

# Environment Portfolio Plan 2013/16

## 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 work to the high standards of Customer Service Excellence, one of the first council services nationally to attain this accreditation. We have built on the award to develop even higher standards of customer service.

## 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.

Following the successful transfer of the Charter Market to Bromley town centre last year, plans are in place to take part in the national Love Your Local Market 2013 campaign. This seeks to enhance the profile of street markets in town centres, and encourage young entrepreneurs to become market traders.

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 build on the successful transition to the new street cleaning contract. Where necessary, cleaning frequencies will be reviewed to address social, economic and physical changes which impact on the street scene.

We have built on our agreements with the police, and our parks contractor Ward Security, for their officers and staff to serve Fixed Penalty Notices for enviro-crime offences. We are currently piloting the deployment of an on-street enforcement contractor to tackle littering and dog-fouling. If this initiative continues to be successful we will consider making the scheme permanent.

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.

The introduction of food waste collection in 2010, and other initiatives, has led to a reduction in the amount of domestic waste produced and an increase in our recycling rate to over 50% in 2012. 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 look to further expand the Green Garden Waste collection service, which is now available for residents borough-wide. We will also introduce a new textile collection service, which will incorporate 'bring bank' sites across the borough as well as a kerbside collection service. Bring banks for electrical and electronic equipment will be introduced, along with more sites where plastic containers can be recycled.

### **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.

Improving public health is an important part of our work. The Green Gym scheme continues to develop; a second gym has now been established at College Green, and two outdoor gyms have been established at Betts Park and Farnborough recreation Ground. The Grow Time scheme is now fully established and is completely self-funded.

In 2013 the Healthy Lifestyles programme will move to Brook Lane, to create a community-led growing space for the supply of plants to Friends groups for parks and the countryside.

Friends of Parks have helped to raise in excess of £200,000 of external funding in the last year and have provided over 36,000 hours of voluntary work to enhance Bromley's landscapes. To take just one example, the football pitches at Chislehurst Recreation Ground have been repaired with the aid of £50,000 of external funding. We will continue to work with local groups in seeking additional funding to enhance sports facilities in our parks.

We are building stronger bonds with our Street Friends and Snow Friends groups. The Snow Friends scheme now has almost 4,000 residents participating in the scheme, organised by more than 280 community co-ordinators. The next step is to promote the scheme to young people through schools and youth groups, to assist elderly and disabled residents when snow falls.

Last year more than 1 in 5 of all street trees had a comprehensive safety inspection. Improved park security has been sustained, supported by 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 safety and security in parks, and the cleanliness and tidiness of all our green spaces.

### **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 principal roads maintenance programme to reduce journey times through better highway design, this year we will focus the A208 and A233.

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; last year we improved accessibility to Kent House railway station. We will also make improvements to local cycling and walking facilities, for example by installing zebra crossings where they can contribute to improving road safety. We will also be improving access to the local shopping parade in The Fairway, Bickley.

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 to identify and lobby for projects which will deliver benefits for travellers across south and south-east London.

A number of parking schemes are being introduced, for example in Green Street Green. We will extend the New Beckenham car park in Lennard Road, and improve parking arrangements in the Hayes area and around Chelsfield railway station.

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 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 continue with our programme of major repairs to the borough's roads and footpaths, marked last year by the successful completion of 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 our own highway repairs and 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.

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| <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 |

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| <b>Aims</b>  | Maintain street cleanliness                                 |
| In the coming year we will:  | Resources required in addition to those currently available |
| Extend the trial use of a private enforcement company to issue fixed penalty notices for littering and dog fouling   |   |
| Expand the Street and Snow Friends schemes, and forge greater links with a wide range of relevant partner organisations.   |   |
| Continue to embed the successful transition to the new street cleansing contract, including reviewing cleaning frequencies in response to changes in the street scene. |   |
| 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                     |
| Participate in the national Love Your Local Market 2013 campaign   |   |

| <b>Performance Indicators</b>  | <b>11/12 Actual</b> | <b>12/13 Target</b> | <b>12/13 Actual</b> | <b>13/14 Target</b> | <b>14/15 Target</b> | <b>15/16 Target</b> |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| NI 196: Enforcement actions taken against fly-tipping; and the Number of illegal fly-tipping incidents | 301                 | 300                 |                     | 300                 | 300                 | 300                 |
|  | 2180                | <2200               |                     | <2200               | <2200               | <2200               |
| Street and environmental cleanliness (% of streets below standard (NI 195)                             |                     |                     |                     |                     |                     |                     |
| - litter   | 3%                  | 6%                  |                     | 6%                  | 6%                  | 6%                  |
| - detritus   | 5%                  | 8%                  |                     | 8%                  | 8%                  | 8%                  |
| - graffiti   | 2%                  | 3%                  |                     | 3%                  | 3%                  | 3%                  |
| - fly-posting  | 1%                  | 1%                  |                     | 1%                  | 1%                  | 1%                  |

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| <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 |

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| <b>Aims</b> | Increasing the proportion of waste recycled and composted |
|             | Reducing the amount of waste sent to landfill             |

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| 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                     |   |
| Continue to promote home composting   |   |
| Expand take up of the Green Garden Waste collection service borough-wide.                                 |   |
| Introduce a textile collection service, incorporating new 'bring banks' and kerbside collection           |   |
| Support schools and businesses to recycle, working closely with other initiatives such as Friends groups. |   |
| Improve the standard of Bring Bank sites across the borough and increase their use by residents           |   |

| <b>Performance Indicators</b>                      | <b>11/12 Actual</b> | <b>12/13 Target</b> | <b>12/13 Actual</b> | <b>13/14 Target</b> | <b>14/15 Target</b> | <b>15/16 Target</b> |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| Household waste recycled/composted (%) NI 192      | 50%                 | 51%                 |                     | 52%                 | 53%                 | 53%                 |
| Municipal waste land-filled NI 193 (%)             | 27%                 | 24%                 |                     | 22%                 | 21%                 | 21%                 |
| Residual household waste (kg per household) NI 191 | 445kg (981 lb)      | 440kg (970 lb)      |                     | 435kg (959 lb)      | 430kg (948 lb)      | 430kg (948 lb)      |

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

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| <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                     |   | External grant funding                                      |
| Continue to develop healthy activities for both young and old  |   | External 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 |   |   |
| Provide a community growing space at Brook Lane through the Healthy Lifestyles programme.                      |   |   |

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| <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.                        |

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| <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 the major 'invest to save' project to replace 8,000 lamp columns, and a further 4,000 lanterns, in residential roads by April 2015.  |   | Capital programme resources have been agreed                |
| As part of the invest to save project, introduce variable dimming of street lights by means of a central management system facilitating remote monitoring and control of all the new units. |   |   |
| Review the effectiveness and priorities of the winter service in the light of experience.   |   |   |
| Complete a major programme of carriageway resurfacing works on principal roads, including the A208 (White Horse Lane) and A233 (Main Road).   |   | TfL   |

| <b>Performance Indicators</b>  | <b>11/12 Actual</b> | <b>12/13 Target</b> | <b>12/13 Actual</b> | <b>13/14 Target</b> | <b>14/15 Target</b> | <b>15/16 Target</b> |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| Condition of principal roads (NI 168)<br>(% should be considered for maintenance)                | 3%                  | <6%                 |                     | <6%                 | <6%                 | <6%                 |
| Condition of non-principal classified roads (NI 169)<br>(% should be considered for maintenance) | 6%                  | <8%                 |                     | <8%                 | <8%                 | <8%                 |
| Condition of town centre footway surfaces<br>(% should be considered for maintenance)            | 18%                 | <30%                |                     | <30%                | <30%                | <30%                |



| Aim  | Improve the standard of work carried out by the utilities   |  |
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| In the coming year we will:  | Resources required in addition to those currently available |  |
| Continue to inspect 80 % of utilities works, 50% more than required by the national code of practice   |   |  |
| Continue to monitor the progress of utility works, and take enforcement action where required to reduce traffic congestion                           |   |  |
| Work with utility companies to improve the quality of their reinstatement works, taking enforcement action where necessary to protect highway assets |   |  |

| Aim  | Minimise the risk of flooding  |  |
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| In the coming year we will:  | Resources required in addition to those currently available                |  |
| Continue to 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), once national guidance has been published  | Consultant to be procured in partnership with the other Group Six boroughs |  |
| Develop the LBB web site to provide flood risk information for the public  |  |  |

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| <b>Outcome 5</b>  | <b>Improving Transportation</b>  |   |
| <b>Issues</b>   | Rising numbers of cars in the borough, as the number of residents and households increases.  |   |
|   | Improving access for all, including those without a private vehicle  |   |
| <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 travel and parking   |   |
| 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>• monitoring the impact on parking provision of the proposed closure of Westmoreland Road car park, and taking action to address any problems</li> <li>• Ensuring that proposed building works at the opportunity sites do not have a detrimental impact on local transport networks</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 from Lewisham to Bromley  |  |   |
| Look to decrease congestion and reduce journey times on priority routes, this year focusing on the A222 and the A224 in the vicinity of the Nugent Centre.  |  | TfL   |
| Help to reduce delays to bus journeys, and make transport interchanges safer and easier to use  |  | 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   |
| Ensure that parking provision near town centres and railway stations balances the needs of residents, visitors and commuters  |  |   |

| <b>Performance Indicators</b>   | <b>11/12 Actual</b> | <b>12/13 Target</b> | <b>12/13 Actual</b> | <b>13/14 Target</b> | <b>14/15 Target</b> | <b>15/16 Target</b> |
|---|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| % of children travelling to school by car (from School Census; former NI 198) | 30%                 | 31%                 |                     | 31%                 | 31%                 | 31%                 |

| <b>Aim</b>  | <b>Fewer road casualties</b>                                |
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| In the coming year we will:   | Resources required in addition to those currently available |
| Continue implementing our programme of accident reduction measures in key locations, alongside a programme of road safety education | TfL   |
| Identify and prioritise locations for accident reduction measures in 2014/15  |   |
| Deliver a programme of skid resistant road surfacing and upgraded lining to improve safety  | TfL   |

| <b>Performance Indicators</b>                             | <b>2011 Actual</b> | <b>2012 Target</b> | <b>2012 Actual</b> | <b>2013 Target</b> | <b>2014 Target</b> | <b>2015 Target</b> |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| People killed/seriously injured in road accidents NI 147  | 81                 | No more than 123   |                    | No more than 119   | No more than 114   | No more than 109   |
| Children killed/seriously injured in road accidents NI 48 | 8                  | No more than 11    |                    | No more than 11    | No more than 10    | No more than 10    |
| Total road accident injuries and deaths                   | 870                | No more than 819   |                    | No more than 788   | No more than 757   | No more than 727   |

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| <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 |

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| <b>Aim</b>  | <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 on-line                                    |  |   |
| 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   |  |   |
| Complete the relocation of street cleansing operations to the Central Depot to improve services 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   |  |   |

| Aim   | Provide fair and effective parking services                 |  |
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| In the coming year we will:   | Resources required in addition to those currently available |  |
| Complete the successful establishment of the new shared parking service with LB Bexley                        |   |  |
| 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 |   |  |

## **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 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

Customer Services and cross-cutting themes

- Improve understanding of how to access parking services in Bromley
- Inform motorists about any changes in parking charges

\*\*\*\*END\*\*\*\*