

APPENDIX 2

ENVIRONMENT PORTFOLIO PLAN 2014/15; HALF-YEAR PROGRESS REPORT

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

Aim	Sustain improvements in street cleanliness	
In 2014/15 we will:	6-Month progress	
1.1: Continue to issue Fixed Penalty Notices for littering and dog fouling	On-street Enforcement report (ES14027) on Environment PDS 4 November 2014 agenda	
1.2: Continue to work closely in partnership with local people, forging deeper links with residents associations, Street and Snow Friends.	<i>Portfolio Holder Priority: See Appendix 1</i>	
1.3: Continue to review street cleaning frequencies to reflect the varying needs of local communities.	<i>Portfolio Holder Priority: See Appendix 1</i>	
1.4: Maintain the high levels of resident satisfaction with the street cleansing service.	<i>Portfolio Holder Priority: See Appendix 1</i>	
1.5: Continue to develop the borough's street café culture, and increase visits by specialist street markets.	Four restaurants in East Street issued outdoor seating licences (and more applied for) Continental market held in Bromley town centre October 2014	
1.6: Participate in the national 'Love Your Local Market' 2014 campaign	Bromley participated in May 2014 campaign Three new stallholders recruited as a result 90% occupancy rate during summer 2014	

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 2014/15 we will:		6-Month progress
2.1: Consolidate the borough-wide implementation of our Recycling for All and Composting for All policies		New Waste Advisor areas introduced Summer <i>Environment Matters</i> included emphasis on need to recycle and reduce contamination Webpages being updated to link to self-service and reporting
2.2: Through our Waste Advisers, assist and encourage residents to minimise their waste and recycle more		All promotional literature reviewed New signage at Waldo Road and Churchfields HWRCs funded by the London Waste & Recycling Board Waste Advisers have increased the number of customer visits and attended several residents' group meetings GGW collection service leaflet promoted
2.3: Continue to promote home composting		Promoted mainly through bromley.gov.uk (also see Green Garden Waste Collection Service report on the Nov. 2014 Environment PDS agenda)
2.4: Increase take up of the Green Garden Waste collection service to at least 15,000 households		<i>Portfolio Holder Priority: See Appendix 1</i>
2.5: Introduce a trial kerbside textile collection service by the end of summer 2014, whilst also promoting greater awareness of the new textile Bring Banks		<i>Portfolio Holder Priority: See Appendix 1</i>
2.6: Support schools and businesses to recycle, working closely with other initiatives such as Friends groups		Discussions with Veolia regarding trade waste options and a report will be presented to Members in Q4 Textile recycling at schools scheme being developed with potential contractor
2.7: Continue to improve the standard of Bring Bank sites across the borough and		Site refurbishment and improved signage completed in Quarter 1 (to be featured in

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encourage their increased use by residents	future issues of <i>Environment Matters</i>) Web site now lists all materials accepted at each Bring Bank
2.8: Continue to extend the range of recyclables accepted at our Household Waste Reuse & Recycling Centres	<i>Portfolio Holder Priority: See Appendix 1</i>
2.9: Complete the introduction of a kerbside collection service for Waste Electronic and Electrical Equipment	<i>Portfolio Holder Priority: See Appendix 1</i>
2.10: Ensure that our services conform with the requirements of the 2011 Waste Regulations	Bromley has assisted in the development of the Environment Agency's guidance Government guidance will be issued in Q3 and a compliance report will be presented to Members in Q4

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 2014/15 we will:	6-Month progress	
3.1: Maintain the quality, appearance and cleanliness of parks, open spaces and the countryside	Soft landscaping contract arrangements revised in August following Portfolio Holder decisions Working closely with Friends groups on management plans (three plans finalised ahead of schedule)	
3.2: Develop and maintain Bromley's publicly owned tree stock in a safe condition, and replace fallen trees in parks and green spaces	Surveys to identify dead, dying and dangerous trees under way Horse chestnut survey completed: July 2014 Phase 4 replacement planting programme (236 Highways trees) completed May 2014 Remainder of storm replacement budget on schedule to be fully spent	
3.3: Develop and maintain paths and other hard landscaping features in parks, open spaces and the countryside	Phase One Height Barriers completed and commissioned. Phase Two height barriers under fabrication Skate Park at Coney Hall completed	
3.4: Improve our environment through forging deeper links with Friends of Parks groups	41 Friends of Parks Groups covering 66 Parks & Greenspaces Friends Forum Conference – June 2014 Friends fundraising training organised for Spring 2015	
3.5: Contribute to improving residents' health by supporting park users, sports activity providers, allotment holders and other partners	Direct Line Insurance has provided support to Goddard Road community nursery Allotment tour conducted in September	
3.6: Apply for external investment funding for green space improvements in partnership with stakeholders	Fundraising projects outlined in 2014/15 Plan in conjunction with partners £101,710 of external investment secured (financial year running total) £156,548 of external funding applications submitted during Q2 Brick fundraising scheme launched for	

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	Croydon Road Recreation Ground bandstand restoration
3.7: Maintain safety and security in parks	<p>Additional patrols have been implemented including three 'Operation Crystal' patrols with the police</p> <p>Participated in six responsible dog owner events</p>
3.8: Promote and support public use of parks and green spaces for community events and activities	<p>Events have included Cray Day, Chislehurst Rocks and six Dog events</p> <p>Delivered Red Letter day pilot at High Elms and various school holiday events at High Elms and CPP Easter 2014</p>
3.9: Ensure that good value for money is provided when work is commissioned to maintain and improve Bromley's parks and green spaces	<p>Revised Soft Landscaping contract arrangements implemented (see Appendix 3 of Environment PDS Forward Programme report at this committee)</p> <p>Discussions being undertaken regarding future options with Member reporting to follow</p>

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	Invest in the quality of our roads, pavements and street lighting	
In 2014/15 we will:	6-Month progress	
4.1: Complete the major 'invest to save' project to replace 8,000 lamp columns, and 12,000 street lanterns, in residential roads by April 2015	<i>Portfolio Holder Priority: See Appendix 1</i>	
4.2: 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	<i>Portfolio Holder Priority: See Appendix 1</i>	
4.3: Review the effectiveness and priorities of the service in the light of experience gained in responding to snow and flooding incidents	Review of Winter Service Policy and Plan completed and published	
4.4: Improve the condition of the Highways Network by completing a major programme of resurfacing works on principal roads, including the A208 (White Horse Ln) and A233 (Main Rd)	<i>Portfolio Holder Priority: See Appendix 1</i>	
4.5: Develop a comprehensive Highways Asset Management Plan for the Borough by March 2015	Draft prepared Q2. Plan on target for completion in Quarter 3	

Aim	Improve the standard of work carried out by the utilities	
In 2014/15 we will:	6-Month progress	
4.6: Continue to inspect at least 80% of utilities works, 50% more than required by the national code of practice	This activity level is being met	
4.7: Continue to monitor the progress of utility works, and take enforcement action where required to reduce traffic congestion	252 Fixed Penalty Notices issued	

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4.8: Work with utility companies to improve the quality of their reinstatement works, taking enforcement action where necessary to protect highway assets	Meet utility companies quarterly to improve compliance 6,109 defect notices issued
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Aim	Minimise the risk of flooding	
In 2014/15 we will:	6-Month progress	
4.9: Increase flood risk awareness and develop resilience through our Lead Local Flood Authority role	Ability to report of flooding incidents in 'Confirm' is on target for Q3	
4.10: Adopt the role of Sustainable Urban Drainage Systems Approval Body, once national guidance has been published	Awaiting national guidance. Implementation delayed until 2015/16	
4.11: Develop and adopt a Local Flood Risk Strategy for Bromley	<i>Portfolio Holder Priority: See Appendix 1</i>	

Outcome 5	Improving Transport
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 2014/15 we will:	6-Month progress
<p>5.1: 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>Bromley North Village scheme on target for completion in November 2014</p> <p>Car parks are not experiencing lengthy queues and spaces are still available in town centres at peak times. Monitoring will continue throughout the build period.</p> <p>Some minor / localised traffic issues have arisen as part of the Westmoreland Road car park development, but these are not permanent and officers have liaised with the developer to mitigate these where possible.</p>
<p>5.2: Improve rail connectivity to Bromley, including lobbying for an extension of London Overground services to Bromley North.</p>	<p>Support given to feasibility of Overground extension to Bromley North</p> <p>TfL have advised no further work will be done on the DLR option</p> <p>TfL are consulting on extending the Bakerloo line: 30 September to 7 December 2014</p> <p>Letter drafted to the Mayor with the Portfolio Holder setting out Bromley's public transport investment priorities</p>
<p>5.3: Look to decrease congestion and reduce journey times on priority routes, including the completion of work on key junctions on the A222 and A224</p>	<p><i>Portfolio Holder Priority: See Appendix 1</i></p>
<p>5.4: Help to reduce delays to bus journeys, and make transport interchanges safer and easier to use</p>	<p>Station access priority agreed at July PDS. Initial survey of stations complete, schemes being designed/costed prior to consultation with Members.</p>

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	<p>Orpington Station car park works commence in July 2014 and should be completed by February.</p> <p>Designs for forecourt /congestion improvements to be consulted on shortly</p>
<p>5.5: Continue to support schools, developers and businesses in implementing effective Travel Plans to reduce traffic congestion, improve road safety and encourage walking and cycling</p>	<p>78 schools have had their Travel Plans accredited by TfL (64 primary and 14 secondary)</p>
<p>5.6: Ensure that parking provision near town centres and railway stations balances the needs of residents, visitors and commuters</p>	<p>Chelsfield Scheme: residents notified of design to be implemented in the Winter</p> <p>Orpington Station: additional parking spaces implemented by removal of some yellow lines on flank areas</p> <p>New Beckenham: One aspect of the planning conditions is outstanding</p>
<p>5.7: Work with Southeastern and Network Rail to improve parking at Orpington rail station, increasing capacity and improving access</p>	<p><i>Portfolio Holder Priority: See Appendix 1</i></p>
<p>5.8: Work with King's College Hospital NHS Foundation Trust to improve parking at and around Princess Royal University Hospital</p>	<p><i>Portfolio Holder Priority: See Appendix 1</i></p>

Aim	Fewer road casualties	
In 2014/15 we will:	6-Month progress	
<p>5.9: Continue implementing our programme of accident reduction measures in key locations, alongside a programme of road safety education</p>	<p><i>Portfolio Holder Priority: See Appendix 1</i></p>	
<p>5.10: Identify and prioritise locations for accident reduction measures in 2015/16</p>	<p><i>Portfolio Holder Priority: See Appendix 1</i></p>	
<p>5.11: Deliver a programme of skid resistant road surfacing and upgraded lining to improve safety</p>	<p><i>Portfolio Holder Priority: See Appendix 1</i></p>	

Outcome 6	Improving Services for our Customers
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

Aims	Maintain high standards of customer service
	Ensure services are efficient and provide value for money
	Uphold good governance and accountable decision making
In 2014/15 we will:	6-Month progress
6.1: Sustain improvements in our standards of customer service and make it easier for customers to contact us on-line, for example through Fix My Street	<i>Portfolio Holder Priority: See Appendix 1</i>
6.2: Use customer feedback to help us improve service performance	S&G monitors FMS data. Additional specific service standard information is now published bromley.gov.uk to help customers understand more of the processes following FMS feedback. Complaints monitoring work identifies issues and trends as an indicator of potential satisfaction levels
6.3: Embed sound business planning, performance and risk management to underpin effective service delivery	Portfolio Plan agreed July 2014. This report addresses half year progress monitoring Risk Register and contribution to Annual Governance Statement completed
6.4: Continue to improve the use of ICT and flexible mobile working to benefit our customers	Meet with corporate ICT regularly including on Windows 7 roll-out
6.5: Maintain control of our contracts at both Member and operational level, including reviewing our approach whenever contracts are renewed, to ensure high service standards and value for money	Contracts assessed and reported as part of every Forward Programme report (see Appendix 3)
6.6: Continue to achieve demanding service objectives and value for money within the context of budget constraints	This report addresses half year performance monitoring progress Financial monitoring reports brought to July and September's Environment PDS Committee

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6.7: Support Environment PDS Committee in exercising its powers of scrutiny over a range of public bodies, including the Council itself	Police to be invited to January 2015 Environment PDS meeting
6.8: Ensure that formal decision-making is supported by sound procedures and is accessible to the public	Trial of public access to Public Transport Meeting agreed Working Groups established at July Environment PDS Committee

Aim	Provide fair and effective Parking services	
In 2014/15 we will:	6-Month progress	
6.9: Develop the successful shared Parking service with LB Bexley, including integrating the new ICT system	Shared Service Management Board and Finance sub-group are meeting regularly The introduction of Bromley online permits has resulted in few service complaints	
6.10: Continue to improve the effectiveness and fairness of the Council's parking enforcement activities	Internal procedural manual is being developed, although penalty charge enforcement and processing policies are already largely harmonised	
6.11: Provide a choice of parking payment methods for motorists	Mobile phone payment contract extended to align with main parking contract Recent facility to enable permits to be paid on line has been introduced with minimum number of complaints received	
6.12: Ensure that good parking facilities and reasonable charges support the vitality of the borough's town centres	Seeking to retain all 'Park Mark' awards for our car parks (and to increase publicity)	
6.13: Implement the online permit system to allow full self-service for residential and business permits, including vouchers and parking dispensations	All Bromley permits are now available on-line	