

## Appendix 2

<b>Outcome 1</b>	<b>Improving the Street Scene</b>
Issues	Clean streets are a high priority for residents
	Satisfaction with the street scene has a significant impact on residents' confidence in the Council

<b>Aim</b>	<b>Maintaining street cleanliness</b>	
In the coming year we will ...		
Continue to support our partners, including the police, to issue Fixed Penalty Notices for a range of offences		<p>Safer Neighbourhood Teams have been trained; additional advice and information are being provided.</p> <p>Joint anti-litter campaign being planned for Bromley town centre</p>
Maintain residents' satisfaction with street cleaning standards		Focus is on complaints monitoring and localised studies, as borough-wide satisfaction survey is not being taken forward
Expand the Street Friends scheme and establish a Junior Friends Network.		See Appendix 1
Continue to monitor street cleanliness standards effectively and accurately		See Appendix 1
Develop the Community Toilet scheme to provide facilities for the public		22 participating businesses across the borough

## Appendix 2

<b>Outcome 2</b>	<b>Minimising Waste, and Increasing Recycling and Composting</b>
Issues	Encouraging greater public involvement in waste minimisation and recycling

Aims	Increasing the proportion of waste recycled and composted
	Reducing the amount of waste sent to landfill
	Maintain public satisfaction with refuse and recycling services
In the coming year we will ...	
Consolidate the borough-wide implementation of our Recycling for All policy	See Appendix 1
Enhance recycling through an innovative food waste collection service for flats	See Appendix 1
Through our waste advisers, assist residents to minimise their waste and recycle more	Waste Team deals with all comments and complaints from customers, providing information and explaining the service.
Improve our facilities for producing energy and fertiliser from organic waste	See Appendix 1
Support schools and businesses to recycle on a greater scale	Joint research project under way with Veolia to evaluate options for a dedicated business service
Maintain public satisfaction with waste collection	Focus is on complaints monitoring as borough-wide satisfaction survey is not being taken forward  ICT upgrade has allowed a more rapid response to missed collections

## Appendix 2

<b>Outcome 3</b>	<b>Enhancing Bromley's Parks and Green Spaces</b>
Issues	Develop community involvement in our parks
	Conserve and enhance Bromley's parks and green spaces

<b>Aim</b>	<b>Maintain public satisfaction with parks and green spaces</b>	
In the coming year we will:		
Maintain at least 51 accredited Friends of Parks groups, and assist them to seek at least £300,000 of external funding for park improvements		See Appendix 1
Continue to develop healthy and active play schemes for both young and old		BMX off-road facility opened at Mottingham Woods. Chiselhurst Recreation Ground play area redeveloped and reopened
Maintain the cleanliness of parks, open spaces and verges		Landscape contract now emphasises performance and outcomes rather than input and frequency of activity. Most parks toilets remain open and are now operated by Friends groups, sports groups or contractors
Improve safety and security in parks and green spaces, including Crystal Palace		Ward Security operations base is now at Crystal Palace park
Promote responsible dog ownership; and work with the police to enable owners of dangerous dogs to be prosecuted.		Promotion carried out in Q1 and planned for Q3; areas targeted included Holydale and Coney Hall recreation grounds
Integrate Country Parks and Rangers within the comprehensive Parks and Greenspace service		Progress report presented to PDS in Q1. Reorganisation now completed
Maintain public satisfaction with parks and open spaces		Focus is on engagement with Friends groups, and complaints monitoring, as borough-wide satisfaction survey is not being taken forward

## Appendix 2

<b>Outcome 4</b>	<b>Securing our transport infrastructure</b>
Issues	Satisfaction with the condition of roads and pavements has a significant impact on residents' confidence in the Council
	Ensure maintenance of the borough's infrastructure is carried out in a timely and effective way.

<b>Aim</b>	<b>Maintain roads, pavements and street lighting in a good condition</b>	
In the coming year we will ...		
Follow up the successful energy-saving pilot on the dimming of street lighting at appropriate times	Policy is now to introduce dimming for new schemes on all residential roads	Traffic route dimming is being investigated
Review the effectiveness and priorities of the winter maintenance service in the light of experience	Report to 15 November PDS	
Further develop the Snow Friends scheme prior to Winter 2011/12	See Appendix 1	
Commence work on the renewal of Chiselhurst Bridge	Scheduled for November 2011-October 2012; congestion relief measures are in place	
Initiate a major programme of refurbishments to the A233 Main Road, Biggin Hill	This year's programme of work has been completed	
Maintain public satisfaction with the condition of roads and footways	Focus is on localised studies and complaints monitoring as borough-wide satisfaction survey is not being taken forward	

<b>Aim</b>	<b>Improve the standard of work carried out by the utilities</b>	
In the coming year we will ...		
Continue to inspect 40% of utilities works, 10% more than expected in the code of practice	Performance standard is being maintained	
Work with utility companies to improve the speed and quality of their work, taking enforcement action where necessary	Continue to meet utilities; action is taken where poor quality work is identified	
Build on the successful introduction of the London Permit Scheme to reduce delays and traffic congestion	Fee structure is being audited to meet DfT requirements	

## Appendix 2

Aim	Minimise the risk of flooding	
In the coming year we will ...		
Complete final drafts of the Preliminary Flood Risk Assessment (PRFA) and the Surface Water Management Plan (SWMP)	Completed and submitted to the Environment Agency	
Demonstrate that the SWMP is being followed and developed	Funds for FWMA responsibilities approved  Collaborating with LB Bexley to deliver required outcomes	
Adopt the statutory role of Lead Local Flood Authority	This is being discussed with LB Bexley and other Group 6 authorities	

## Appendix 2

<b>Outcome 5</b>	<b>Improving Transportation</b>	
	Predicted long-term increase in car ownership	
	Transport needs of those without private cars	
Aims	Promotion of cycling, walking and public transport to: improve access to services, facilities, and employment; reduce peak time congestion; improve journey times; and lower carbon emissions	
	Improve the road network for all users	
	Promote safe and secure parking provision	
In the coming year we will ...		
Continue implementing the traffic element of the Bromley Town Centre Area Action Plan, including a strategy to meet parking demand after the planned closure of Westmoreland Road MSCP	<p>Current focus is on Bromley North village</p> <p>Discussions with TfL under way, e.g. on A21 traffic signals</p> <p>New traffic model on target for Q3 completion</p>	
Plan a medium-term 10% modal shift reduction in journeys by car to Bromley Town Centre	<p>Promotional events for the general public, and workplace-specific.</p> <p>Pocket travel maps published</p>	
Prepare to examine in 2012/13 the potential benefits of a new “park and ride” scheme	Options to be considered following planned closure of Westmoreland Road car park in September 2012	
Agree a new Local Implementation Plan (LIP) in response to the Mayor of London’s revised Transport Strategy	<p>LIP submission agreed by Environment Portfolio Holder September 2011.</p> <p>Discussions now taking place with TfL to seek their agreement.</p>	
Review the Council’s transport policies and contribute to the Council’s Local Development Framework	Pending TfL agreement to LIP	
Lobby for extensions of the Docklands Light Railway and Tramlink into the borough	Via LIP and South London Transport Strategy Board, and in response to TfL consultation	

## Appendix 2

<p>Decrease congestion and reduce journey times on priority routes focusing on:</p> <ul style="list-style-type: none"> <li>• the Orpington bypass (A224)</li> <li>• parts of the A234/A222/A2015 route through Penge and Beckenham</li> </ul>	<p>See Appendix 1</p>
<p>Improve priority bus routes and, where practicable, reduce bus journey delays</p>	<p>See Appendix 1</p>
<p>Continue to support developers and businesses in introducing Work Based Travel Plans</p>	<p>Focus on Blue Circle site (“Trinity Village”) and Orpington Tesco.</p> <p>Working with The Glades on their travel plan review.</p> <p>Showers and pool bikes at Civic Centre for LB Bromley staff, and promotional events</p>
<p>Continue the reviews of School Travel Plans, working with schools and parents to reduce traffic congestion, improve road safety, and encourage walking and cycling.</p>	<p>92% of schools voluntarily engaged; 85 schools accredited.</p> <p>20 schools taking part in Walking the World.</p> <p>14 walking bus projects.</p>
<p>Provide cycle training to at least 1,600 people; and continue the successful programme of Complete Driving Courses</p>	<p>On target.</p> <p>Events held to support Biking Borough programme.</p> <p>Monitoring of borough-wide cycle use under way.</p>
<p>Improve pedestrian and cycle access to local facilities, parks and the countryside, including a major scheme for Court Road, Orpington</p>	<p>Cray Valley route out to tender, including new path in St Mary Cray.</p> <p>Goddington Park and Riverside Gardens schemes complete.</p> <p>Aim to commission Court Road scheme in early 2012</p>
<p>Seek to extend the New Beckenham (Lennard Road) car park</p>	<p>Proposal is being taken forward following September PDS.</p> <p>Planning approval being sought</p>
<p>Complete the Penge parking review, and undertake a comprehensive review of parking provision in Beckenham town centre</p>	<p>Penge: minor changes will be proposed following second consultation</p> <p>Beckenham: First consultation complete, results will be reported to members. Second consultation scheduled early 2012.</p>

## Appendix 2

Aim	Fewer road accident casualties
In the coming year we will ...	
Implement a programme of accident reduction measures in key locations	See Appendix 1
Identify and prioritise locations for accident reduction measures in 2012/13	In preparation for 2012/13 programme
Deliver a programme of skid resistant road surfacing to improve safety	Under way



## Appendix 2

### Customer Services and Cross-cutting Themes

Aim	Contribute to wider environmental improvements	
In the coming year we will:		
Lead a programme of activity, including energy efficiency improvements, to reduce the Council's carbon emissions and mitigate the impact of the carbon tax	See Appendix 1	
Provide exemplars of good practice and celebrate the achievements of Bromley's residents and businesses at the Bromley Environment Awards	See Appendix 1	
Network with other local private and public sector organisations to improve energy efficiency and reduce carbon emissions across the borough	See Appendix 1	

Aims	Increase customer satisfaction	
	Improvement and Efficiency	
	Fair and effective parking enforcement	
In the coming year we will:		
Sustain the improvement in our standards of customer service	<p>Improved access via E-forms and mobile phones is being prioritised under the "Channel Shift" initiative.</p> <p>Customer Service Excellence accreditation confirmed for third successive year</p> <p>Department's Customer Service Champions scheme is being refreshed</p>	
Embed coherent and effective service planning	Departmental and divisional planning completed for 2011/12.	
Identify and implement further efficiency savings	Embedded in the Council's 2012/13 budget preparation process	

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<p>Continue to achieve demanding service objectives within the context of tightened budget constraints</p>	<p>Half-year progress is covered by this report</p>
<p>Maintain control of our contracts at both Member and operational level, including reviewing our approach to services whenever contracts are renewed</p>	<p>Regular monitoring report to each PDS.</p> <p>Gateway reports are now being consistently brought forward.</p> <p>Corporate Procurement engaged in all contracts over £100k.</p>
<p>Support the Environment PDS Committee in exercising its powers of scrutiny over a range of public bodies, including the Council itself</p>	<p>Traffic Police presentation at September PDS</p> <p>TWA seminar September 2011</p>
<p>Continue to improve the effectiveness and fairness of the Council's parking enforcement activities</p>	<p>Monthly contract meetings with Vinci Park to review performance and service developments</p> <p>Parking ICT service is ready to go to tender.</p>
<p>Provide a choice of parking payment methods for motorists</p>	<p>Payments by mobile phone now at 1.5% and growing</p> <p>Improved signage and promotional activity undertaken</p>
<p>Ensure that good parking facilities and reasonable charges support the vitality of the borough's town centres</p>	<p>31 of 33 car parks have Park Mark award</p> <p>Customer survey held in Spring 2011 with positive feedback</p> <p>Improvements to signage and lighting in specific locations</p>