

# Environment Portfolio Plan 2012/15

## Introduction

Services provided within the Environment Portfolio affect the daily lives of every Bromley resident. We aim to maintain and enhance the local environment in which people live and work, and provide a high quality of life for all. Protecting the borough now and for future generations is a top priority in the face of a challenging financial climate.

Many of our services compare favourably with those of other authorities. We nevertheless strive to improve our performance further still, so that our environmental services are seen as excellent in the eyes of local people. A 'clean and green' Bromley is one of the main reasons people enjoy living or working in the borough. Residents rightly expect services such as street cleaning, waste collection, highways maintenance, and parks to meet high standards of effectiveness and efficiency.

The department continues to meet the demanding Customer Service Excellence standard, one of the first council services nationally to do so. We have built on the award to develop even higher standards of customer service.

The Environment Portfolio also leads the Council's carbon reduction programme. The Council itself is seeking to become more energy efficient to reduce our carbon emissions and costs, including liabilities under the coalition government's carbon tax. We will also seek to work with and support partner organisations, including schools, to ensure they play their part in reducing carbon emissions and improving energy efficiency borough-wide. The Bromley Environment Awards (BEAs) celebrate the hard work and effort of residents, businesses and schools in contributing to this aim.

## Improving the Street Scene

The quality of the street scene continues to be a priority for Bromley. A well maintained street scene is closely related to how safe residents feel and how satisfied they are with their area. The cleanliness of the borough's streets has been consistently identified by residents as a particularly important issue. In recent years, real progress has been made. This has been a result of a range of initiatives to improve cleanliness including spring cleanups, deep cleansing, new ashtray/litter bins, recycling bins, bus stop cleaning beats, chewing gum removal, and awareness raising campaigns. We will continue to enforce on-the-spot fines for littering and dropping of chewing gum. The Council continues to make progress on the Rights of Way Improvement Plan. The street traders we license, and the markets we manage, also add vitality to the borough's street scene.

A new contract for street cleaning has been in place since April 2012. A thorough review of our approach to street cleaning identified a range of efficiencies which could be made whilst maintaining a high standard of service. In the coming year we will work hard to successfully manage the transition to the new street cleaning contract.

We have now reached landmark agreements with the police, and our parks contractor Ward Security, for their officers and staff to serve Fixed Penalty Notices for enviro-crime offences - including the damage caused by graffiti. Over the past few years we have also had significant success in reducing the incidence of fly-tipping and abandoned vehicles. The Council offers a service for the removal and disposal of unwanted vehicles free of charge, which has contributed to this success. In addition, devolved powers from the DVLA enable us to take enforcement action against untaxed vehicles. We will ensure that this approach is sustained.

### **Recycling and Waste**

With the Landfill Tax increasing year on year there is an important financial benefit in recycling more and sending less of our waste to landfill. The environmental benefits of reducing waste and increasing the level of recycling are also important. Bromley's recycling performance is exceptional by both national and London standards, yet the borough remains a relatively high waste-producing area.

In the longer term producing less waste in the first place is the real answer, and manufacturers and retailers have an important role to play in achieving this. Until they do, the cost of waste services will remain a bigger issue for Bromley residents than should be the case. We will therefore encourage and support the Government to bring forward proposals to tackle this problem. We will continue to work with residents to help them reduce the amount of rubbish they generate.

From October 2011, the Composting for All kitchen waste recycling scheme was expanded to include flats across the borough. This has led to a further reduction in the overall domestic waste tonnage produced, and an increase in our recycling rate to 50% in the second half of the year. We will continue to enhance the service through our Recycling for All programme and ensure our waste advisors work with residents, visiting households and encouraging greater participation.

Over the course of the coming year we will host a new trial for a Green Garden Waste collection service, and assess the demand for a borough-wide roll out. We will also introduce a new textile collection service, which will incorporate new 'bring back' sites across the borough as well as a kerbside collection service.

### **Enhancing Parks and Green Spaces**

The high standard of our parks and open spaces, and access to nature, figure highly amongst the issues identified by residents as a vital part of making the borough a good place to live in.

In the last year we worked closely with residents in Penge and Anerley to enhance their wellbeing through our 'Park Fit' and 'Grow Time' initiatives. We also successfully facilitated a pilot voluntary action scheme to encourage young people living in the Cray Valley to support their community.

We continue to support Friends groups, and seek to promote their activities in enhancing the borough's parks and street scene.

Friends of Parks have helped to raise in excess of £250,000 of external funding in the last year and have provided over 280,000 hours of voluntary work to enhance our landscapes. We will continue to work with local groups in seeking additional funding to enhance local parks and green spaces.

We look to emulate this success through building stronger bonds with our Street Friend and Snow Friend groups. Snow Friends has shown tremendous potential, with over 3,000 residents participating in the scheme. Organised by 180 community co-ordinators, the Snow Friends scheme has grown from strength to strength, demonstrating the commitment of Bromley's residents,

We will continue to promote the activities of Friends groups and others in enhancing the borough's parks and street scene, investigating opportunities to link with a range of initiatives, including recycling.

Last year we planted over 315 trees, and removed 34 abandoned vehicles from our parks. More than 1 in 5 of all street trees had a comprehensive safety inspection. Park security has been improved, including the issuing of fixed penalty notices for dog-related crime. We are liaising closely with the Police to facilitate a joint approach to dangerous dog offences. We will continue our work in improving the safety and security in parks, and the cleanliness and tidiness of all our green spaces.

We plan to provide additional reserved areas to help alleviate pressures on the borough's remaining burial spaces. We will seek additional spaces to reduce the borough's allotment waiting list.

### **Transport Improvements**

Traffic congestion has been identified by residents as a priority issue facing the borough. Solutions will, however, be both long-term and costly. Major highway and traffic schemes which the borough wishes to see developed are often dependent upon funding from Transport for London (TfL), and this could be uncertain in the future. As part of our programme to improve journey times through better highway design, this year we will focus on the A224 and A222.

Local people themselves should be able to play their part. We continue to work with schools, developers and businesses to implement effective travel plans. We are also committed to supporting the development of travel planning and advice for the Council's own staff.

Bromley has a good record in road accident reduction, with record low levels of serious and fatal accidents. We have an active programme of educating road users, with a particular focus on children and teenagers as they approach driving age. We will continue our programme of targeted safety improvements to reduce deaths and injuries on our roads.

We will continue to seek improvements in public transport to provide more choice. In the coming year we will resurface and adopt Kent House Station Approach to improve access to the station. We will also make improvements to local cycling and walking facilities.

Congestion should also be tackled in conjunction with neighbouring boroughs, as motorists avoiding more congested areas can impact on others. We will work through sub-regional bodies, and maintain contact with our partners from the former Seltrans partnership, to identify and lobby for projects which will deliver benefits for travellers across south and south-east London.

A number of parking schemes are under development. We will extend the New Beckenham (Lennard Road) car park, and implement a parking scheme around Beckenham town centre. Other potential parking schemes in Eden Park, Bickley and Green Street Green will be investigated.

Our parking services ensure visitors and residents across the borough have access to good parking facilities. The introduction of mobile phone payments for parking is an example of how we have expanded the choice for motorists.

### **Transport Infrastructure**

The condition of Bromley's roads and pavements has been consistently identified by residents as a particularly important issue, and their maintenance continues to be a priority for the Council.

We intend to commence a programme of major repairs, and successfully complete the £4.5 million renewal of Chislehurst Road Bridge.

The London Permit Scheme has been successfully introduced in Bromley. We will seek to reduce traffic congestion caused by utility companies' street works even further.

The Council has played an effective role in keeping traffic moving and safe through successive winter snowfalls. We continue to review the lessons learned to ensure that key services can continue to operate during adverse weather conditions.

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

<b>Aims</b>	Maintain street cleanliness
In the coming year we will:	Resources required in addition to those currently available
Implement a contract for the issuing of fixed penalty notice for littering and dog fouling, through a private enforcement company.	
Expand the Street Friends scheme, and forge greater links with Friends of Parks	
Successfully manage the transition to the new street cleansing contract.	
Continue to monitor street cleanliness standards effectively and accurately	
Continue to develop the borough's street café culture, and increase visits by specialist street markets,	Partnership with Town Centre Management

<b>Performance Indicators</b>	<b>10/11 Actual</b>	<b>11/12 Target</b>	<b>11/12 Actual</b>	<b>12/13 Target</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
NI 196: Enforcement actions taken against fly-tipping; and	212	220		220	220	220
Number of illegal fly-tipping incidents	2886	<2500		<2500	<2500	<2500
Street and environmental cleanliness (% of streets below standard; (NI 195)						
- litter	4%	6%		6%	6%	6%
- detritus	8%	8%		8%	8%	8%
- graffiti	2%	3%		3%	3%	3%
- fly-posting	1%	1%		1%	1%	1%

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

<b>Aims</b>	Increasing the proportion of waste recycled and composted	
	Reducing the amount of waste sent to landfill	
In the coming year we will:		Resources required in addition to those currently available
Consolidate the borough-wide implementation of our Recycling for All policy		
Through our waste advisers, assist residents to minimise their waste and recycle more		
Host a trial Green Garden Waste collection service, and assess demand for a borough-wide roll out		
Introduce a textile collection service, incorporating new 'bring banks' and a kerbside service		
Support schools and businesses to recycle, working closely with other initiatives such as Friends groups.		

<b>Performance Indicators</b>	<b>10/11 Actual</b>	<b>11/12 Target</b>	<b>11/12 Actual</b>	<b>12/13 Target</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
Household waste recycled/composted (%) NI 192	44%	48%		50%	52%	53%
Municipal waste land-filled NI 193 (%)	34%	30%		25%	22%	21%
Residual household waste (kg per household) NI 191	524kg (1,155 lb)	490kg (1,080 lb)		470kg (1,036 lb)	450kg (992 lb)	440kg (970 lb)

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

<b>Aim</b>	Conserve and enhance Bromley's parks and green spaces	
In the coming year we will:		Resources required in addition to those currently available
Maintain the cleanliness of parks, open spaces and verges		
Promote the activities of Friends groups in enhancing the borough's parks and street scene		Grant funding
Continue to develop healthy activities for both young and old		Grant funding
Maintain safety and security in parks and green spaces		
Ensure that good value for money is provided when work is commissioned to maintain and improve Bromley's parks		
Promote responsible dog ownership; and work with the police to enable owners of dangerous dogs to be prosecuted.		

<b>Outcome 4</b>	<b>Securing our transport infrastructure</b>
<b>Issues</b>	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>	Maintain roads, pavements and street lighting in a good condition	
In the coming year we will:		Resources required in addition to those currently available
Commence a new street lighting programme to replace 8,000 old lamp columns during 2012/14		
Continue street light dimming through replacement of old columns in residential areas, and commence a new trial on traffic routes		
Review the effectiveness and priorities of the winter service in the light of experience		
Complete the reconstruction of Chislehurst Bridge		TfL
Complete a major programme of carriageway resurfacing works on principal roads including A208 (white horse lane) and A233 (Leaves Green road).		TfL

<b>Performance Indicators</b>	<b>10/11 Actual</b>	<b>11/12 Target</b>	<b>11/12 Actual</b>	<b>12/13 Target</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
Condition of principal roads (NI 168) (% should be considered for maintenance)	3%	<7%		<6%	<6%	<6%
Condition of non-principal classified roads (NI 169) (% should be considered for maintenance)	5%	<8%		<8%	<8%	<8%
Condition of footway surfaces (% should be considered for maintenance)	18%	<30%		<30%	<30%	<30%

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<b>Aim</b>	Improve the standard of work carried out by the utilities	
In the coming year we will:		Resources required in addition to those currently available
Continue to inspect 80 % of utilities works, 50% more than expected in the national code of practice		
Work with utility companies to improve the speed and quality of their work, taking enforcement action where necessary		

<b>Aim</b>	Minimise the risk of flooding	
In the coming year we will:		Resources required in addition to those currently available
Develop the role of Lead Local Flood Authority under the Flooding & Water Management Act including preparation of a Local Flood Risk Strategy		
Adopt the role of Sustainable Urban Drainage Systems Approval Body (SAB)		
Develop the LBB web site to provide flood risk information for the public		

<b>Outcome 5</b>	<b>Improving Transportation</b>	
<b>Issues</b>	Predicted long-term increase in car ownership	
	Transport needs of those without private cars	
<b>Aims</b>	Promotion of cycling, walking and public transport to: improve access to services, facilities, and employment; reduce peak time congestion; and lower carbon emissions	
	Improve the road network and journey times for all users	
	Promote safe and secure parking provision	
In the coming year we will:		Resources required in addition to those currently available
Continue implementing the traffic element of the Bromley Town Centre Area Action Plan, including : <ul style="list-style-type: none"> <li>introducing a strategy to meet parking demand after the planned closure of Westmoreland Road MSCP;</li> <li>working towards a medium-term 10% modal shift reduction in journeys by car to Bromley Town Centre.</li> </ul>		
Lobby for extensions of the Docklands Light Railway and Tramlink into the borough		
Look to decrease congestion and reduce journey times on priority routes, focusing on the A224 and A222.		TfL
Improve priority bus routes and, where practicable, reduce bus journey delays		TfL
Continue to support schools, developers and businesses in implementing effective Travel Plans to reduce traffic congestion, improve road safety and encourage walking and cycling.		TfL
Extend the New Beckenham (Lennard Road) car park		TfL
Resurface and adopt Kent House Station Approach to improve access to the station		

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<b>Performance Indicators</b>	<b>10/11 Actual</b>	<b>11/12 Target</b>	<b>11/12 Actual</b>	<b>12/13 Target</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
% of children travelling to school by car (from School Census; former NI 198)	29%	31%		31%	31%	31%

<b>Aim</b>	<b>Fewer road casualties</b>	
In the coming year we will:	Resources required in addition to those currently available	
Implement a programme of accident reduction measures in key locations, alongside a programme or road safety education	TfL	
Identify and prioritise locations for accident reduction measures in 2013/14		
Deliver a programme of skid resistant road surfacing to improve safety	TfL	

<b>Performance Indicators</b>	<b>2010 Actual</b>	<b>2011 Target</b>	<b>2011 Actual</b>	<b>2012 Target</b>	<b>2013 Target</b>	<b>2014 Target</b>
People killed/seriously injured in road accidents NI 147	90	No more than 128	86 (provisional)	No more than 123	No more than 119	No more than 114
Children killed/seriously injured in road accidents NI 48	5	No more than 11	5 (provisional)	No more than 11	No more than 11	No more than 10
Total road accident injuries and deaths	816	No more than 850	799 (provisional)	No more than 819	No more than 788	No more than 757

<b>Outcome 6</b>	<b>Customer Services and cross-cutting themes</b>
<b>Issues</b>	Opportunities to contribute to wider environmental improvements
	Motorists expect parking enforcement to be fair and effective
	Meet public expectations for high standards of customer service

<b>Aim</b>	Reducing energy costs and emissions	
In the coming year we will:	Resources required in addition to those currently available	
Lead a programme of activity, including energy efficiency improvements, to reduce the Council's carbon emissions and mitigate the impact of the carbon tax		
Provide exemplars of good practice and celebrate the achievements of Bromley's residents and businesses at the Bromley Environment Awards		
Work with local private and public sector organisations to minimise waste, improved environmental resilience and reduce carbon emissions across the borough		

<b>Performance Indicators</b>	<b>10/11 Actual</b>	<b>11/12 Target</b>	<b>11/12 Actual</b>	<b>12/13 Target</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
% cumulative reduction in CO <sub>2</sub> emissions since 2008 due to Council operations (former NI 185)	11.9%	12%		16%	20%	24%
% cumulative annual reduction in borough-wide CO <sub>2</sub> emissions (former NI 186)	14.0% (2009)	14.16%		16.09%	19.8%	22.65%
Adaptation to a changing climate (level of preparedness – former NI 188)	n/a	2		3	3	4

Aim	Provide fair and effective parking services	
In the coming year we will:	Resources required in addition to those currently available	
Continue to improve the effectiveness and fairness of the Council's parking enforcement activities		
Provide a choice of parking payment methods for motorists		
Ensure that good parking facilities and reasonable charges support the vitality of the borough's town centres		
Ensure motorists are fully informed about the revised parking charges introduced in April 2012		

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Aim	<b>Maintain high standards of customer service</b>	
	<b>Ensure services are efficient and provide value for money</b>	
	<b>Uphold good governance and accountable decision making</b>	
In the coming year we will:		Resources required in addition to those currently available
Sustain improvements in our standards of customer service and make it easier for customers to contact us		
Use customer feedback to help us improve service performance		
Embed coherent and effective business planning and performance management		
Continue to improve the use of ICT and flexible mobile working to benefit our customers		
Maintain control of our contracts at both Member and operational level, including reviewing our approach to services whenever contracts are renewed		
Continue to achieve demanding service objectives within the context of tightened budget constraints		
Relocate street cleansing services to the Central Depot to secure improvements in service and efficiency		
Support the Environment PDS Committee in exercising its powers of scrutiny over a range of public bodies, including the Council itself		
Ensure that formal decision-making is supported by sound procedures and is accessible to the public		

## **Communications issues**

Our key messages:

- Promote Bromley's image as a clean and green borough
- Communicate the challenges facing the Environment Portfolio in a tight financial climate

Improving the street scene

- Improve public understanding of, and support for, the Council's approach to tackling fly-tipping, litter and graffiti
- Ensure residents are informed about changes to the street cleansing service introduced in the new contract

Minimising waste, and increasing recycling and composting

- Increase resident participation to secure environmental and other benefits through recycling and waste minimisation, in support of our Recycling and Composting for All programme
- Promote the new Green Garden Waste collection service to residents
- Promote the new textile collection service to residents

Enhancing Parks and Greenspaces

- Promote the activities of Friends groups and others in enhancing the borough's parks and street scene

Securing our transport infrastructure

- Ensure motorists are kept informed about major highways schemes undertaken to improve road conditions and safety

Improving transportation

- Promote our partnership work with schools to improve road safety and the advantages of cycling, walking, car sharing and using public transport
- Promote cycling, walking, car sharing and the use of public transport to businesses, visitors and residents, focusing on town centre locations
- Ensure that our messages on road safety are communicated effectively to the public
- Continue to communicate key messages regarding progress with replacement of Chislehurst Road Bridge and in particular publicising its re-opening.

Customer Services and cross-cutting themes

- Improve understanding of how to access parking services in Bromley
- Inform motorists about the increase in parking charges
- Promote the Bromley Environment Awards to celebrate the achievements of local residents and businesses in protecting and improving the quality of the local environment

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