RRP also includes several actions for consideration. These actions include:

- Reviewing options to restrict non-recyclable waste
- Exploration of a plastic free council
- Exploring options to increase dry recycling capacity and expanding the range of materials that can be accepted for recycling
- Expanding the commercial waste service offering

3.13 Further exploration of these actions will take place over the next two years to consider the extent to which they are able to contribute to the council's targets, their financial viability and the potential impacts to residents and businesses.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

4.1 Waste collection services affect all residents including vulnerable adults and children.

4.2 The consideration of any additional impacts on particular groups of residents is taken when making changes to the waste collection service. Therefore, the potential impacts on vulnerable adults and children and mitigation measures will be considered before implementing specific actions within the RRP. Mitigation measures may include the consideration of how to ensure that communication materials are accessible to all.

5. TRANSFORMATION/POLICY IMPLICATIONS

5.1 Bromley's RRP seeks to complement the council's corporate environmental policies.

5.2 The adoption of the RRP will contribute to the "Making Bromley Even Better" ambitions for residents to live responsibly and prosper in a safe, clean and green environment and to provide efficient and effective services and value for money. RRP actions that focus on minimising waste will assist the council in reducing the cost of the waste management service.

5.3 The actions set out in the RRP will contribute to the Environment Portfolio Plan Priority to Minimise Waste and Increase Recycling.

5.4 The RRP is required to demonstrate Bromley's general conformance with the Mayor of London's waste management policy.

5.5 The Government's Resource and Waste Strategy for England 2018 could alter the way in which local authorities manage waste in the future. Within the strategy the Government set out their plans to implement an Extended Producer Responsibility scheme, Deposit Return Scheme and provision of consistent household and business recycling and waste services. The Government conducted two rounds of consultations, the responses of which will help inform final policy decisions on key aspects of the schemes, such as governance, recycling targets and implementation timelines. The Government has yet to release full details of the policy decisions or confirmed the extent of the changes to local government waste management services.

6. FINANCIAL IMPLICATIONS

6.1 The existing Waste Services net budget for 2022/23 is £21m.

6.2 There are no direct additional costs of producing the Reduction and Recycling Plan. However, the Plan sets out proposed actions for future consideration that potentially would have financial implications.

6.3 As stated in 3.12, further exploration of these actions will take place in 2023/24. This will need to include detailed business cases to examine their financial viability and affordability given the continuing constraints on the council's resources.

7. PERSONNEL IMPLICATIONS

7.1 There are no direct personnel implications. Actions and activities identified within the RRP will be conducted by the team as part of their existing roles.

8. LEGAL IMPLICATIONS

8.1 As detailed in the report, in May 2018 the Mayor of London published the London Environment Strategy (LES) and one of the requirements from this is that all London authorities have to produce a RRP.

8.2 The RRP is required to demonstrate that Bromley is in general conformance with the LES, its aims and objectives.

8.3 This report seeks approval of the RRP (in Appendix A) allowing the council to comply with and deliver its legal obligations

9. PROCUREMENT IMPLICATIONS

9.1 None. There are no procurement implications at this stage.

10. PROPERTY IMPLICATIONS

10.1 None.

11. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

11.1 There are no direct social value implications. Some of the activities will be carried out in partnership with our service provider.

11.2 The RRP contains specific actions that contribute to the council's target to have net zero carbon emissions by 2027. They include the transition towards a more sustainable waste collection fleet and maintaining virtually zero waste to landfill.

12 CUSTOMER IMPACT

12.1 The actions in the RPP will positively impact customers. They look to improve and develop the waste collection service offerings and support residents and businesses in reducing their waste and increase recycling through workshops, partnership working and promotional campaigns.

13 WARD COUNCILLOR VIEWS

13.1 None.

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

MAYOR OF LONDON

Part 1 –Reduction and Recycling Plan (RRP) April 2023 to March 2025

1. *London Borough of Bromley Context:*

Bromley Council continues to work towards enabling residents to live responsibly and prosper in a safe, clean, and green environment great for today and a sustainable future. The Council's strategic aim is to manage waste sustainably whilst providing a customer focused waste service that is the best value service in London and to recycle a minimum of 65% of our Municipal Waste by 2030. This aim aligns with current national and regional waste policy. Our objectives are to:

- Ensure that the boroughs waste collection service is cost effective over the next 25 years
- Reduce the quantity of waste produced by the borough
- Dispose of zero biodegradable or recyclable waste to landfill by 2026
- To recycle 50% of Local Authority Collected Waste by 2025
- To improve service performance and reduce levels of complaints
- To apply a sustainable/ circular approach to the management of waste

Bromley is the largest London borough by area, covering 59 square miles. Over half the borough is open countryside, much of which is Metropolitan Green Belt land. Bromley has low levels of deprivation; it is the 4th least deprived of the 33 London boroughs. There are approximately 331,000 residents living in an estimated 141,000 households. Bromley's waste service has the challenge of providing a service that meets the needs of rural properties as well as properties in areas that are densely populated with flats and HMO's.

The current Waste Disposal and Waste Collection contracts commenced in April 2019 for an 8-year period with the potential for an 8-year extension. With a commitment to provide a regular waste service, Bromley Council provides kerbside properties with a fortnightly collection of non-recyclable refuse via sacks and flats a weekly collection. Bromley Council already meets the Mayors minimum recycling collection service requirements through an alternate week recycling service to all residents in kerbside properties, flats, and some flats above shops for mixed containers and paper and card, and a weekly separate food waste service. There are two Reuse and Recycling Centre (RRC) within the borough, which accept waste from local households and businesses. Businesses can also opt to use the Council's commercial residual waste collection service.

Pressures on Bromley's budgets could potentially reduce the opportunities for investment in waste and recycling collection services over the next three years. Therefore, within this action plan there are actions that require further consideration of the financial viability before a decision can be made as to whether they will be implemented. In addition, there is uncertainty about the way in which Government policy proposals will impact Bromley's waste services over this period. Most actions within this plan can be taken within the Council's existing budgets and will make a positive contribution to Bromley's corporate environmental aims as well as the Mayor of London's London Environment Strategy waste targets.

2. **Key strategic documents linked to this plan:**

This RRP has been developed in line with the following Bromley Council Strategies and Plans:

- Corporate Strategy, Making Bromley Even Better
- Environment and Community Services Portfolio Plan
- Air Quality Plan
- Local Plan
- Sustainable Procurement Strategy
- 2027 Net Zero Carbon Strategy and Plan
- Open Spaces Strategy

3. RRP Dashboard

Set Common Performance Targets	Baseline Performance (2019/20)	Performance Target 2024/25	Metric Guidance / Data source	Target Guidance
Total annual household waste per head (kgs/head)	348 kgs/head	320 kgs/head	Defra stats (Ex BVPI84a)	Borough sets own targets, informed by ReLondon /WRAP good practice.
Total annual household residual waste collected per household (kgs/household)	430 kgs/household	410kgs/household	Defra stats (Ex NI191)	Borough sets own targets, informed by ReLondon/WRAP good practice.
Total annual household avoidable (edible) food waste (kgs/head)	53 kgs/head	49kgs/head	Borough to estimate based on own or WRAP food waste composition data. Estimates should be based on avoidable food waste produced (i.e., not just food waste collected).	Based on estimated avoidable food waste produced. Borough to set own targets, informed by ReLondon/WRAP good practice and support programmes (e.g., Trifocal).
Annual household waste recycling rate (% by weight)	51%	54%	Defra stats	Borough sets own targets, informed by ReLondon/WRAP Route Map modelling and other good practice. The GLA will use the borough recycling benchmarking table in the Route Map modelling as a reference point when assessing local authority targets set in the RRP process (See Appendix 2 of the London Environment Strategy, page 111: https://www.london.gov.uk/sites/default/files/les_appendix_2_-_evidence_base_0_0.pdf)
Annual LACW recycling rate (% by weight)	39%	50%	Defra stats	Borough sets own targets, informed by ReLondon/WRAP good practice. Targets should at least match household recycling targets, going beyond the Mayor's 50 per cent LACW recycling target by 2025 where possible.
Proportion (%) of properties receiving the Mayor's minimum level of service for household recycling:				
% of kerbside properties (all households on a kerbside collection) collecting six main dry materials (glass, cans, paper, card, plastic bottles, and mixed rigid plastics (pots, tubs, and trays) <u>and separate food waste</u>	100%	100%	Borough to take from own info. Separate food waste does not include co-mingled with garden waste	Borough sets own target, informed by ReLondon/WRAP good practice. Separate food waste does not include co-mingled with garden waste
% of kerbside properties (all households on a kerbside collection) collecting six main dry materials (glass, cans, paper, card, plastic bottles, and mixed rigid plastics (pots, tubs, and trays)	N/A	N/A	Borough to take from own info (Nb included for boroughs that are unable to provide food waste collections due to long term contractual issues).	Borough sets own target, informed by ReLondon/WRAP good practice.
% of flats (communal collections, <u>excluding flats above shops</u>) collecting six main dry materials <u>and separate food waste</u>	100%	100%	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice.
% of flats (communal collections, <u>excluding flats above shops</u>) collecting six main dry materials (glass, cans, paper, card, plastic bottles, and mixed rigid plastics (pots, tubs, and trays).	N/A	N/A	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice.
% of flats above shops (FAS) collecting six main dry materials (glass, cans, paper, card, plastic bottles, and mixed rigid plastics (pots, tubs, and trays)) <u>and separate food waste collection</u>	0%	20%	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice and FAS data.
% of flats above shops (FAS) collecting six main dry materials (glass, cans, paper, card, plastic bottles, and mixed rigid plastics (pots, tubs, and trays)).	0%	100%	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice and FAS data.
Proportion (%) of waste fleet heavy vehicles that are ULEZ compliant	100%	100%	See www.tfl.gov.uk/modes/driving/ultra-low-emission-zone Use tool found here	Borough should aim to operate a fully ULEZ compliant waste fleet as a minimum, with aspirations to introduce zero emission vehicles where practicable. Please include baseline and target % of waste vehicles that are zero emission where applicable
Performance of LACW activities against the Mayor's EPS (tonnes of CO2eq per tonne of waste managed).	-0.080	-0.084	Boroughs to set by uploading WDF data into the GLA tool.	Borough to run their own scenarios using GLA tool to determine planned service changes (DSO borough) or new contract options against the EPS for target years (2024/5). See London Environment Strategy Proposal 7.3.2.b

4. RRP Actions: Part one – with examples

Ref	Theme <ul style="list-style-type: none"> Waste Reduction Maximising Recycling Reducing Environmental Impact Maximising local waste sites 	Action title	Action Description	Expected Target / Impact	Timescale for action	WCA/WDA
LBB #1	<ul style="list-style-type: none"> Waste Reduction 	Maintain virtually 'zero waste' to landfill, 2%.	<ul style="list-style-type: none"> Continue to work with contractor through regular contract meetings to ensure that Waste Disposal contractual targets of 2% to landfill are achieved for the remaining contract term and where possible exceeded. Non-recyclable refuse to be diverted to Kemsley Energy Recovery Facility, Southeast London Combined Heat and Power facility and Refuse Derived Fuel facilities in Greenwich and Kent. 	<ul style="list-style-type: none"> Reduction in the tonnes of CO2eq per tonne of waste managed by 0.005 tonnes of CO2eq. Increased recycling of residual waste as some elements can be recovered at the alternative treatment facilities. 	<ul style="list-style-type: none"> Ongoing 	Unitary
LBB #2	<ul style="list-style-type: none"> Waste Reduction 	Championing food waste reduction initiatives	<ul style="list-style-type: none"> Work in partnership with our Service Provider to promote food waste minimisation through a digital programmatic campaign and other communication channels aimed at engagement to reduce amount of food waste disposed of per household Organise food prevention workshops in person at community events and virtually. Explore partnership and local promotion of Olio, Kitche & the 'Too Good To Go' apps in the borough 	<ul style="list-style-type: none"> Delivery of a digital programmatic food minimisation campaign in 2023/24 Min. of 5 waste community events and one virtual food waste prevention workshop delivered in 2023/24. Subject to approval, promotion of the Olio, Kitche and Too Good to Go apps via council communications channels to help reduce avoidable food waste by 2kg/head in 2024 4kg/head in 2025. 	<ul style="list-style-type: none"> Programmatic campaign - December 2023 Community Events and workshop March to November 2023 Food App promotion – April 2023 	Unitary
LBB #3	<ul style="list-style-type: none"> Waste Reduction 	Support Home Composting	<ul style="list-style-type: none"> Continue to work with Get Composting to offer discounts to residents that wish to take up composting at home. Review and adapt the information provided through our website to promote the home composting scheme and provide advice on how to home compost. Encourage residents to join the home composting scheme through Environment Matters newsletter and outdoor advertising. 	<ul style="list-style-type: none"> Reduction in the amount of food waste disposed of per household. Contribution to reduction in total household waste produced per person. 	<ul style="list-style-type: none"> Ongoing 	Unitary
LBB #4	<ul style="list-style-type: none"> Waste Reduction 	Continue to explore options to restrict non-recyclable refuse capacity for households	<ul style="list-style-type: none"> As part of the Council's Transformation Programme, options to restrict non-recyclable refuse capacity will continue to be reviewed during 2023/24. 	<ul style="list-style-type: none"> Exploration of non-recyclable refuse reduction options in 2023/24. If implemented, reduction in non-recyclable refuse per household and potential increase in recycling. 	<ul style="list-style-type: none"> April 2024 	Unitary
LBB #5	<ul style="list-style-type: none"> Waste Reduction 	Reduce plastic consumption	<ul style="list-style-type: none"> Work with BID managers, local businesses with the aim of creating single-use plastic free areas/zones. Environment officers to provide training to council staff who regularly engage with local businesses and BIDs e.g., environmental health, trading standards etc to raise awareness of Refill London scheme membership, including providing communications materials Promote a cultural change at the Council's offices and buildings to lead through setting an example. Plastics reduction campaign 	<ul style="list-style-type: none"> Min. of 5 businesses signed up for the Refill scheme Exploration of a plastic free Council Delivery of a plastics reduction campaign in 2023/24. 	<ul style="list-style-type: none"> Refill scheme – April 2025 Plastic-free Council – April 2025 Plastic reduction campaign – April 2024 	Unitary
LBB #6	<ul style="list-style-type: none"> Waste Reduction 	Support and Promote Bromley Town Centre Library of Things and Reuse/ Repair workshops	<ul style="list-style-type: none"> Promotion of Library of Things through the Councils communication channels Work in Partnership with Library of Things or other organisations to deliver and promote reuse/ repair workshops. 	<ul style="list-style-type: none"> Min. of 3 articles promoting Library of Things Exploration of reuse and repair workshops alongside partners. 	<ul style="list-style-type: none"> Articles – April 2024 Workshops – April 2024 	
LBB #7	<ul style="list-style-type: none"> Waste Reduction 	Encourage waste reduction, reuse and repair	<ul style="list-style-type: none"> Partner an organisation to deliver some alternative wrapping ideas in preparation for festive periods, with an aim of reducing wrapping paper that cannot be recycled through our current recycling schemes e.g., glittery paper. Partner an organisation to deliver some reuse and repair workshops, this could be Library of Things. Promote sustainable lifestyle and purchasing through events, social media and promotion of sites such as The Mindful Shopper. Support national and regional campaigns 	<ul style="list-style-type: none"> Reduction in rejected paper and card loads Small reduction in non-recyclable refuse Change in residents' behaviour Subject to approval, promotion of sites, such as The Mindful Shopper, via council communications channels 	<ul style="list-style-type: none"> Min. of 5 workshops – April 2024 	Unitary
LBB #8	<ul style="list-style-type: none"> Waste Reduction Environmental Impact 	Use of Sustainable Procurement Policy within all Council Procurement Exercises	<ul style="list-style-type: none"> Work towards gaining Council adoption of the Sustainable Procurement Policy Promote the sustainable procurement policy to all Council Officers involved in procurement and contracts Ensure that the Sustainability section of all committee reports related to decisions on procurement is fully considered. 	<ul style="list-style-type: none"> Reduction in waste generated through Council Services or goods purchased. 	<ul style="list-style-type: none"> Ongoing 	Unitary

Ref	Theme	Action title	Action Description	Expected Target / Impact	Timescale for action	WCA/WDA
LBB#9	<ul style="list-style-type: none"> Waste Reduction Maximising Recycling Reducing Environmental Impact Maximising local waste sites 					
LBB#9	<ul style="list-style-type: none"> Maximising Recycling 	Improving recycling and reducing contamination at flats and estates through implementing various interventions	<ul style="list-style-type: none"> Using three blocks of flats as a pilot, use interventions guided by the ReLondon Flats Recycling Package to drive up recycling and reduce contamination. This will include carrying out improvements to signage and working with managing agents on communications. Following the pilot, review the campaign and identify the next steps to further expanding the recycling campaign to other blocks of flats within Bromley. 	<ul style="list-style-type: none"> Target for 20% increase in recycling rates in the three pilot locations by March 2024 Reduction in contamination Expansion of the campaign by March 2025 	<ul style="list-style-type: none"> Estates interventions in place – September 2023 Expansion of flats recycling communications - April 2024 	Unitary
LBB #10	<ul style="list-style-type: none"> Maximising Recycling 	Make recycling easier for footway properties and blocks of flats with limited provision.	<ul style="list-style-type: none"> Following the results of the footway recycling pilot that took place in 2020/21, partner service provider to review options around the provision of recycling to 1,500 footway properties and any blocks of flats that do not have sufficient capacity for recycling Implement solutions where this is viable financially and environmentally to support residents in footway properties and blocks of flats to recycle. Engage with managing agents, housing associations, residents' associations and residents living in blocks of flats about any expansion of recycling facilities on a block-by-block basis. Consider providing a supplementary recycling collection service (textiles, small electrical items, and batteries) for blocks of flats 	<ul style="list-style-type: none"> Consider innovative solutions for footway property recycling collections that could be funded through the no burdens funding for implementing the 'Consistency in recycling collections for businesses and households' requirement to provide recycling and food waste collections for all properties Increased provision of recycling to 100% of properties within the borough 	<ul style="list-style-type: none"> Recycling options review – April 2025 Solution implementation – March 2026 Supplementary recycling – September 2025 	Unitary
LBB #11	<ul style="list-style-type: none"> Maximising Recycling 	Increased participation in green garden waste collection service	<ul style="list-style-type: none"> Annual communications plan to include promotion of the garden waste scheme through promotional post cards, adverts, digital marketing, and outdoor advertising Continue to send targeted letters to be sent to potential customers to encourage participation in the scheme each spring. Expand on the 2022 programmatic marketing campaign in 2023 	<ul style="list-style-type: none"> Increase to household recycling rate Increase numbers of GGW subscriptions to 45,000 by March 2026 	<ul style="list-style-type: none"> Ongoing 	Unitary
LBB #12	<ul style="list-style-type: none"> Maximising Recycling 	Expansion of commercial waste service to offer dry mixed recycling and food waste collections	<ul style="list-style-type: none"> Expand Bromley's Commercial waste service offer to include dry mixed recycling and food waste services by working with Service Provider to review options to enable this. Targeted communications to businesses, Bromley Charter Market, and local BIDs in three months prior to introduction of services Roll-out of expanded recycling service to local schools 	<ul style="list-style-type: none"> Maximise recycling from local businesses, which contributes to achieving the Mayor's municipal waste recycling target of 65% by 2030 and an increase to the LACW recycling rate 	<ul style="list-style-type: none"> Commercial dry mixed recycling service to be rolled out – November 2024 Commercial food waste service to be rolled out – November 2024 	Unitary
LBB #13	<ul style="list-style-type: none"> Maximising Recycling 	Maintain and increase participation in recycling services and quality of recycling through promotion	<ul style="list-style-type: none"> Encourage residents to recycle through articles in the twice-yearly newsletter (Environment Matters), e-newsletter, website, social media, and outdoor advertising. This will be included in the annual communications plan Continue to implement the contamination process for kerbside properties and look to expand this to blocks of flats. Conduct specific and timely recycling campaigns e.g., promotion of service changes to enable the Resource and Waste Strategy proposals to be implemented. Continue to work with schools in the delivery of the 'Recycling Heroes' programme. The programme aims to empower primary school pupils to recycle more and waste less 	<ul style="list-style-type: none"> Maintenance of recycling rate and contribution to increasing recycling rate to 54% 	<ul style="list-style-type: none"> Ongoing 	Unitary
LBB #14	<ul style="list-style-type: none"> Maximising recycling 	Expand the range of materials and amount of material that can be accepted for recycling	<ul style="list-style-type: none"> Continue to work with service provider to increase the types of materials that can be accepted within our collection services; for example, investigate options for recycling plastic film as the capacity for this type of recycling increases Consider pan-London doorstep textiles collections as an alternative method of providing textiles collections whilst enhancing the capacity to collect other supplementary recycling materials i.e., batteries and small electrical items. 	<ul style="list-style-type: none"> Increased recycling rate of 1% due to the expansion of the recycling service to collect additional materials by April 2025 Review the supplementary recycling collection methodology by April 2025 	<ul style="list-style-type: none"> Ongoing 	Unitary
LBB #15	<ul style="list-style-type: none"> Maximising recycling 	Increase capacity for dry recycling	<ul style="list-style-type: none"> Continue to explore options to increase recycling capacity for paper and card, and glass, cans, and plastic. Ensure that communication materials include the promotion of the option to order additional recycling boxes to enable a household to recycle more. 	<ul style="list-style-type: none"> Options appraisal of how to increase recycling capacity for kerbside households as part of future Council Transformation options review 	<ul style="list-style-type: none"> Options Appraisal – April 2025 	Unitary
LBB #16	<ul style="list-style-type: none"> Maximising recycling 	Promotion and implementation of updated policy on waste and recycling storage	<ul style="list-style-type: none"> Internal promotion of the updated policy on waste and recycling storage External promotion of the updated policy on waste and recycling storage 	<ul style="list-style-type: none"> Increased awareness of the policy of waste and recycling storage. Increased number of new build properties with sufficient storage for recycling needs 	<ul style="list-style-type: none"> 100% new build properties meeting waste and recycling storage guidelines – December 2025 	Unitary

Ref	Theme	Action title	Action Description	Expected Target / Impact	Timescale for action	WCA/WDA
LBB #17	<ul style="list-style-type: none"> Waste Reduction Maximising Recycling Reducing Environmental Impact Maximising local waste sites 	Encourage recycling in the Council's Parks and Green Spaces	<ul style="list-style-type: none"> Pilot recycling infrastructure in Queens Gardens in conjunction with our Parks Service Provider. Deliver a campaign to encourage recycling in Queens Gardens and to reduce littering. If the pilot is successful, consider introduction of recycling at other parks and open spaces within Bromley 	<ul style="list-style-type: none"> Delivery of pilot and campaign Increased LACW recycling Reduction in litter in parks 	<ul style="list-style-type: none"> Pilot introduced – March 2024 Campaign introduced – March 2024 Evaluation of pilot – March 2025 	Unitary
LBB #18	<ul style="list-style-type: none"> Maximising recycling Waste reduction 	Support Bromley Charter Market in recycling more and minimising waste	<ul style="list-style-type: none"> Introduce a voluntary sustainability market 'pledge' for all market traders to encourage traders to make their businesses more circular. Work with market traders and waste service provider to explore options for a recycling service for the market 	<ul style="list-style-type: none"> Increase in LACW recycling 	<ul style="list-style-type: none"> Sustainability pledge – March 2024 Recycling options – November 2025 	
LBB #19	<ul style="list-style-type: none"> Maximising recycling Waste reduction 	Explore options to increase recycling and re-use of bulky items collected from households	<ul style="list-style-type: none"> Work in partnership with service provider to identify whether there are any options available to increase reuse and recycling of bulky items. Establish partnership with local re-use charity to provide good quality items collected via council 'bulky' collections for onward reuse. 	<ul style="list-style-type: none"> Reduction in residual waste to landfill and consumption-based carbon emissions 	<ul style="list-style-type: none"> Options appraisal – September 2024 Partnership with Reuse charities- September 2024 	Unitary
LBB #20	<ul style="list-style-type: none"> Maximising local waste sites Maximising recycling Waste reduction 	Expand the range of materials that can be accepted for recycling at the RRC, and explore Virtual Reuse shop	<ul style="list-style-type: none"> Work with service provider to increase the types of materials that can be accepted at the RRC e.g., rigid plastics and PVC Assess feasibility of a virtual Reuse shop with third sector partner to sell good quality items deposited at site which are suitable for reuse, such as bicycles, sofas, bric-a-brac, clothing etc. 	<ul style="list-style-type: none"> To achieve a consistent 40% minimum recycling rate at the RRC site for 2025/26. Decision around feasibility of a virtual RRC Reuse shop 	<ul style="list-style-type: none"> Ongoing 	Unitary
LBB #21	<ul style="list-style-type: none"> Maximising local waste sites 	Maintain and invest in the Council's two Waste Transfer Stations through a Depot Improvement Programme	<ul style="list-style-type: none"> Improve the drainage and repair hard standing at the Waste Transfer Station to ensure that it meets the standards that are required by the Environment Agency for this site. Manage the capital works with minimum service disruption and an aim of continuing to maintain the same level of recycling at the site. Consider further alterations to the design of the Household Reuse and Recycling Centre to assist residents and businesses to maximise recycling and reuse. Maintain local waste sites in accordance with the South East London Waste Planning Group technical paper. 	<ul style="list-style-type: none"> Continue to maintain and increase recycling rate at the Household Reuse and Recycling Centre. 	<ul style="list-style-type: none"> Works to commence at the depots – November 2023 	Unitary
LBB #22	<ul style="list-style-type: none"> Reducing Environmental Impact 	Deliver the Council's target to have net zero carbon emissions by 2027.	<ul style="list-style-type: none"> Work with Carbon Management colleagues to plan and implement measures in the waste and street services that will enable the Council to meet its net zero carbon emissions target 	<ul style="list-style-type: none"> Reduction in CO2 equivalent emissions 	<ul style="list-style-type: none"> Ongoing 	Unitary
LBB #23	<ul style="list-style-type: none"> Reducing Environmental impact 	Transition towards to a more sustainable waste collection fleet	<ul style="list-style-type: none"> When installing new advertisement panels on RCV fleet, ReActivair Coating is used to help cleanse the air of VOC's and Nox Continue to ensure that all waste vehicles are compliant with ULEZ as a minimum and maintain 6 electric supervisor vehicles. Work with partners including current service providers to increase the number of electric vehicles within the waste and street cleaning fleet. Work with parks service provider to consider sustainable options for the parks fleet that are responsible for collecting litter in parks. Assess the infrastructure requirements for a fully electric fleet. Explore options such as hydrogen for waste site plant and larger vehicles. 	<ul style="list-style-type: none"> 100% of waste and street cleaning fleet meeting ULEZ standards and FORS. Installation of infrastructure to enable a sustainable waste and streets fleet. Contributing towards the Mayor's zero carbon city 2030 target 	<ul style="list-style-type: none"> ULEZ – Ongoing Infrastructure – December 2025 Zero Carbon - Ongoing 	Unitary

5. RRP Action update

- To be completed annually
- Action table to be updated with new dates/targets etc at same time

Ref	Action title	Action update	Status	Date of Update
			<ul style="list-style-type: none"> • Completed • On track • Not on track • On hold • Awaiting data • Cancelled 	
LBB #1	Maintain virtually 'zero waste' to landfill, 2%.		•	
LBB #2	Championing food waste reduction initiatives		•	
LBB #3	Support Home Composting		•	
LBB #4	Continue to explore options to restrict non-recyclable refuse capacity for households		•	
LBB #5	Reduce plastic consumption		•	
LBB #6	Support and Promote Bromley Town Centre Library of Things and Reuse/ Repair workshops		•	
LBB #7	Encourage waste reduction, reuse and repair		•	
LBB #8	Use of Sustainable Procurement Policy within all Council Procurement Exercises		•	
LBB #9	Improving recycling and reducing contamination at flats and estates through implementing various interventions		•	
LBB #10	Make recycling easier for footway properties and blocks of flats with limited provision.		•	
LBB #11	Increased participation in green garden waste collection service		•	
LBB #12	Expansion of commercial waste service to offer dry mixed recycling and food waste collections		•	

Ref	Action title	Action update	Status	Date of Update
LBB #13	Maintain and increase participation in recycling services and quality of recycling through promotion		<ul style="list-style-type: none"> • Completed • On track • Not on track • On hold • Awaiting data • Cancelled 	
LBB #14	Expand the range of materials and amount of material that can be accepted for recycling		•	
LBB #15	Increase capacity for dry recycling		•	
LBB #16	Promotion and implementation of updated policy on waste and recycling storage		•	
LBB #17	Encourage recycling in the Council's Parks and Green Spaces		•	
LBB #18	Support Bromley Charter Market in recycling more and minimising waste		•	
LBB #19	Explore options to increase recycling and re-use of bulky items collected from households		•	
LBB #20	Expand the range of materials that can be accepted for recycling at the RRC, and explore Virtual Reuse shop		•	
LBB #21	Maintain and invest in the Council's two Waste Transfer Stations through a Depot Improvement Programme		•	
LBB #22	Deliver the Council's target to have net zero carbon emissions by 2027.		•	
LBB #23	Transition towards to a more sustainable waste collection fleet		•	

This page is left intentionally blank

Report No.
ES20261

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: **ENVIRONMENT AND COMMUNITY SERVICES PDS COMMITTEE**

Date: **Thursday 16th March 2023**

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

Title: **ECS Contract Register**

Contact Officer: Lucy West, Head of Performance Management and Business Support
Tel: 020 8461 7726 Email: Lucy.West @Bromley.gov.uk

Chief Officer: Colin Brand, Director of Environment and Public Protection

Ward: All Wards

1. Reason for report

- 1.1 This report presents an extract from February 2023's Contracts Register of contracts with a whole life value of £50k or higher, for detailed scrutiny by PDS Committee – all PDS committees will receive a similar report each contract reporting cycle, based on data as at 19 January 2023 and presented to ER&C PDS on 2nd February 2023.
 - 1.2 The Contracts Register contained in 'Part 2' of this agenda includes a commentary on each contract to inform Members of any issues or developments. A covering report will also be included where additional commentary is required.
-

2. **RECOMMENDATIONS**

That the Environment and Community Services PDS Committee:

- 2.1 Reviews and comments on the Contracts Register as at February 2023.
- 2.2 Note that in Part 2 of this agenda the Contracts Register contains additional, potentially commercially sensitive, information in its commentary.

Impact on Vulnerable Adults and Children

1. Summary of Impact: The appended Contracts Register covers services which may be universal or targeted. Addressing the impact of service provision on vulnerable adults and children is a matter for the relevant procurement strategies, contracts award and monitoring reports, and service delivery rather than this report.
-

Corporate Policy

1. Policy Status: Existing Policy
 2. MBEB Priority: Excellent Council
-

Financial

1. Cost of proposal: - N/A
 2. Ongoing costs: - N/A
 3. Budget head/performance centre: Environment and Community Services Portfolio
 4. Total current budget for this head: £36m
 5. Source of funding: Existing controllable revenue budget for 2022/23
-

Personnel

1. Number of staff (current and additional): 145.6 FTE
 2. If from existing staff resources, number of staff hours: - N/A
-

Legal

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

Procurement

1. Summary of Procurement Implications: Improves the Council's approach to contract management
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

Contracts Register Background

- 3.1 The Contracts Database is fully utilised by all Contract Managers across the Council as part of their Contract Management responsibilities, which includes the updating the information recorded on the database. The Register is generated from the Contracts Database which is administered by Corporate Procurement and populated by the relevant service managers (Contract Owners) and approved by their managers (Contract Approvers).
- 3.2 As a Commissioning Council, this information is vital to facilitate a full understanding of the Council's procurement activity and the Contracts Registers is a key tool used by Contract Managers as part of their daily contract responsibilities. The Contract Registers are reviewed by the Procurement Board, Chief Officers and the Corporate Leadership Team.
- 3.3 The Contracts Register is produced four times a year for members and is a 'snapshot' at the time of each report – though the CDB itself is always 'live'. The quarterly reporting cycle is based on the Executive, Resources and Contracts PDS timetable with reports for each Portfolio prepared and distributed at the same time. There may be a timelag between the quarterly reporting cycle and the next available date of the relevant Policy, Development and Scrutiny Committee for each Portfolio. Report authors for each Portfolio have the opportunity to provide updates on any contracts through the accompanying Part 2 report.
- 3.4 Each PDS committee is expected to undertake detailed scrutiny of its contracts – including scrutinising suppliers – and hold the Portfolio Holder to account on service quality and procurement arrangements.

Contract Register Summary

- 3.5 The Council has 246 active contracts across all Portfolios as of 19 January 2023 for the February 2023 reporting cycle as set out in Appendix 1.
- 3.6 The summary for the Environment and Community Services Portfolio is as follows:

Item	Category	May 2022	September 2022	February 2023
Total Contracts	£50k+	17	20	23
Concern Flag	Concern Flag	0	0	0
Risk Index	Higher Risk	8	9	9
	Lower Risk	9	11	14
Procurement Status for Contracts approaching end date	Red	0	0	0
	Amber	1	1	2
	Green	4	7	8
	Neutral	12	12	13

4. IMPACT ON VULNERABLE ADULTS & CHILDREN

- 4.1 The Corporate Contracts Register covers all Council services: both those used universally by residents and those specifically directed towards vulnerable adults and children. Addressing the

impact of service provision on the vulnerable is a matter for the relevant procurement strategies, contracts, and delivery of specific services rather than this summary register.

5. POLICY IMPLICATIONS

- 5.1 The Council’s renewed ambition is set out in [Making Bromley Even Better 2021 - 2031](#) and the Contracts Database (and Contract Registers) help in delivering the aims (especially in delivering Ambition Five – Resources & Efficiencies). For Ambition Five, this activity specifically helps by supporting ‘robust and active contract management’.

6. PROCUREMENT IMPLICATIONS

- 6.1 Most of the Council’s (£50k plus) procurement spend is now captured by the Contracts Database. The database will help in ensuring that procurement activity is undertaken in a timely manner, that Contract Procedure Rules are followed and that Members are able to scrutinise procurement activity in a regular and systematic manner.

7. FINANCIAL IMPLICATIONS

- 7.1 The Contracts Database and Contract Registers are not primarily financial tools – the Council has other systems and reports for this purpose such as the Budget Monitoring reports. However, the CDB and Registers do contain financial information both in terms of contract dates and values and also budgets and spend for the current year.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no direct personnel implications but the Contracts Database is useful in identifying those officers directly involved in managing the Council’s contracts.

9. LEGAL IMPLICATIONS

- 9.1 There are no direct legal implications but the Contracts Database does identify those contracts which have a statutory basis and also those laws which should be complied with in delivering the contracted services.
- 9.2 A list of the Council’s active contracts may be found on Bromley.gov.uk to aid transparency (this data is updated after each ER&C PDS meeting).

Non-Applicable Sections:	None
Background Documents: (Access via Contact Officer)	<ul style="list-style-type: none"> • Appendix 1 – Key Data (All Portfolios) • Appendix 2 - Contracts Database Background information • Appendix 3 – Contracts Database Extract PART 1


Appendix 1 Key Data (All Portfolios)

Item	Category	May 2022	September 2022	February 2023
Contracts (>£50k TCV)	All Portfolios	214	236	246
Flagged as a concern	All Portfolios	1	0	1
Portfolio	Executive, Resources and Contracts	63	79	83
	Adult Care and Health	49	49	49
	Environment and Community Services	17	20	23
	Children, Education and Families	34	41	45
	Renewal and Recreation and Housing	44	41	38
	Public Protection and Enforcement	7	6	8
Risk Index	Higher Risk	71	73	74
	Lower Risk	143	163	172
Procurement Status for Contracts approaching end date	Red	1	0	1
	Amber	18	23	18
	Green	60	72	78
	Neutral	135	141	149

Appendix 2 - Contracts Register Key and Background Information

Contract Register Key

1.1 A key to understanding the Corporate Contracts Register is set out in the table below.

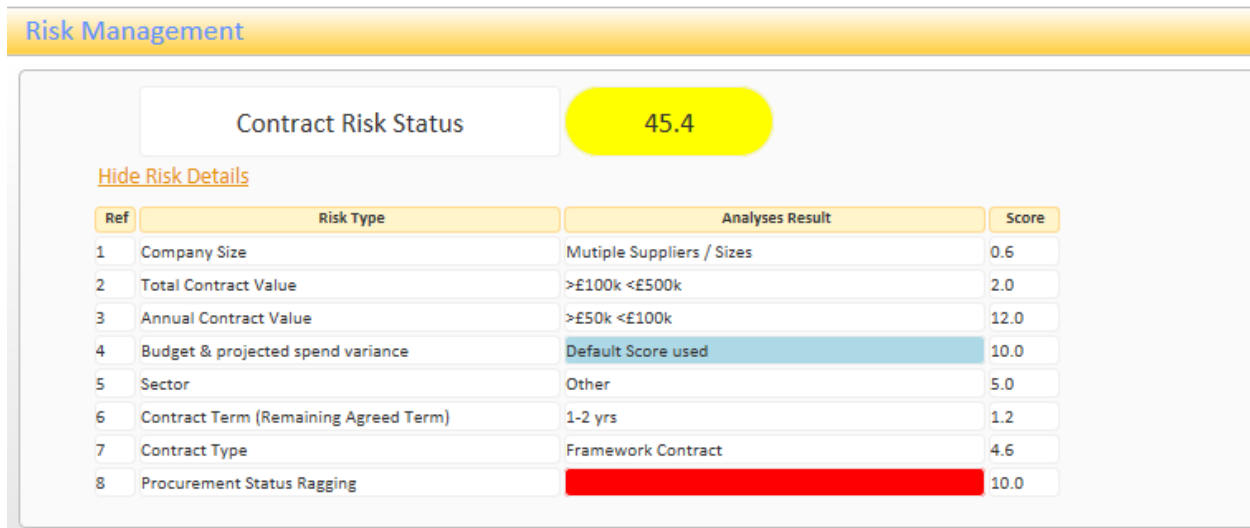
Register Category	Explanation
Risk Index	Colour-Ranking system reflecting eight automatically scored and weighted criteria providing a score (out of 100) reflecting the contract's intrinsic risk – reported as either Higher Risk or Lower Risk
Contract ID	Unique reference used in contract authorisations
Owner	Manager/commissioner with day-to-day budgetary / service provision responsibility
Approver	Contract Owner's manager, responsible for approving data quality
Contract Title	Commonly used or formal title of service / contract
Supplier	Main contractor or supplier responsible for service provision
Portfolio	Relevant Portfolio for receiving procurement strategy, contract award, contract monitoring and budget monitoring reports
Total Contract Value	The contract's value from commencement to expiry of formally approved period (excludes any extensions yet to be formally approved)
Original Annual Value	Value of the contract its first year (which may be difference from the annual value in subsequent years, due to start-up costs etc.)
Procurement Status	For all contracts automatically ranked by the Database as approaching their end date, a manual RAG rating is assigned by the Assistant Director Governance & Contracts to reflect the status of the contract. The RAG ratings are as follows: Red – there are potential issues with the contract or the timescales are tight and it requires close monitoring. Amber – appropriate procurement action is either in progress or should be commencing shortly. Green – appropriate procurement action has been successfully taken or there is still sufficient time to commence and complete a procurement action.
Start & End Dates	Approved contract start date and end date (excluding any extension which has yet to be authorised)
Months duration	Contract term in months
Attention 	Red flag or Red RAG indicates that there are potential issues, or that the timescales are tight and it requires close monitoring. Further commentary may be provided in the Part 2 report.
Commentary	Contract Owners provide a comment –where contracts approach their end date. Corporate Procurement may add an additional comment for Members' consideration <i>The Commentary only appears in the 'Part 2' Contracts Register</i>
Capital	Most of the Council's contracts are revenue-funded. Capital-funded contracts are separately identified (and listed at the foot of the Contracts Register) because different reporting / accounting rules apply

Contract Register Order

1.2 The Contracts Register is ordered by Procurement Status, Portfolio, and finally Contract Value. Capital contracts appear at the foot of the Register and 'contracts of concern' (to Corporate Procurement) are flagged at the top.

Risk Index

- 1.3 The Risk Index is designed to focus attention on contracts presenting the most significant risks to the Council. Risk needs to be controlled to an acceptable level (our risk appetite) rather than entirely eliminated and so the issue is how best to assess and mitigate contract risk. Contract risk is assessed (in the CDB) according to eight separate factors and scored and weighted to produce a Risk Index figure (out of 100). The Risk Index is reported as either 'Higher Risk' or 'Lower Risk'.



Procurement Status

- 1.4 The Database will highlight contracts approaching their end date through a combination of the Total Contract Value and number of months to expiry . For all contracts highlighted by the Database as potentially requiring action soon, a commentary is provided on the status of the contract and a manual RAG rating is assigned.

This page is left intentionally blank

Contract Register Report - £50k Portfolio Filtered - Environment and Community Services

February 2023

Risk Index	Main Contract Data						Finance Data			Contract Terms				Attention	Capital
	Contract ID	Owner	Approver	Contract Title	Supplier Name	Portfolio	Total Value	Original Annual Value	Current Annual Value (Estimated)	Proc. Status	Start Date	End Date	Months Duration		
Lower Risk	4885	Garry Warner	Colin Brand	Supply of Leased Cars	Crown Commercial Suppliers (CCS): Vehicle Lease Framework	Environment and Community Services	2,310,000	525,000	810,000	■	16/05/2019	15/05/2023	48		
Lower Risk	4886	Garry Warner	Colin Brand	Supply of Leased Commercial Vehicles	Crown Commercial Suppliers (CCS): Vehicle Lease Framework	Environment and Community Services	178,840	34,880	48,500	■	16/05/2019	15/05/2023	48		
Higher Risk	4984	Garry Warner	Colin Brand	Central Depot Security	MPD FM Ltd	Environment and Community Services	316,642	98,281	98,281	■	01/04/2020	31/03/2023	36		
Lower Risk	5024	Garry Warner	Colin Brand	Access agreement in relation to a framework for the provision of rock salt	ICL UK (SALES) LTD	Environment and Community Services	270,000	90,000		■	01/10/2020	31/12/2023	39		
Higher Risk	5184	Peter McCreedy	Colin Brand	Bromley Market Stall Assembly	MarketForce Services Limited	Environment and Community Services	218,000	109,000	157,160	■	01/01/2022	31/12/2023	24		
Lower Risk	5054	Garry Warner	Colin Brand	Leased Cars Vehicle Bodywork Repair	Grove Autos Ltd	Environment and Community Services	150,000	50,000	80,000	■	01/12/2020	30/11/2023	36		
Lower Risk	5013	Peter McCreedy	Colin Brand	FixMyStreet Pro	SocietyWorks Ltd	Environment and Community Services	105,000	35,000	70,350	■	01/04/2020	31/03/2023	36		
Lower Risk	6225	Hannah Jackson	Colin Brand	Hoblingwell Cycle Track and Hub – Landscaping	Blakedown Landscapes Limited	Environment and Community Services	99,926	99,926		■	14/03/2022	30/04/2023	13		
Lower Risk	5172	Hannah Jackson	Colin Brand	Consolidation of Ruins (Scadbury Manor)	Pierra Ltd	Environment and Community Services	85,080	65,100		■	27/09/2021	30/04/2023	19		
Lower Risk	6224	Hannah Jackson	Colin Brand	Hoblingwell Community Cycle Track and Hub	Access Sport BMX CIC and Access Sport CIO	Environment and Community Services	54,234	51,634		■	01/10/2021	31/03/2023	17		
Higher Risk	4868	Peter McCreedy	Colin Brand	Environment Services Lot 2: Waste Collection, Management of Waste Sites and Materials Handling & Sale of Recyclates	Veolia Environmental Services (UK) PLC	Environment and Community Services	101,680,546	12,304,583			01/04/2019	31/03/2027	96		
Higher Risk	3764	Garry Warner	Colin Brand	Highway Maintenance	JB Riney & Co Ltd	Environment and Community Services	90,000,000				01/07/2018	30/06/2027	108		
Higher Risk	4867	Peter McCreedy	Colin Brand	Environment Services Lot 1: Disposal of Residual Waste	Veolia Environmental Services (UK) PLC	Environment and Community Services	74,902,756	9,595,359	11,160,012		01/04/2019	31/03/2027	96		
Higher Risk	4869	Jim Cowan	Colin Brand	Environment Services Lot 3: Street Environment	Veolia Environmental Services (UK) PLC	Environment and Community Services	44,936,034	5,617,004			01/04/2019	31/03/2027	96		
Higher Risk	4870	Hannah Jackson	Colin Brand	Environment Services Lot 4: Parks Management and Grounds Maintenance	id verde	Environment and Community Services	37,590,832	4,698,854			01/04/2019	31/03/2027	96		
Higher Risk	1371	Chloe Wenbourne	Colin Brand	Parking Enforcement and Associated Services	APCOA Parking (UK) Ltd	Environment and Community Services	19,731,776	1,922,217			03/04/2017	02/04/2027	120		
Higher Risk	4866	Hannah Jackson	Colin Brand	Environmental Services: LOT 5 - Arboricultural Maintenance Services	Glendale Countryside Ltd	Environment and Community Services	4,075,624	509,453			01/04/2019	31/03/2027	96		
Lower Risk	6254	Peter McCreedy	Colin Brand	** Now Live ** FixMyStreet Pro & WasteWorks	SocietyWorks Ltd	Environment and Community Services	432,000	54,000			01/04/2023	31/03/2031	96		
Lower Risk	4891	Chloe Wenbourne	Colin Brand	Videalert Ltd	Videalert Ltd	Environment and Community Services	394,496	125,396			01/06/2019	31/05/2026	84		
Lower Risk	6248	Garry Warner	Colin Brand	CONFIRM	Brightly Software	Environment and Community Services	162,800	81,400			01/07/2022	30/07/2024	25		
Lower Risk	6228	Garry Warner	Colin Brand	Vehicle & Plant Maintenance and Repairs - Council Fleet	Multiple Suppliers	Environment and Community Services	70,000	24,000	26,000		01/11/2020	31/10/2023	36		
Lower Risk	5090	Peter McCreedy	Colin Brand	GM Canopies	GM Canopies	Environment and Community Services	50,000	12,000	38,590		01/07/2021	01/07/2025	48		
Lower Risk	1359	Andrew Rogers	Colin Brand	Council Information Display Units	JCDecaux	Environment and Community Services	-1,763,860	-180,000			01/04/2017	31/03/2027	120		

This page is left intentionally blank

Report No.
ES20259

London Borough of Bromley

PART ONE - PUBLIC

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

Date: Thursday 16th March 2023

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

Title: ECS RISK REGISTER

Contact Officer: Lucy West, Head of Performance Management and Business Support
Tel: 020 8461 7726 E-mail: Lucy.West@bromley.gov.uk

Chief Officer: Colin Brand, Director of Environment and Public Protection

Ward: (All Wards);

1. Reason for decision/report and options

- 1.1 This report presents the revised Environment and Community Services Risk Register for detailed scrutiny by the PDS Committee.
 - 1.2 This appended Risk Register also forms part of the Annual Governance Statement evidence-base and has been reviewed by: E&PP DMT, Corporate Risk Management Group; and the Net Risk position, by way of a Heat Map, by the Audit and Risk Committee.
-

2. **RECOMMENDATION(S)**

That the Environment and Community Services PDS Committee reviews and comments on the appended Risk Register. It should be noted that each risk has been highlighted as being relevant to one committee only (and therefore should be discussed at the relevant meeting).

Impact on Vulnerable Adults and Children

1. Summary of Impact: The appended Risk Register covers services provided by the E&PP Department and some borough-wide risks. Addressing the impact of service provision on vulnerable adults and children is a matter for the relevant procurement strategies, contracts and service delivery rather than this high-level Risk Register report.
-

Transformation Policy

1. Policy Status: N/A
 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.
 - (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.Not Applicable
-

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A
 3. Budget head/performance centre: ECS Portfolio
 4. Total current budget for this head: £36m
 5. Source of funding: Existing controllable revenue budget 2022/23
-

Personnel

1. Number of staff (current and additional): 145.6 FTEs
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: Statutory Requirement
 2. Call-in: N/A
-

Procurement

1. Summary of Procurement Implications: Risk management contributes to contract management and good governance.
-

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): N/A
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The Council's aims are set out in [Making Bromley Even Better \(corporate strategy\) | London Borough of Bromley](#) and the Portfolio Plans, and a risk can be defined as anything which could negatively affect the associated outcomes. Some level of risk will be associated with any service provision: the question is how best to manage that risk down to an acceptable level? (this is known as our 'risk appetite')
- 3.2 It follows that the Council should be able to clearly and regularly detail the main departmental risks and related mitigation measures to ensure a) that desired outcomes are achieved and b) to allow for Member scrutiny – the purpose of this report.
- 3.3 Although the appended E&PP Risk Register is comprehensive, departmental risk management activity is certainly not exclusive to this report. For instance:
- major programmes and services (e.g. Tree Management Strategy) will have associated Risk Registers (such registers are reviewed by the relevant Programme / Service Boards);
 - financial risk is addressed in each Portfolio's Budget Monitoring Reports and, more generally, in the Council's Annual Financial Strategy Report;
 - audit risk is captured through the Audit Programme's planned and investigative activity and associated reports and management action requirements;
 - contract risk forms part of the Contracts Database (all contracts are now quantified and ranked according to the risk presented to the Council). The new Environmental Services Contract, therefore, appears both in this Risk Register and the Corporate Contracts Register, due to its size and complexity.
- 3.4 In 2016/17 Zurich Municipal (the Council's insurer) undertook a 'check and challenge' review (involving all management teams) of the Council's general approach and the individual risks. This resulted a new-style of register and a greater consistency of approach across the Council. Zurich attended during 2018/19 to repeat this exercise with all E&PP risk owners.
- 3.5 It was agreed that Risk Registers should be presented to each Departmental Management Team, the relevant PDS committee, and Audit Sub-Committee (now Audit and Risk Committee) twice a year (minimum) to allow activity to be scrutinised in a regular and systematic manner. At the request of the Audit and Risk Committee, the November 2022 meeting will receive the Departmental Net Risk position by way of Heat Maps. Individual risks should naturally be reviewed (by Risk Owners) at a frequency proportionate to the risk presented (see appendix).
- 3.6 In addition to its use for management and reporting purposes, the Risk Register also forms part of E&PP's evidence-base for contributing to the Council's Annual Governance Statement (which, itself, forms part of the Council's end-of-year management procedures).
- 3.7 Risks from all three departments are considered at the (officer) Corporate Risk Management Group (CRMG), which reviewed all the Risk Registers when it last met on 23rd September 2022.
- 3.8 At the time of writing, the Council has 125 individual risks (111 departmental plus 14, high-level, Corporate Risks (covering key risks which apply to the Council as a whole).
- 3.9 E&PP Department currently has 24 risks (~19% of the Council's total). The ECS Portfolio currently has 15 risks.
- 3.10 The appended ECS Risk Register is summarised below. Each risk is scored using a combination of the 'likelihood' (definite to remote) and 'impact' (insignificant to catastrophic) to produce a 'gross

rating' (prior to controls) and 'net rating' (post management controls) – see Appendix. Number E&PP risks are currently ragged 'red' following implementation of management control measures.

- 3.11 The risks (including causes and effects) are described in more detail in the appended Risk Register. Each risk is assigned a category (Compliance & Regulation, Finance, Service Delivery, Reputation and Health & Safety) and scored – using a combination of the 'likelihood' and 'impact' both being assessed on a scale of 1-5 – to produce a gross risk score.
- 3.12 Current controls designed to mitigate the risk are also listed and these, in turn, generally result in a (lower) net risk score. Finally, additional actions are listed for the Risk Owner to consider to further reduce the level of risk (commensurate with their risk appetite). Risk Ownership will be regularly reviewed and adjusted in light of any changes to the LBB Corporate Leadership Team structure.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 The appended Risk Register covers environmental services, which tend to be universal in nature, rather than being specifically directed towards vulnerable adults and children.

5. TRANSFORMATION/POLICY IMPLICATIONS

- 5.1 The Council's renewed policy ambition for the borough is set out in [Making Bromley Even Better \(corporate strategy\) | London Borough of Bromley](#) and the various Portfolio Plans. Risk Registers help to deliver these policy aims by identifying issues which could impact on 'ensuring good contract management to ensure value-for-money and quality services' and putting in place mitigation measures to reduce risk and help deliver the policy aims and objectives.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no direct financial implications arising from this report, however the Risk Register does identify areas that could have financial risks.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no direct personnel implications, but the Risk Register does identify service areas where recruitment and capacity present challenges (e.g. Staff Resourcing and Capability).

8. LEGAL IMPLICATIONS

- 8.1 There are no direct legal implications, but the Risk Register does identify some regulatory and legal issues: e.g. compliance with Health & Safety law and Industrial Action.

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

9. PROCUREMENT IMPLICATIONS

- 9.1 Contract and hence procurement risk is mainly captured in the Contracts Database and Contracts Register Report rather than this Risk Register Report.

10. PROPERTY IMPLICATIONS

11.1 There are no direct property implications, but the Risk Register does identify service areas where Property present challenges (e.g. 16: Disruption to waste services during the Depot Improvement Programme works in 2022/23 and 2023/24).

11. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

12.1 There are no direct carbon reduction/social value implications, but the Risk Register does identify service areas where carbon reduction and social values are reviewed (e.g. 13: Climate Change).

13 CUSTOMER IMPACT

13.1 There are no direct customer impacts, but the Risk Register does identify service areas that could result in customers being impacted.

14 WARD COUNCILLOR VIEWS

14.1 There are no direct Ward Councillor views.

Non-Applicable Headings:	None
Background Documents: (Access via Contact Officer)	None

Environment & Community Services (ECS) Risk Register

No.	E&PP RISK REF	DIVISION	RISK TITLE & DESCRIPTION	RISK CAUSE & EFFECT	RISK CATEGORY	GROSS RISK RATING			EXISTING CONTROLS IN PLACE TO MITIGATE THE RISK	CURRENT RISK RATING			DATE LAST REVIEWED:	02/03/2023
						LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING	FURTHER ACTION REQUIRED	RISK OWNER
1	1	All E&PP	Emergency Response Failure to respond effectively to a major emergency / incident internally or externally	Cause(s): -Emergency may be triggered by storms, floods, snow, extreme heat or other emergency. Ineffective response could be caused by capacity and/or organisational issues Effect(s): - Failure to fulfil statutory duties in timely manner - Disruption to infrastructure and service provision in general	Service Delivery	2	4	8	1. Corporate Major Emergency Response Plan 2. Adoption of Standardisation Process in terms of Emergency Response 3. Business Continuity Policy & Strategy and associated Service Business Continuity Plans 4. Out-of-Hours Emergency Service 5. Winter Service Policy and Plan (reviewed annually) 6. Ongoing training, Testing and Exercising programme 7. Multi-agency assessment of emergency risks 8. Training Programme delivered for volunteers in respect of Standardisation Process 9. Implementation of 'on-call rota' for Emergency Response Manager and at Director level 10. Multi-agency forum for emergency preparedness, response and recovery planning within the Borough	2	3	6	1. Delivery of the Business Continuity Management process by CLT 2. Development of risk-specific arrangements based upon London Resilience frameworks, informed by the Borough Community Risk Assessment 3. Recruit and train more Emergency Response Volunteers 4. Implementation of the Resilience Standards For London	David Tait
2	2	All E&PP	Central Depot Access Major incident resulting in loss of / reduced Depot access affecting service provision (LBB's main vehicle depot)	Cause(s): -Fire, explosion, train derailment, strike etc. Effect (s): -Significant service disruption (Waste, Street Cleaning, Gritting, Fleet Management, Neighbourhood Management etc.)	Service Delivery	4	3	12	1. Contingency plans for: - Alternative vehicle parking - Temporary relocation of staff - Storage of bulky materials 2. Implement Business Continuity Plans 3. Close liaison with other Depot users (e.g. Waste Contract, Street Cleansing) and Highways Winter Service Team 4. 'Central Depot Users Group' (Health & Safety/co-operative forum for all site users) 5. Work Place Risk Assessments in place 6. Depot Insurance reviewed September 2020 to ensure full reinstatement cover is in place 8. Waste Service Change has incorporated separate battery collection which will reduce likelihood of fires from batteries in residual waste	3	3	9	1. Site re-development plans to include recommendations from fire safety audit. To include consideration of fire suppression systems	Paul Chilton
3	4	All E&PP	Business Continuity Arrangements Lack of up-to-date, tried and tested, BCP for all Council services	Cause(s): -Failure to implement and keep up-to-date effective service and corporate Business Continuity Plans Effect(s): -Non-provision of critical services following an incident (internal or external)	Service Delivery	2	4	8	1. Corporate Risk Management Group now encompasses Business Continuity 2. Full suite of BC plans in place across all Directorates, including E&PP 3. Overarching corporate BC plan developed identifying prioritisation of all services 4. All E&PP BC plans now transposed on to new corporate BCP template 5. Corporate BC management policy & strategy document signed off by leader and chief exec 6. Ensure all service providers have up to date Business Continuity Plans	2	3	6	1. CLT adoption of BCM which will monitor delivery on behalf of COE going forwards. COVID-19 disruption to ways of working tested BCPs during the largest disruption encountered in decades. ICT system failure has been identified as the largest risk and is outside the control of E&PP	David Tait
4	8	Environment	Health & Safety (ECS) Ineffective management, processes and systems within department	Cause(s): -Failure to take departmental action to reduce likelihood of accidents, incidents and other H&S issues Effect (s): -HSE investigation / prosecution leading to fines, increased insurance claims, and reputational damage	Health & Safety	3	4	12	1. Workplace Risk Assessments (including lone and home working) in place and regularly reviewed 2. Accident & Incident Reporting system (AR3 & Riddor) fully utilised by staff and managers 3. Contractor Inspection electronic reporting system in place 4. Interface with Corporate Risk Management Group 5. Annual audits and annual paths surveys (Parks) 6. Cyclical 5-year survey of park trees and highway trees 7. Regular Footway inspections 8. Fire responsible persons list in place for all sites under the control of E&PP 9. EPP Health and Safety Committee meets regularly to review departmental Health and Safety arrangements 10. All corporate policies followed for risk assessments. 11. All corporate policies and procedures followed by all staff and managers	2	4	8	1. Ensure Workplace Risk Assessments updated annually and biennial reviews conducted 2. Encourage routine reporting of accidents and incidents using AR3 form (and reporting of RIDDOR incidents) 3. Ensure the necessary ongoing communication and training is provided. 4. Ensure resource exists to discharge statutory functions 5. Ensure staff returning to the office following illness do so in accordance with corporate HR processes and procedures. 6. Ensure that recent H&S concerns noted during inspections of depots at Beaverwood, Central Depot (Waldo Road) and Churchfields are addressed and updates will be provided to the quarterly Corporate Health and Safety Board.	Lucy West
5	12	Highways	Highways Management Deterioration of the Highway Network due to under-investment	Cause(s): -Failure to manage Highways in respect of traffic volumes, winter weather, financial resources leading to deteriorating condition Effect (s): -Leading to increased maintenance costs, insurance claims (trips, falls and RTAs) and reputational damage	Health and Safety / Financial	2	4	8	1. Strategy to mitigate insurance claims 2. Inspection regime and defined intervention levels for maintenance repairs 3. Monitoring 10% of works for compliance 4. Winter Maintenance procedures (gritting / salting) 5. Improved customer expectation management 6. Asset management technique (e.g. Highway Asset Management Plan) 7. Performance Management measures incorporated into Highways contract 8. Modernisation of contractor's programming and completion of maintenance repairs involving remote working ICT technology	3	2	6	1. Continue to monitor condition through surveys and repair volumes 2. Seek additional funding for planned works to reduce demand on reactive maintenance budgets	Garry Warner
6	13	Carbon and Greenspace	Arboricultural Management Failure to inspect and maintain Bromley's tree stock leading to insurance claims etc.	Cause(s): -Failure to ensure that trees are managed as safely as reasonably practicable Effect (s): -Leading to blocked highways, reputational damage and financial liabilities	Financial	4	3	12	1. Tree care and safety contract in place (contract commenced April 2019) 2. Full asset Survey of ~30% of street and park trees (and 50% of school trees) 3. Risk trees identified and registered increased inspection frequency using asset management database (Conform) 4. Implement remedial works to address risk associated defects 5. Review Tree Risk Management Strategy (annually) 6. Review the 'Storm Strategy' annually to be able to respond quickly and call in additional staff, equipment and contractors 7. Provide a cyclical safety survey and remedial works schedule commensurate to budget availability and potential prioritisation	2	3	6	1. Continue to monitor completion of annual tree surveys by Arboriculture Team ensuring programme requirements are met. 2. 2022/27 Tree Management Strategy to be approved by Env. PDS in March 2023.	Hannah Jackson
7	14	All E&PP	Income Variation (Highways, Traffic and Parking) Loss of income when the Council is looking to grow income to offset reduced funding	Cause(s): - Improved Street Works performance by utility companies (reduced fines) - Under-achievement of expected car parking income and parking enforcement, due to resistance to price increases and reduced incidents - Loss of income from Penalty Charge Notices for Bus Lane Enforcement activity - Lower than predicted income from Penalty Charge Notices for Moving Traffic Contravention cameras due to changes in traffic volume and patterns - Failure of APCOA to provide contracted services (e.g. strikes) - Reduction in TIL LIP funding for traffic and road safety schemes Effect (s): -Loss of income with potential to reduce service delivery funds	Service Delivery / Financial	3	3	9	1. Regular income monitoring and review of parking tariff structures, including benchmarking Parking charges against other authorities and local private sector competitors 2. Monitoring contractor performance (e.g. only issue good quality PCNs) 3. Good debt recovery systems 4. Monitoring parking use and avoid excessive charge increases, plus consider changing pricing models 5. Provide attractive, safe, clean car parks 6. Regular contractor meetings 7. Monitoring of parking enforcement activity through Performance Indicators reported to PDS Committees (E&CS, PP&E) 8. Scrutiny of APCOA at PDS meetings 9. Engagement with TIL via LoTAG and London Councils to lobby TIL for adequate borough funding. 10. Direct engagement with TIL to ensure that Bromley receives all available funding.	3	2	6	1. Refine procedure for resolving disputes with utilities 2. Review of parking tariff structures 3. Monitor income trends 4. Intelligence-led targeting of hotspot sites for enforcement 5. Review of further income opportunities as part of Council's Transformation agenda 6. Accelerate removal of P&D machines in favour of cashless payment 7. Consider relocation of MTC cameras 8. Council to consider reprofiling highway improvements and behaviour change projects if funding is reduced to take forward Local Implementation Plan (LIP).	Angus Culverwell / Garry Warner

Environment & Community Services (ECS) Risk Register

No.	E&PP RISK REF	DIVISION	RISK TITLE & DESCRIPTION	RISK CAUSE & EFFECT	RISK CATEGORY	GROSS RISK RATING			EXISTING CONTROLS IN PLACE TO MITIGATE THE RISK	CURRENT RISK RATING			DATE LAST REVIEWED:	02/03/2023
						LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING	FURTHER ACTION REQUIRED	RISK OWNER
8	15	Neighbourhood Management	Waste Budget Increasing waste tonnages resulting in increased waste management costs	<p>Cause(s): -Uncertainty remains around future arisings due to continued home working, changes to shopping habits with a decline in high street shopping and more online shopping and subsequent home deliveries. - Failure to anticipate/manage waste management financial / cost pressures due to increasing cost of disposal, increasing property numbers, potentially increased operational costs (extra vehicles/crews), declining recycling income (lower tonnages or rejected wet paper loads) and limited alternate treatment capacity. - Waste tonnage growing faster than budgeted or operational factors (i.e. adverse weather conditions, additional home working etc.)</p> <p>Effect (s): - Budgets being exceeded and potential knock-on impact on other Council services</p>	Financial	3	4	12	<ol style="list-style-type: none"> 1. Cost pressures recognised in Council's Financial Strategy 2. Continue to send virtually zero to landfill, minimising any landfill tax increase 3. Continued focus on promoting waste minimisation and recycling (e.g. in Environment Matters and through targeted campaigns and initiatives) - Regular and sustained recycling awareness campaign - Consolidation of Compositing for All campaign 4. Monthly monitoring and review of all waste and recycled tonnages and projection to yearly figures 5. Monthly monitoring of all collection costs and figures 6. Ongoing analysis of collection and disposal methodology 7. Reviewing and benchmarking operational costs to identify options 8. Monitoring procedure in place (from December 2019) for the testing of paper loads to determine moisture content. 	2	4	8	<ol style="list-style-type: none"> 1. Continue to work with Veolia to ensure that recycling services are offered to residents during unusual circumstances i.e. HGV driver shortage, pandemic, extreme weather events. 2. Work with Planning colleagues to review future developments and property growth 	Peter McCready
9	18	All E&PP	Town Centre Markets Loss of town centre market business as a result of high inflation and the cost of living crisis.	<p>Cause(s): High inflation rates and the cost of living crisis-reducing peoples disposable income and reducing the footfall to busy places like the market. - Electric infrastructure issues with the gfas affecting LBB's ability to provide power to market traders</p> <p>Effect(s): -Reduction in market stall occupancy -Loss of income from market stalls -Poor public & trader perception</p>	Financial	4	3	12	<ol style="list-style-type: none"> 1. BID Teams organise town centres events 3. Regular advertising / promotion of markets and availability of stalls 4. Review of Market operational costs to reduce costs where possible 5. Regular maintenance and renewal of market infrastructure - recent market relocation project has been completed and feedback from traders is positive 6. Markets Manager attends regular strategy meetings with BIDs to seek their involvement in cross-promotion of Bromley Town Centre. 7. Markets Manager has provided guidance for a new town centre (BID) framework agreement 	2	3	6	<ol style="list-style-type: none"> 1. Ongoing review of market provision linked to outsourcing service provision 2. The Market Team conduct ongoing monitoring of Bromley town footfall, trader numbers, capacity of the market so that ad hoc traders can be brought in wherever possible to fill any vacant stalls. 3. The Market Team liaise with R&R in regards to initiatives for the town centre. 4. The Market Team are progressing the development of a communications strategy for promotion of the market with the communications team. 6. The Market Team continue to liaise with Highways to ensure that the gfas units are maintained. 7. The Market Team are supporting the testing specialist markets as part of R&R's Town Centre recovery planning 	Peter McCready
10	20	All E&PP	Staff Resourcing and Capability Loss of corporate memory and ability to deliver as key staff leave (good new staff are at a premium)	<p>Cause(s): -Availability of suitably qualified / experienced staff to replace retirees and leavers. Particular problem within Planning, Environmental Health and Traffic professionals (TIL offers better remuneration and career progression). Lack of incentive for good staff to remain at LBB.</p> <p>Effect (s): -Loss of organisational memory, greater reliance on contracted staff, delays in delivering services / plans (e.g. Transport Local Implementation Plan). Inability to effectively manage contracts as Contract Managers may have started out in a different role (i.e. as Service Managers) and do not have the necessary expertise to do so (i.e. auditing).</p>	Service Delivery	3	4	12	<ol style="list-style-type: none"> 1. Ongoing programme to find and retain quality staff through internal schemes such as career grades and ongoing CPD 	3	3	9	<ol style="list-style-type: none"> 1. Consider potential for contractors to supply necessary skills 2. Review options with HR for incentivisation schemes to ensure staff recruitment and retention is high 3. Existing controls are not currently sufficient to maintain the staff quota within the Arboriculture team. Explore apprenticeship scheme as a possibility to ensure this team can maintain deliverables of the service in terms of client inspections and reporting. Enlist contractor to assist with tree survey backlog. 	Colin Brand
11	22	All E&PP	Climate Change Failure to adapt the borough and Council services to our changing climate	<p>Cause(s): -Severe weather events including extreme heat, storms, floods etc.</p> <p>Effect (s): -Resulting in threats to service provision, environmental quality and residents' health in addition to reputational damage caused by perceived lack of action to tackle climate change</p>	Service Delivery	3	4	12	<ol style="list-style-type: none"> 1. Adopt best adaptation practice as identified through London Climate Change Partnership, UK Climate Impacts Programme, and the Local Adaptation Advisory Panel 2. Implementation of LBB's Carbon Management Programme 3. LBB Surface Water Management Plan and Draft Local Flood Risk Strategy 4. Establish net zero (direct) carbon emissions target for 2027 as part of 10 year climate plan 5. Climate Change included within Corporate Risk Register and risks associated with climate change e.g. increased number of extreme weather events, included within Contract Risk Registers. 	2	4	8	<ol style="list-style-type: none"> 1. Emergency Planning to liaise with Public Health on cross-cutting issues e.g. excess summer deaths and vector-borne disease etc. 2. Detailed climate action plan developed as part of ongoing Carbon Management Programme, in order to achieve net zero organisational carbon emissions by 2027. 3. Public signposting document to be developed early in 2021 to support homeowners and businesses to reduce their emissions. 	Colin Brand
12	26	Neighbourhood Management	Income Reconciliation (Waste Management) Failure to realise full cost recovery through income generation	<p>Cause(s): - Volatility of the recycle market - Reduction in the amount of recycle collected due to forthcoming government system changes i.e. deposit return system, wet paper rejections or increased waste minimisation/ reuse. - Increased competition from other commercial waste providers</p> <p>Effect (s): - Loss of income from Dry Recycling and Commercial Waste services with potential to reduce service delivery funds - Costs incurred as a result of additional last minute resources required to deliver services - Reputational damage</p>	Financial	3	2	6	<ol style="list-style-type: none"> 1. Regular income monitoring 2. Good debt recovery systems 3. Monitoring of activity through Performance Indicators 	1	2	2	<ol style="list-style-type: none"> 1. Refine procedure for reconciliation of expected income against actual and provide suitable training for staff to deliver this. 2. Work with Veolia to review the commercial waste service offer to businesses with a view to provide a recycling offer and grow the commercial waste customer base. Cost neutral proposal but could have some indirect cost benefits. 3. Set up a working group to plan for forthcoming government reforms 	Peter McCready
13	40	Neighbourhood Management	Disruption to waste services during the Depot Improvement Programme works in 2023/24	<p>Cause - The depot improvement programme involves significant infrastructure works at the Council's operational depots over an 18 month period. The works themselves will impact services as will any delays.</p> <p>Effect(s) - Closure of all or part of the Waste Transfer Station means there is limited space to store waste, resulting in additional costs to find alternatives, it could also limit ability to recycle as much of the waste collected as possible. - Closure of Reuse and Recycling Centre at one or both sites (Waldo Depot & Churchfields Depot) means additional cost if alternative needs to be sourced</p>	Service Delivery	5	4	20	<ol style="list-style-type: none"> 1. Working closely with the Depot Improvement Programme Consultants and stakeholders on the phasing plan for the works to minimise any potential disruption. Regular stakeholder meetings 2. Relocation of the two weighbridges from Waldo Road entrance to Baths Road entrance as part of the detailed design will mean that the works at Waldo Depot can be phased in a way that the site can operate throughout. 3. Produce a communications plan to ensure that residents and businesses are aware of any planned changes to the site and their services. 	3	4	12	<ol style="list-style-type: none"> 1. Mitigation has been considered as part of the detailed Depot Improvement Programme plan and is likely to include phasing of the works at Waldo Road Depot to ensure that the majority of the site can remain open at all times during the period of the infrastructure works. 2. Works at Churchfields Depot will be completed first to provide additional contingency for Waldo Road. It is likely Churchfields will need to be closed as the works are completed. 3. Booking systems, and other measures for the Reuse and Recycling Centres are being considered as part of the mitigation plan. 	Peter McCready



Environment & Community Services (ECS) Risk Register

											DATE LAST REVIEWED:		02/03/2023	
No.	E&PP RISK REF	DIVISION	RISK TITLE & DESCRIPTION	RISK CAUSE & EFFECT	RISK CATEGORY	GROSS RISK RATING			EXISTING CONTROLS IN PLACE TO MITIGATE THE RISK	CURRENT RISK RATING			FURTHER ACTION REQUIRED	RISK OWNER
						LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING		
14	42	Environment	Supplier Failure Key suppliers can no longer deliver contracted services	Cause(s): - Financial failure (e.g. insolvency) - Relationship breakdown between supplier and council - Failure to meet performance requirements Effect(s): - Failure to fulfill statutory duties in timely manner - Disruption to service provision	Service Delivery	3	5	15	1.Contractual terms safeguard the council from impacts of supplier insolvency 2.Contract governance arrangements include strategic and operational contract monitoring regimes to monitor supplier health 3.Performance Management Frameworks include RAG status, monitors trends month on month, and triggers corrective action plans where necessary. 4.Business continuity plans in place for contractors to manage service delivery in challenging circumstances.	3	4	12	1. Contingency plans to be developed in case of supplier failure.	Colin Brand
15	43	Environment	Horizontal Swing Barriers Risk of injury or death caused by incorrect operation or management of the barriers (which are a HSE identified risk to safety).	Cause(s): - Failure to secure (lock) barriers into an open or closed position. - Lack of visibility caused by height and/or colour - Failure to regularly inspect barriers Effect(s): - Risk of death or serious injury - Failure to meet statutory and regulatory duties	Health and Safety	3	4	12	1. Maintain a list of horizontal swing barriers within the departmental portfolio 2. Risk assessments in place for the management and operation of these barriers 3. Inspection regimes in place for barriers, frequency based on risk assessment (most twice daily). 4. Standing agenda item at Departmental Health and Safety Committee 5. Briefing notes provided for Corporate Health and Safety Committee	2	4	8	1. Key holders to be identified and a list of key holders to be maintained. 2. Training on safe operation to be provided to all key holders. 3. Council to write to key holders to provide a copy of risk assessment and to clearly set out their obligations in relation to the use of these barriers. 4. Where appropriate, barriers to be painted to make more visible. 5. Review of all barriers to be undertaken to determine if barrier is still required, and if so, whether there is a safer alternative barrier style that can be installed.	Hannah Jackson/Peter McCready/Angus Culverwell

ENDS

This page is left intentionally blank

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

Document is Restricted

This page is left intentionally blank