

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	Improve street cleanliness	
In the coming year we will:	Progress at mid-year point	
Extend the trial use of a private enforcement company to issue fixed penalty notices for littering and dog fouling	Contract extension recommended to April 2014 whilst options are reviewed. FPNs for spitting introduced in October 2013.	
Expand the Street and Snow Friends schemes, and forge greater links with a wide range of relevant partner organisations.	See Appendix One	
Continue to embed the successful transition to the new street cleansing contract, including reviewing cleaning frequencies in response to changes in the street scene.	See Appendix One	
Continue to monitor street cleanliness standards effectively and accurately	See Appendix One	
Continue to develop the borough's street café culture, and increase visits by specialist street markets.	Two visits by continental market to Bromley town centre. Pilot of additional on-street café licenses in Petts Wood.	
Participate in the national Love Your Local Market 2013 campaign	Received Markets Team of the Year Award from the National Association of British Market Authorities in September.	

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:		Progress at mid-year point
Consolidate the borough-wide implementation of our Recycling for All policy		See Appendix One
Through our waste advisers, assist residents to minimise their waste and recycle more		See Appendix One
Continue to promote home composting		Contract with Straight plc. Autumn promotional campaign.
Expand take up of the Green Garden Waste collection service borough-wide to at least 12,500 households		See Appendix One
Introduce a trial textile collection service in before the end of summer 2013, incorporating new 'bring banks' and kerbside collection		See Appendix One
Support schools and businesses to recycle, working closely with other initiatives such as Friends groups.		See Appendix One
Improve the standard of Bring Bank sites across the borough and increase their use by residents		See Appendix One

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:		Progress at mid-year point
Maintain the cleanliness of parks, open spaces and verges		See Appendix One
Promote the activities of Friends groups in enhancing the borough's parks and street scene		See Appendix One

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<p>Continue to develop healthy activities for both young and old</p>	<p>New College Green Gym launch. Gardening Club at Brook Lane. Healthy Lifestyles St Mary Cray. Cray Bay Water Fun opened. Chislehurst football pitch scheme completed.</p>
<p>Maintain safety and security in parks and green spaces</p>	<p>Boot Camps proposal agreed.</p>
<p>Ensure that good value for money is provided when work is commissioned to maintain and improve Bromley's parks</p>	<p>Consultant's report drafted. Soft market testing of ancillary work under way.</p>
<p>Provide a community growing space at Brook Lane through the Healthy Lifestyles programme.</p>	<p>Fly-tipping cleared and gates installed by Veolia. Growing commenced September.</p>

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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:		Progress at mid-year point
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.		See Appendix One
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.		See Appendix One
Review the effectiveness and priorities of the winter service in the light of experience.		Routes reviewed. Policy and plan updated.
Complete a major programme of carriageway resurfacing works on principal roads, including the A208 (White Horse Lane) and A233 (Main Road).		See Appendix One

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Aim	Improve the standard of work carried out by the utilities	
In the coming year we will:	Progress at mid-year point	
Continue to inspect 80 % of utilities works, 50% more than required by the national code of practice	On target so far.	
Continue to monitor the progress of utility works, and take enforcement action where required to reduce traffic congestion	On target so far.	
Work with utility companies to improve the quality of their reinstatement works, taking enforcement action where necessary to protect highway assets	Coring Programme continues.	

Aim	Minimise the risk of flooding	
In the coming year we will:	Progress at mid-year point	
Continue to develop the role of Lead Local Flood Authority under the Flooding & Water Management Act, including preparation of a Local Flood Risk Strategy	Consultants appointed.	
Adopt the role of Sustainable Urban Drainage Systems Approval Body (SAB), once national guidance has been published	Awaiting national guidance.	
Develop the LBB web site to provide flood risk information for the public	Will develop as information becomes available.	

Outcome 5	Improving Transportation	
Issues	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	
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 travel and parking	
In the coming year we will:		Progress at mid-year point
<p>Continue implementing the traffic element of the Bromley Town Centre Area Action Plan, including :</p> <ul style="list-style-type: none"> • monitoring the impact on parking provision of the closure of Westmoreland Road car park, and taking action to address any problems • ensuring that proposed building works at the opportunity sites do not have a detrimental impact on local transport networks • working towards a medium-term 10% modal shift reduction in journeys by car to Bromley town centre. 		<p>Westmoreland Road MSCP closed on schedule.</p> <p>No capacity problems yet in Bromley town centre; Christmas period will be closely monitored.</p> <p>Introduction of Brompton dock cycle hire at Bromley South being discussed with Southeastern Rail.</p> <p>Dr Bike and cycle hub events held regularly.</p>
Lobby for extensions of the Docklands Light Railway from Lewisham to Bromley		Review of TfL business case and options report under way.
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.		See Appendix One
Help to reduce delays to bus journeys, and make transport interchanges safer and easier to use		Audit of lighting at main interchanges under way.
Continue to support schools, developers and businesses in implementing effective Travel Plans to reduce traffic congestion, improve road safety and encourage walking and cycling.		61 primary and 10 secondary schools have kept accreditation.
Ensure that parking provision near town centres and railway stations balances the needs of residents, visitors and commuters		Seven reviews and schemes are planned or under way for completion by end of year.
Design a scheme to improve parking at Orpington rail		Scheme at final design stage; now with Planning. Estimated

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station, to include an additional 150 spaces	completion October 2014.
Extend the New Beckenham (Lennard Road) car park	Awaiting planning decision.

Aim	Fewer road casualties
In the coming year we will:	Progress at mid-year point
Continue implementing our programme of accident reduction measures in key locations, alongside a programme of road safety education	See Appendix One
Identify and prioritise locations for accident reduction measures in 2014/15	On target to complete by end of March 2014.
Deliver a programme of skid resistant road surfacing and upgraded lining to improve safety	Final shortlist complete; works will commence January 2014.

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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	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:		Progress at mid-year point
Sustain improvements in our standards of customer service and make it easier for customers to contact us on-line		All publicity signposts website. Garden waste sign-up online. <i>Fix My Street</i> adjustments. <i>Environment Matters</i> publishing.
Use customer feedback to help us improve service performance		Led by teams' Customer Service Champions, focusing on feedback and complaints.
Embed coherent and effective business planning and performance management		Portfolio Plan agreed. This report provides the half-year update.
Continue to improve the use of ICT and flexible mobile working to benefit our customers		Working with corporate ICT on Office 2010 roll-out.
Maintain control of our contracts at both Member and operational level, including reviewing our approach to services whenever contracts are renewed		Included in Forward Programme report at each Committee.
Complete the relocation of street cleansing operations to the Central Depot to improve services and efficiency		Completed in July 2013.
Support the Environment PDS Committee in exercising its powers of scrutiny over a range of public bodies, including the Council itself		Working Groups established. Kier will attend January PDS.
Ensure that formal decision-making is supported by sound procedures and is accessible to the public		Ongoing.

Aim	Provide fair and effective parking services	
In the coming year we will:		Progress at mid-year point

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<p>Complete the successful establishment of the new shared parking service with LB Bexley</p>	<p>See Appendix One, and PWG report.</p>
<p>Continue to improve the effectiveness and fairness of the Council's parking enforcement activities</p>	<p>Sharing good practise between the boroughs, and harmonising operations appropriately.</p>
<p>Provide a choice of parking payment methods for motorists</p>	<p>Pay & Display, and mobile phone parking, available borough-wide.</p>
<p>Ensure that good parking facilities and reasonable charges support the vitality of the borough's town centres</p>	<p>Liaison with Vinci Park to ensure safety standards. Chislehurst and Plaistow Lane reviews have reported.</p>

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