

Appendix 2

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

Aims	Maintain street cleanliness
In the coming year we will:	
Implement a contract for the issuing of fixed penalty notice for littering and dog fouling, through a private enforcement company.	See Appendix 1
Expand the Street Friends scheme, and forge greater links with Friends of Parks	See Appendix 1
Successfully manage the transition to the new street cleansing contract.	See Appendix 1
Continue to monitor street cleanliness standards effectively and accurately	See Appendix 1
Continue to develop the borough's street café culture, and increase visits by specialist street markets,	<ul style="list-style-type: none"> • 25 temporary street trading licenses issued to cafes and restaurants. • Continental street market in Bromley town centre Q3.

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Outcome 2	Minimising Waste, and Increasing Recycling and Composting
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

In the coming year we will:	
Consolidate the borough-wide implementation of our Recycling for All policy	See Appendix 1
Through our waste advisers, assist residents to minimise their waste and recycle more	See Appendix 1
Host a trial Green Garden Waste collection service, and assess demand for a borough-wide roll out	See Appendix 1
Introduce a textile collection service, incorporating new 'bring banks' and a kerbside service	See Appendix 1
Support schools and businesses to recycle, working closely with other initiatives such as Friends groups.	See Appendix 1

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

Aim	Conserve and enhance Bromley's parks and green spaces	
In the coming year we will:		
Maintain the cleanliness of parks, open spaces and verges	<ul style="list-style-type: none"> • Queens Gardens prepared for visit during the Diamond Jubilee celebrations • Litter picking undertaken by volunteers and Friends 	
Promote the activities of Friends groups in enhancing the borough's parks and street scene	<ul style="list-style-type: none"> • Glentrammon R/G improvements opened in Q2 • Countryside Day in Q2 • Friends toolkit jointly developed • Friends Visitor Centre at Kelsey completed. Handed over to Friends Group; opening planned for Q3 • Kelsey Friends responsible for bridges – painted/cleaned in Q2 • <i>Lubbock's Life</i> timeline mural and educational project (High Elms) open Q2 	
Continue to develop healthy activities for both young and old	<ul style="list-style-type: none"> • Farnborough Recreation Ground and Betts Park 'Outdoor Gyms' opened Q2. • BMX facility at Tubbenden R/G opened Q2. • Brook Lane former allotment developed Q3 for healthy lifestyles and growing plots. • Joint work with Environment Agency in the Crays; outreach programmes planned in Q3 and Q4 for the Ravensbourne. 	
Maintain safety and security in parks and green spaces	<ul style="list-style-type: none"> • Bollards at Leaves Green • Vehicle height barriers erected at Harvington with others under design 	
Ensure that good value for money is provided when work is commissioned to maintain and improve Bromley's parks	<ul style="list-style-type: none"> • Review of procurement procedures and contracting being undertaken. Gateway Report being written. • Framework contract for sponsorship completed Q2. 	
Promote responsible dog ownership; and work with the police to enable owners of dangerous dogs to be prosecuted.	See Appendix 1	

Outcome 4	Securing our transport infrastructure
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.

Aim	Maintain roads, pavements and street lighting in a good condition	
In the coming year we will:		
Commence a new street lighting programme to replace 8,000 old lamp columns during 2012/14	See Appendix 1	
Continue street light dimming through replacement of old columns in residential areas, and commence a new trial on traffic routes	<ul style="list-style-type: none"> • Street lighting replacement programme awaiting 'Invest to Save' bid outcome • Lantern replacements on traffic routes planned Q3 	
Review the effectiveness and priorities of the winter service in the light of experience	<ul style="list-style-type: none"> • Routes and policy being reviewed for publication Q3 	
Complete the reconstruction of Chislehurst Bridge	See Appendix 1	
Complete a major programme of carriageway resurfacing works on principal roads including A208 (White Horse Lane) and A233 (Leaves Green Road).	See Appendix 1	

Aim	Improve the standard of work carried out by the utilities	
In the coming year we will:		
Continue to inspect 80 % of utilities works, 50% more than expected in the national code of practice	<ul style="list-style-type: none"> • Achieved 	
Work with utility companies to improve the speed and quality of their work, taking enforcement action where necessary	<ul style="list-style-type: none"> • Quarterly co-ordination and progress meetings held 	

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Aim	Minimise the risk of flooding	
In the coming year we will:		
Develop the role of Lead Local Flood Authority under the Flooding & Water Management Act including preparation of a Local Flood Risk Strategy	<ul style="list-style-type: none"> • Working with 'Group 6' boroughs to develop local strategy • Investigating joint procurement for survey requirements 	
Adopt the role of Sustainable Urban Drainage Systems Approval Body (SAB)	<ul style="list-style-type: none"> • Awaiting outcome of consultation – due Q3 	
Develop the LBB web site to provide flood risk information for the public	<ul style="list-style-type: none"> • Text has been drafted • Developing scripts and logging requirements for flooding enquiries. 	

Outcome 5	Improving Transportation	
Issues	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; 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:		
Continue implementing the traffic element of the Bromley Town Centre Area Action Plan, including :	<ul style="list-style-type: none"> introducing a strategy to meet parking demand after the planned closure of Westmoreland Road MSCP; working towards a medium-term 10% modal shift reduction in journeys by car to Bromley Town Centre. 	<ul style="list-style-type: none"> Capacity will be increased at Mitre Close, St Blaise, on-street and the Hill (phase 1) in time for Christmas 2012 Westmoreland Road will not close until 2013
Lobby for extensions of the Docklands Light Railway and Tramlink into the borough		<ul style="list-style-type: none"> DLR options report received from TfL/DLR on 21st September 2012. Officers will review and analyse report in Q3.
Look to decrease congestion and reduce journey times on priority routes, focusing on the A224 and A222.		See Appendix 1
Improve priority bus routes and, where practicable, reduce bus journey delays		<ul style="list-style-type: none"> Bus routes resurfacing programme implementation due to commence in Q3. Possible re-routing of 273 bus service via the Crays being investigated
Continue to support schools, developers and businesses in implementing effective Travel Plans to reduce traffic congestion, improve road safety and encourage walking and cycling.		<ul style="list-style-type: none"> 34 schools have bought in School Crossing Patrol with others interested. Engineering measures being introduced at selected sites. On target to deliver cycle training to 1,600 people Successful trial of Get Back on Your Bike courses for adults who have lost confidence cycling

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Extend the New Beckenham (Lennard Road) car park	<ul style="list-style-type: none"> • Planning application submitted • If agreed, programmed for construction 2013
Resurface and adopt Kent House Station Approach to improve access to the station	<ul style="list-style-type: none"> • Due for completion Q3 • Adoption is then planned for Jan 2013

Aim	Fewer road casualties
In the coming year we will:	
Implement a programme of accident reduction measures in key locations, alongside a programme of road safety education	See Appendix 1
Identify and prioritise locations for accident reduction measures in 2013/14	Assessment will commence in Q4 with a survey of the most recent accident data
Deliver a programme of skid resistant road surfacing to improve safety	See Appendix 1

Outcome 6	Customer Services and cross-cutting themes
Issues	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

Aim	Reducing energy costs and emissions	
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	<ul style="list-style-type: none"> • Held successful 23rd BEAs event on 13 July 2012 • Sponsored by News Shopper & Coolings 	
Work with local private and public sector organisations to minimise waste, improved environmental resilience and reduce carbon emissions across the borough	See Appendix 1	

Aim	Provide fair and effective parking services	
In the coming year we will:		
Continue to improve the effectiveness and fairness of the Council's parking enforcement activities	<ul style="list-style-type: none"> • Introduction of Body Worn Video for enforcement staff • PCN hot spots identified. Publicity and information signs are being developed to help increase compliance. 	
Provide a choice of parking payment methods for motorists	<ul style="list-style-type: none"> • Report via September PDS shows steady growth in mobile phone parking. 	
Ensure that good parking facilities and reasonable charges support the vitality of the borough's town centres	<ul style="list-style-type: none"> • Safer Parking Awards in place for all our car parks • Shared service and improved ICT contract reports, via November PDS 	
Ensure motorists are fully informed about the revised parking charges introduced in April 2012	<ul style="list-style-type: none"> • Adverts and information signs ensured smooth implementation. • The charges increase has not significantly affected demand on or off street. 	

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Aim	Maintain high standards of customer service	
	Ensure services are efficient and provide value for money	
	Uphold good governance and accountable decision making	
In the coming year we will:		
Sustain improvements in our standards of customer service and make it easier for customers to contact us	<ul style="list-style-type: none"> • Customer Service Excellence standards are being sustained • 'Channel Shift' programme in place to improve access to services by ICT, including via Social Media • Greenspace services CRM went live Q2. 	
Use customer feedback to help us improve service performance	<ul style="list-style-type: none"> • Co-ordinating consultation (eg traffic/parking) and feedback surveys • Street cleansing contractor monitoring satisfaction. 	
Embed coherent and effective business planning and performance management	<ul style="list-style-type: none"> • Portfolio Plan and 12/13 outcomes agreed 	
Continue to improve the use of ICT and flexible mobile working to benefit our customers	<ul style="list-style-type: none"> • Regular recommendations/updates to DMT from dept ICT group. • Corporate IT now provide updated work plans for ESD tasks which includes the Development teams future work. • Dept. meetings increased to bi-monthly 	
Relocate street cleansing services to the Central Depot to secure improvements in service and efficiency	<ul style="list-style-type: none"> • Contract has commenced for completion in Q3 • Kier to relocate in the New Year 	